

SS - 1033412 Eagle Dash Cruise Icon Missing

Service Solution Title - SS - 1033412 Eagle Dash Cruise Icon Missing

Applicable Vehicles - Certain R.E.V. Eagle chassis with the Viper II instrument panel and multiplex chassis wiring.

Symptoms - The cruise active icon in the instrument display does not illuminate when the cruise has been set.

Issue - Some customers have requested that the cruise active (on) icon message appear on the LCD instrument panel when the cruise is set.

Solution - As a customer courtesy, FCCC has developed new software that, when properly installed, will activate this feature on these coaches. If additional help is required, please call 800-385-4357 and follow prompts to FCCC Technical Assistance Center (TAC).

WARNING: To avoid damaging the instrument panel's ECU, it is important to follow the attached steps exactly. There will be 2 parts to the update; part 1 must be installed first.

Software will have to be downloaded from DTNA Connect ==> Support ==> Download Center. Dealers will need 2 separate jump drives to download the software update. Freightliner Custom Chassis will pay the dealer for this customer courtesy request. However, a damaged ECU caused by **not** following the instructions is not covered.

Medallion Instrument Panel Software Update to 5.1.4_D

The purpose of this update is intended to turn on the cruise active icon feature in the instrument panel and is completely optional to the customer. This update can be used to perform the update in SF541 if the customer wishes to activate the cruise active icon as well.

IMPORTANT: Two (2) USB flash drives with 2 GB or more storage space must be purchased per dealer for this software update procedure.

I - File Download Instructions:

NOTE: Each dealer will only have to perform the download instructions once to each flash drive. The files must be saved on the root drive, not inside a file of the flash drive.

NOTE: Drive D: is used in the following example. The drive letter may differ on your computer.

1. Install the correct flash drive in an open port on the laptop. Make a note of the drive letter that flash drive was assigned (A:, B:, C:, etc.). See [Fig. 1](#).

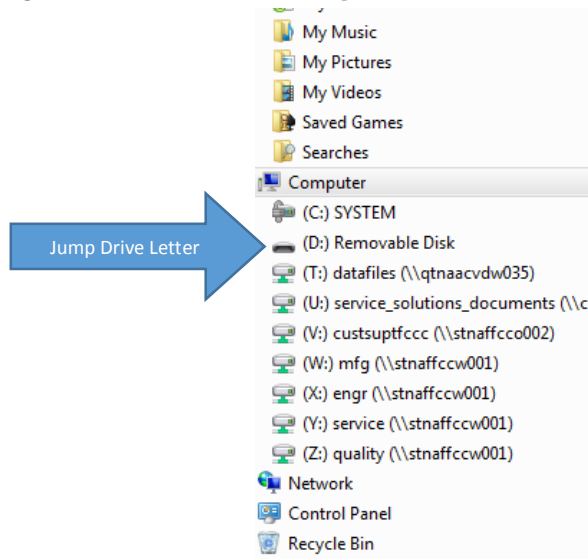


Fig. 1, Drive Letter Assigned to the Flash Drive

2. On the laptop, go to DTNACconnect and select "SUPPORT," then select "Download Center." Scroll down to the "Medallion OptiView Cruise Notification Software Update" and select the "+" sign to open.

3. Click on Download software to the flash drive installed in the port. For example, “Medallion Update 5.1.4_D Part 1” to download software update”. See **Fig. 2**

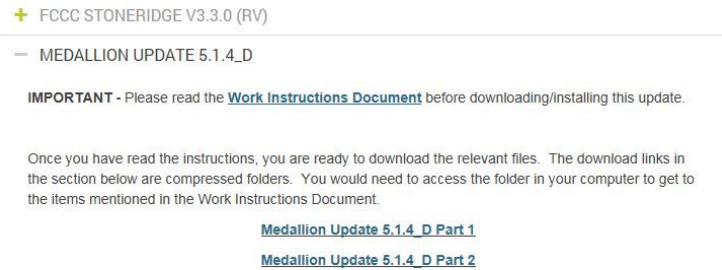


Fig. 2, “Medallion Update to 5.1.4_D Software Update”

