Detroit Connect - Remote Updates and Maintenance System Currently Unavailable for Newly In-Service Vehicles

Communication Type: News

Date: 8/23/2023

The following is an important message regarding new Cascadia (P4) vehicles produced on/after January 1, 2023 equipped with Detroit Connect Remote Updates and Maintenance System.

We are experiencing issues **processing data** for newly in-service Cascadia (P4) vehicles produced on/after January 1, 2023 with DT12 transmissions. Please note this issue has no impact on the vehicle's powertrain.

What this means for the customer: Customers may find Remote Parameter and DDEC Report requests blocked from the portal. This does not mean a vehicle cannot have Parameters updated or DDEC report data exported. At this time, the customer will have to take their vehicle into a service center for these services to be performed via DiagnosticLink. Additionally, vehicles may not report maintenance data on the Maintenance System page.

We are working to resolve this issue as quickly as possible.

Your Detroit Connect Team