

Delphi DEA 500 radio issues



[Kenny Johnson](#) 2 posts since Apr 17, 2018

Delphi DEA 500 radio issues Jan 28, 2021 7:43 PM

Has anyone had issues regarding inop steering wheel controls for the Delphi DEA 500 radio? I have a customer complaint, for not being able to control the radio from the steering wheel. The truck is a Next Gen Cascadia (VIN JSJW7072) equipped with a Pana-Pacific Delphi DEA 500 p/n 28524611 (DTNA p/n a22-74385-000.) Any help would be great!



[Mike Sparkes](#) 266 posts since Jan 14, 2015

Re: Delphi DEA 500 radio issues Jan 28, 2021 7:52 PM

I know the 540 series had this issue.

- [Cascadia Pana-Pacific 540 Radio.pdf](#) 182.3 KB Preview



[Kenny Johnson](#) 2 posts since Apr 17, 2018

Re: Delphi DEA 500 radio issues Jan 28, 2021 8:11 PM

I don't believe it to be the radio, as I have already swapped with a known working one, and same problem.



[Francois Tourigny](#) 76 posts since Mar 8, 2019

Re: Delphi DEA 500 radio issues Jan 29, 2021 12:22 AM

There is an existing Service Bulletin about this issue.

Check this out;

Here a screen shot of SB and the link just below;

https://dtnacontent-dtna.prd.freightliner.com/content/dtna-servicelit/bulletins/en_us/freightliner/service-bulletins/sb54323.html

Pana-Pacific 540 Radio Controls Not Operating Normally

54-323

Cascadia
Cargo
FLB COE
Business Class M2
108SD/114SD
Century Class Conventional
Business Class

Columbia
FLD Conventional
FLA COE
> New Cascadia
FLC 112 Conventional
Argosy
122SD and Coronado

Freightliner Service
Bulletin

Description of Revisions: This bulletin replaces the version dated 01/17/2020. The procedure to check the current software version of the radio is updated.

General Information

Pana-Pacific DEA540 radios (A22-74389-000) may cease to respond to volume control settings from the steering wheel switches or the controls on the radio faceplate, resulting in erratic volume control. This is caused by incompatible radio software, and can be resolved with a hard reset.

A software update will restore the radio to normal operation. Use the instructions in this bulletin to install the correct software.

NOTE: DiagnosticLink is not required for this update. The software must be downloaded to a USB stick and installed directly on the radio.

IMPORTANT: The flash procedure will only work on Pana-Pacific DEA540 radios. The DEA540 radio is identified by the "SXM" badge on the upper right-hand corner of the radio face plate.



Michael Palumbo 1,584 posts since Nov 13, 2014

Re: Delphi DEA 500 radio issues Jan 29, 2021 2:29 AM

Two reasons to rule out software. You have tried a known good radio and you did not mention not being able to control the radio via the radios' buttons.

Is your radio stations also not displaying in the ICU?



If that is true, then the radio is not communicating on the CAN bus, trouble shoot the CAN bus.

If your station is showing on the ICU, the radio is communicating on the CAN bus. Use Diagnostic link I/O for the steering wheel buttons to see if the aSAM is seeing the buttons.

This architecture drawing might help to visual the communication path between the radio, SWB and ICUC

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