4. Select "Save as" and then choose the drive letter noted from step 1, then select "Save." See **Fig. 3**

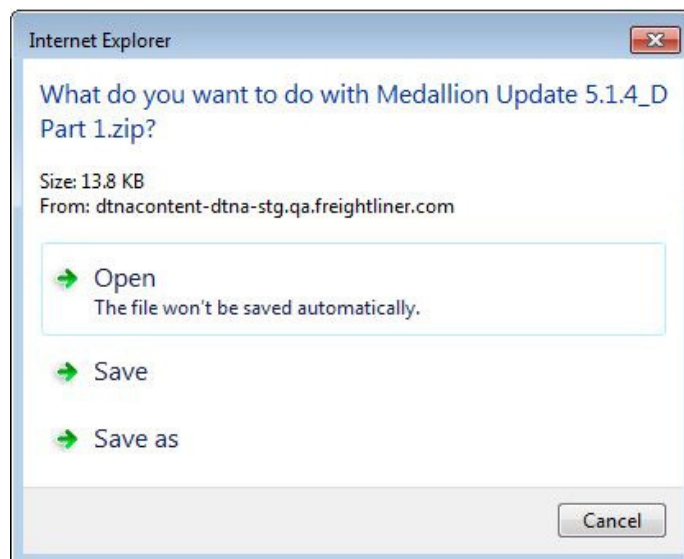


Fig. 3, "Save as" Screen

5. Choose the flash drive letter noted in step 2. See [Fig.4](#).

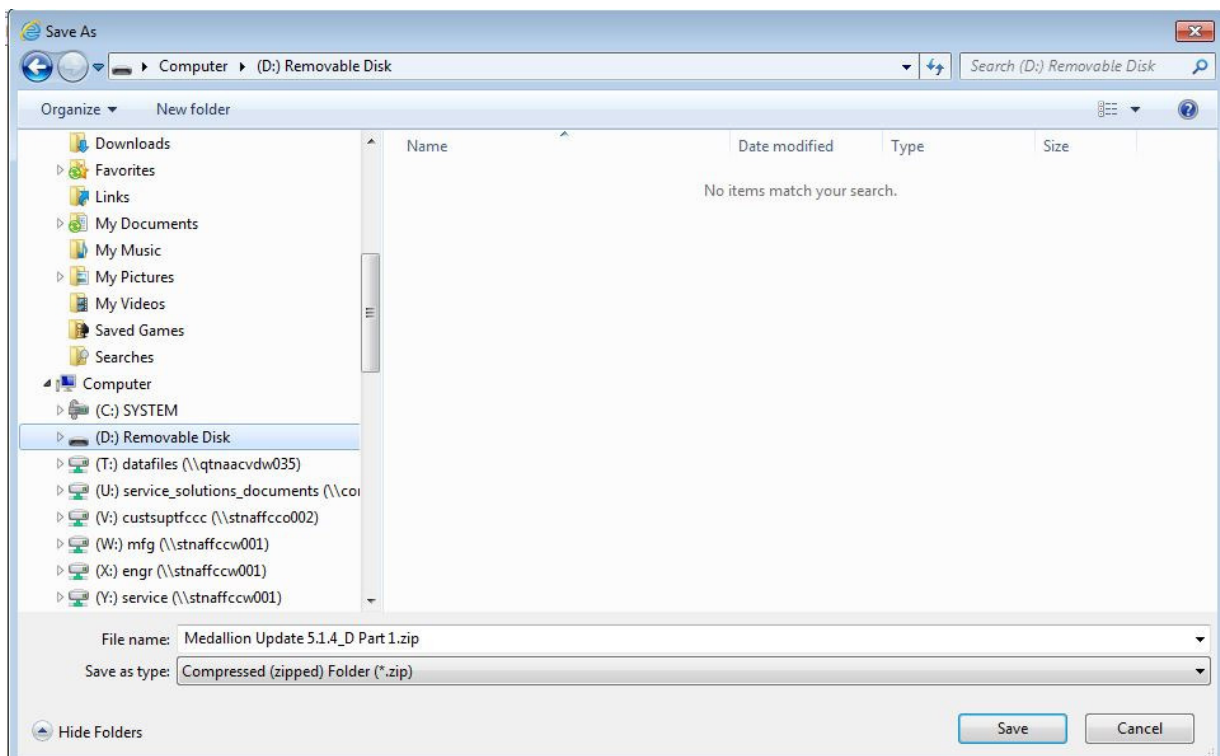


Fig. 4, Choosing the Drive Letter and Saving

The download process begins and a progress window appears at the bottom of the screen. Depending on internet connection, this could take a few minutes. See [Fig. 5](#).

