

DETROIT SUPPORT. ANYWHERE.

- Unmatched parts availability
- Factory-certified technicians
- Live technical support
- More than 800 authorized service outlets in North America



IT'S LIKE HAVING A TECHNICIAN IN EVERY TRUCK.

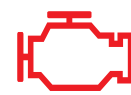
WHETHER YOU'RE OUT ON THE OPEN ROAD OR TACKLING THE JOB SITE, EVEN A SMALL ENGINE ISSUE CAN CAUSE COSTLY DOWNTIME TO DIAGNOSE AND REPAIR, UNLESS YOU HAVE THE RIGHT TOOLS. THAT'S WHY THE VIRTUAL TECHNICIAN ONBOARD DIAGNOSTIC SYSTEM COMES STANDARD ON EVERY EPA 2010 TRUCK WITH A DETROIT™ ENGINE. IT KEEPS YOU CONNECTED WITH YOUR TRUCK, GIVING YOU CONTROL AND CONFIDENCE.

Without Virtual Technician, whenever the check engine light illuminates, a driver is forced to find a technician with the proper equipment to diagnose the problem. This takes valuable time, and if the problem is serious, it can also be unsafe and/or cause further damage to the truck.

But with the Virtual Technician onboard diagnostic system, data is immediately collected when the check engine light comes on. It generates a technical snapshot of the engine's status before, during and after a fault code event. The information is relayed to the fleet manager or predetermined contact via email that provides:

- > Fault code and description
- > Problem severity (how soon the engine needs service)
- > Nearest service locations
- > Contact information for the Customer Support Center (CSC)

If the problem is a severe "service now" event, a case is automatically opened with the Detroit CSC. A trained representative will diagnose the issue, recommend a service, and contact the nearest authorized locations with the parts in stock. Virtual Technician takes the guesswork out of engine repair, allowing you to get the wheels turning again as quickly as possible.



SERVICE NOW

A vehicle needs immediate service, or needs to be shut down and parked in order to avoid additional damage.



SERVICE SOON

The situation is not serious, but the vehicle should be taken to an authorized service center as soon as possible.



SERVICE INFO

The driver/owner is provided with helpful information to keep the vehicle well-maintained and in operation.

VISIBILITY PACKAGE

The Virtual Technician system can also help you keep track of trucks on the road. With the optional Visibility Package, you'll have access to the Ground Traffic Control website. This groundbreaking system captures latitude, longitude, time and odometer readings. With pinpoint accuracy, the system records vehicle stops, speeds, routes traveled, mileage by state, excessive idling and other on-board events. This realtime information means important decisions can be made faster, and downtime can be reduced. Drivers and managers can also track fuel consumption by state or within a designated time period. This enables them to assess inefficiencies, as well as stay in control of tax reporting. Simply put, Virtual Technician's Visibility Package is one more example of how Detroit helps you increase productivity and efficiency. And that's why you can Demand It All with Detroit.

WITH PINPOINT ACCURACY, THE SYSTEM RECORDS ONBOARD EVENTS SUCH AS:

- Activity
- Stop Time
- Idle Time
- Speed
- Location
- Audit
- Schedule
- GPS Units
- Mileage
- Exception reporting
- Mileage by state
- Path
- Overlap path
- Odometer



FEATURES AND BENEFITS

Virtual Technician Components

- Module and antenna
- High definition GPS system
- Access to Ground Traffic Control Application (available with Visibility Package)

Vehicle Uptime Benefits

- Reads and analyzes fault codes in real-time
- Automatic access to the Detroit Customer Support Center
- Ability to schedule service from the road
- Locate nearest service outlet with parts available

Cost Reduction

- Reduces downtime
- Identifies problems before they cause additional damage

Visibility Package

- Provides extensive vehicle data on stops, idle time, speed, location, path, fuel consumption, and more
- ZAlert allows messaging for specific vehicle incidents