

**Unsettled Topics
Concerning User
Experience and
Acceptance of
Automated Vehicles**

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Unsettled Topics Concerning User Experience and Acceptance of Automated Vehicles

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Dr. Taleb-Bendiab is a 21-year member of SAE International and is Valeo's representative to the Automotive Information Sharing and Analysis Center (Auto-ISAC) advisory board. He has participated as an invited speaker and panelist on automated driving and user experience and has contributed as SAE technical paper reviewer around advanced driver assistance systems, human-machine interface, and smart sensing topics.

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Abstract

Driver assistance and low-level automation are creating a pathway of experience and projected acceptance toward higher automation levels when there is a positive experience and consumers see value in the technology. Automated vehicles will provide new opportunities for how consumers spend their time as the driver role evolves with higher levels of automation. However, the basics must still be met - safety and reliability, along with comfort and convenience - in order to gain consumer trust.

This SAE EDGE™ Research Report consists of addressing the unsettled topic of user acceptance of automated driving and analyzing the user experience for a more intuitive and safe driving experience. First, we examine the requirements for safer driver/user engagement with driving for the various SAE automation levels. This is based on learnings from various recent qualitative and quantitative studies. Second, we analyze consumer sentiment toward automated driving, both consumer excitement about the perceived benefits and dislikes or concerns about the technology. In addition, we touch upon the findings from surveys about drivers' experience with advanced driving assistance technologies and how it applies to automated driving. Third, we highlight driver profiles observed during a user-centric experience on a diverse automated driving cockpit. As a result, we proposed - through a trust pyramid representation - a means of gradually increasing user trust through careful human-machine interface (HMI) delivery with appropriate levels of information that communicate safe driving. Ultimately, the goal is to build up user confidence in safe automated driving so that their time can be spent on entertainment or other non-driving tasks.

NOTE: SAE EDGE™ Research Reports are intended to identify and illuminate key issues in emerging, but still unsettled, technologies of interest to the mobility industry. The goal of SAE EDGE™ Research Reports is to stimulate discussion and work in the hope of promoting and speeding resolution of identified issues. SAE EDGE™ Research Reports are not intended to resolve the challenges they identify or close any topic to further scrutiny.

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