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**Technical specifications for remote service and management  
system for electric vehicles - Part 1: General principle**

电动汽车远程服务与管理系统技术规范 第1部分：总则

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### Foreword

This document was drafted in accordance with the provisions of GB/T 1.1-2020 Directives for standardization - Part 1: Rules for the structure and drafting of standardizing documents.

This document is part 1 of GB/T 32960 Technical specifications for remote service and management system for electric vehicles. GB/T 32960 has been published in the following parts. -- Part 1: General principle; -- Part 2: On-board terminal;

-- Part 3: Communication protocol and data format; -- Part 4: Conformance test.

This document replaces GB/T 32960.1-2016 Technical specifications of remote service and management system for electric vehicles - Part 1: General principle. Compared with GB/T 32960.1-2016, in addition to structural adjustments and editorial changes, the main technical changes are as follows.

- a) The data requirements for the enterprise service and management platform are added (see 4.3);
- b) The requirements for access to the public service and management platform are added (see 4.4);
- c) The requirements for data transfer objects of the enterprise service and management platform are changed (see 5.2.1; see 5.2.1 of the 2016 version);
- d) The encryption requirements for data transmission between the public service and management platform and the enterprise service and management platform are changed

(see 5.3.4; see 5.3.3 of the 2016 version);

e) The requirements for power battery cell voltage and temperature data are deleted (see 5.5 of the 2016 edition).

Please note that some of the contents of this document may involve patents. The issuing organization of this document does not assume the responsibility for identifying patents.

This document was proposed by the Ministry of Industry and Information Technology of the People's Republic of China.

Technical specifications for remote service and management system for electric vehicles - Part 1: General principle

## 1 Scope

This document specifies the system architecture and general requirements for a remote service and management system for electric vehicles.

This document applies to data communications between on-board terminals, enterprise service and management platforms and public service and management platforms of battery electric vehicles, plug-in hybrid electric vehicles and fuel cell electric vehicles.

## 2 Normative references

GB/T 19596

GB/T 32960.2

GB/T 32960.3

GB/T 32960.4

## 3 Terms and definitions

The terms and definitions defined in GB/T 19596 and the following apply to this document.

### 3.1 Remote service and management system for electric vehicles

A system that collects, processes and manages electric vehicle information and provides information services to networked users.

4.3 The data collected by the enterprise service and management platform shall at least include the parameters required by the public service and management platform.

4.4 After the vehicle product is offline and connected to the enterprise service and management platform, the enterprise service and management platform shall transmit the data and related information collected by the on-board terminal to the public service and

management platform in accordance with the platform exchange communication protocol.

#### **4.5 The public service and management platform shall manage the vehicle information**

provided by the enterprise service and management platform, provide supervision services, and provide relevant information to vehicle management, quality supervision and other departments.

#### **5.1 On-board terminal**

The on-board terminal shall meet the requirements of GB/T 32960.2, collect data of the vehicle and its components from the vehicle and send the data to the enterprise service and management platform. The data range shall at least meet the requirements of GB/T 32960.3.

##### **5.2.1 The enterprise service and management platform shall transmit data with the on-**

board terminal and the public service and management platform.

##### **5.2.2 The enterprise service and management platform shall have the functions of**

vehicle fault monitoring and safety alarm. According to the severity of the potential safety hazards to the vehicle, faults and alarms shall be managed in a graded manner and corresponding disposal measures shall be set according to different levels.

##### **5.2.3 The enterprise service and management platform shall regularly report the**

handling measures, handling progress and handling results of faults and alarms to the public service and management platform.

##### **5.3.1 The public service and management platform shall have the information input and**

maintenance functions used by vehicle manufacturers, which are used for the enterprises to input vehicle static information and report the handling measures, .....