

<b>NGDVTSB027</b> Head Unit Replacement 1.5.0		<b>Revision</b>	-
<b>Release Date:</b>	December 2024	<b>Bulletin Type:</b>	Safety Recall
<b>Rework Time:</b>	0.5 Hrs/Vehicle (1 Person Hrs)	<b>PLRS Number:</b>	P108039.A0999
<b>Parts Returned:</b>	Old Head Unit	<b>Tread Component</b>	Electrical

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### Introduction

**Description:** The Head Unit may become non-responsive with a blank screen and telltales for BLIS and FCW are illuminated on the IPC. The Head Unit requires replacement with new firmware for field correction. Additionally, the fuse for the Telematics Control Unit (TCU) will need to be reinstalled if it was removed during a previous service procedure (e.g. NGDVTSB024)

**Safety Impact:** If not addressed, the image from the rear-view camera may not display on the driver’s overhead display.

**Impacted Population:** Refer to Attachment 1

## Required Tools and Parts

### Required Tools:

- Phillips head screwdriver
- T9 Torx Screwdriver
- T9 Security Torx Screwdriver
- T25 Security Torx Screwdriver
- 5mm Hex Socket
- A torque wrench capable of torquing to 16.4 IN-LBS

### Causal Part(s):

Part Number	Product Description	Quantity
D014U997	ECU,CAMERA360,NXX,SERIES	1

### Replacement Part(s):

Part Number	Product Description	Quantity
D015A108	ECU,CAMERA360,NXX,SERIES	1

## Personnel Requirements

- Repair/Rework: 0.5 Total Man Hours
- 1 person will be required for this job.

## General Notes

Follow all safety guidance as directed by your employer.

Follow all Lock Out Tag Out Guidance as directed by your employer.

Use all PPE as directed by your employer and advised within this document if applicable.

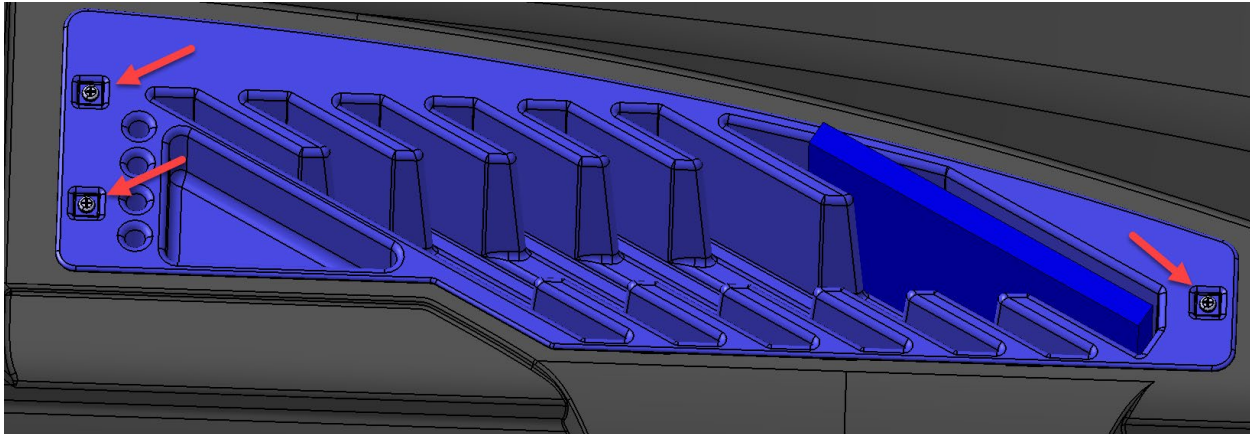
Before beginning any work, be sure the vehicle is on firm ground and that the surface is level.

Properly chock the wheels if vehicle is to be left on the ground.

Refer to the NGDV Service Manual for proper shut down and start up on NGDV Internal Combustion Engine and Battery Electric Variants.

