



TECH TIP

**TT-22-011 S-SERIES MEMORY MANAGEMENT
UNIT (MMU) DATA DOWNLOAD TECH TIP**

**GROUP: 0-GENERAL
TECH TIP NO: TT-22-011
DATE: 7-15-2022**

Subject Vehicles: 2022 Model Year through Current S-Series trucks.

Note: This Technical Tip is provided as technical information and is not authorization for a warrantable repair.

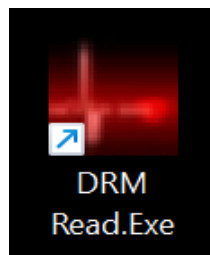
OVERVIEW:

The below procedure is how to download data for the Memory Management Unit (MMU) for use on 22MY-Current S-Series Trucks. All S-Series warranty claims must be accompanied by an MMU download to be accepted.

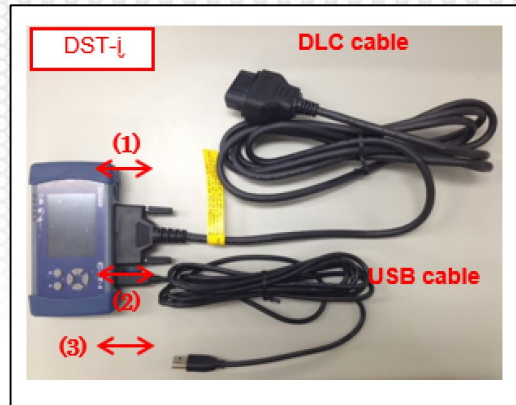
PROCEDURE:

1. Close the IDSS application.
2. The computer must be connected to the internet for the upload process to fully execute.
3. Launch the Isuzu Digital Rights Management (DRM) application using the desktop shortcut.

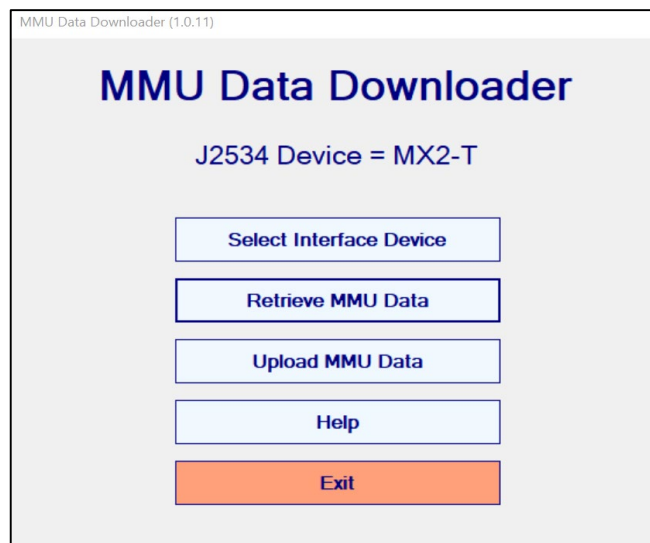
Note: If the shortcut is not present, follow the procedure to add DRM shortcut and install the adapter drivers below.



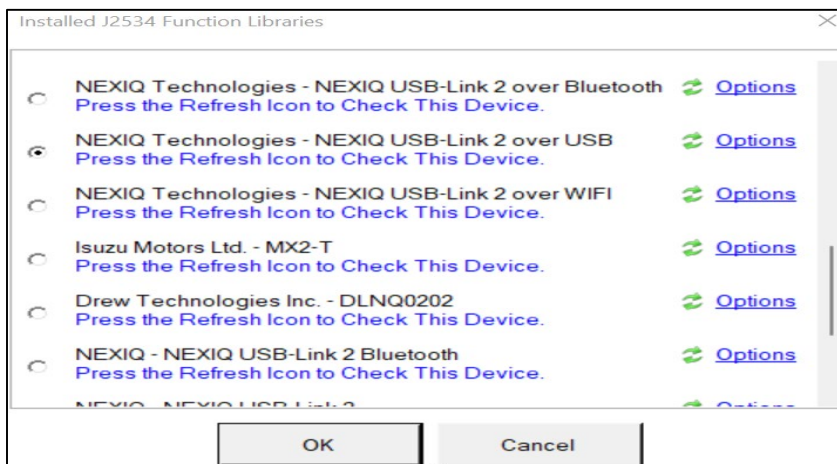
4. Connect the VCI to the vehicles OBD connector and the computer USB port.



