



DETROIT CONNECT VIRTUAL TECHNICIAN

Real-time support, on and off the road.

Take the guesswork out of your operations.

It's never been easier to make informed decisions for the performance of your fleet. Detroit® Connect Virtual Technician® notifies fleets and owner-operators within minutes if their vehicles experience an engine or aftertreatment fault event. The system also informs you of fault severity and provides recommendations on when, where, and how to best fix the issue.

Around 20 percent of faults transmitted by Virtual Technician can be resolved by the truck driver. In this case, the system will send your fleet instructions for the driver to solve the issue. Understanding when your trucks need or don't need servicing will reduce time spent on unnecessary maintenance and help you maximize productivity.

Making the most of your Technician.

Virtual Technician comes standard on all vehicles equipped with Detroit engines. When a fault occurs, details are relayed to the fleet or owner-operator via email or notification from the Detroit Connect® portal.

In the event of a critical fault, Virtual Technician transmits data to our experts at the Detroit Customer Support Center for further analysis. When our team has reached a solution, these details will be sent to you via email or DC portal. From there, you'll receive service recommendations so you can get back on the road.

