



No.: 20CSA-09

TO: Service Locations
FROM: Service Diagnostics & Tools
SUBJECT: **DiagnosticLink® Software Update Reminder**

SUBJECT DETAIL

This letter is a reminder to service locations that maintaining access to the Detroit server requires all DiagnosticLink® computers be updated with the current version of DiagnosticLink® software.

Due to various software changes and fixes, vehicles will **require** DiagnosticLink® 8.12 to perform functional programming. Failure to use this version may cause errors, incomplete programming, and poor vehicle performance. Because of this, **all DiagnosticLink® 8.09 installed versions will be disabled as of Thursday, July 23, 2020.**

We expect all computers, running DiagnosticLink® 8.09, to receive a service pack for installation when connecting to the Detroit server. This service pack will continually display a notification at the top of the application, warning of the imminent shutdown. If these versions are not updated by the date above, the applications will cease to function. **Any copies of 8.09 that are updated with this service pack after June 30, 2020 will cease to function immediately.** This can lead to a **serious** downturn of your business processes.

UPDATE INSTRUCTIONS FOR CURRENT DIAGNOSTICLINK® SUBSCRIBERS

DTNA dealers and distributors in the US and Canada should login to DTNAConnect and refer to the 6/12/20 My Communications letter titled '20CSA-08 Release of DiagnosticLink® 8.12 for instructions.

Others with a current and active subscription are eligible to download and register DiagnosticLink® 8.12 at no additional charge. Use the following instructions below:

Users with an expired subscription, may use the below link in Step 1 to update their subscriptions. Please be aware that charges may apply.



NOTE: It is recommended to first uninstall previous installations of DiagnosticLink® (e.g. version 8.08) prior to installing the current version.

1. Login to <https://diagnosticlink.nexiq.com>.
2. Go to My Account and select My Downloads.
3. Click on the download DiagnosticLink® 8.12 button.
4. Save the install package file to desktop.
5. Double click install DiagnosticLink® package.
6. Follow the setup guide to complete the installation.

CONTACT INFORMATION

Please contact the Detroit™ Customer Support Center at 855-253-0423 or email csc.software@daimler.com if you have any questions.