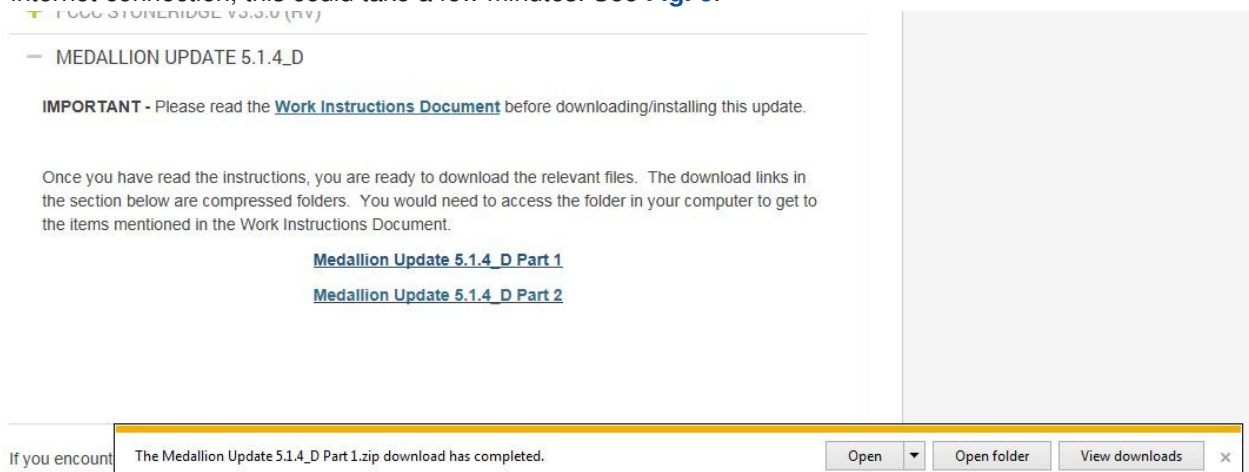


Fig. 5, Download in Progress

6. When the download is complete, select "Open Folder" at the bottom of the screen and verify that it was downloaded to the flash drive. [See Fig. 6](#). In this example, "Medallion Update to 5.1.4_D Part 1" was downloaded on the flash drive marked in drive D: on the laptop.

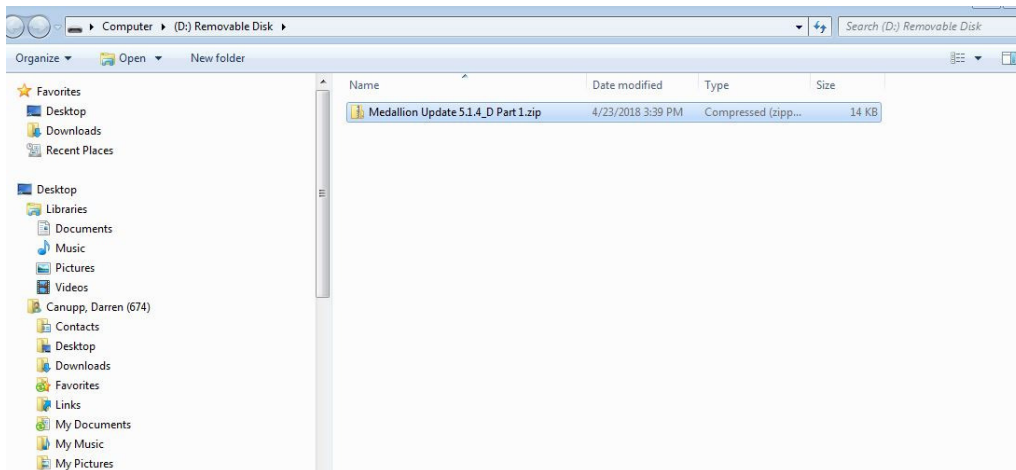


Fig. 6, Downloaded Zip File is on Flash drive (D:) In this example.

7. The download is a zipped folder of files which must be "unzipped or extracted" in order to perform the update. Double click the zip folder, then select "Extract all files." [See Fig. 7](#).

