

CUSTOMER COMMUNICATION 9.13.21



Dear Valued Detroit Connect Customer,

This communication is a follow up to the Over the Air issue being experienced on some telematics devices. We are currently testing a solution for this issue, while testing is not complete initial results are promising. The solution will require a software update which is currently planned for October/November. In a continuous effort to keep you informed we will send additional updates as they are available.

The original message is included below for context.

If you have any questions please reach out to Detroit Connect customer support at DetritConnect@daimler.com or (855) 253-0420

The Detroit Connect Team

Previous Communication:

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.