



No.: 20CSA-02
January 27, 2020

TO: Service Locations
FROM: Service Diagnostics & Tools
SUBJECT: **DiagnosticLink® Software Update Reminder**

SUBJECT DETAIL

This letter is a reminder to service locations. To maintain access to the Detroit server, all DiagnosticLink® computers must be updated with the current version of DiagnosticLink® software.

Due to various software changes and fixes, vehicles will **require** DiagnosticLink® 8.11 to perform functional programming. Failure to use this version may cause errors, incomplete programming, and poor vehicle performance. Because of this, **all DiagnosticLink® 8.08 installed versions will be disabled as of Tuesday, January 28, 2020.**

Starting today, all computers running DiagnosticLink® 8.08 will receive a service pack for installation when connecting to the Detroit server. This service pack provides continued notification at the top of the application, warning of the imminent shutdown. If these versions have not been updated by the date above, the applications will cease to function. **Any copies of DiagnosticLink® 8.08 that are updated with this service pack after January 28, 2020 will cease to function immediately.** This can lead to a **serious** downturn of your business processes.

UPDATE INSTRUCTIONS FOR CURRENT DIAGNOSTICLINK® SUBSCRIBERS

DTNA dealers and distributors in the US and Canada should login to DTNAConnect and refer to the 11/22/19 My Communications letter titled '*19CSA-19 Release of DiagnosticLink 8.11*' for instructions.

Other users with a current and active subscription are eligible to download and register DiagnosticLink® 8.011 at no additional charge. Use the following instructions below:

Users with an expired subscription may use the link below in Step 1 to update their subscriptions. Please be aware that charges may apply.



NOTE: It is recommended to uninstall previous installations of DiagnosticLink® (e.g. version 8.08) prior to installing the current version.

1. Login to <https://diagnosticlink.nexiq.com>.
2. Go to My Account and select My Downloads.
3. Click on the download DiagnosticLink® 8.11 button.
4. Save the install package file to desktop.
5. Double click install DiagnosticLink® package.
6. Follow the setup guide to complete the installation.

CONTACT INFORMATION

Please contact the Detroit™ Customer Support Center at 855-253-0423 or email csc.software@daimler.com if you have any questions.