

Title:	TCU Module Software Patch			
Number:	SB_498	Release Date:	03/01/2021	
Revision Number:	1.0	Revision Date:	03/11/2021	
Chassis Type:	All Command Zone III Chassis with a TCU			
Component Description:	MODULE, TCU,4G LTE WIFI, CELL, GPS, ETHERNET, HED			
Warranty:	1 Year Limited Base Warranty or 5 Year Command Zone Warranty			
Parts:	Qty 1 of 3630705 (If Needed)			
Tools:	Laptop with WIFI			

Subject:

TCU Module software patch was created to prevent or resolve the following failure modes:

- Cannot Access PierceCZ.com (HTTP ERROR 500)
- Prognostics Not Resetting / Staying Reset

The procedure below outlines how to apply the software patch (proactive) or what parts are needed to resolve the issue (reactive).

Procedure:

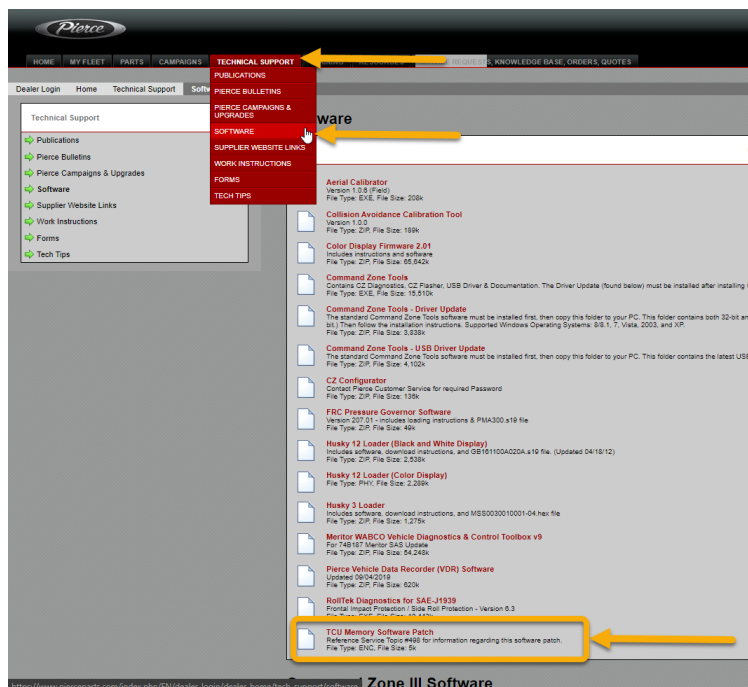
1. Vehicle Population

- Command Zone III apparatus with TCU part numbers below per PierceParts.com Parts Catalog:
 - 3290146
 - 63-4728-0001
 - 63-4728-0002
- Pierce to provide a job list to dealer principal and service leads

2. Proactive Software Patch

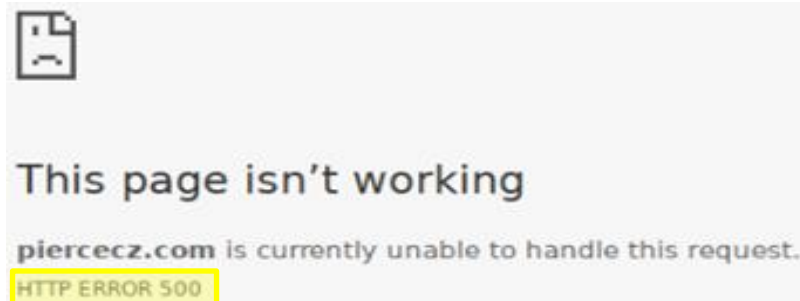
- Software Patch Location
 - Can be found on PierceParts.com (Technical Support → Software)
 - File Name: TCU Memory Software Patch

Note: Applying the update to all trucks would not introduce issues as there are checks in place to see if the various files are present before any action is taken



