

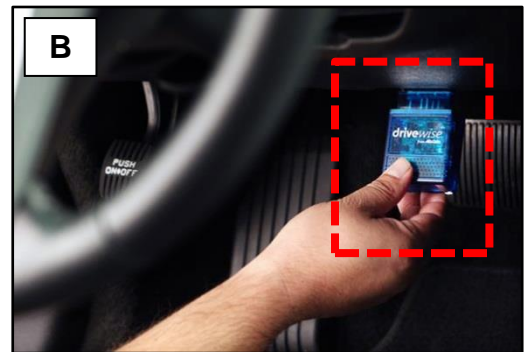
	GROUP Electrical	MODEL All Models
	NUMBER PS420	DATE July 2015
 		
SUBJECT: EXTERNAL DEVICE ON DLC PORT CAUSING CONCERNS		

When addressing customer concerns regarding a “Vehicle Diagnostics Failed” message displayed on the head unit screen (A), check for the presence of an external device (B) plugged into the vehicle’s DLC port. If an external device is present, remove the external device from the port to prevent it from interrupting the UVO eServices vehicle diagnostics. After removing the external device, cycle the ignition multiple times, if needed, and run the vehicle diagnostics again.



Examples of companies that may issue DLC port scanners include: AAA, Allstate, Progressive, State Farm, Hartford, Liberty Mutual and National General Telematics.

