



GVW: A GVW Holdings Company

WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN

BULLETIN NO: 50402-C

December 2004

BULLETIN TYPE: Campaign-Safety

SUBJECT: Actia Instrument Cluster

MODELS: Certain 2003 and 2004 models with Actia Cluster

Workhorse Custom Chassis has decided that a non-compliance with Federal Motor Vehicle Safety Standards (FMVSS) 101 and 105, which relates to motor vehicle safety, exists in certain subject models with Actia Instrument cluster.

The non-compliances involve incorrect software programmed into the cluster such that certain driver warnings required by Federal Motor Vehicle Safety Standards (FMVSS) are not displayed. Incorrect software may not have the ability to illuminate warning lamps indicating brake system failure codes. FMVSS require driver warning when brake failure codes are set.

Vehicles Involved

All models built between 07/17/2002 and 05/19/2004 with Actia clusters are involved. The VIN range is as follows: (Last 6 digits of 17 digit VIN starting with 5B4)

Model Year 2003 ----- 354720 to 376624 ----- (14692 units)

Model Year 2004 ----- 376625 to 394550 ----- (15649 units)

Owner Notification

Workhorse Custom Chassis will notify retail owners on this campaign as owner data becomes available. Owners will be requested to make an appointment and take their vehicle to a Workhorse dealer to have the Service procedure performed.

Dealer Campaign Responsibility

1. WCC dealers must perform this campaign on identified customer vehicles at their request at no charge regardless of time or vehicle mileage.
2. All dealer stock (new or used) must be held and repaired before delivery to retail customer. It is a violation of law to deliver a non-repaired vehicle to a retail customer.

Service Procedure

The service procedure is to reprogram the Actia cluster as described by the attached.

Dealers that do not have the proper tools for the procedure must remove the cluster and send to ACTIA for the service procedure.

(Refer to Bulletin 80501-I, February 2005)

All Workhorse Custom Chassis Bulletins can be accessed through WOW system.

ACTIA Corp.
52765 Bridge Court
Elkhart, IN 46514
(866) 662-9945 toll free
(866) 662-9946 (fax)

Recall Campaign Completion Label

Complete the recall completion label and attach to air cleaner housing in a visible area. These labels (part number W8001493) are available from Workhorse Parts.

Warranty Information

2003 Models

T5004 Labor Code to verify cluster	0.2
Hours	
T5005 Labor Code to verify, remove and reprogram cluster	0.8
Hours	
T5006 Labor Code to verify and send to Actia Corp. for exchange	0.6
Hours	

2004 Models

T5007 Labor Code to reprogram cluster	0.4
Hours	
T5008 Labor Code to remove and send to Actia Corp. for exchange	0.6
Hours	

NOTE:

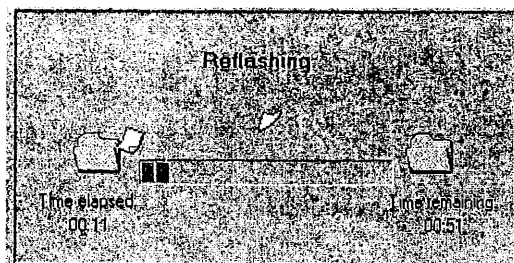
- (1) Use only one (1) T operation per vehicle
- (2) All times include 0.1 hours for administrative
- (3) DO NOT use N4180 (I/P Cluster Exchange Program) for this campaign
- (4) Any cluster returned for repair will have the campaign completed

Special Instruction

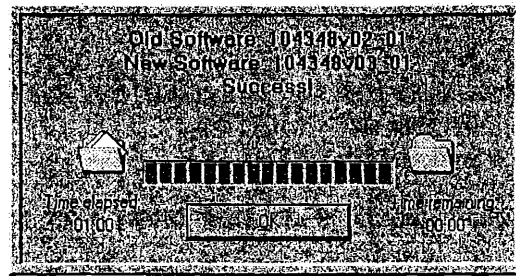
Tools needed to re-program the cluster are a laptop computer and Actia interface tool. Dealers wishing to purchase the Actia tool should contact Actia at the number above.

Procedure:

1. Verify the model year of the chassis (not the body or model number) by the 10th digit of the chassis VIN number that starts with 5B4...
(3 is model year 2003 and 4 is model year 2004).
2. **Model year 2003, please go to step 3. Model year 2004 please go to step 11.**
3. Determine if cluster update is necessary on the vehicle by following below steps number 4-6
4. Apply the parking brake, and make sure gear selector position is in P (Park)
5. Start the engine and let it idle
6. While the engine is idling, turn the ignition key to start position, hold it and monitor the ABS malfunction indicator light at the I/P cluster to come on.
Note: This procedure will not allow the starter motor and solenoid to engage due to PCM (powertrain control module) protection mode.
If the ABS malfunction indicator light is not illuminated while the ignition key is at start position please go to I/P cluster software update.
If the ABS malfunction indicator light is illuminating while the ignition key is at start position, please DO NOT perform the I/P cluster software update; go to step 10
7. **Model Year 2003 I/P cluster software update.**
 - A. Shut the engine off and remove the ignition key.
 - B. Unplug both I/P connectors at the back of the cluster and plug in the 2 connectors from CAT interface.
(Some models may require the removal of the I/P cluster from the dash, on some models, it may be possible to lift the dash up to access the connectors)
 - C. Plug-in the OBD II connector from the CAT interfaces to OBD II port under the dash.
 - D. Plug-in the serial data connector from the CAT interfaces to the serial data port at the back of the notebook.
 - E. Power-up the notebook and turn the ignition key to the ON position.
 - F. Check the battery level on your notebook, if necessary plug in recharge adaptor to maintain battery level during uploading. **(Failure to do so will result in I/P cluster to lock and will need to be replace)**
 - G. Double click on Actia Cluster Update 11.04.04 on your desktop.
 - H. I/P cluster software update will determine the correct software level and will automatically upload the correct version. **(DO NOT interrupt wiring, computer and connectors. Interruption on any of these component will result in I/P cluster to lock and will need to be replace)**



