



**DATE:** 2-27-20

**APPLIES TO:** This service bulletin applies to model year 2018, 2019, and 2020 model year, K1, K2 and K3 model motor home chassis built between March 30, 2018 and November 11, 2019.

**CONDITION:** Instrument panels equipped with the C-COM Lightbar-Message Center (LMC) containing application code version 2.11 may display a fuel level of “—” instead of the proper fuel level percentage when the fuel level is monitored in the message center LCD. This issue does not affect the proper display of fuel level on the fuel gauge.

**CORRECTION:** Update the software within the LMC to application code version 2.12

**LABOR ALLOCATION:** 0.5 hrs.

**CLASSIFICATION:** T3

**PARTS NEEDED:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	S-2726-001	Kit-Gauge Software Update V 2.12

**Kit # S-2726 Contains:**

<u>QTY</u>	<u>Part Number</u>	<u>Description</u>
1	S-2726.Zip	Zip File
1	TSB20-560-003	Instruction Document

**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 1-855- 589-9836.

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

Service Bulletins are intended for use by Professional Technicians only. They are written to guide Professional Technicians in performing service to vehicles of specific nature in conjunction with industry standards. Professional Technicians should be appropriately trained on industry standards and have the tools and equipment to perform procedures safely and properly.



**STEP-BY-STEP INSTRUCTIONS:**

**Note: Updating the LMC software requires a PC running Windows 7 or newer operating system and one of the following databus communication adapters capable of J1939 communication at 500 kbps:**

- Dearborn DPA-4 USB
- Nexiq USB-Link 2
- Vector CANcaseXL

1. Contact Spartan Motors USA, Inc. Customer & Product Support Group at 1-855-589-9836 to obtain software download instructions and part number of instrument panel installed in your vehicle. These are required to complete instructions. Please have VIN of chassis available.
2. Turn ignition switch on. Allow gauges to complete their start-up sequence.
3. Verify no active engine fault lamps are present (i.e., check engine, stop engine, malfunction indicator (MIL) lamp). If an active fault is present, fault should be resolved before proceeding.
4. Using left button on LMC, enter display menu.
5. Using LMC buttons, navigate to Self-Test > Version menu. (Right Button = navigate, Center Button = select, Left Button = previous menu/exit).
6. On version screen, verify software version, "SW VER", is 2.11. If "SW VER" is not 2.11, update is not necessary. Please stop and contact Spartan Motors USA, Inc. Customer & Product Support Group at 1-855-589-9836. Inform Spartan CPS representative of "SW VER" for VIN in question. If "SW VER" is 2.11 please proceed to step 7.
7. Turn off the ignition switch. Turn off master switch.
8. Connect communication adapter to green vehicle diagnostic port located below instrument panel, to left of steering column.
9. Turn master and ignition switches on. Allow gauges to complete their start-up sequence.
10. Open FlashXHZ.exe program.
11. Select appropriate communication adapter (e.g., Nexiq USB-Link2).

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12. Based on gauge panel part number, select proper databus speed.
  - a. For all parts, select 500K CAN
13. Click FIND CLUSTER.
14. Select CCOM-LMC in AMETEK DEVICES FOUND list.
15. Select Browse.
16. Select flashfile 116101A\_V2.12\_Flashfile.s19.
17. Click DOWNLOAD.
18. Downloading will begin.



**DO NOT DO ANYTHING UNTIL DOWNLOADING IS COMPLETE. REMOVING POWER WHILE DOWNLOADING MAY CORRUPT PROGRAMMING.**

19. When complete, software will report, "Downloading is completed successfully."
20. The LMC will automatically restart. Wait for gauges to reset and perform their self-test routine.
21. Using left button on LMC, enter display menu.
22. Using LMC buttons, navigate to Self Test > Version menu. (Right Button = navigate, Center Button = select, Left Button = previous menu/exit).
23. On Version screen, verify "SW VER" has been updated to 2.12.
24. Turn ignition switch off.
25. Wait a minimum of two minutes.
26. Turn on ignition switch. Allow gauges to complete their start-up sequence.

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27. Verify no active engine fault lamps are present (i.e., check engine, stop engine, malfunction indicator (MIL) lamp).

**NOTE: It is possible reprogramming gauges may cause engine to log following fault.**

**Fault code:** 3555

**SPN:** 1081

**FMI:** 9

**Description:** Wait to start lamp – abnormal update rate

If this fault occurs, it will become inactive once programming is complete, however since this is an emissions related OBD fault, Malfunction Indicator Lamp (MIL) will remain on after fault is inactive for three complete key cycles. The MIL lamp may be cleared utilizing one of the following methods:

- a. Use Cummins® Insite™ diagnostic software to clear inactive fault. Refer to Insite™ documentation for instructions on how to clear faults.

Alternatively:

- b. Complete three ignition cycles:
  - i. Turn ignition switch on.
  - ii. Start the engine.
  - iii. Let engine run for 30 seconds.
  - iv. Turn ignition switch off.
  - v. Wait two full minutes.
  - vi. Repeat steps i-v three times.
  - vii. Turn ignition switch on.
  - viii. Verify the MIL lamp is off.

**NOTE: Engine will not register a complete ignition cycle if wait time in between cycles is not a full two minutes.**

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