



Highland
RIDGE RV

STARCRAFT

RAM PROMASTER BLIND SPOT OPTION

Bulletin Type:	SRP	Publication Date:	March 2022
Bulletin #(s):	22-050	Make(s):	Jayco
Job Code(s):	<i>If affected unit has warranty remaining, submit your claim following the normal process</i>	Model(s):	Swift
Flat Rate(s):		Model Year(s):	2021

Incident:	Ram ProMaster with Blind Spot Option-Maestro Firmware update
Affected Units:	2021 Jayco Swift
Parts List	N/A
Misc. Tools & Supplies:	- micro-USB B to USB-A cable
Parts Return Information:	N/A

VISUAL INSTRUCTIONS FOR UPDATING MAESTRO FIRMWARE

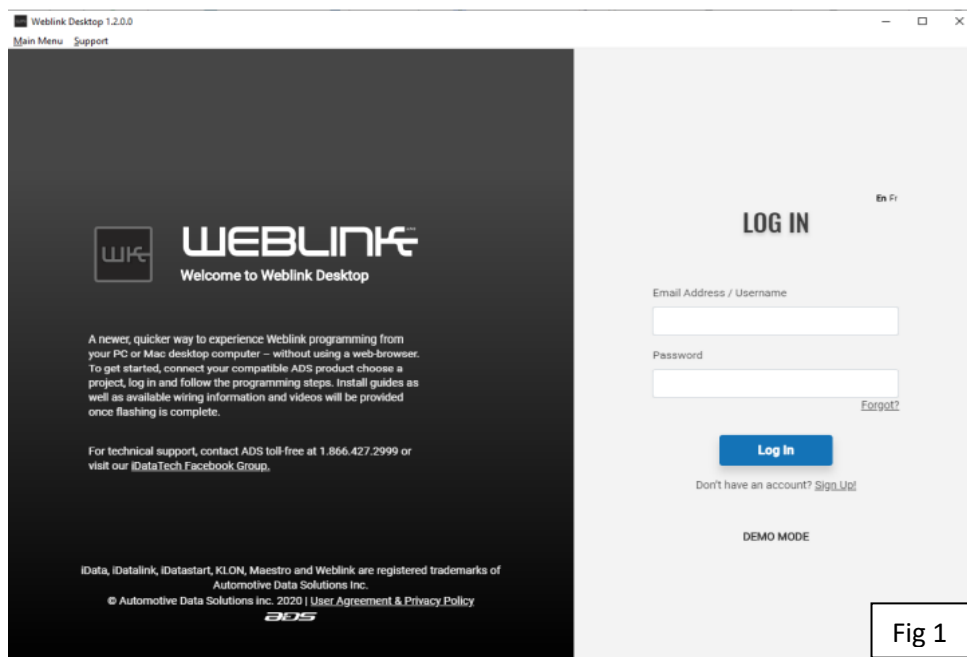
- This repair document explains how to update the Maestro RR module firmware to support the menu for configuring the blind spot alerts in the aftermarket radio menus.
- Step 1. Remove the radio and Maestro module from the vehicle. Take a picture of the label as the sample below shows on the radio showing the model and serial number.



