

SS 1034488 New Cascadia Pana-Pacific 540 Radio failures

SS 1034488 New Cascadia Pana-Pacific 540 Radio Failures

Applicable Vehicles:

New Cascadia

Symptoms

Failure of radio to respond to requests via either the steering wheel switches or the controls on the radio faceplate, volume control erratic, or "lockup" of the radio that nulls out all controls requiring a hard reset to return to normal functionality.

Issue

The DEA540 radio part number A22-74389-000 that utilizes the 250K open bus in New Cascadias can unexpectedly exhibit the symptoms noted above. Root cause has been found to be in the current software of the radio.

Note: If one of the symptoms include discovering the face of the radio to be excessively warm to the touch, this is a separate issue and will not be corrected via the software update. See service solutions 1033628 and 1034438 for information regarding grounding verification on New Cascadia.

Solution

The supplier has created a software update that will restore the radio to its intended functionality, and is included in the attached document with installation instructions. DiagnosticLink will not be used for this update- the software portion must be downloaded onto a USB stick and installed directly into the radio.

During warranty filing, be certain to include VMRS code 052-003-001, 12.

USB Programming Instructions

Steps to reflash:

1. Radio in no source
2. Copy the content of USB_Images_APP (5 files) in root of a clean USB stick (FAT32 or exFAT recommended)
3. Plug in the USB stick to the radio
4. Radio shows "No Music" label
5. Press presets 3 and 6 until the radio resets
6. Wait for "Remove USB" label. Remove the USB.
7. Reflash complete

How to verify reflash successful:

1. Radio in no source
2. Press presets 1 and 3 until the screen changes

You will see:

AA1595AC 19363701 AA1594AC 19343500

Error 0x002F is used to report some cases:

- * Remember this image is only for Silab units, not useful for Dirana units
- * The image to be reflashed is the same actually in the unit
- * The image is corrupted (during the unzip o during the copy to the USB)
- * USB error (damaged o incorrect format)

If you see any other error code, please let us know

Troubleshooting

- * USB problem

Replace the USB

Format the USB

- * Files problem

Unzip again

Copy again the files into the USB root

Use Windows

New Cascadia Pana-Pacific 540 radio software update

See the following slides for instructions for updating software in the New Cascadia Pana-Pacific 540 radio, build date range 1/3/2019 up to 10/7/2019.

New Cascadia Pana-Pacific 540 radio software update

Updating the software is accomplished via downloading the file onto a USB stick, then installing the stick into the radio, and following the steps called out in the attachment in the solution. See below for visuals to be expected during the flashing. Note that the numerical order of the visuals are not intended to match the instructions in the attachment, they're simply for reference only.

**Note: DiagnosticLink is not used for this update.*

New Cascadia Pana-Pacific 540 radio software update

1



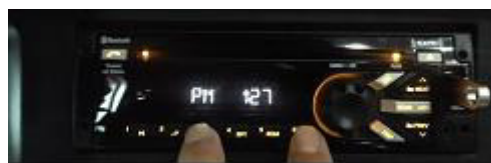
2



3



4



5



6



7



8



9



10



11



12