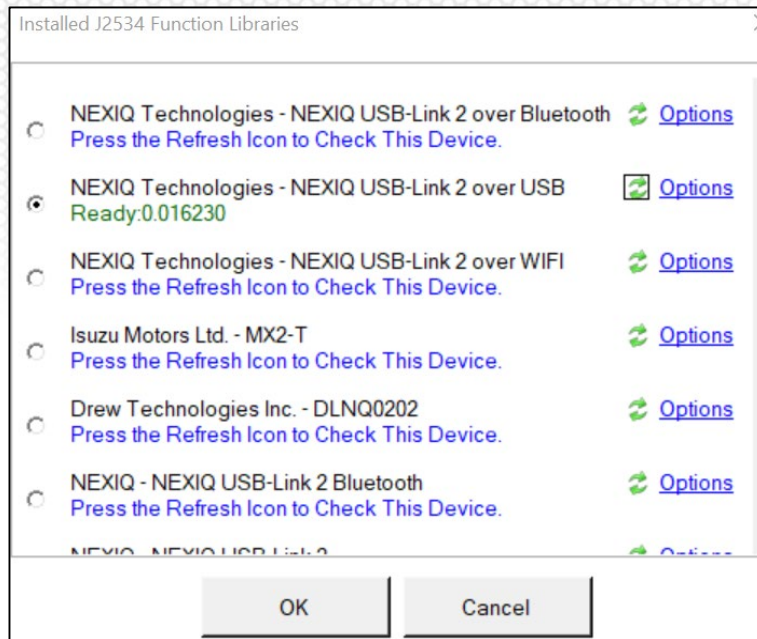
5. Press the “Select Interface Device” button to select the correct VCI.



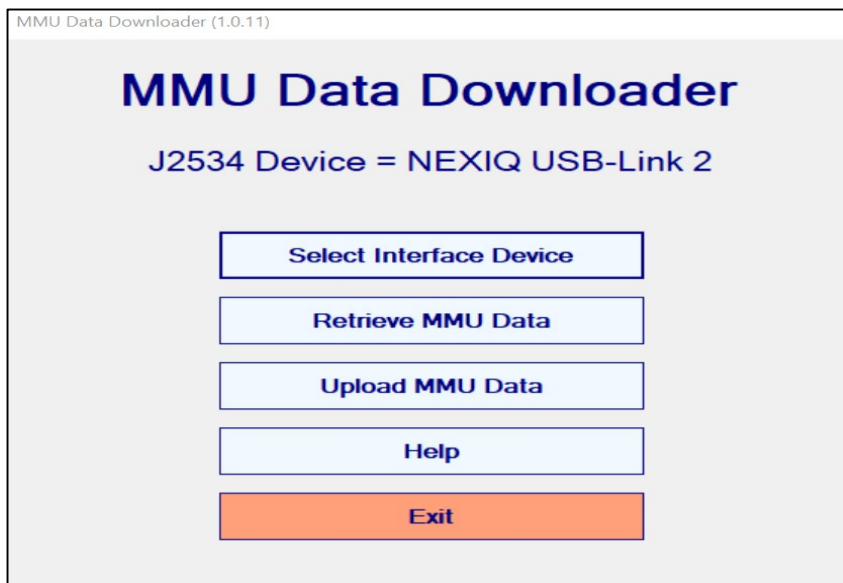
6. Select the VCI being used to connect to the vehicle.