## Inspection Procedure

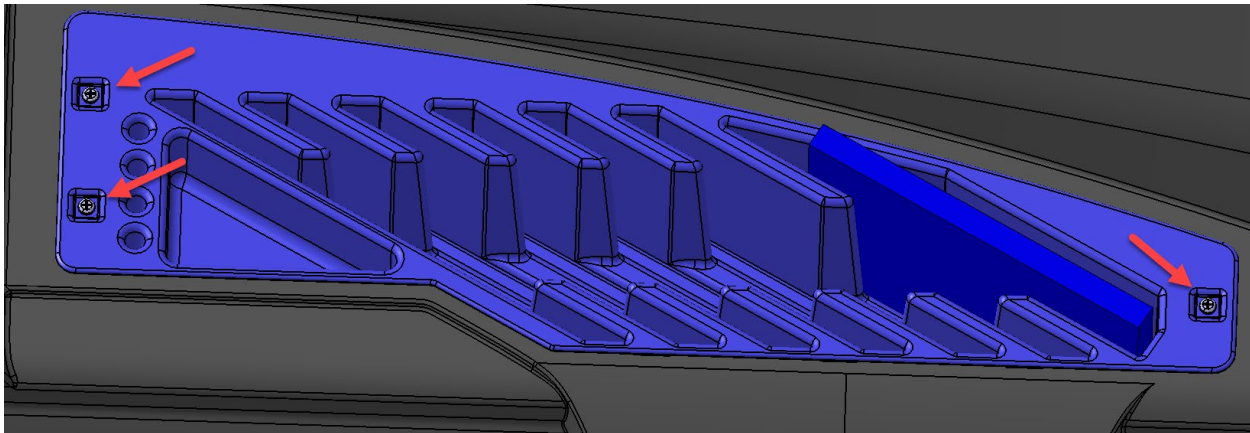
- 1) Ensure vehicle is parked on a flat, level, solid surface. Turn ignition off, remove the key, engage the parking brake and chock wheels.
- 2) Remove qty 3 screws from the form holder on top of the upper console. Set aside.



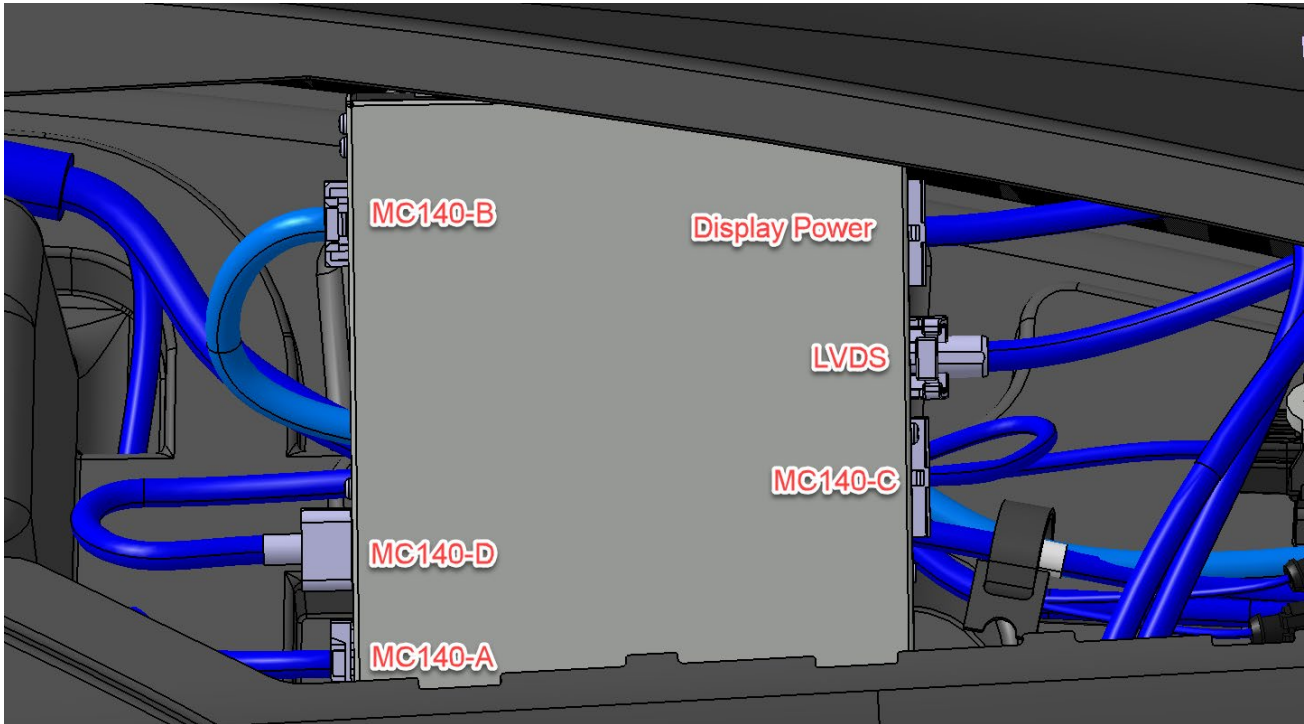
- 3) Find the part label sticker on the Head Unit. Any of these part numbers will need replaced:
  - D014U997
  - D010V611
  - D010V612
  - D014R092
  - D014K267
  - D014P266
  - D014K268
  - D014T041
  - D014W728