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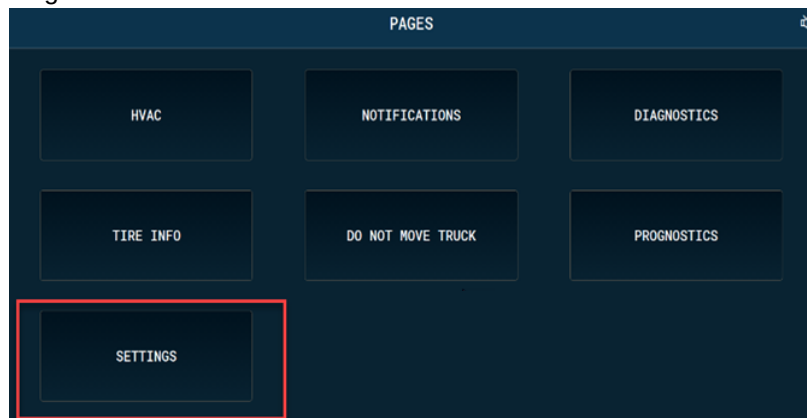
- Software Patch Installation Steps
 - Connect to the TCU using a PC web application
 - Navigate to PierceCZ.com using Incognito or Private browser window
 - If “HTTP ERROR 500” error below displays, proceed to **Step 3**



