

Virtual Tech



[Devon Wartluft](#) 167 posts since Jan 31, 2018

Virtual Tech Sep 17, 2020 2:48 PM

Does anyone work with any customers/fleets that the unit is registered and showing under the subscriptions but wont report faults on Detroit connect or the VT website.

I don't have the particular unit here but vin KSKH2315 is having this issue there are a few more trucks in the fleet but i need to go through all of them to figure out which units are reporting and which arent.

Tags: vt, virtual tech



[Pat Moran](#) 103 posts since Nov 30, 2015

Re: Virtual Tech Sep 17, 2020 8:13 PM

CTP would be my prime suspect in this complaint

Type CTP in the search box on the DTNA Solutions main page and there are several strings that describe issues and resolutions



[Devon Wartluft](#) 167 posts since Jan 31, 2018

Re: Virtual Tech Sep 18, 2020 2:24 PM

Thank you, ill dive into that, cause it sounds like this whole fleet is hit and miss on which ones they can pull VT faults for.



[Pat Moran](#) 103 posts since Nov 30, 2015

Re: Virtual Tech Sep 18, 2020 2:32 PM

I looked at KH2315 in Virtual Technician. It was reporting correctly in the past, but no messages for quite a while. That shows that the CTP worked correctly earlier in life.

If there are a big group not reporting, I would verify that the warranty registration in OWL is correct for that fleet. Customer access with a C70xxxx Login is limited to that customers CAN



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Re: Virtual Tech Sep 18, 2020 2:47 PM

We had our salesmen verify the unit in question about the registration. The customer and myself are working on which ones are and aren't reporting, then we can work on a game plan for getting them fixed.

Id have to read the sf576, sf610 and sf611 again to see if this complaint was part of these campaigns



[Chris Vanboom](#) 145 posts since Nov 21, 2014

Re: Virtual Tech Sep 21, 2020 3:52 PM

I have one customer that I renewed his VT and ever since I have been unable to see his faults through the VT application in DTAN Connect. I thought his renewal didn't go through, so I contacted Detroit Connect. Detroit Connect told me it was all good and working, but that I needed to put the full VIN in the field when using the VT application.

Much to my surprise, that was the solution.

Going forward, when checking a truck through the VT application, I highly recommend using the full VIN.



[Scott Trippel](#) 3,958 posts since Dec 13, 2014

Re: Virtual Tech Sep 21, 2020 4:11 PM

I experienced the exact same thing 4 months ago and I always put the 17 digit VIN in now.



[Chris Vanboom](#) 145 posts since Nov 21, 2014

Re: Virtual Tech Sep 21, 2020 3:56 PM

Without full VIN...

VEHICLE:

VIN:

ENGINE:

ENGINE:

▲

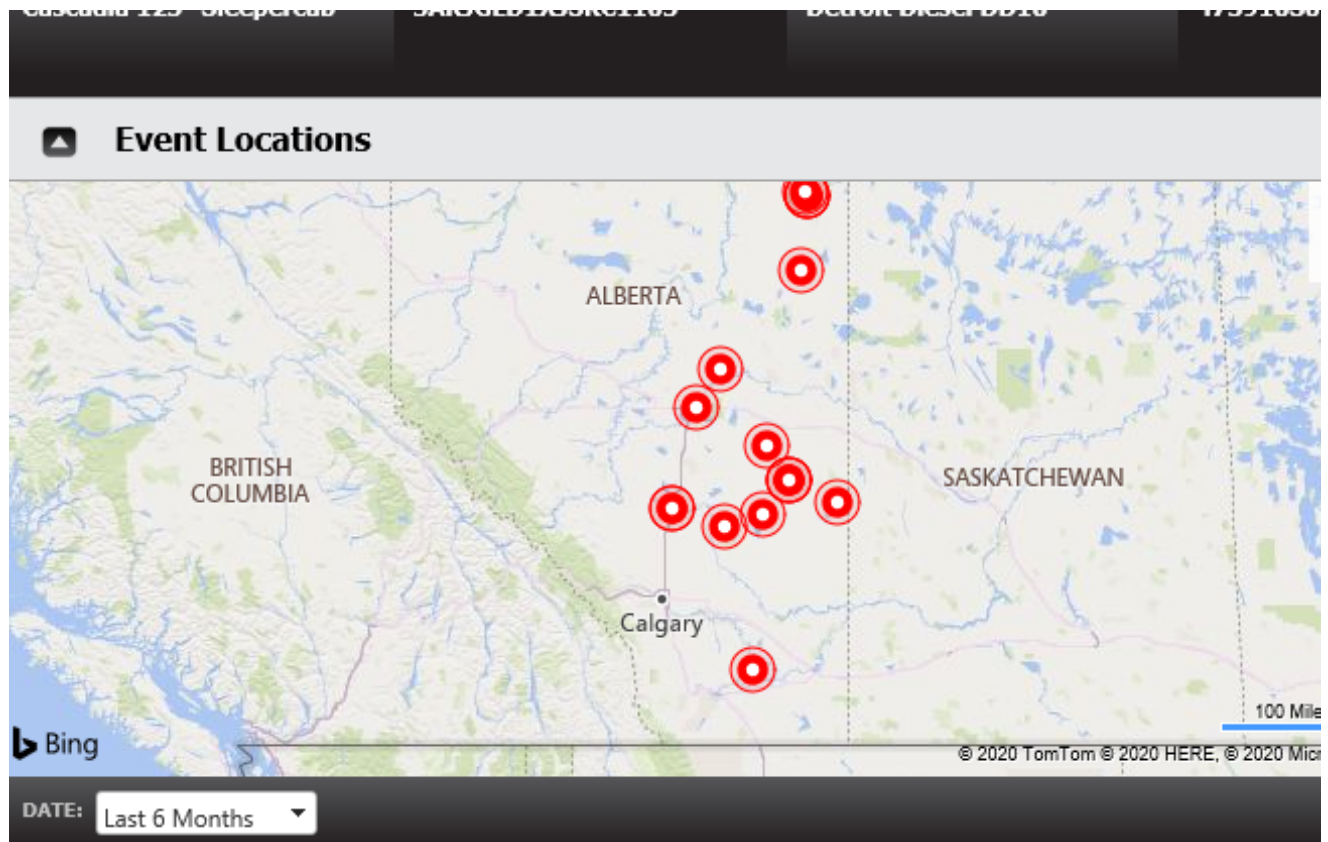
Event Locations

DATE: Last 6 Months ▼

Vehicle Not In Service and Terms & Conditions Not Accepted

Would you like to search for another vehicle? Yes

With full VIN..



	EVENT ID	DESCRIPTION	SPN	FMI	FAULT DATE	
A	685962468	Transmission Clutch Actuator	788	7	9/18/2020 11:44 AM	



[Devon Wartluft](#) 167 posts since Jan 31, 2018

Re: Virtual Tech Sep 21, 2020 4:20 PM

thanks for the vin hint guys, but no dice with this one. Probably something on the truck side. I still have to go through the fleet to see which arent and are working and go from there.

Just incase it is something with my log in here is the whole vin 3AKJHHDR3KSKH2315 if any of you want to give it a shot.



[Chris Vanboom](#) 145 posts since Nov 21, 2014

Re: Virtual Tech Sep 21, 2020 4:24 PM

No events in the last year, same as [Pat Moran](#) has indicated.

Virtual Tech



[Raymond Jakubus](#) 46 posts since Dec 15, 2014

Re: Virtual Tech Oct 16, 2020 7:53 PM

I have had that problem, sent it to them and they fixed it. One time I got an email back saying you need the whole VIN even though since the beginning we only needed the last six. Must have been a new guy!