7. Select the refresh icon to check the connected device, press “OK” once ready is indicated by the selected device.



8. The selected device will be indicated on the main panel. Select “Retrieve MMU Data”.



9. Read and confirm the permissions and select “Yes”.

Customer Consent

Confirm Customer Permission for Download

In order to download MMU information for a customer using the Isuzu Diagnostic Service System ("IDSS"), you must acknowledge and agree that:

- (1) the dealership, service facility or other user has obtained the consent of the vehicle owner to extract diagnostic data from the vehicle for use by Isuzu, the dealership, service facility or other user, and their respective employees and affiliates;
- (2) the dealership, service facility or other user will not disclose and divulge the extracted vehicle data to any other person or entity without the prior consent of the vehicle owner; and
- (3) the extracted data will be used by the dealership, service facility or other user in compliance with all applicable privacy laws, regulations, policies and agreements applicable to the vehicle and its owner.

10. Verify the correct VIN populates in the VIN box, fill out the requested information.

MMU Data Retrieval

Mileage: **Miles** **Kilometers**

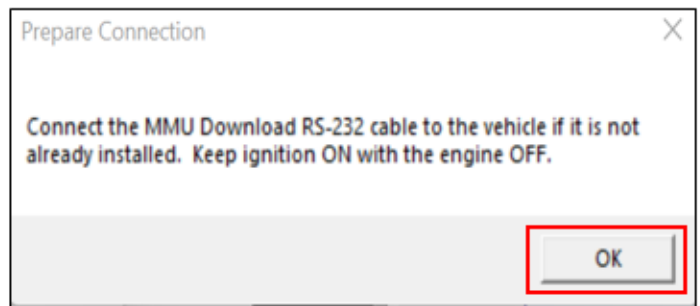
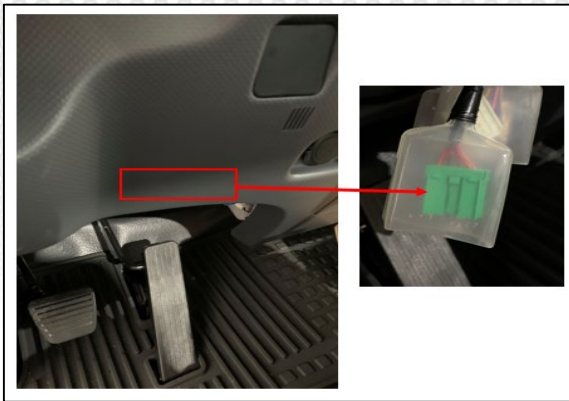
Freight Type:

Rear Body Type:

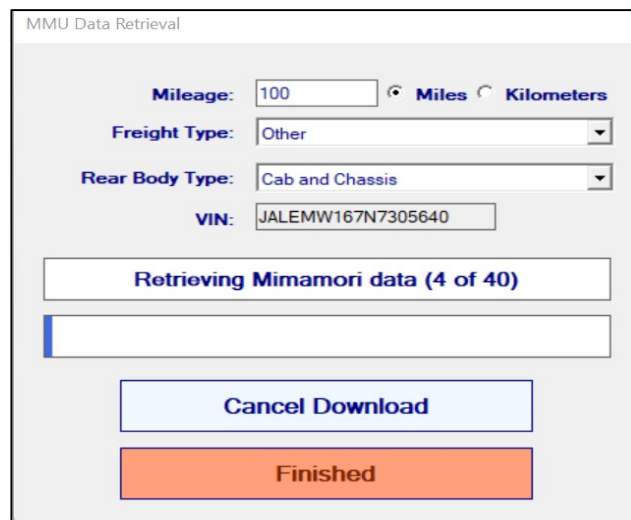
VIN:



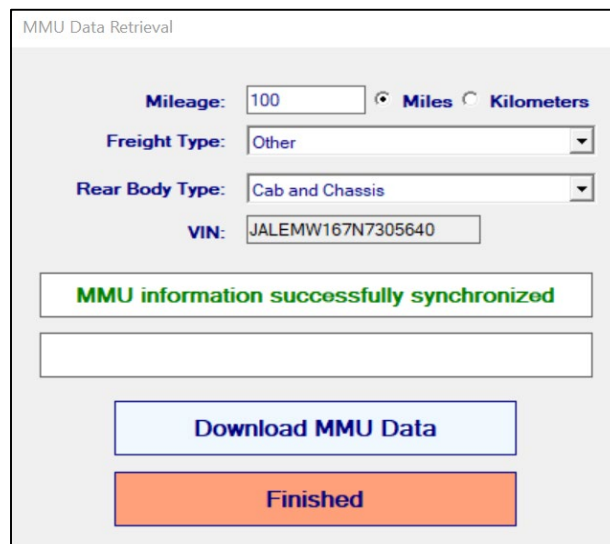
11. Select “Download MMU Data”. Connect the MMU RS 232 cable to the vehicle and the computer USB port. Select “OK”.



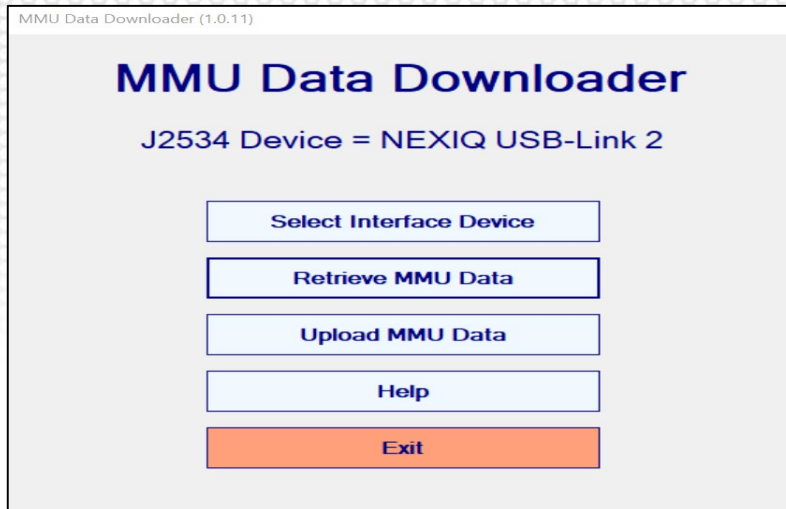
12. Download will begin and take about ten (10) minutes.



13. Wait until completion.



14. Process complete.



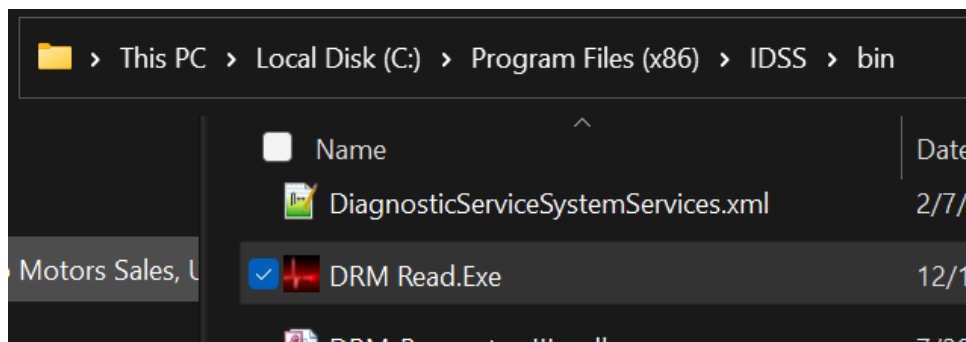
Initial DRM Shortcut and Adapter Drivers Setup Procedure

Note: If the DRM Read exe. shortcut is not present on the desktop and the RS-232 drivers have not been installed, follow this procedure.

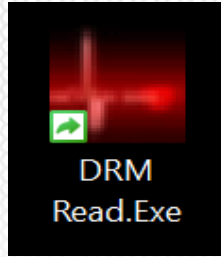
1. Open a Windows Explorer window and navigate to the following folder. If there is a working copy of IDSS installed. IDSS installation must be performed before installing DRM Read.

