



DATE: 11-15-18

APPLIES TO: This service bulletin applies to certain 2019 Model Year K2 and K3 model motor home chassis built between November 16, 2017 and June 28, 2018.

CONDITION: The Comfort Steer (Comfort Drive) system will act as if the driver had set it to medium effort regardless of effort knob position.

CORRECTION: Update the GIC (Graphical Instrument Cluster, a.k.a digital dash or instrument panel) so it provides the correct value to the Comfort Steer (Comfort Drive) system.

LABOR ALLOCATION: 1Hr.

CLASSIFICATION: T3

PARTS NEEDED: None

GENERAL INSTRUCTIONS:

Thoroughly review entire service bulletin before starting work. If there are questions or concerns with steps defined in this service bulletin, contact Spartan Motors USA, Inc. Customer & Product Support Group at 855-589-9836.

All applicable industry safety standards must be followed when performing work identified in this procedure.

STEP-BY-STEP INSTRUCTIONS:

1. Open "GIC Update Instructions – Newmar (In Vehicle).pdf" document
2. Verify that correct equipment is on hand per "Pre-Requisites" section on page 4
3. Access Spartan Motor's CPS website per link below and press 'Dash Effort Control Update' button to download needed program if not already installed.
 - a. <https://www.spartanchassis.com/cps/login/SpartanChassisDownloads.asp>

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4. If laptop has not been set up for Valid System Setup Utility before, perform steps listed in “Install Valid System Setup Utility (VSSU)” on pages 16-17 and “Enabling GIC Button” section on page 15.
5. Connect to dash according to steps 1-5 in “Firmware Updates – Graphics Subsystem Update (over Ethernet)” section pages 6-7
6. If not using recommended ethernet adapter that has already been configured, perform steps outlined in “Ethernet Connection Setup” section pages 13-14
7. Finish steps outlined in “Firmware Updates” section pages 8-12
8. Verify dash update was successfully performed by verifying current revision and latest revision numbers match on following screens
 - a. “Ethernet Device Update” screen shown in step 8 on page 9
 - b. Devices tab shown on step 4 on page 12

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