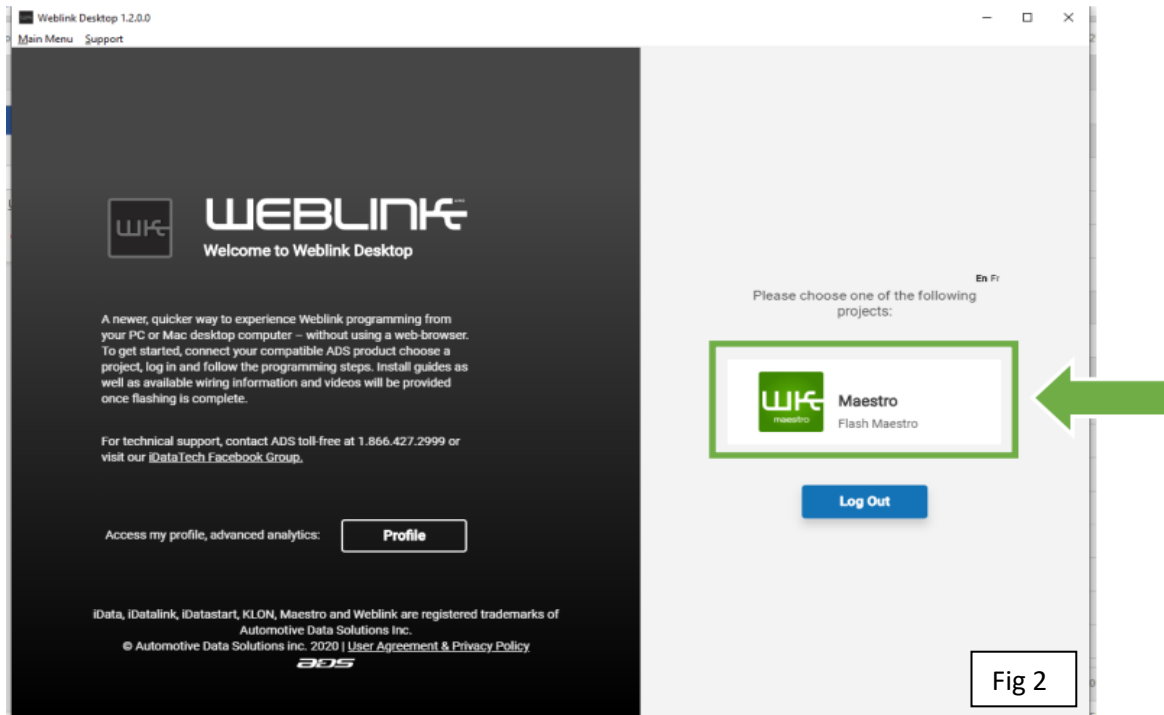
- Step 2 - Download and install weblink desktop from the Maestro Website on a computer - <https://maestro.idatalink.com/weblinkdesktop/en>
 - a. For video tutorial of how to do this refer to the following links:
 - i. For PC – <https://www.youtube.com/watch?v=pw3HnJTqPK4>
 - ii. For Mac – <https://www.youtube.com/watch?v=3YDOqO4GROo>
- Step 3 – Plug the Maestro RR into a free USB port on your computer using fully populated micro-USB B to USB-A cable. Figure A shows the different USB connector types.



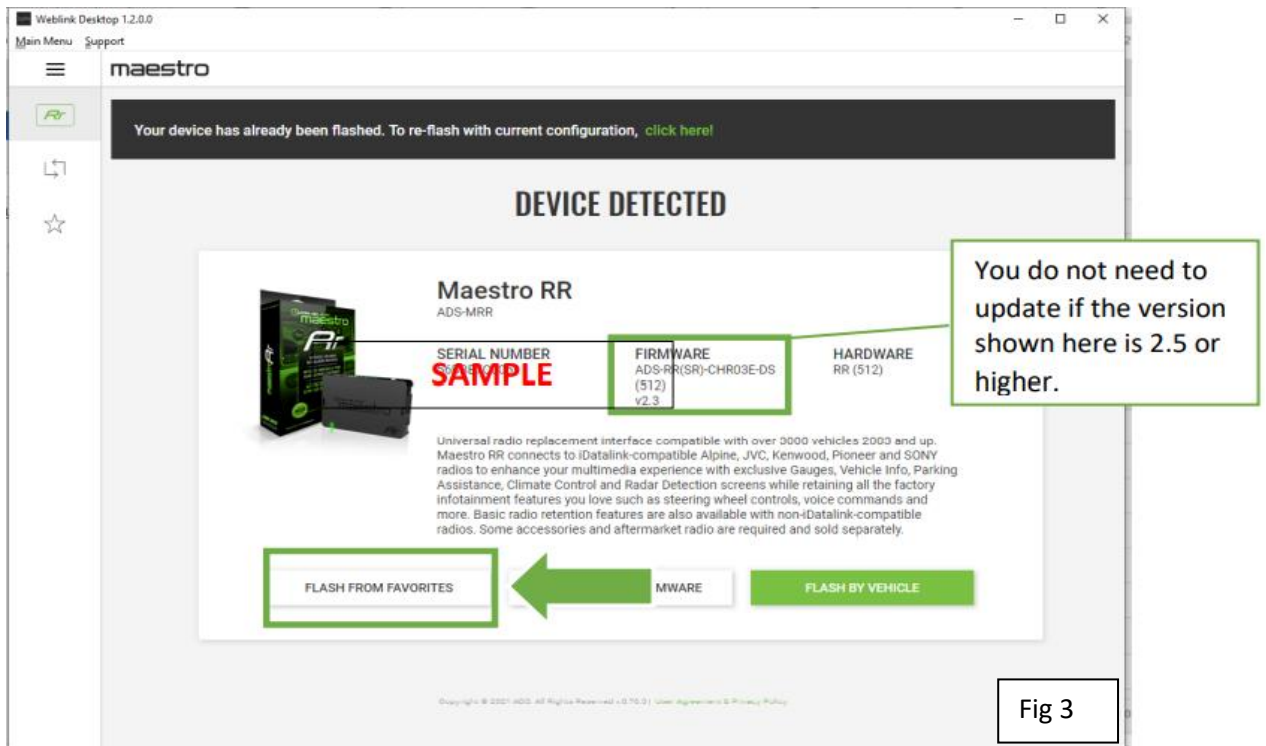
- Step 4 – Launch Weblink Desktop application shown in Fig 1 and login using the following credentials:
 - iii. Email: technicalsupport@riverparkinc.com
 - iv. Password: PMbsm21!



