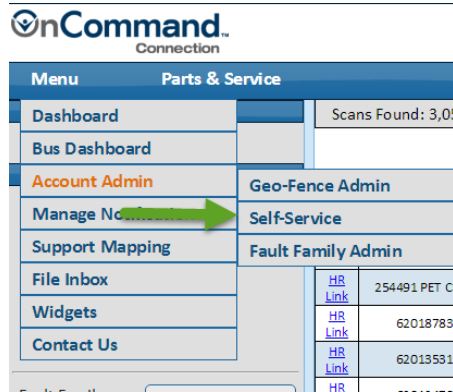


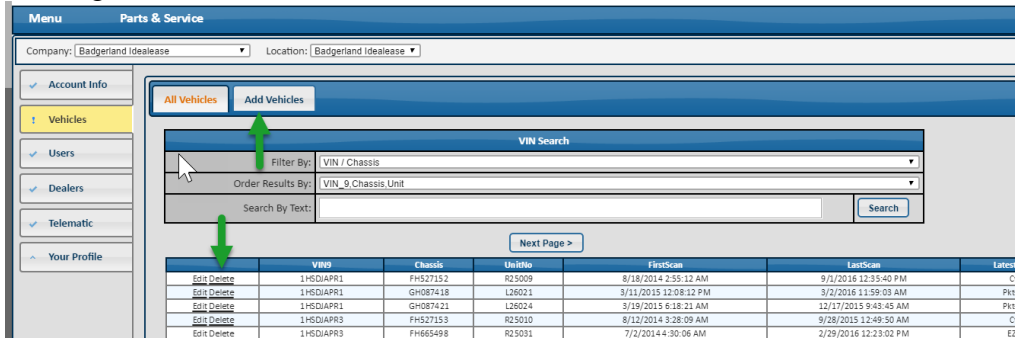
Troubleshooting a VIN Not Reporting:

If a vehicle is listed as not reporting, please follow the steps below to check possible solutions. You know your fleet best, if a vehicle has been added or removed from your inventory, please update OCC appropriately.

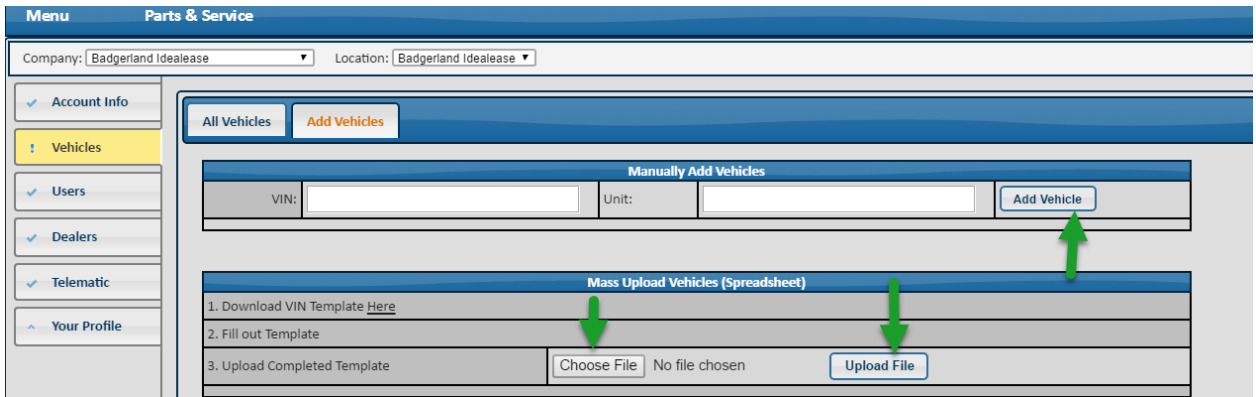
1. Verify that the unit is listed in OnCommand by selecting **Menu**, and **Self-Service**.



