

HUM VT 750 Customers - Hum Vehicle Location Services

We recently determined that vehicle location services in your Hum device are no longer functioning as they should. As a result, your Hum device will not provide emergency responders with your accurate location if needed. Also, certain features, such as Crash Response, Boundary Alerts and other features based on vehicle location services, do not work properly.

We notified you of the issue in early April and pushed out a software update to automatically restore functionality of vehicle location services in your Hum device. Our records show that a small number of Hum devices, including yours, did not take the software update and are still not functioning properly. These Hum devices need to be replaced.

How do we plan to resolve this issue?

We are shipping a free replacement device (the Hum+ device) to you.

FAQ Section

How do I know if my device is affected?

If your device is affected, the account owner will receive a communication via email and text message.

If my device is affected, what will happen?

We are shipping to you, at no cost, a free replacement Hum+ device to your billing address.

The HUM+ includes these enhanced features, which your current device does not offer:

- 4G LTE connectivity
 - Optional In-Vehicle Wi-Fi services can be added for an additional \$10 per month
 - Ability to connect up to 10 devices
- Please note: The Hum+ device does not include a speaker. However, with your new device, most of the features available through your current speaker will be available to you in the Hum App.

What you will have to do

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

1. To activate your new Hum+, call 1-877-807-4646 and follow the prompts.
 - a. 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.
2. 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.
3. Replace your existing OBD reader with the new equipment.

4. Once the new equipment is installed, take a 10-15 minute drive so that the system can validate the equipment.

What if I do not replace my device?

Vehicle location services do not work on your current Hum device. As a result, your Hum device will not provide emergency responders with your accurate location if needed. Your device must be replaced to restore the functionality of vehicle location services.

What do I do with my original Hum equipment?

Original Hum equipment can either be recycled or returned using the prepaid shipping label included with your new device being shipped to you.

Additional Support

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