



TECHNICAL SERVICE BULLETIN

DATE: 9/15/2022

SERVICE BULLETIN # 498

SUBJECT: FLEETPULSE DEVICE UPGRADE

We previously sent out over-the-air (OTA) troubleshooting information which covered executing an OTA update of the firmware on your FleetPulse equipped trailers. As the result of inconsistency with the OTA firmware and SIM card software updates, Great Dane is initiating a Customer Loyalty field upgrade program to aid this process.

Great Dane would like to offer to provide a device upgrade with the newer firmware and SIM card software. You can contact support@fleet-pulse.com or Great Dane Customer Service at (877) 369-3493 to be directed to an authorized Great Dane service facility who will upgrade your device. Should you prefer to upgrade the device(s) yourself, please contact support@fleet-pulse.com or Great Dane Customer Service at (877) 369-3493 to coordinate repair and we will provide you with the necessary instructions and associated components.

Great Dane service centers and dealers should contact Great Dane Customer Service at (877) 369-3493 when presented with a trailer for this campaign for direction.

Work Instructions:

Material required:

- Gloves
- Bare wire (ie – cable saw, welding wire, or piano wire) approximately 36" long
- 2 to 3" wide plastic edge putty knife/scrapper
- 50% equal parts water and alcohol spray bottle



Instructions:

1. Disconnect the harness from the MC-4+ FleetPulse device by sliding down the connector blue colored locking tab.
2. Disconnect the harness.
3. Using the 36" long wire and while wearing gloves, place the wire along the top back edge of the FleetPulse device, and saw cut the wire through adhesive backing tape – top to bottom - until the device is fully clear of the trailer front wall.
4. Remove the remaining adhesive tape from the trailer front wall using the plastic edge putty knife and spray bottle solution of alcohol/water.
5. Clean off all tape completely and dry the surface prior to installing the replacement.
6. Reinstall the replacement MC-4+ device by firmly applying pressure to the new MC-4+ for 30-seconds against the trailer front.
7. Reattach the harness, making sure the connector is fully seated, then slide the blue locking tab back to the locked position.
8. Reconnect and Power 7-way to see connection is properly made.
 - a. If you see a red blinking or a solid light consistently this means this device is powered by the tractor currently.
 - b. If the yellow and green light goes solid after a period, this means GPS lock has occurred and cellular has connected.
 - c. If you see both light conditions, the device has been replaced, connected and reporting to FleetPulse correctly
9. Return original MC4 device per Great Dane shipping instructions to be provided when contact is made and reference the provided (RMA#) Return Material Authorization.