## Rework Procedure

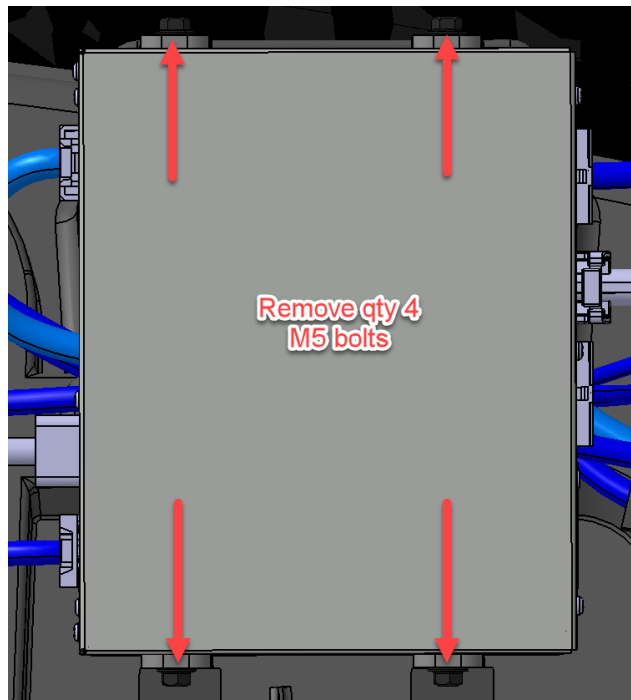
- 1) Ensure vehicle is parked on a flat, level, solid surface. Turn ignition off, remove the key, engage the parking brake and chock wheels.
- 2) Remove qty 3 screws from the form holder on top of the upper console. Set aside.



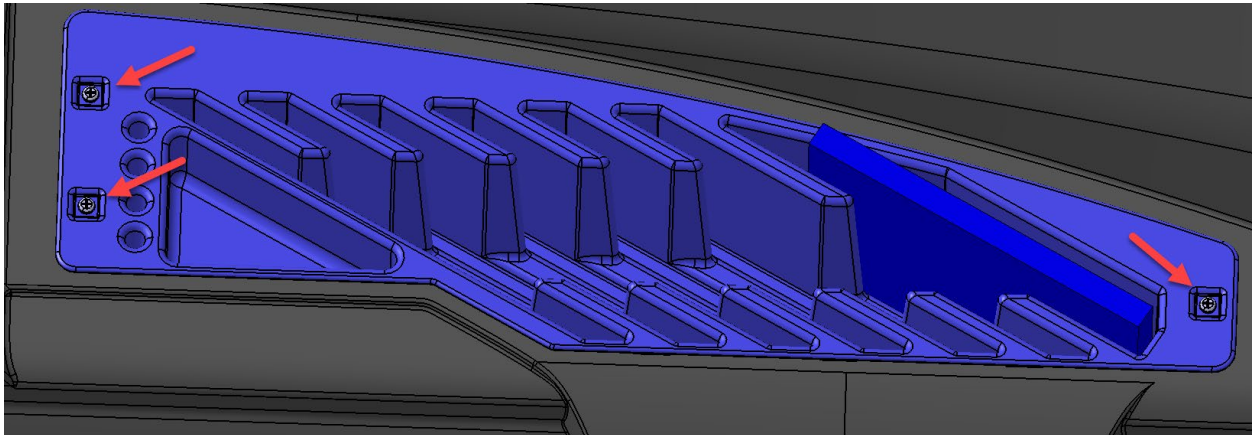
- 3) Remove the 6 connectors on the Head Unit (MC140-A,B,C, and D; Display Power; LVDS) by pushing the retention clip in and disconnecting the connector.
  - A) **Note:** All Head Unit connectors contain small gauge wire and terminals that can be easily damaged. Do not pull on directly on the wires as this can cause damage. Only pull on the connector hardshell.