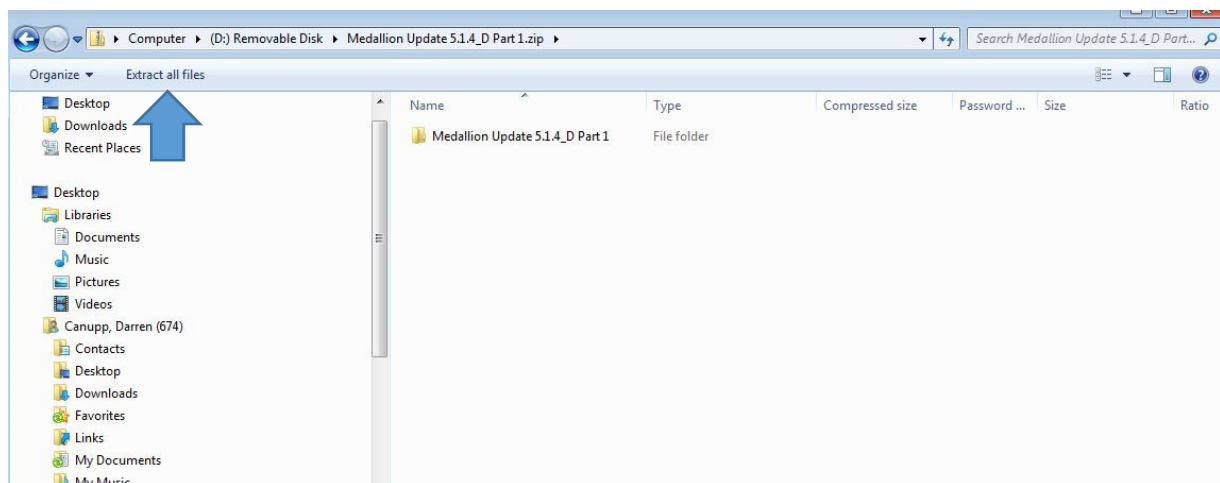


Fig. 7, "Extracting All Files" Screen

8. In the next screen, allow the default location that appears (it should be the same as the zip folder location). Select the box labeled "Show extracted files when complete," then select "Extract." See [Fig. 8](#). The files will be unzipped. This process usually takes less than two minutes.

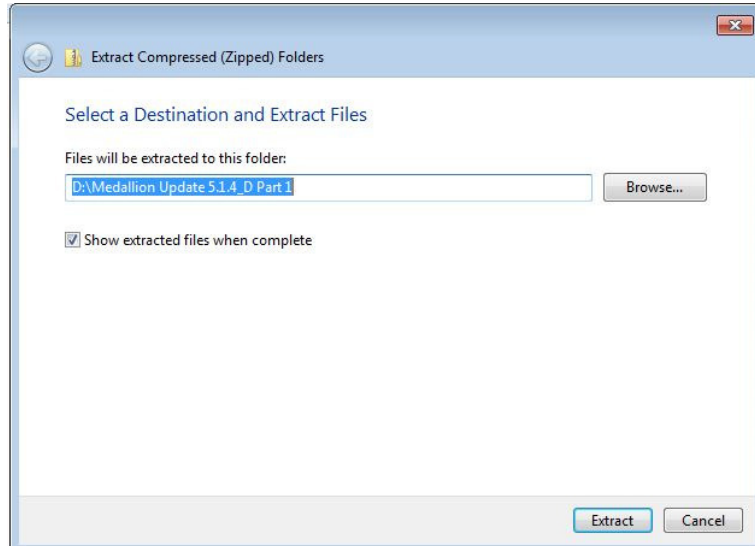


Fig. 8, Extracting Compressed (Zipped) Folders

REMINDER: In the example below, the root drive letter of the folder was D: but it could be different for other users.

9. Double click the newly created folder, then select and copy the file inside the folder. Select the root drive letter of this folder. See [Fig. 9](#).

