

TS 1033742: Who to Contact for Virtual Technician and Detroit Connect Issues

TS 1033742: Best Contact for Virtual Technician and Detroit Connect Issues

For issues relating to Virtual Technician (VT) including:

- Technical troubleshooting
- Receiving fault code emails or delayed emails
- Fault code explanation and service info
- Setting up VT e-mail contact information in the VT dashboard
- Stolen or missing vehicle requests
- CTP modules
- Over The Air (xOTA) Hardware and Module software support

Contact: Daimler Trucks Technical Support Center

E-mail: virtualtechnician@daimler.com

Phone: (855)253-0420, Option 1

For issues relating to Detroit Connect including:

- Registration wizard & Registration support
- Virtual Technician Subscriptions
- Subscriptions & Sub Portal Support
- Detroit Connect Portal Functionality
- Setting up VT e-mail contact information in the VT dashboard
- Setting up Unit(Fleet) Numbers within the VT Dashboard
- Over the Air (xOTA) general questions and functionality support
- Stolen or Missing Vehicle Requests

Contact: Detroit Connect Operations

E-mail: detroitconnect@daimler.com

Phone: (855)253-0420, Option 2

Hours: Monday - Friday (5AM - 6PM PST)