



**PROTERRA**



# TECHNICAL SERVICE BULLETIN

<b>ISSUE DATE:</b>	1-6-2021
<b>SERVICE BULLETIN SUBJECT:</b>	800 Volt HVAC Software Update
<b>VINs or MODELS AFFECTED:</b>	Service Specified Buses
<b>COMPLETE BY:</b>	Next Service Opportunity
<b>SERVICE BULLETIN #:</b>	SC-21-2
<b>Labor Operation Code:</b>	N/A

**NOTICE! It is expected that this process will require 1/2 hour per bus. Please schedule appropriately to minimize vehicle downtime.**

## 800 VOLT HVAC SOFTWARE UPDATE

### **Retrofit Description:**

This procedure updates the HVAC software to the latest version.

## Tools/Parts Required

Tools and Supplies Required:

- Proterra Service Laptop
- HVAC Programming Cable (046618)

Parts Required:

- None

## Procedure:

1. Using the Proterra Service Laptop connected to the Internet, navigate the following location.  
<\\bus.local\files\Engineering\Service Bulletins\Service Bulletin Files for SC-21-2>
2. Copy the folder named "SC-21-2" to the desktop of the computer.

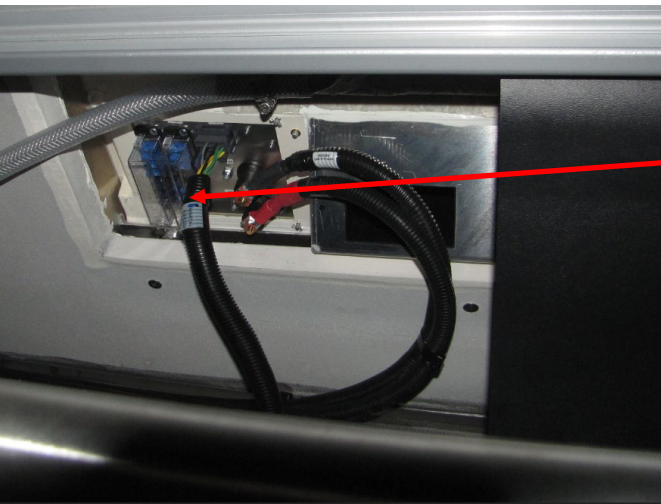


3. Turn the bus master switch to the "On" position.



Master On

4. Using a 4mm Allen Wrench or a #2 Phillips Screwdriver, open the Curbside Hadley door to access the HVAC unit as shown below.



Bus Harness

5. Disconnect the Bus Harness from the HVAC Unit.

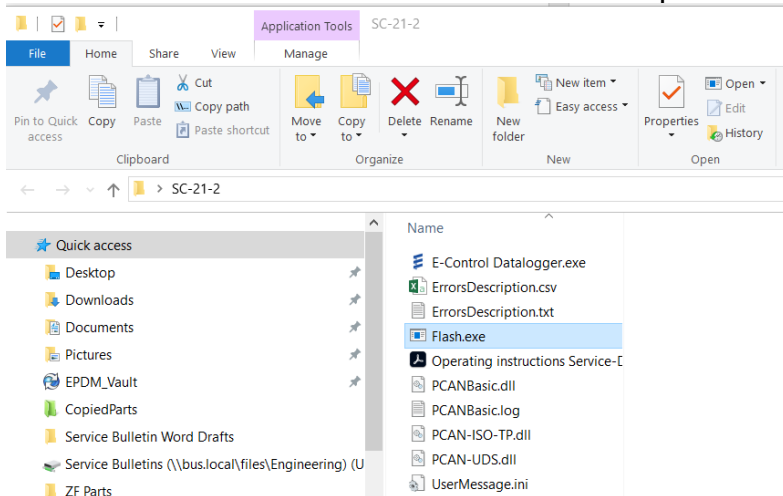
6. Connect the Programming Cable (046618) to the Bus Harness that was just disconnected from the HVAC Unit. Also connect the Programming cable to the HVAC Unit to the same connector that the Bus Harness was removed from.



