

Select Customers – Hum Replacements

We have recently determined that a small number of Hum by Verizon devices may not be working or functioning as they should. Your ability to place an emergency call may be impacted. Features, such as Crash Response and Vehicle Location services, may not function properly. As a result, your Hum device may not provide emergency responders with your accurate location if needed.

To resolve this issue, we are replacing your unit at no cost to you. If you have a non-functioning device, until you receive your replacement and follow the steps below to activate it, the emergency services function will not be available. However, you will still be able to request services through the Hum App on your mobile device.

How we plan to resolve this issue

We will replace your existing OBDreader and Speaker (Hum^x customers only) free of charge. We will mail you a new unit and notify you when the shipment of the replacement device is in route.

What you will have to do

You will simply need to do the following.

1. Open the package.
2. Call 1-877-807-4646 and follow the prompts to activate the new device.
3. Remove the old OBD Reader and Speaker.
4. Install the new equipment and take a 10-15 minute drive to register your equipment.
5. Verify you can see it in the Hum App.

FAQ Section

What is the issue?

Verizon Connect has identified that certain HumX and Hum+ devices may not be working or function as they should. Your ability to place an emergency call may be impacted. Certain features, such as Crash Response and Vehicle Location services, may not function properly. As a result, your Hum device may not provide emergency responders with your accurate location if needed.

How many units are impacted?

The number represents a very small percentage of the overall Hum by Verizon customer base

How will customers be notified?

Verizon Connect will reach out to the customers with identified devices via email and text message

How will customers receive a new device?

Verizon Connect will be ship a new unit directly to the customer at his/her billing address

Does the customer need to ship back the defective device?

There is no need to return the device. The original Hum equipment can either be recycled or returned using the pre-paid shipping label included with the new device.

Additional Support

If you need additional assistance activating the new device, you can reach Hum Customer Service at 800-711-5800 at any time.