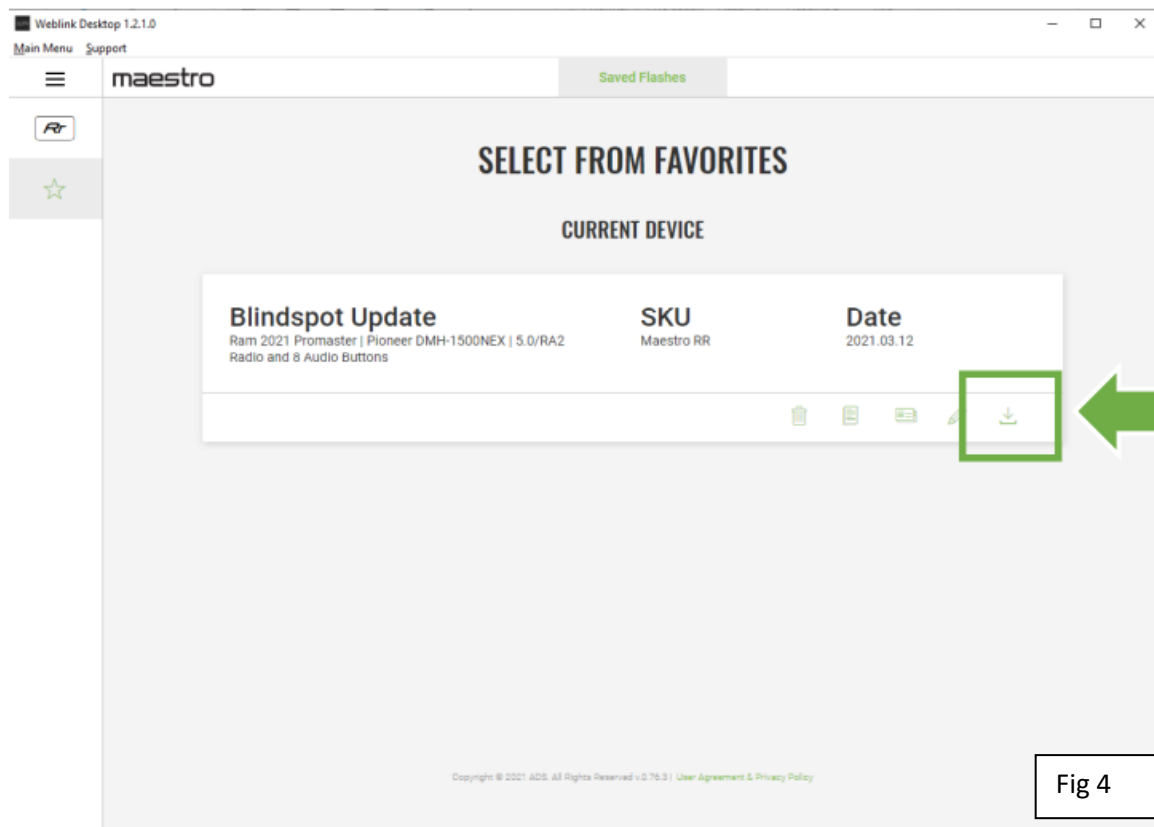
- Step 5 – Click on Flash Maestro shown in Fig 2
 - v. Note: Desktop will detect your module and proceed to the next step.