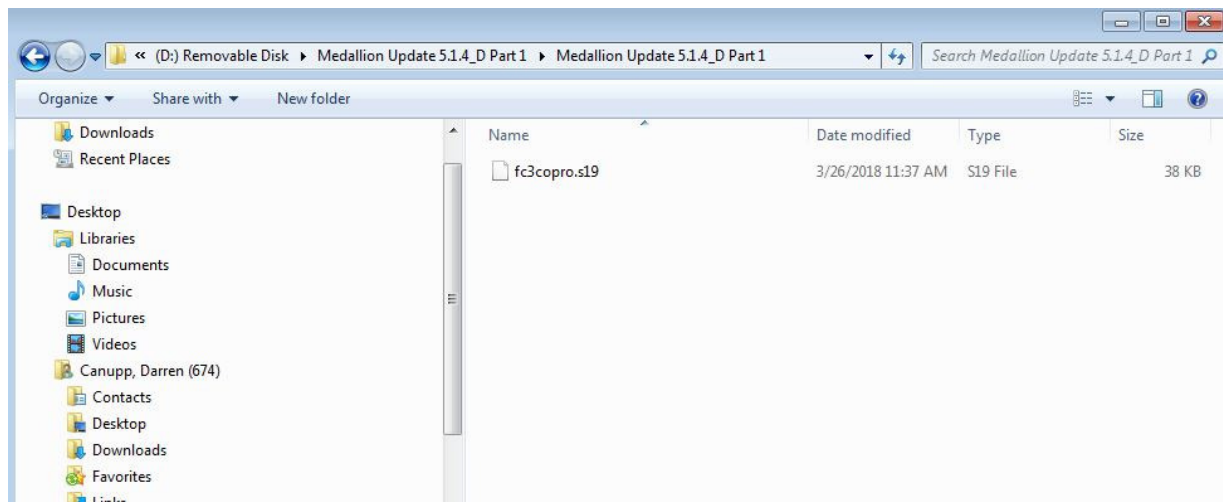


Fig. 9, Copying Files in the New Folder

10. On the root drive, (D: in this example) right click in an open area of the displayed window and select "Paste." See **Fig. 10**.

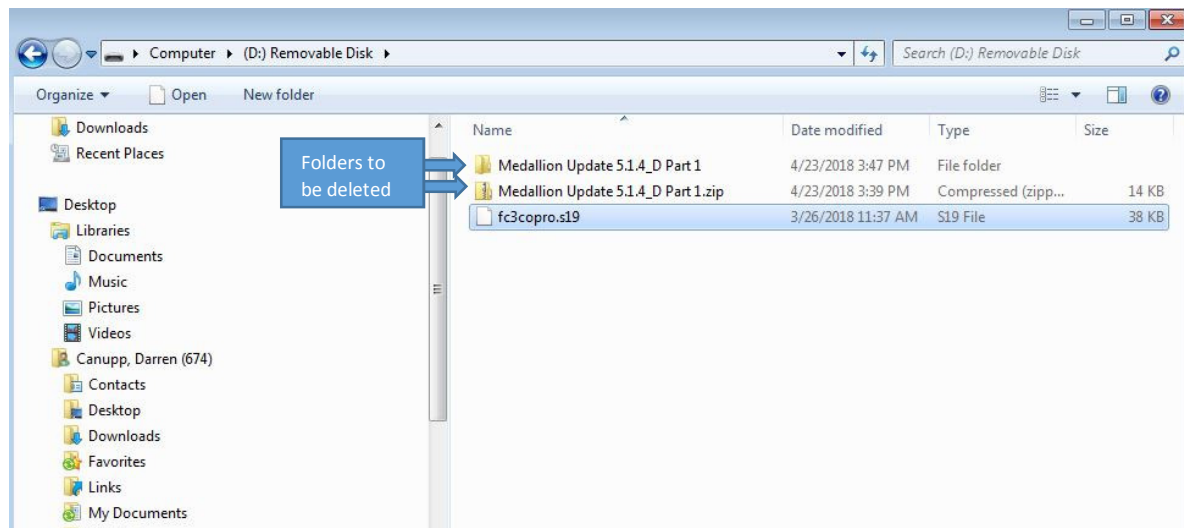


Fig. 10, Pasting the files

11. Delete the two Medallion folders shown in **Fig. 10**. Only the file(s) should be left on the drive. See **Fig. 11 & 12**.

