

Work Summary**Job:** 1 In-Vehicle Infotainment**Pay Type:** Internal**Concern:** Customer states mobile app will not connect to vehicle since 2/27/22. Please check and advise**Cause:** Internal malfunction inside TCU

Corrections: Verify customer concern as described. Attempt to turn WIFI off and use only LTE and still had no connection. Connect to vehicle through LDS and found no related faults for concern. Perform Hard reset of vehicle internal infotainment system and found vehicle LTE to come back on and customer successfully able to use mobile app from their phone and command actions and shows online now where it did not before. Test drive vehicle through neighbor hood to make sure signal was not lost or dropped and was remaining online and customer was still able to successfully view and use app. No further repairs needed at this time.

Technician IDs:

Labor	Description	Action	Total Price
General Diagnosis	General Diagnosis	Diagnostic	\$0.00

Part Number	Part Description	Quantity	Unit Price	Total Price
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Sub-total for Job 1:
\$0.00 (plus applicable tax)