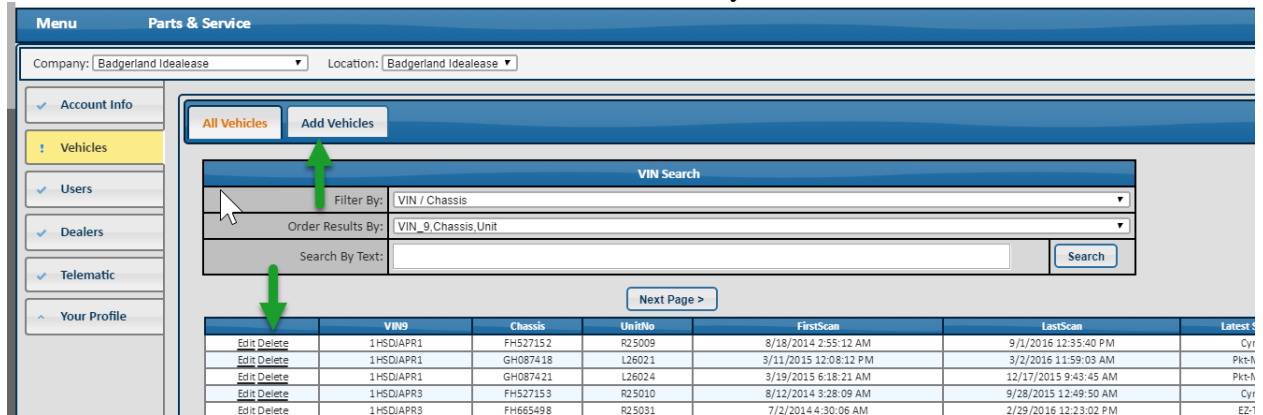
2. Select Vehicles from the left side navigation panel and search by Unit Number or Chassis (last eight of the VIN).



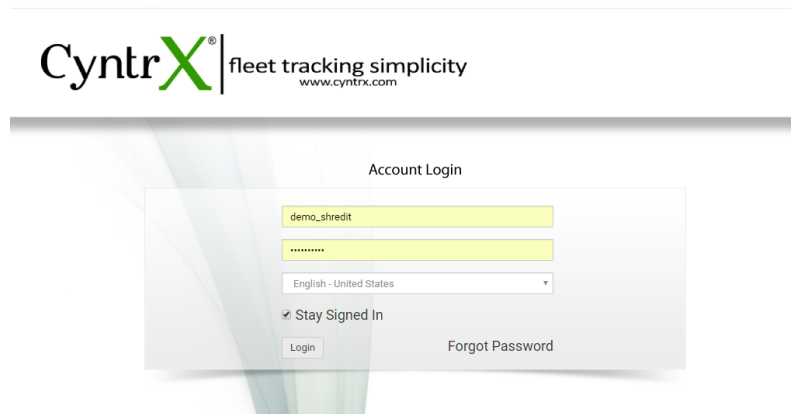
3. If the VIN is not present, add the vehicle by using the **Add Vehicles** tab. To upload multiple VIN's, use the VIN Template and upload the file. Otherwise add the VIN and Unit Number and select **Add Vehicle**.



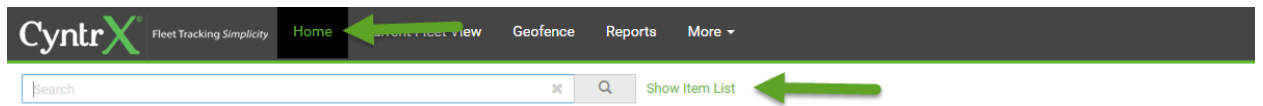
- If the VIN is present but no longer in service, delete the VIN to remove it from the report. From the Vehicles screen, select Delete next to the VIN you would like removed.



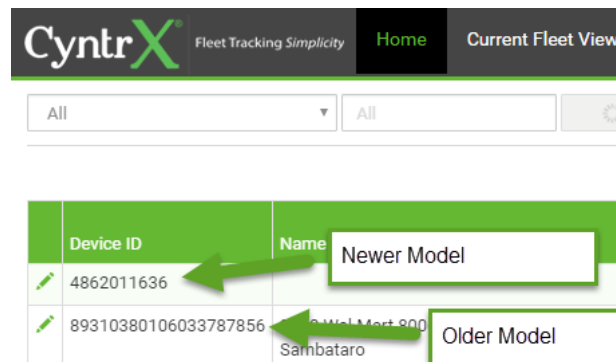
- If the VIN is present by not reporting, log into the CyntrX, fleettracksimplicity.com, site and check the model of the device installed in the VIN.





- Select **Home** and then **Show Item List**.



- Search the VIN and identify the **Device ID**. If it is 19 characters or looks like the Device ID below labeled "Older Model", please upgrade the unit.



8. If the Device looks like the Device ID labeled “New Model” then proceed to check the Status and the Last Activity of the device.

Device ID	Name (Vehicle)	VIN	Parent_Branch_Customer_Group	Region_3	Description	Entity Type	Last Activity	Status
 4862011636			IDEALEASE OF ACADIANA					Inactive

9. If the Device is Inactive, please call into activate the unit. If it is Active, please check the Last Activity column. If it is more recent than the OCC reading, please contact CyntrX support.