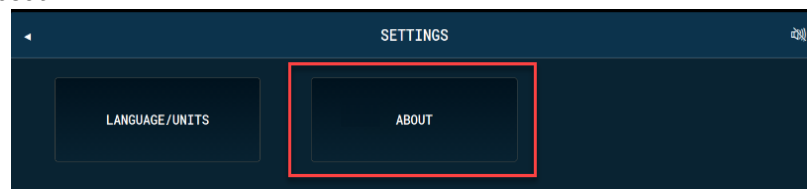
- Click the menu button



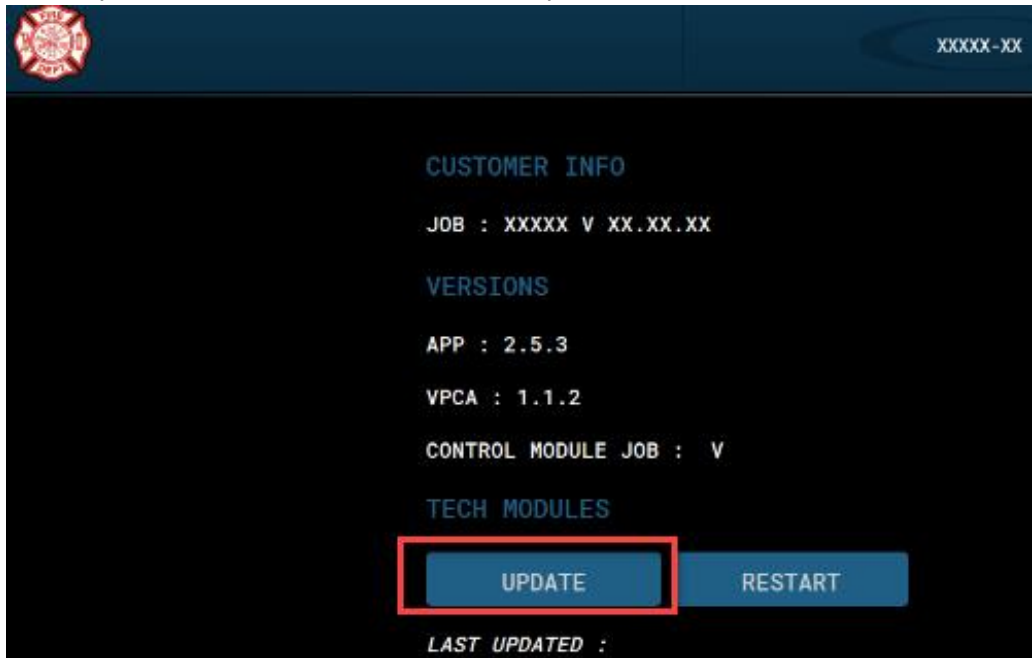
- Click Settings



- Click About



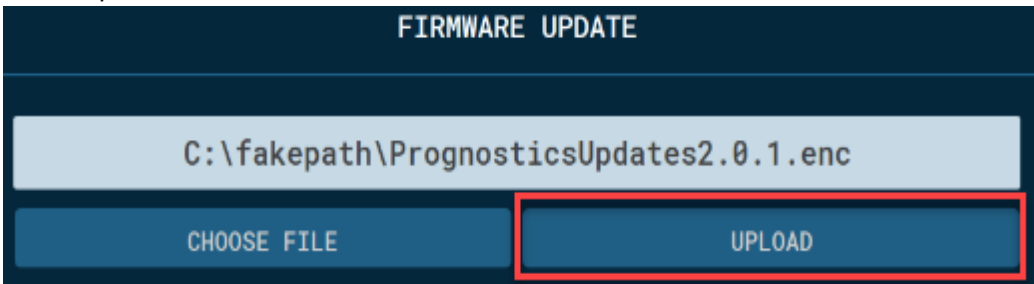
- Click Update and a file browser window will open



The screenshot shows a dark-themed application window. At the top left is a red fire department logo. At the top right, the text "XXXXX-XX" is displayed. The main content area has the following sections:

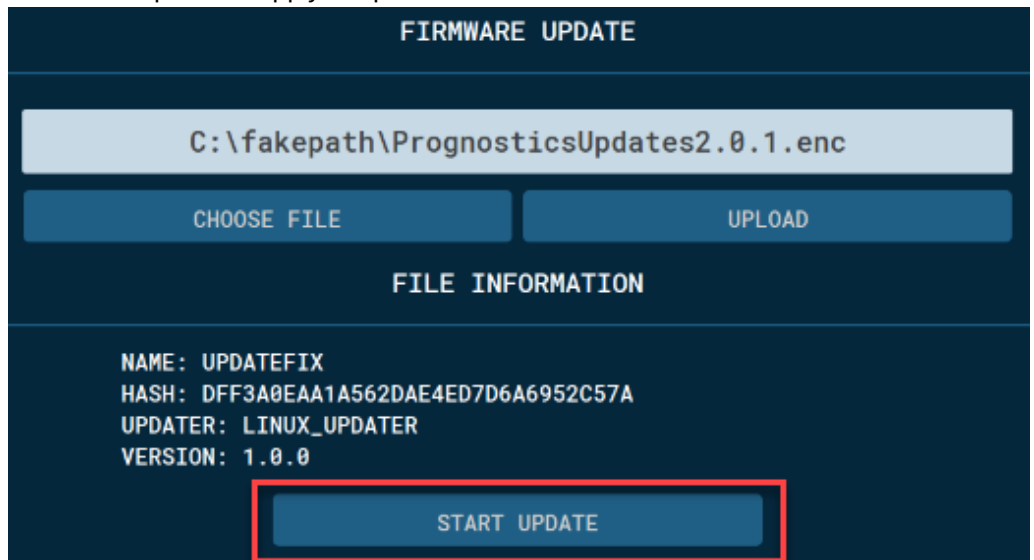
- CUSTOMER INFO**
JOB : XXXXX V XX.XX.XX
- VERSIONS**
APP : 2.5.3
VPCA : 1.1.2
CONTROL MODULE JOB : V
- TECH MODULES**
Below this section are two buttons: "UPDATE" and "RESTART". The "UPDATE" button is highlighted with a red rectangular box.
- LAST UPDATED :**

- Select the patch file: PrognosticsUpdates2.0.1.enc
- Click Upload



The screenshot shows the "FIRMWARE UPDATE" section of the application. It features a text input field containing the file path "C:\fakepath\PrognosticsUpdates2.0.1.enc". Below the input field are two buttons: "CHOOSE FILE" and "UPLOAD". The "UPLOAD" button is highlighted with a red rectangular box.