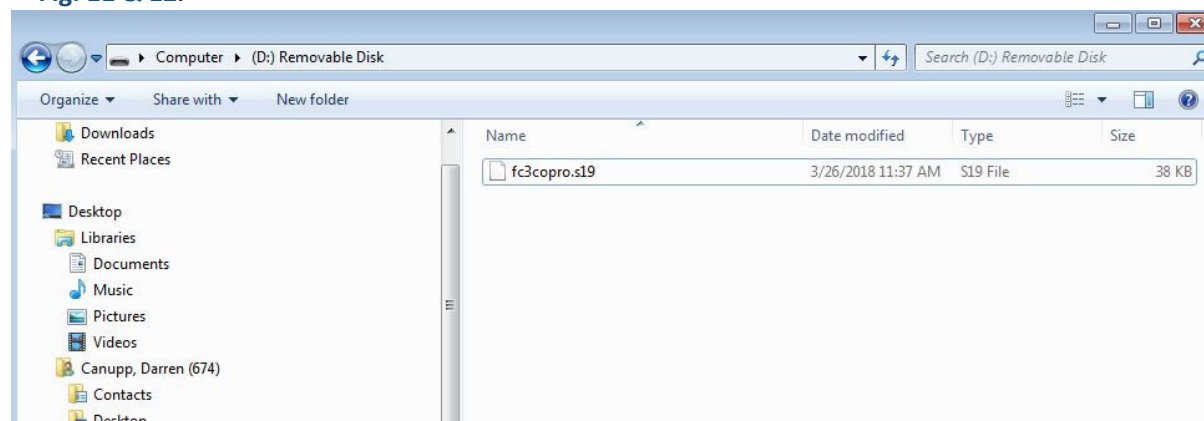


Fig. 11, This should be the only file on the drive for part 1

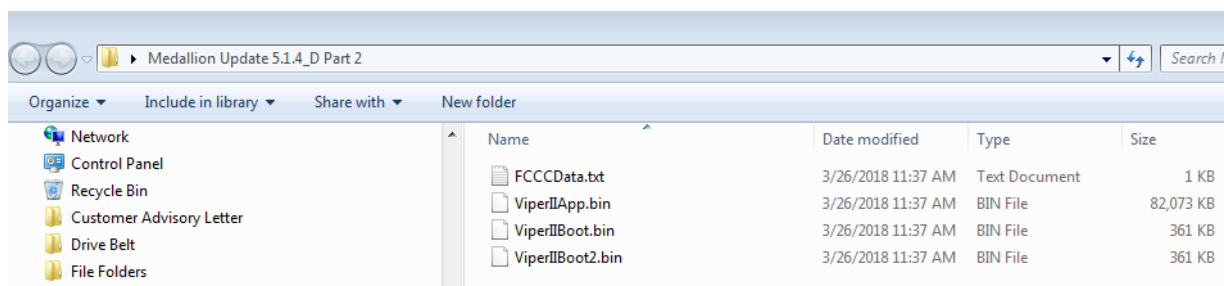


Fig. 12, These should be the only files on the drive for part 2

12. Perform these steps again to download the files on the flash drives for "Medallion Update 5.1.4_D Part 2,"

II - Software Update Installation Instructions

1. Verify if this vehicle is in SF541 –

IMPORTANT: **DO NOT USE** the Medallion Opti-view software update for SF541 **after** the performing the 5.4.1.D update.

- a. If the coach *is included* in Field Service Campaign SF541 but has not completed, perform this update per the instructions and file a claim for the SF541 campaign.
 - b. If the coach *is included* in Field Service Campaign SF541 and has been claimed as completed already, perform this update per the instructions and file a separate policy claim as outlined below in Section III
 - c. If the coach *is not included* in Field Service Campaign SF541, perform this update per the instructions and file a separate policy claim as outlined below
2. Park the vehicle on a level surface, shutdown the engine, and set the parking brake. Chock the tires.
 3. Turn the ignition to the ON position, but do not start the vehicle.
 4. Plug the Part 1 jump drive into USB cable next to diagnostic connector under dash.

NOTE: Each chassis should be equipped with a USB extension cable that should be routed from the ECU to the diagnostic connector by the body builder. If a USB cable is not installed, locate the ECU and plug the flash drive directly into either USB port on the ECU. See [Fig. 13](#)