Note: If the DRM Read.exe file is not present as shown below, follow step 5 below, then return to add shortcuts and install drivers.

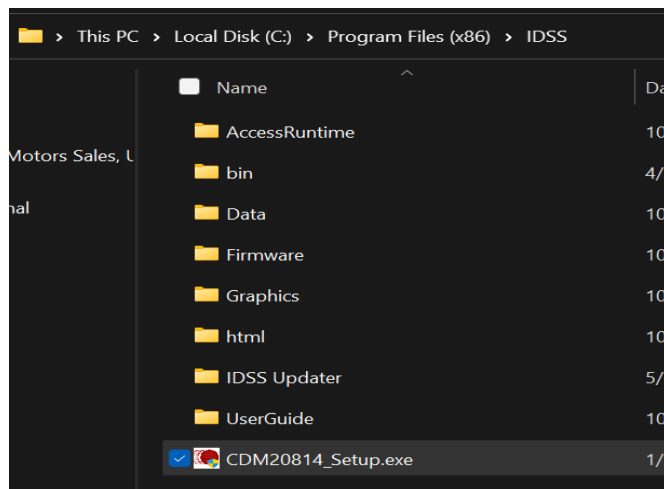
Local Disk C/ Program Files (x86)/IDSS/bin



2. Locate the DRM Read.exe file, create a shortcut to your computer desktop.



3. The RS-232 Drivers are located in Local Disk C/ Program Files (x86)/IDSS, File name CDM20814_Setup.exe. Double click to install.

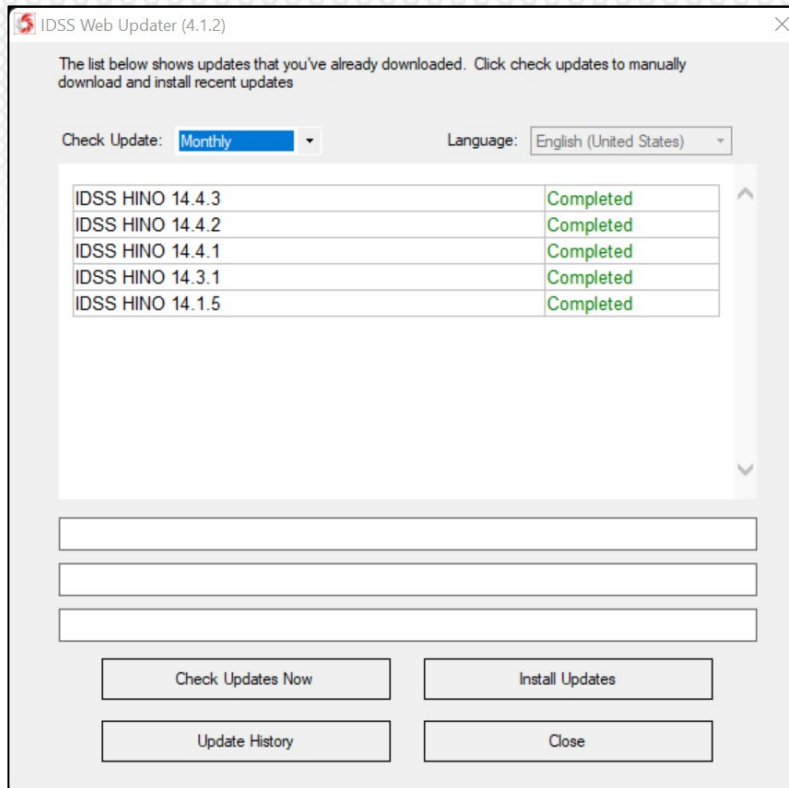


4. When process is complete, continue with MMU download process.

5. Open the IDSS Web updater application from the desktop shortcut.



6. Manually trigger the “Check Updates Now” button. Once all the updates are downloaded, press the “Install Updates” button. Install all of the downloaded packages.



Once completed return to step 1 to locate the DRMRead.exe file.

Labor Operation: T0803 DRM Download and Sync – 0.3 hr.

