

SS 1034740 CTP Reset Warning When Using DiagnosticLink Version 8.12

Issue:

Starting with DiagnosticLink version 8.12, a new Common Telematics Platform (*cTP*) *Not Communicating Over the Air* symptom based *Advanced Diagnostic procedure* was released with the intent to resolve specific issues on a certain population of trucks.

Solution:

Please, do not run this procedure unless specifically directed by a DTNA field service representative, or by the Detroit Connect support team.

Running this procedure on a vehicle (not identified with the specific issue), for which the Advanced Diagnostic was created, will permanently disable the cTP and it will need to be replaced.

Additional Information:

Please note, while a customer may perceive a cTP as not communicating, there are other things that may cause a specific truck to not be shown, or affect certain features, in the Detroit Connect portal. If that is the case, always reach out to the Detroit Operation support team via email DetroitConnect@daimler.com, or by calling 855-253-0420, option 2. They will then troubleshoot and provide directions as needed.