




Trouble opening OwnerCare reports? Turn off private browsing.

OwnerCare reports are your personal link to inspection results, service recommendations, and critical information about your vehicle and its care. When you receive an OwnerCare link through text or email, you're just a click away from an easy-to-understand report that tells you what your vehicle needs and why. Plus, you can approve or defer services right in the app. But what if OwnerCare reports won't open?

This usually happens because your iPhone or iPad has private browsing turned on. All you have to do to access OwnerCare is adjust your settings.

Turn off private browsing in Safari.

1. Open Safari
2. Press the  button
3. Tap "Private" in the lower left-hand corner to turn private browsing on and off
4. Turn private browsing off to access your OwnerCare report

You'll know private browsing is turned on when the browser window looks dark or black. When private browsing is turned off, the browser window will look white or gray.