7. Connect the DB9 Connector on the Programming Cable (046853) to the PCAN Cable.



8. Connect the PCAN Cable to a USB port on the Laptop Computer.
9. Double Click on the folder saved to the desktop earlier to open it.

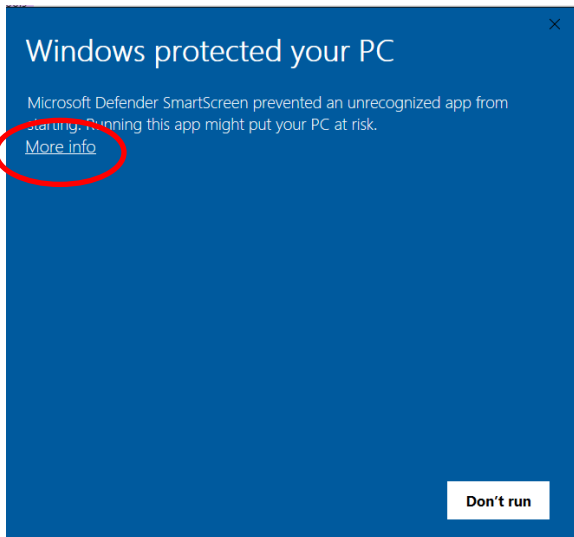


10. Double Click the file named Flash.exe to start the programming software.

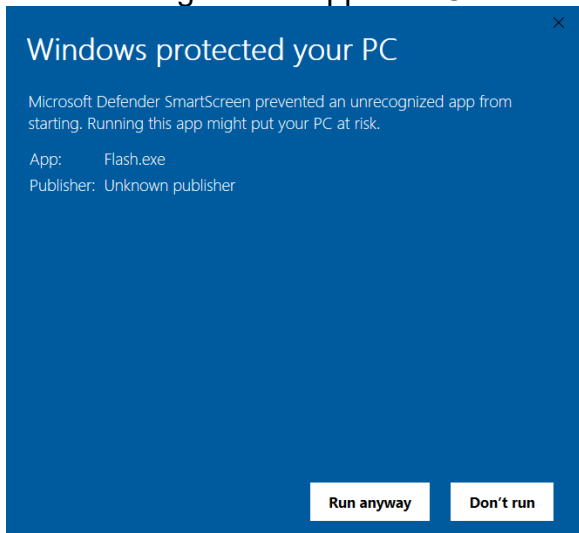
11. The following screen may appear.



