Email Subject Line: Your Hum device needs to be replaced – We are upgrading your HUM device on us!

Customer ID: # Customer ID

Customer Name: #FirstName #LastName

Vehicle: #Year #Make #Model

Dear Customer:

We have determined that your existing Hum device is no longer functioning as it should and needs to be replaced.

We are replacing your device with an upgraded HUMX device and speaker system on us.

Verizon has determined that your Hum device, which plugs into the On-Board Diagnostic ("OBD II") port in your car, is not working or is not functioning as it should. We are providing this upgrade because we have determined that your current HUM device may experience infrequent GPS service disruptions. These disruptions may impact certain features, such as Vehicle Location Services, which may not function properly at all times. If this is the case, your Hum device may not provide emergency responders with your accurate location if needed.

How do we plan to resolve this issue?

We are replacing your existing Hum device and wireless speaker to the next generation HUMX free of charge. We will mail you the new equipment within the next 14 days. You will receive a shipping confirmation via the email associated with your Verizon Wireless account with a tracking number once the device has shipped from our warehouse.

Your new device has enhanced features such as:

- Unlimited Wifi Hotspot - where you can connect up to 10 devices (NEW)
- Google Assistant - where you can access your Google Assistant directly from your HUM^{X} speaker (NEW)
- Ability to receive future product upgrades through automatic downloads

It also includes the features you currently enjoy:

- Number Share - which allows you to store up to three of your favorite contacts and then talk handsfree using the Hum× Speaker.
- Bluetooth - for handsfree calling
- Direct access to emergency services directly from your HUMX speaker

What do you need to do?

Once you receive the new equipment, complete the following steps to install it:

- *To activate your new Hum, call 1-877-807-4646 and follow the prompts.*
    - *You will need to have your Hum number available which can be found on the receipt inside the box. It may take up to 10 minutes for your device to activate.*
- *After you call and activate your Hum, make sure you are in a good coverage area (outside with a strong cell signal) prior to plugging in your new Hum so that you can receive important network updates.*
- *Replace your existing OBD reader and wireless speaker (if you have a speaker as part of your Hum system) with new equipment.*
- *Once the new equipment is installed, take a 10-15 minute drive so that the system can validate the equipment. Original Hum equipment can either be recycled or returned using the pre-paid shipping label included with your new device. Note: For HumX only, use the Bluetooth Speaker pairing and Wi-Fi setup instructions (in Hum Quick Start Guide) to set up your new device.*

Thank you again for being such a loyal customer!

Sincerely,

Hum by Verizon

Hum by Verizon is dedicated to protecting your privacy. Privacy Policy.

Please do not reply to this email as this mailbox is not monitored.