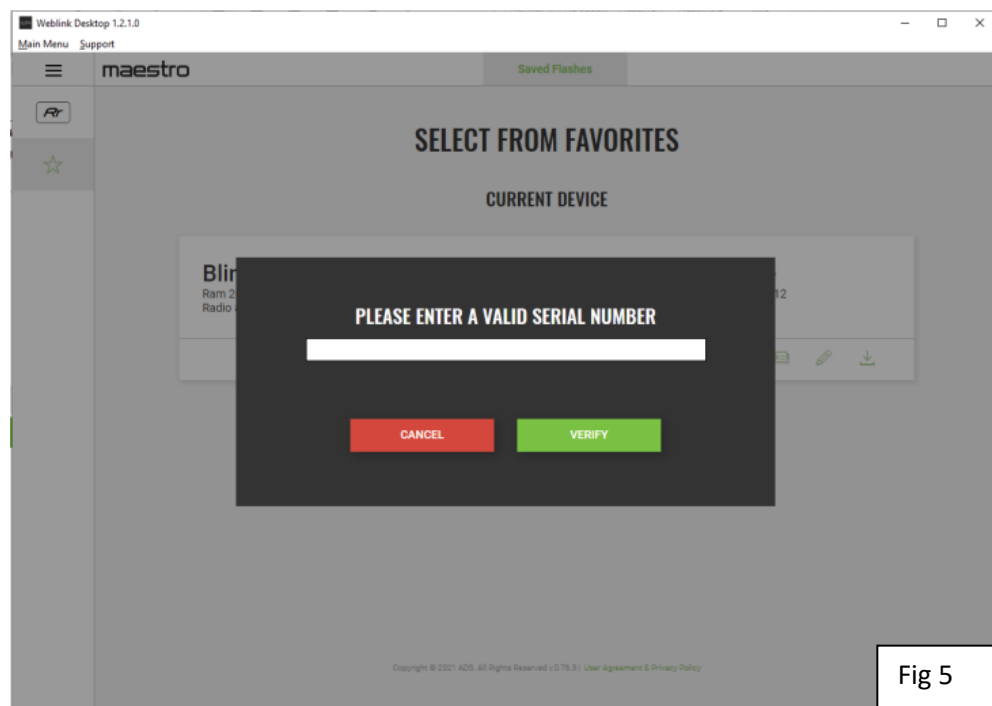
- Step 6 – Click “Flash From Favorites” as shown here in Fig 3:



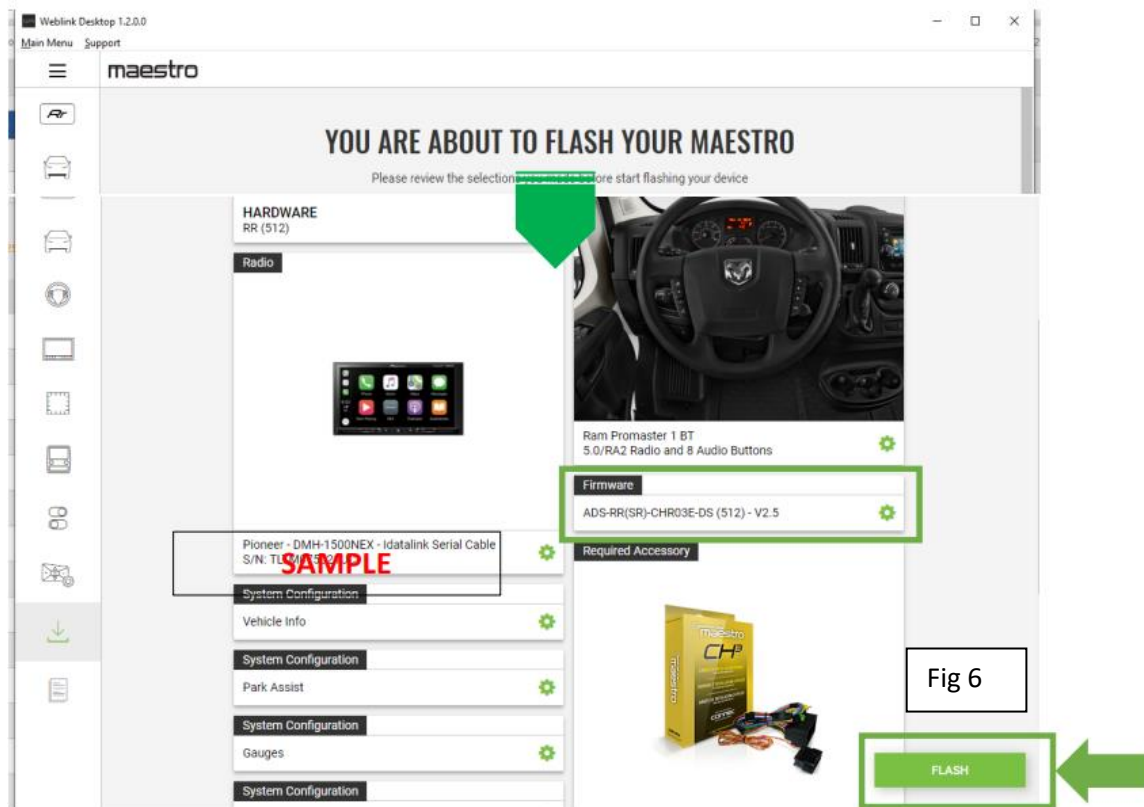
- Step 7 – Click download arrow as shown here in Fig 4:



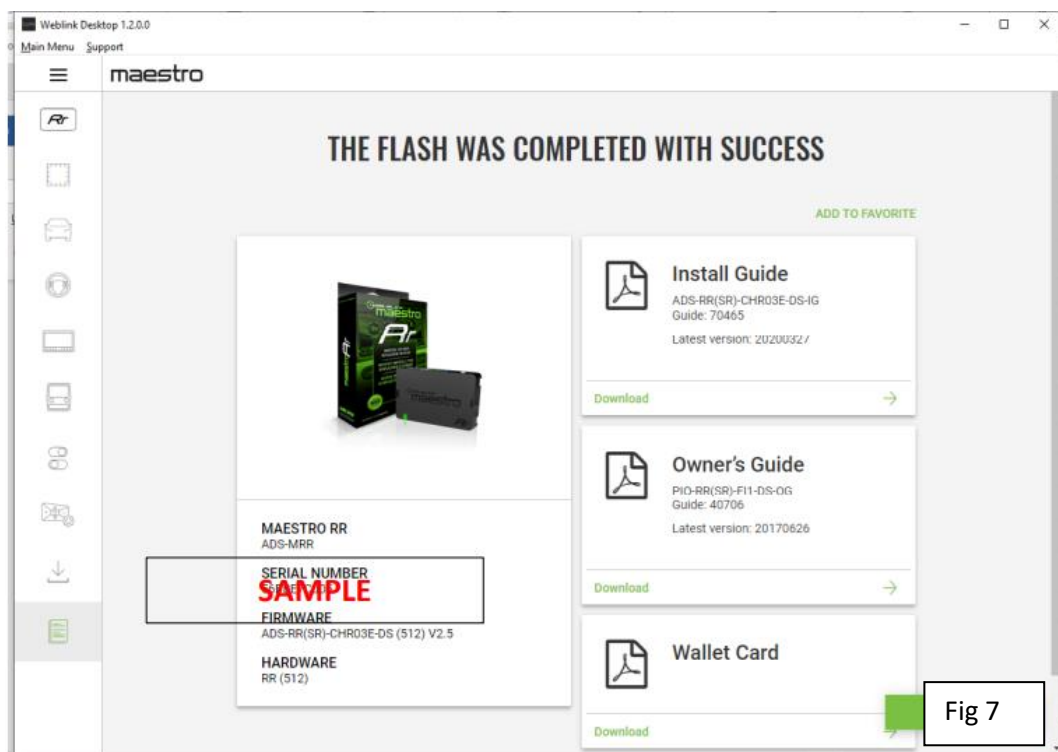
- Step 8 – Enter the radio serial number from the image you took off of the radio label. Then press "VERIFY". Fig 5 illustrates this step.



