



FLEET CHECK

ISSUE DATE:	1/11/2023
SERVICE BULLETIN SUBJECT:	Telemetry Unit Reporting Status Check
VINs or MODELS AFFECTED:	Service Specified Buses
COMPLETE BY:	Next Service Opportunity
SERVICE BULLETIN #:	SC-23-6
LABOR OPERATION CODE:	N/A

NOTICE! It is expected that this process may require up to one hour per bus. Please schedule appropriately to minimize vehicle downtime.

TELEMETRY UNIT REPORTING STATUS CHECK

Description:

The procedure describes the process of verifying proper operation and troubleshooting of the Proterra Datalogger.

Tools/Parts Required:

Tools and Supplies Required:

- T-30 Torx Driver

Parts Required:

- None

Procedure:

1. Follow the attached procedure to verify proper operation and/or troubleshoot the Datalogger.
2. Contact Dennis Stone or Perry Bolick if Datalogger issues cannot be resolved using the attached procedure.



TOUCAN Data Logger-Troubleshooting

Awake LED - **BLINKING** = Power On and working.

Awake LED - **OFF** = Check for Power.

- Test for power between Pin 1 and Pin 9.
- Requires PCAN, BCAN, or ignition (Pin 10).
- Perform Full Power Cycle; Unplug Connector, wait 30 seconds, reconnect and leave unit on for 5 minutes.

Awake LED - **ON** (not blinking) = Fault

- Unplug connector and reconnect or remove and re-install fuse.

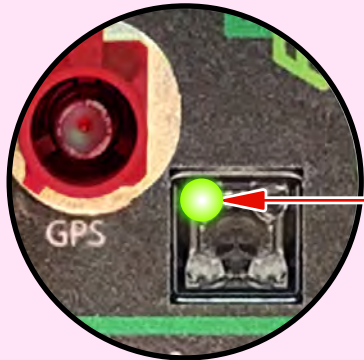
4G LED - **ON** = Able to ping Google at some point during power sequence.

- Should send signal to Apex within 10 minutes. (See reverse side for Apex verification instructions)

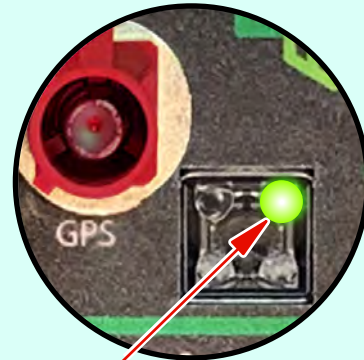
4G LED - **OFF** = If the unit loses contact with Google it will wait a few minutes, power cycle, and try to reconnect.

Troubleshooting:

- Location: Move bus outside or to new location.
- Wiring: Inspect pins, wires, and connectors for damage.
- Service: Test another bus parked nearby.
- Device: Install designated "Test Data Logger".
- Antenna: Install "Test Antenna".



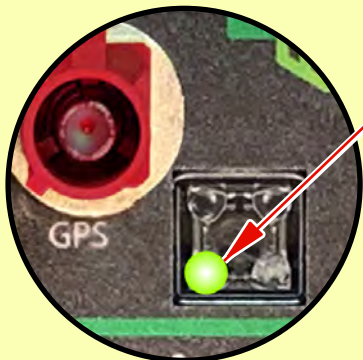
Awake LED



4G LED



Unused



GPS LED

GPS LED - **ON** = Connection established and GPS fix on location has been relayed successfully.

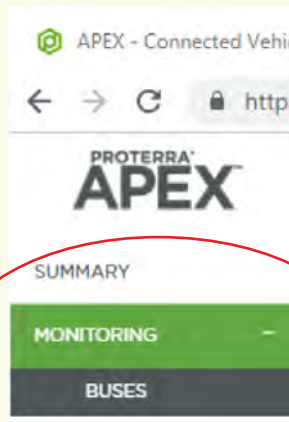
GPS LED - **OFF** = Unable to establish and successfully transmit location.

Troubleshooting:

- Location: Move bus outside or to new location.
- Wiring: Inspect pins, wires, and connectors for damage.
- Service: Test another bus parked nearby.
- Device: Install designated "Test Data Logger".
- Antenna: Install "Test Antenna".

To check Data Logger 4G status

1. Go to "https://connected.Proterra.com"
2. Choose: **"MONITORING"**
3. Then Choose: **"BUSES"**
4. Select the fleet with the appropriate bus from the customer drop down.



Typical
APEX Screen

Customer	Bus	VIN	Last Heard	Time Reported	SoC (%)	Speed (mph)	Odometer (mi)	Odometer As Of	Cabin Temp (F)	Ambient Temp (F)	Telemetry
MAX	MODESTO 3	1M9TH16JL816302	54 days ago	10/2 2:33 PM EDT	100	0	10947	10/2 2:33 PM EDT	62	81	Location
MAX	MODESTO 4	1M9TH16JL816305	4 days ago	11/21 5:09 PM EST	79	3	12029	11/21 5:09 PM EST	68	66	Location
MAX	MODESTO 5	1M9TH16JL816307	18 hrs 53 mins ago	11/25 1:56 PM EST	100	0	10705	11/25 1:56 PM EST	69	70	Location
MAX	21874	1M9TH16JL816296	1 hr 39 mins ago	11/26 7:10 AM EST	100	0	14726	11/26 7:10 AM EST	43	39	Location
MAX	MODESTO 2	1M9TH16JXL816299	1 min ago	11/26 8:48 AM EST	99	0	10882	11/26 8:48 AM EST	67	40	Location

5. Then: Look in the **"LAST HEARD"** column for a recent entry associated with the bus being serviced.

Customer	Bus	VIN	Last Heard	Time Reported	SoC (%)
MAX	MODESTO 3	1M9TH16JL816302	54 days ago	10/2 2:33 PM EDT	100
MAX	MODESTO 4	1M9TH16JL816305	4 days ago	11/21 5:09 PM EST	79
MAX	MODESTO 5	1M9TH16J5JL816307	18 hrs 53 mins ago	11/25 1:56 PM EST	100
MAX	21874	1M9TH16J4JL816296	1 hr 39 mins ago	11/26 7:10 AM EST	100
MAX	MODESTO 2	1M9TH16JXL816299	1 min ago	11/26 8:48 AM EST	99