- 4) Remove qty 4 M5 bolts securing the Head Unit. Set aside.

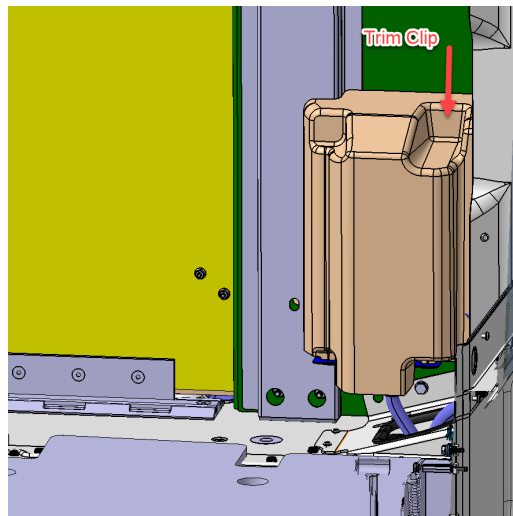


- 5) Remove Head Unit from vehicle. File a warranty claim for the module and ship back to the supplier.
- 6) Install new Head Unit D014W551 into vehicle. Head Unit should be orientated such that the SD card is pointing towards the curbside (driver side) of the vehicle.
- 7) Secure Head Unit with qty 4 M5 bolts. Torque to **16.4 IN-LBS**.
- 8) Install the 6 connectors on the Head Unit (MC140-A,B,C, and D; Display Power; LVDS) by pushing the retention clip in and disconnecting the connector.
  - A) **Note:** An audible click should be heard when the connector is reseated. Ensure good connection when reconnecting by Push-Click-Push method (do not pull on wires).
- 9) On overhead display check **Settings**, then select **About** to confirm the System Software Version is updated correctly. The System Software Version should be "v1.5.0-xxxxxxx", where 'x' is a number.
- 10) Replace form holder and retorque qty 3 cross recessed screws in the upper console. Torque **hand tight**.

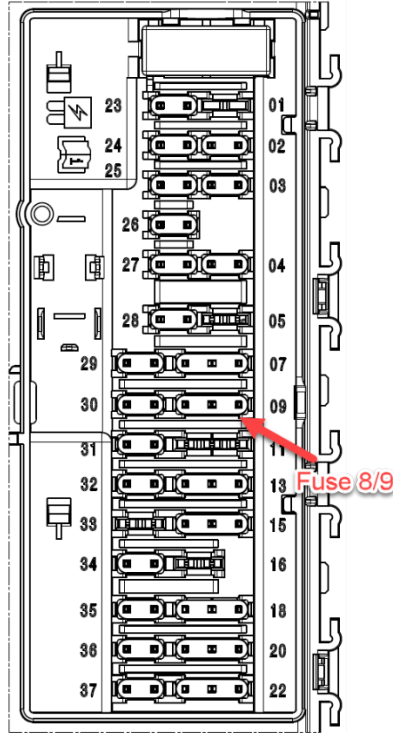


#### TCU Fuse Installation (If needed)

- 1) Remove the cover on the BCM near the roadside partition wall. The cover bracket is retained with a trim clip in the upper right corner.



2) Reinstall Fuse 8/9 for TCU battery power. If this fuse is already in place, no action is needed.



3) Replace BCM cover

Revision History:

Revision	Date	Description	Requestor

**Notification of Repair or Upgrade to Customer Property**

Oshkosh is notifying the United States Postal Service of a need to repair or upgrade existing USPS property that are defined as Next Generation Delivery Vehicles (NGDV). The affected population is described in Attachment 1, Inspection & Repair processes are described in this Technical Service Bulletin (TSB). IF the USPS elects to perform this repair utilizing USPS VMF personnel, the USPS will need to submit a Warranty Claim to be reimbursed for any labor consumed. Upon receipt of confirmation & authorization to proceed with rework as outlined herein, Oshkosh will coordinate with the USPS Vehicle Maintenance Facilities (VMFs) to allow Oshkosh's Field Service team access to the vehicles to perform the rework. Oshkosh will monitor rework progress and provide periodic updates to the USPS until all rework is completed.

Contact Information:

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