

From: [Vy Vu](#)
Subject: AVAIL Customer Service Bulletin
Date: Tuesday, May 12, 2020 12:33:00 PM

Hello

Please see the attached bulletin released by Avail Technologies, Inc. as it pertains to your GILLIG buses.

Thank you,
Vy Vu
Field Service Coordinator
GILLIG LLC

CUSTOMER SERVICE BULLETIN



CSB_032

TO: All Avail vehicles with a connection to J1939 via a Simma VNA2-USB J1939/J1708 Adapter. This is applicable to both IVU2's and IVU3's.

FROM: Avail Technologies

SUBJECT: Simma J1939 Baud Rate

DATE: April 29, 2020

MESSAGE: Simma VNA2-USB J1939/J1708 Adapter (VNA2) enters a state where it is unable to determine the baud rate of the J1939 data bus and is unable to read J1939 messages. In some cases, dashboard warning lights and unstable idle RPM have also

been reported and may be related to this issue.

The circumstance that puts the VNA2 into this state has been determined. When the VNA2 is plugged into the IVU while the vehicle ignition is off, the J1939 data bus is inactive and the VNA2 is unable to determine the baud rate of the J1939 data bus. This state will persist until the VNA2's USB connector is removed and plugged in again with the vehicle running and the J1939 data bus active. Instances of the circumstance are rare. The two known examples are:

- Maintenance is performed on the Avail's in-vehicle equipment that removes power input from the VNA2 or the IVU. Most commonly, this is unplugging the VNA2's USB connection, then plugging it back in with the vehicle off.
- Main battery power removed for an extended period, i.e. for two days or more.

In both examples, the fault condition may be avoided by plugging the VNA2 USB in while the vehicle is running.

Note that only the J1939 operation of the VNA2 is affected. The J1708 interface operates normally.

There will be a Simma Adaptor and IVU firmware update to correctly handle baud rate. Beginning in May, the update will be made available via over-the-air download to affected vehicles, to be coordinated with agencies when the solution is ready.

In the meantime, Avail recommends two steps to mitigate the potential issue:

- First, any time maintenance is performed on Avail's in-vehicle equipment or any other maintenance that interrupts normal vehicle battery power, follow the correct reset procedure for the VNA2 after all maintenance is complete and the vehicle is being readied for final checkout.
- Second, for only newer buses with a 500kbit data bus, disconnect the J1939 cable from the Simma adapter. The J1708 must remain connected as it is not affected and is required for proper information display on the internal sign, headsign, farebox, and APC's.

Correct VNA2 Reset Procedure:

Whenever maintenance is being done on the Avail equipment or to the main batteries or fuse box, once the maintenance has been completed and all connections are back in place, perform the following:

- Put the vehicle into day run and start the engine.
- Wait 30 seconds for J1939 systems to stabilize
- Unplug the VNA2's USB connector from the front panel of the IVU
- Wait 10 seconds to ensure proper reset
- Plug the VNA2's USB connector back into the front panel of the IVU
- Wait 60 seconds
- Perform normal vehicle checkout

The important point is that the VNA2 is plugged in with the vehicle running and an operational J1939 data bus.

QUESTIONS?: Any questions should be directed to the Avail Support Team at (814) 234-3394 x1050 or support@availtec.com.

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