

## CUSTOMER COMMUNICATION 3.29.21



Dear Valued Detroit Connect Customer,

We discovered a population of vehicles that is unable to complete over the air updates including parameters and DDEC over the air. You are receiving this communication because one or more of your vehicles is in this population. We have blocked the ability to send over the air updates for vehicles experiencing this issue in the Detroit Connect Portal. On the Parameter Profiles page these vehicles are greyed out and you are unable to select these vehicles for parameter over the air updates.

We are continuing to investigate this issue, however early findings indicate there may be a hardware issue which will take some time to overcome. Currently we do not have a timeline for a solution. Parameters must be updated with Diagnostic Link until further notice.

We apologize for any inconvenience this is causing.

The Detroit Connect Team