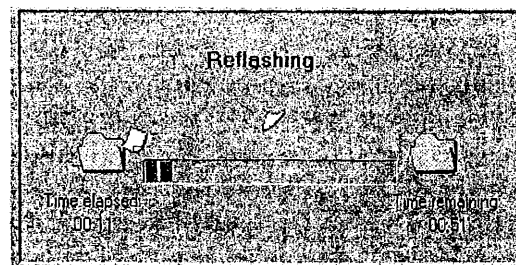
I.



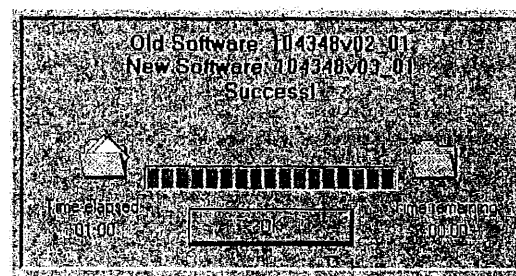
8. Left click the OK and remove all connections.
9. Re-install I/P cluster and secure all fastener.
10. Close repair order.

11. Model Year 2004 I/P cluster software update.

- A. Shut the engine off and remove the ignition key.
- B. Plug-in the OBD II connector from the CAT interface to OBD II port under the dash.
- C. Plug-in the serial data connector from the CAT interface to the serial data port at the back of the notebook.
- D. Power-up the notebook and turn the ignition key to ON position.
- E. Check the battery level on your notebook, if necessary plug-in re-charge adaptor to maintain battery level during uploading. **(Failure to do so will result in I/P cluster to lock and will need to be replace)**
- F. Double click on Actia Cluster Update 11.04.04 on your desktop.
- G. I/P cluster software update will determine the correct software level and will automatically upload the correct version. **(DO NOT interrupt wiring and or computer, connectors; Interruption on any of these component will result in I/P cluster to lock and will need to be replace)**