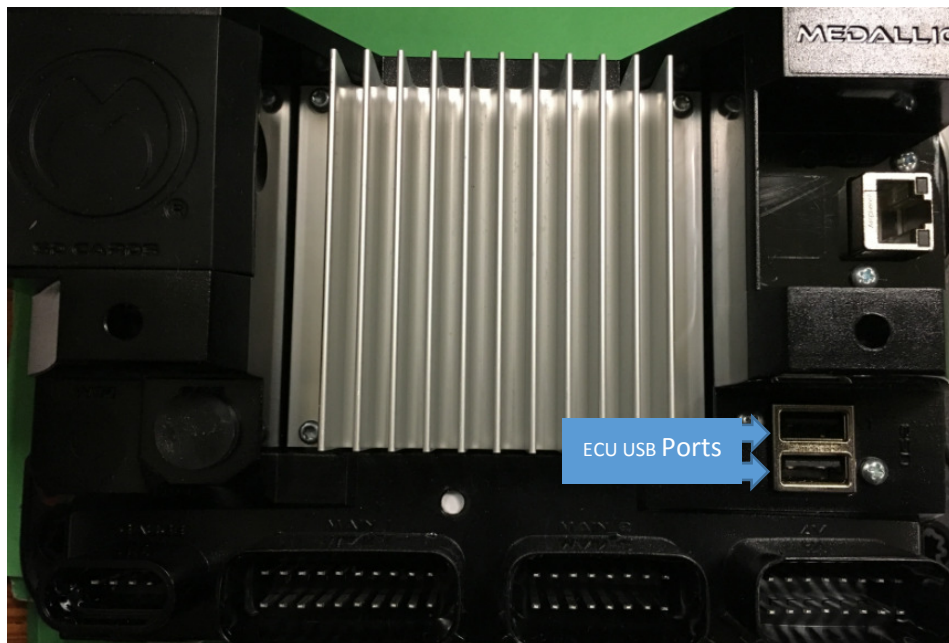


Fig. 13, Instrument panel ECU USB port locations

Note: The instrument panel ECU is located behind the dash. The top cover of the dash will pop up; tools are not needed to access the ECU.

5. Use the menu navigation buttons on the right-hand side of the steering wheel to access the menu options. See [Fig. 14](#).



Fig. 14, Menu Navigation Buttons

WARNING: The re-flash process must be completed in the order described below to avoid damaging the instrument panel. If the Medallion Update 5.1.4_D Part 2 is used first, the instrument panel programming will be corrupted and the instrument panel ECU will require replacement

6. Press the home button, then press the down arrow and select "Diagnostics".
7. After selecting "Diagnostics," use the down arrow again and select "System Information," shown in Fig. 15, then press the OK button. System information will display in the center of the instrument panel. See Fig. 16 for an example of the system information.

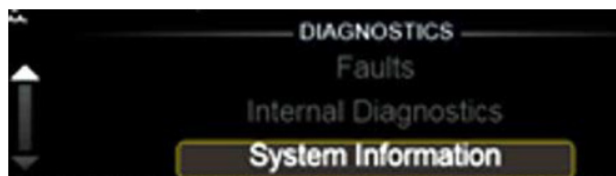


Fig. 15, Selecting the System Information Sub-Menu

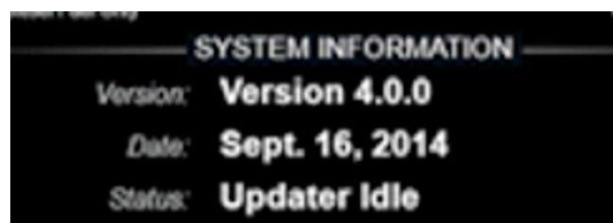


Fig. 16, System Information

IMPORTANT: This update must only be performed on REV Eagle chassis with multiplexed wiring (module 32A) only.

8. When "System Information" is displayed as shown in Fig. 14, and the correct flash drive plugged into the cable or either of the two ECU USB ports. Press and hold the OK button until the ECU begins the software update. Once the software update begins, release the OK button.
9. When the software update is finished, the instrument panel will reboot. During the software update and reboot process, ***do not turn the ignition off.***
10. When the software update is finished and the instrument panel has rebooted, remove the flash drive from the ECU.
10. Repeat the steps 4 through 10 using the second flash drive for Part 2.
11. When the software update is finished and the instrument panel has rebooted, remove the flash drive from the ECU.
12. Select "Diagnostics" and use the down arrow to select "System Information," as in step 6, then press the OK button. The version of software should read 5.1.4.
13. Verify that the vehicle will start and no warning lights remain active after the ignition sequence is complete (approximately 30 to 60 seconds).
14. Turn the ignition to the OFF position.
15. Is this coach included in SF-541 Field Service Campaign?
 - A. YES - Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker (Form WAR261) to indicate the work has been completed. Proceed to Claim Filing Instructions Step 1
 - B. No – Update complete Proceed to Claim Filing Instructions Step 2

III - Claim Filing Instructions

1. Has a warranty claim for SF-541 been filed?
 - A. Yes - Proceed to Step 2
 - B. No - File warranty claim for SF541
2. File policy claim using information listed below:
 - A. Authorization # = 101682
 - B. PFP = 66-02438-001
 - C. Component #: 003-006-012
 - D. FSA Code GB
 - E. Claim should not include the words campaign or recall in description