

Constellation	4900
Heritage	> 5700
> 4700	5900
4800	6900

Description of Revisions: *This bulletin replaces the version dated May 2020. The related VMRS codes are added.*

General Information

On Western Star vehicles built from January 3, 2019 through October 17, 2019, Pana-Pacific DEA540 radios (A22-74935-000 or A22-77384-000) may not respond to 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 with firmware version 18343500. The DEA540 radio is identified by the "SXM" badge on the upper right-hand corner of the radio face plate.

Instructions

1. Park the vehicle on a level surface, apply the parking brakes, and shut down the engine. Chock the tires.
2. Follow the steps below to check the software version of the radio.
 - 2.1 With the ignition in the ON position, press and hold the SRC button to turn the radio off. The radio clock display should show on the display when the radio is off.
 - 2.2 Press and hold preset 1 and 3 for about eight seconds until the screen changes.
 - 2.3 The radio will display four sets of eight-digit numbers sequentially at an interval of two seconds.
 - 2.4 If the second set of numbers are '18343500', then this update is applicable to the current software version of the radio. If the second set of numbers are not '18343500', this update does not apply to the radio and no further work is needed.
3. Download the zip file from the Pana-Pacific website: <http://www.panapacific.com/support/download>

NOTE: The radio must be in "No Source" mode by turning the ignition on and radio power off.

4. Copy the 5 files in the zip file USB_Images_APP one at a time to a clean USB stick (FAT32 or exFAT).

NOTE: If error message "Error 0x002F" displays at any point in the programming process, it may be due to the following causes:

- The radio model is not Pana-Pacific 540.
- The reflash file was corrupted while being copied to the USB stick.
- The USB stick is damaged.

5. Plug in the USB stick to the radio. The radio will display "No Music." See [Fig. 1](#).

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Pana-Pacific 540 Radio Controls Not Operating Normally

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Fig. 1, Radio Displaying "No Music"

6. Press and hold buttons 3 and 6 until the radio resets. See [Fig. 2](#). The radio will display "BOOTLOADER" and "REFLASHING" during the programming process. See [Fig. 3](#) and see [Fig. 4](#).



Fig. 2, Holding Buttons 3 and 6

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Fig. 3, Radio Displaying "Bootloader"



Fig. 4, Radio Displaying "Flashing"

Wait for "Remove USB" to display. Remove the USB. See [Fig. 5](#).



Fig. 5, Radio Displaying "Remove USB"

8. Programming is complete. Verify that the flash was successful.
 - 8.1 Turn the ignition on and turn the radio off.
 - 8.2 Press presets 1 and 3 until the screen changes. The following software numbers will display in sequence:
 - AA1595AC
 - 19363701
 - AA1594AC
 - 19343500

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Warranty

This procedure is warrantable only if the described condition exists and the repair is performed within the applicable base or extended coverage warranty period. If a failure is not found, this procedure is considered preventive and warranty does not apply.

Normal warranty applies. See [Table 1](#) for OWL VMRS codes and labor allowance information. Enter this service bulletin number in the *Service Bulletin #* field.

OWL VMRS Codes and Labor Allowance					
Primary Failed Part	Component Code	Cause Code	SRT Code	Description	Time: Hours
RADIO-DEA540 AM/ FM/WB/CD/BT/SXM	052-003-001	03	746-5005A	Radio Programming	0.3

Table 1, OWL VMRS Codes and Labor Allowance

NOTE:

Component Code / VMRS = 052-003-001 RADIO