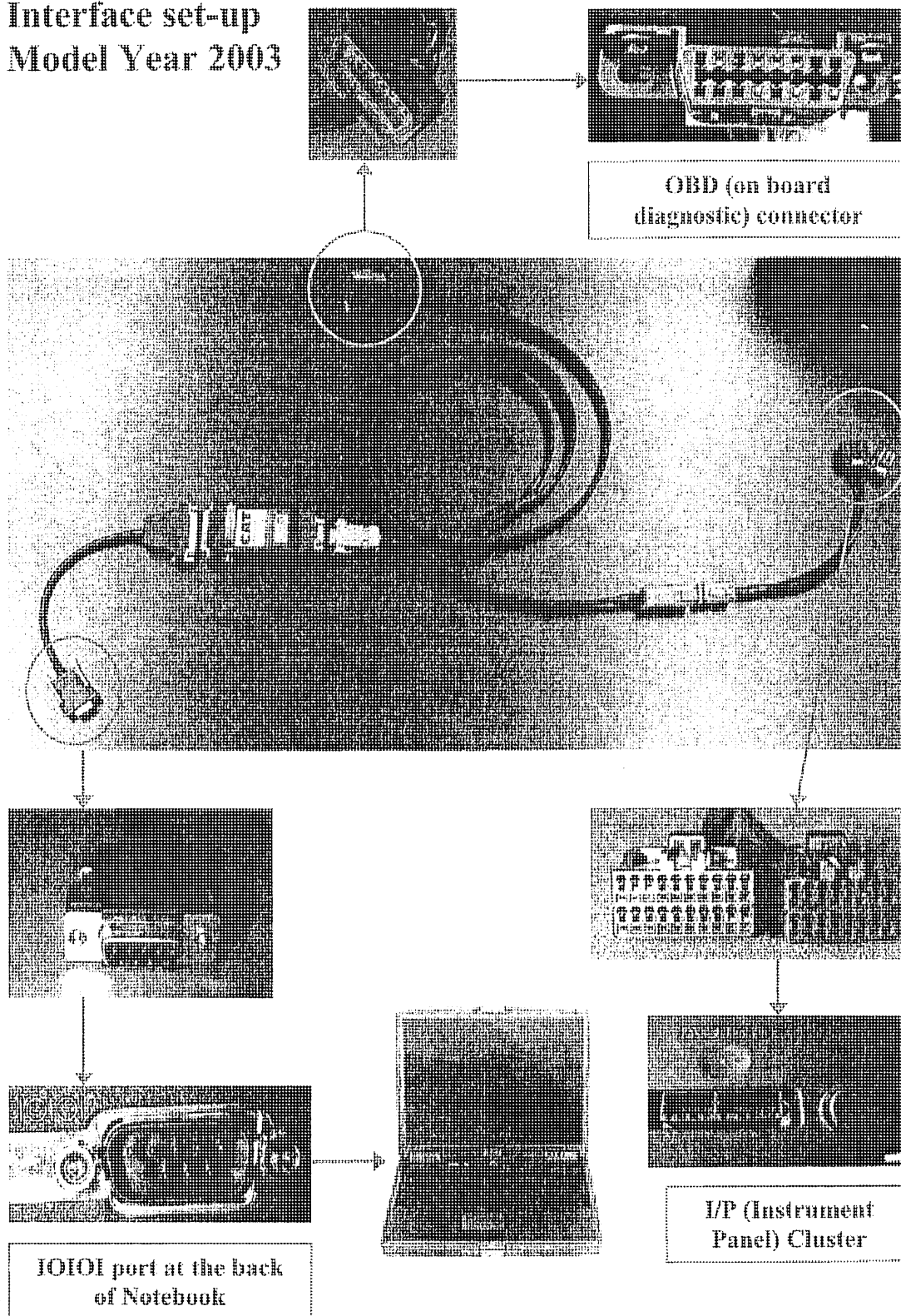


H.

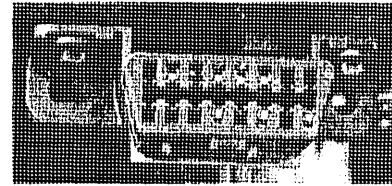
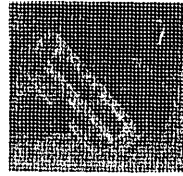


12. Left click the OK and remove all connections.
13. Close Repair order.

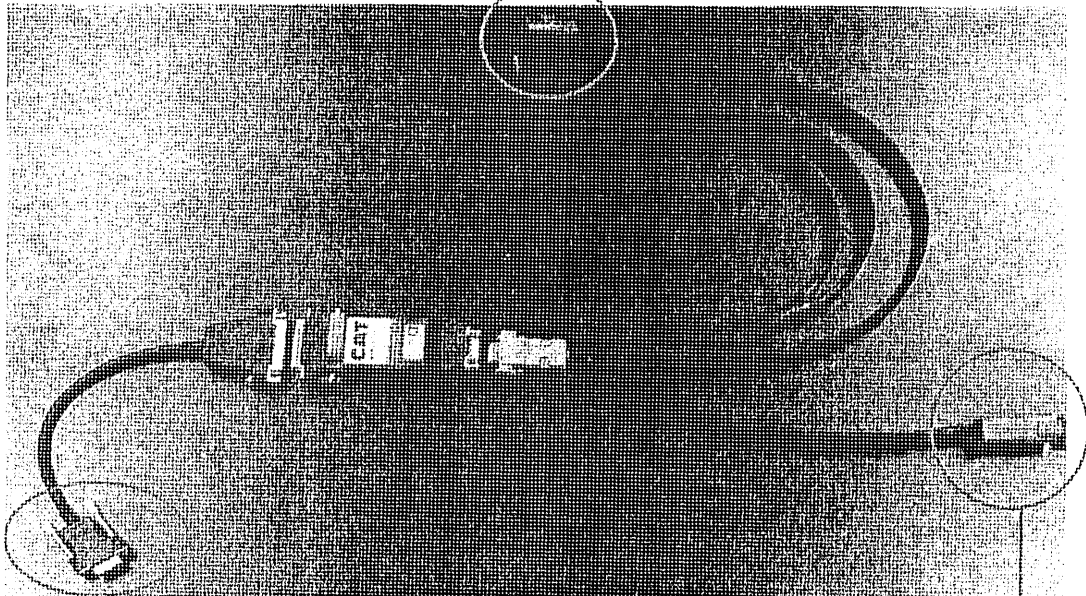
Interface set-up Model Year 2003



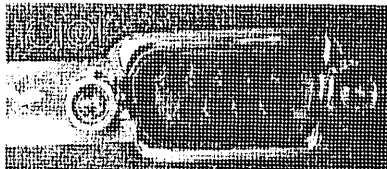
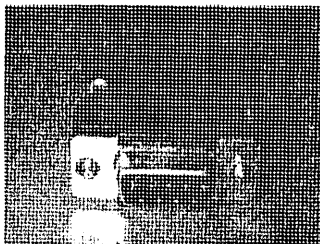
**Interface set-up
Model Year 2004**
(I/P cluster connector
is not needed)



**OBD (on board
diagnostic) connector**



**No I/P Cluster connection
needed on M/Y 04.**



**IOIO port at the back of
Notebook**