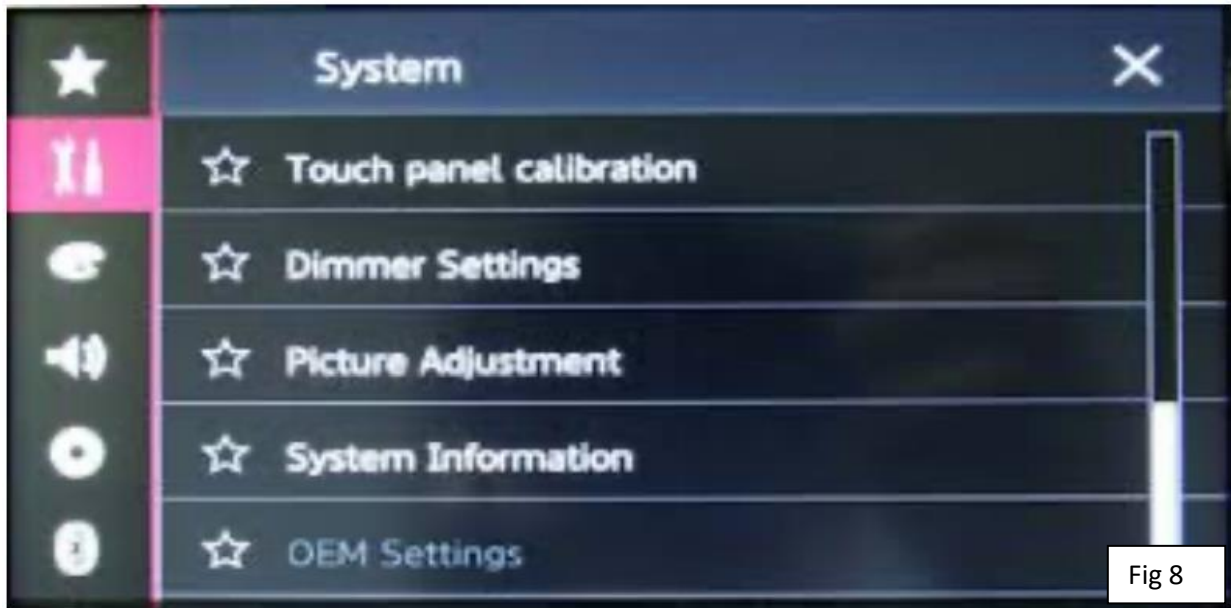
- Step 9 – Fig 6 shows the process of scrolling down to ensure the firmware is Version 2.5 and then click “FLASH”.



- Fig 7 shows that the module is updated.



- Step 10 – When completed, disconnect the module and reinstall the Maestro module and radio. Follow steps below and confirm operation on radio prior to re-assembling the dash of the vehicle.
 - Verifying that the Blind Spot settings on the Pioneer Radio are available...
 - 1. Press gear icon on radio to enter radio settings (upper right corner of home screen).
 - 2. Select the screwdriver/wrench icon in the setting menu on the left side (shown below in fig 8).



- 3. Then scroll down to select OEM Settings.
- 4. Then select Vehicle Features.
- 5. Then select Vehicle Settings – This is the OEM setting menu from the vehicle.
- 6. Then select Safety & Driving Assistance.
- 7. Then select Blind Spot Alert.
 - Off
 - Lights
 - Lights + Chime
- Process is now completed

Jayco's sole obligation under our limited warranty is to repair or replace defective materials and/or workmanship deemed our responsibility as determined by Jayco in our sole discretion. Jayco reserves the right to use new and/or remanufactured parts or materials of similar quality to complete any work, and to make parts and/or design changes as appropriate without notice to anyone. Jayco designs and/or materials changes are done without obligation to incorporate such changes in previously manufactured product. Jayco makes every reasonable effort to ensure field remedies will not adversely affect performance and/or safety of the unit. This field remedy is not intended to extend to future performance of this RV, or any of its materials, components or parts beyond the standard warranty period. The RV owner's obligation to notify Jayco, or one of its independent, authorized dealers, of a claimed defect does not modify any obligation placed on the RV owner to contact Jayco directly when attempting to pursue remedies under state or federal law. Jan. 2019.

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