- Click start update to apply the patch



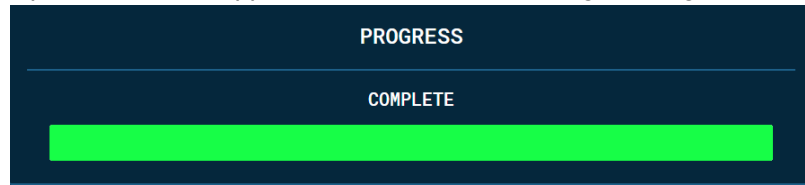
The screenshot shows the "FIRMWARE UPDATE" section, which is identical to the previous one, but with an additional section below the buttons:

- FILE INFORMATION**
NAME: UPDATEFIX
HASH: DFF3A0EAA1A562DAE4ED7D6A6952C57A
UPDATER: LINUX_UPDATER
VERSION: 1.0.0

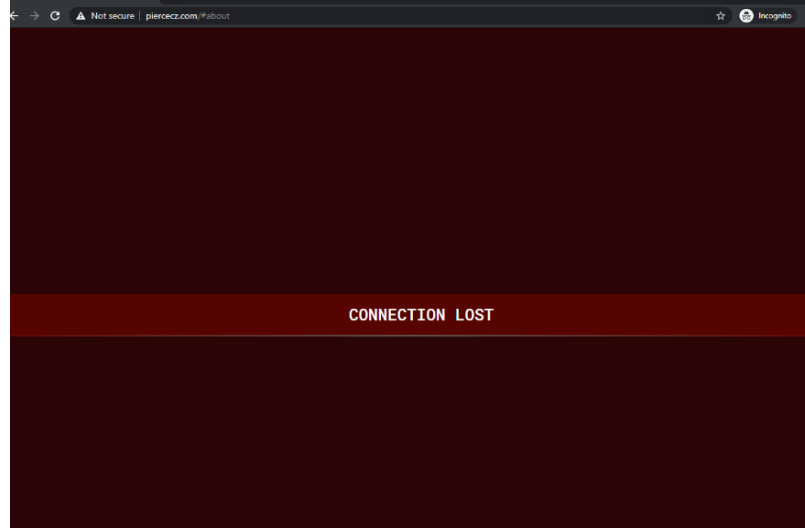
Below the "FILE INFORMATION" section is a button labeled "START UPDATE", which is highlighted with a red rectangular box.

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- When the patch has been applied it will show the following message:



- Wait for the module to reboot
 - The screen will go red and display a lost connection message



- When the module comes back online, the home screen below will display (*module reboot process takes a few minutes to complete*)



- Close the browser, turn truck ignition and battery switches off
- Unplug TCU to reset
 - TCU Location:
 - Arrow XT - Driver Seat Back Distribution
 - Velocity/Impel - P/S Kick Panel Distribution
 - Dash CF - P/S Kick Panel Distribution
 - Quantum - Driver Seat Back Distribution
 - Enforcer - Right Side Above P/S kick Panel Distribution

- Turn battery switches on
- Reconnect to vehicle Wi-Fi and navigate to PierceCZ.com using Incognito or Private browser window
 - Validate “HTTP ERROR 500” doesn’t display
- If prognostics were not staying reset, then reset them now
- Cycle the battery switch
- Recheck prognostic status

Note: The service tech will not need to complete a vehicle function test after applying the update, as this patch did not change functional programming

- Proceed to **Step 4** for warranty instructions

3. Ordering Replacement TCU to resolve HTTP 500 Error:

- Place Order for PN 3630705
 - Provide Job Number and Unit Number on Order

4. Warranty Processing

- Flashed TCU with Software Patch
 - Labor Code K308 – Repair Control Module
 - Hours 1.0
- Ordered PN 3630705
 - Labor Code K408 - Replace Control Modules
 - Hours 2.0
 - Return TCU Under Warranty Claim RMA

If any additional support is needed please open a technical support incident on Pierceparts.com