

Bulletin ID: UBCO-CS-00019
Date of Issue: 3/09/2024
Bulletin type: Notice
Audience: UBCO DUTY Service Agents & Authorised Repairers

Firmware update iPhone only – app login details

Background:

Firmware update is only available on iPhone for UBCO DUTY. This is a temporary issue that only affects UBCO DUTY. UBCO is working to resolve this issue and make updates available on Android phones. In addition to this approved dealers will need to be assigned as dealers in the app to pair with fleet bikes.

Affected Range:

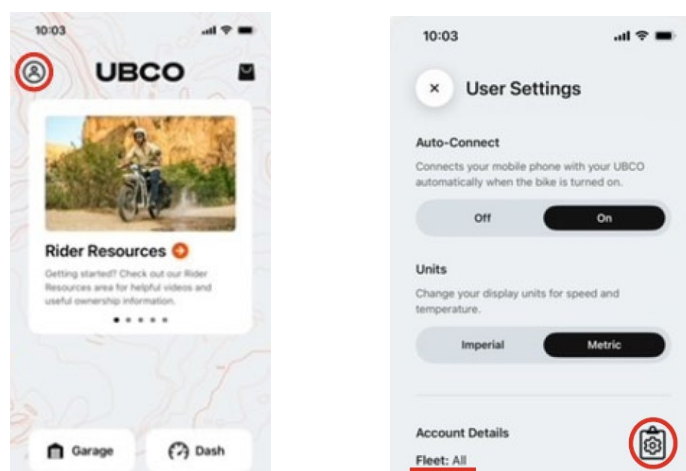
| Vehicle Type: | VIN From: | VIN To: | Delivery Batch: | Total: |
|---------------|-------------------|-------------------|-----------------|--------|
| UBCO DUTY | 6YAU2CAF5R8000010 | 6YAU2CAF5R8000217 | PO-00000001 | 204 |

Overview:

Firmware update is only available on iPhone for UBCO DUTY at present, the UBCO software team are working to rectify this. In addition, dealers will need to be assigned the dealer role in the app to pair with fleet bikes.

Action:

UBCO will assign known dealer emails to dealer role within the app. If you are unable to pair with a DUTY bike, please confirm you have been assigned as a dealer by opening your app and navigating to the User Settings page. You should see the below icon and Fleet: detail. If not email apsupport@ubcobikes.com with the email you are using on the app to be assigned this role.



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Action:

Firmware updates are to be updated with an iPhone until this becomes available on Android phones.

Tools/Materials Required: iPhone


Carlin O' Neill

Technical Services Manager