

WHAT IS CLAIMED IS:

1. A computer-implemented method of addressing a user-reported vehicle condition, the method comprising:
 - receiving, by one or more computing devices, a service request for a vehicle service for a user, wherein the service request is indicative of a location;
 - sending, by the one or more computing devices, one or more first control signals to an autonomous vehicle that is configured to provide the vehicle service, wherein one or more of the first control signals indicate that the autonomous vehicle is to travel to the location;
 - receiving, by the one or more computing devices from a user device, a communication indicative of an existence of a condition associated with the autonomous vehicle that reduces a suitability of the autonomous vehicle to provide the vehicle service, wherein the condition is identified by the user;
 - determining, by the one or more computing devices, one or more actions to be performed by the autonomous vehicle based, at least in part, on the existence of the condition associated with the autonomous vehicle; and
 - sending, by the one or more computing devices, one or more second control signals to the autonomous vehicle to perform one or more of the actions.
2. The computer-implemented method of claim 1, wherein one or more of the actions are to alleviate the condition associated with the autonomous vehicle.
3. The computer-implemented method of claim 1, wherein the communication indicative of the existence of the condition is a rejection by the user of the autonomous vehicle for the vehicle service, and wherein at least one of the actions comprises the autonomous vehicle travelling to a maintenance location without providing the vehicle service to the user.
4. The computer-implemented method of claim 3, further comprising:
 - sending, by the one or more computing devices, one or more third control signals to another autonomous vehicle that is configured to provide the vehicle service, wherein one or more of the third control signals indicate that the other autonomous vehicle is to travel to the location.

5. The computer-implemented method of claim 1, wherein one or more of the actions comprise providing the vehicle service to the user, and wherein one or more of the actions comprise travelling to a maintenance location after providing the vehicle service to the user.

6. The computer-implemented method of claim 1, further comprising:
confirming, by the one or more computing devices, the existence of the condition.

7. The computer-implemented method of claim 6, wherein confirming, by the one or more computing devices, the existence of the condition comprises:
receiving, by the one or more computing devices, data indicative of the condition from one or more systems on-board the autonomous vehicle; and
confirming, by the one or more computing devices, the existence of the condition based, at least in part, on the data indicative of the condition from the one or more systems on-board the autonomous vehicle.

8. The computer-implemented method of claim 7, wherein the user device is a mobile user device of the user, and wherein confirming, by the one or more computing devices, the existence of the condition comprises:
receiving, by the one or more computing devices, image data indicative of the condition from the user device; and
confirming, by the one or more computing devices, the existence of the condition based, at least in part, on the image data indicative of the condition.

9. A system for addressing a user-reported vehicle condition, the system comprising:
one or more processors; and
one or more memory devices, the one or more memory devices storing instructions that when executed by the one or more processors cause the one or more processors to perform operations, the operations comprising:

receiving a service request for a vehicle service, wherein the service request is indicative of a location;

identifying an autonomous vehicle to provide the vehicle service;

sending one or more first control signals to the autonomous vehicle indicating that the autonomous vehicle is to travel to the location;

receiving, from a user device, a communication indicative of an existence of a condition associated with the autonomous vehicle, wherein the condition reduces a suitability of the autonomous vehicle to provide the vehicle service, and wherein the condition is identified by a user;

determining one or more actions to be performed by the autonomous vehicle based, at least in part, on the existence of the condition associated with the autonomous vehicle; and

sending one or more second control signals to the autonomous vehicle to perform one or more of the actions.

10. The system of claim 9, wherein the communication indicative of the existence of the condition associated with the autonomous vehicle indicates that the autonomous vehicle is not suitable to provide the vehicle service to the user.

11. The system of claim 9, wherein the user device is configured to receive, from the user, a user input indicative of the existence of the condition.

12. The system of claim 11, wherein the user device is a mobile device associated with the user, and wherein the user device is configured to display a user interface via a display device of the user device, and wherein the user input is provided via interaction with the user interface.

13. The system of claim 9, wherein the operations further comprise:
determining a volume of service requests for the vehicle service, and
wherein one or more of the actions are based at least in part on the existence of the condition and the volume of service requests for the vehicle service.

14. The system of claim 9, wherein the operations further comprise:
determining whether the condition associated with the autonomous vehicle does or does not exist.
15. The system of claim 14, wherein the operations further comprise:
applying a reward to a profile associated with the user when it is determined that the condition associated with the autonomous vehicle does exist or a penalty to the profile associated with the user when it is determined that the condition associated with the autonomous vehicle does not exist.
16. The system of claim 14, wherein the operations further comprise:
determining a user that caused the condition associated with the autonomous vehicle; and
applying a penalty to a profile associated with the user that is determined to have caused the condition associated with the autonomous vehicle.
17. One or more tangible, non-transitory computer-readable media storing computer-readable instructions that when executed by one or more processors cause the one or more processors to perform operations, the operations comprising:
receiving a service request for a vehicle service for a user;
identifying an autonomous vehicle to provide the vehicle service to the user, wherein the autonomous vehicle is included in a fleet of vehicles of a service provider;
receiving, from a user device, a communication indicative of an existence of an adverse condition associated with the autonomous vehicle, wherein the condition is identified by the user;
determining one or more actions to be performed by the autonomous vehicle based, at least in part, on the existence of the adverse condition associated with the autonomous vehicle; and
sending one or more control signals to the autonomous vehicle to perform one or more of the actions.

18. The one or more tangible, non-transitory computer-readable media of claim 17, wherein the vehicle service is a transportation service, and wherein the adverse condition reduces a suitability of the autonomous vehicle to provide the transportation service.

19. The one or more tangible, non-transitory computer-readable media of claim 18, wherein the user is a current rider of the autonomous vehicle, and wherein the condition is identified by the user while the user is riding in the autonomous vehicle for the transportation service.

20. The one or more tangible, non-transitory computer-readable media of claim 19, wherein the user device is associated with the autonomous vehicle, and wherein the user device is configured to receive user input indicative of the existence of the condition.