

Message Title: Service warning message - update with correction steps

Distribution list: ✓ All Users Message ✓ Sales Message: Mexico ✓ Sales Message: US

Dear Valued Partner,

We would like to share more information about the service interval warning message, it's root cause and the correction that can be applied.

The issue happened because of a bug in the software that calculates the service counter from the vehicle chip that specifically affected the date of January 1st 2026.

Because of that specific bug, on that day the vehicle's software recalculated the interval wrongly and therefore displayed the message in the console.

The reason why some vehicles may not have been affected is still in evaluation.

To correct this you can follow these steps:

1. From the HMI (touchscreen) navigate to this page: Settings / Vehicle Functions / Vehicle Information / Service Interval
2. This will display the Miles, Engine Hours and Days left until the next service. Please take note of these 3 values.
  - a) The Engine Hours and Miles are correct, only the remaining days will need to be calculated.
3. Use the following calculation to find the correct number of days until the next service:

#### DETAILS

Type: Announcements

Department: Service Department

Category: General

Priority: Normal

#### DATES

Effective Date: 2026-01-22

Expiry Date: 2026-12-30

#### ATTACHMENTS

- a) [Number of days shown in the vehicle] - 2191
- b) Example: if the vehicle shows 1871 days left in step 2 then do this calculation:

$$1871 - 2191 = 320$$

This means there's 320 real days left until the next service

4. To update the vehicle with the right values log in to Grade X and Decode the vehicle
5. Go to special routines, Head Unit 'Service'
6. Select 'Custom Interval'
7. Input the remaining Days (calculated in step 3), Miles and Engine Hours (as noted from step 2)

- a) Note: For vehicles that display miles in the odometer, when carrying out the custom interval the miles must be converted to Kilometers (kms).

8. Complete the routine and allow the Head Unit to reset
9. Check the Head Unit screen that the service requirements are correct

**We would like to encourage you to take the chance to do this correction the next time a customer's vehicle is brought into your workshop when you also check for any outstanding campaign work or retail repairs.**

**We are also continuing to work on the correction of the software to fix the root cause and we will provide an update once that is done.**

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