DETROIT CONNECT

VIRTUAL TECHNICIAN

A check engine light could mean anything from an easy fix to a critical engine failure. Detroit™ Connect Virtual Technician℠ remote diagnostic service helps take the guesswork out of truck maintenance – increasing uptime and reducing maintenance costs.

Detroit Connect Virtual Technician is the remote diagnostic service for Freightliner and Western Star trucks equipped with a Detroit™ engine. With it, you're notified within minutes that your vehicle has experienced a fault event, the severity of the fault, and when, where and how to best fix the issue. Critical fault codes are further analyzed by our Detroit Customer Support Center (CSC) experts who will provide recommendations. Complete fault event details can also be viewed via the Detroit Connect portal. *Making informed service decisions has never been so easy.*

AVOID UNNECESSARY DOWNTIME

Approximately 20 percent of fault events transmitted by Virtual Technician have been identified as driver actionable, meaning the solution to resolving the fault can be put in the hands of the driver. In these cases, Virtual Technician sends your fleet instructions for the driver to use in resolving the issue. You'll be able to make informed decisions so you only service your vehicles when needed. *Reduce time spent on diagnostics and in the shop while increasing time on the road making money.*

INFORMATION AT YOUR FINGERTIPS

Viewing vehicle information has never been easier. With the Detroit Connect portal, you'll be able to view the health of your overall fleet or you can drill down into specific faults to find the information you need to manage an event. You will also have easy access to each vehicle's fault history.

You're also provided with a variety of reporting metrics that let you see fault trends across your fleet. *Make informed decisions, proactively, on how best to manage the maintenance of your vehicles going forward.*

THE TOP 5 ADVANTAGES

1. DISCOVER ENGINE ISSUES BEFORE THEY CAUSE DOWNTIME

2. RECEIVE EXPERT ANALYSIS FROM THE CUSTOMER SUPPORT CENTER EXPERTS

3. LOCATE CONVENIENT SERVICE CENTERS WITH AVAILABLE PARTS

4. SAVE MONEY BY SERVICING VEHICLES ONLY WHEN NEEDED

5. REDUCE YOUR COST OF OWNERSHIP
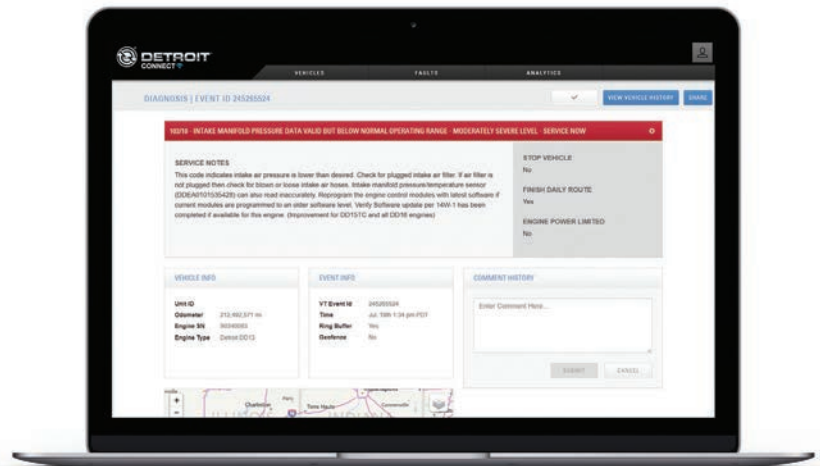
HERE'S HOW VIRTUAL TECHNICIAN WORKS

When a fault occurs, Virtual Technician captures the engine or aftertreatment fault code event.

Within minutes of the fault code event, fault information details are relayed to your fleet via email or notification via the Detroit Connect portal. This information specifies the severity of the fault, whether or not the driver can resolve the issue, or if the fault requires immediate service.

If the situation is critical, engine data from 60 seconds before and 15 seconds following the fault event is sent to the Detroit Customer Support Center (CSC), where our experts analyze the data and determine the problem.

Our CSC experts send a follow-up notification to your fleet outlining the cause of the fault event, the recommended parts to fix the problem, and the nearest service locations with parts in stock.

Copied on the follow-up notification, the selected service location technicians are prepared with the information needed to jump in and fix the problem.

DETROITCONNECT.COM

THE DETROIT CONNECT SUITE OF CONNECTED VEHICLE SERVICES IS YOUR TRUSTED SOURCE FOR INFORMATION ABOUT YOUR VEHICLE'S PERFORMANCE.