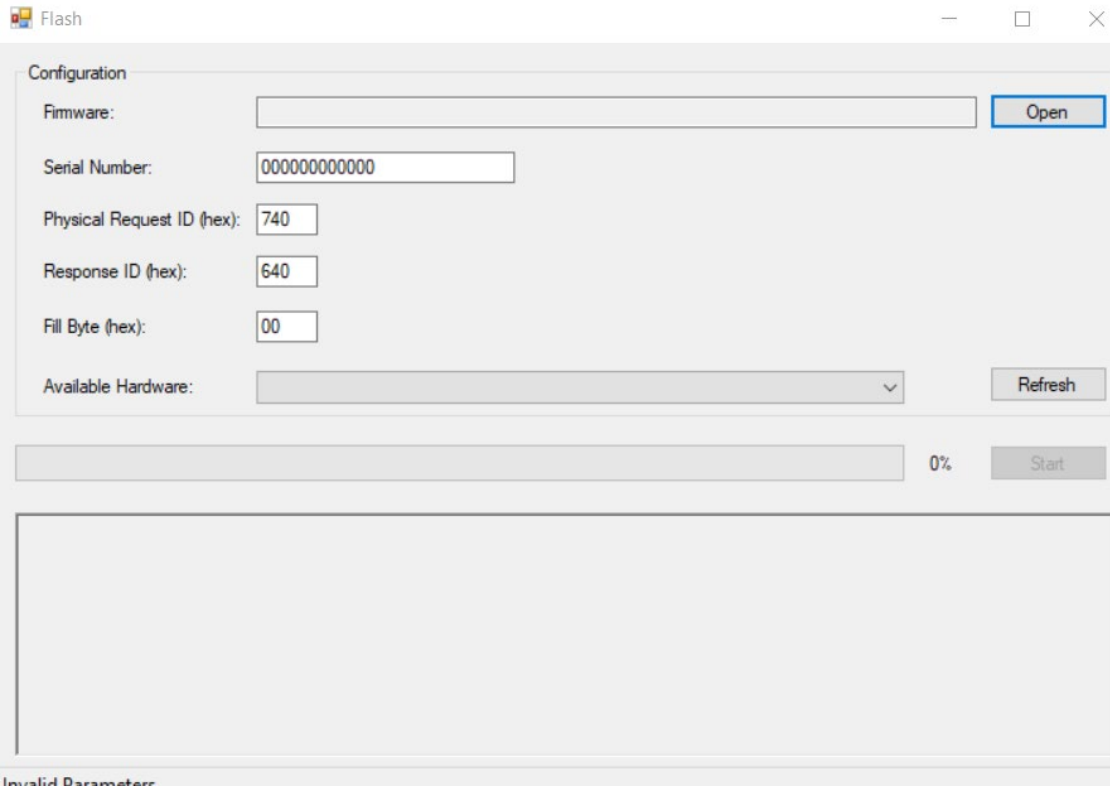
12. Click on the More Info text on the screen.



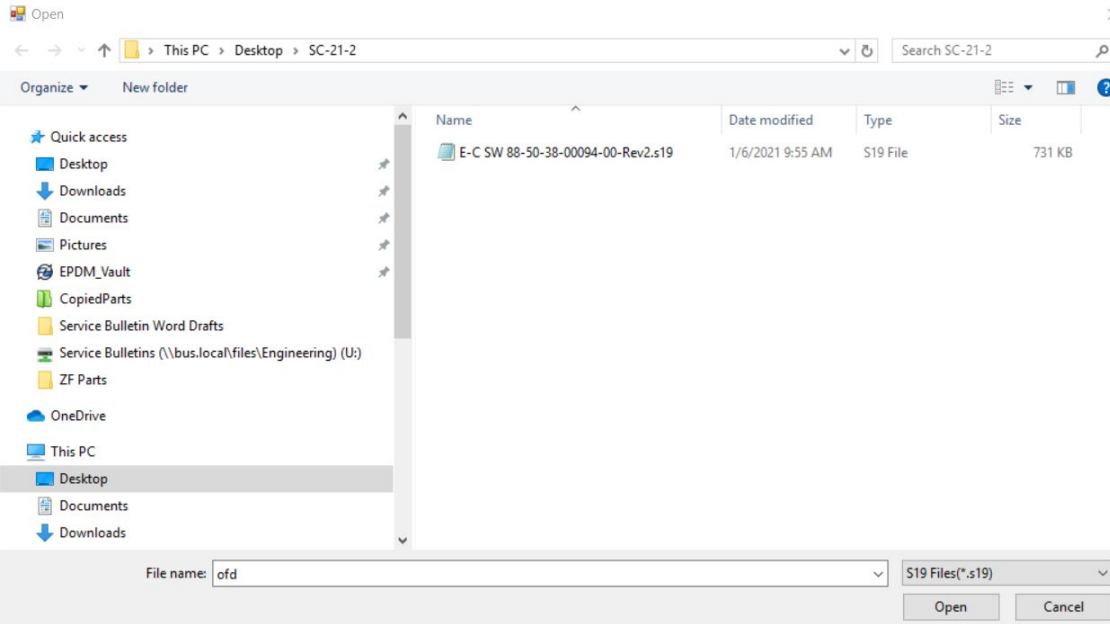
13. The following screen appears. Click on "Run Anyway".



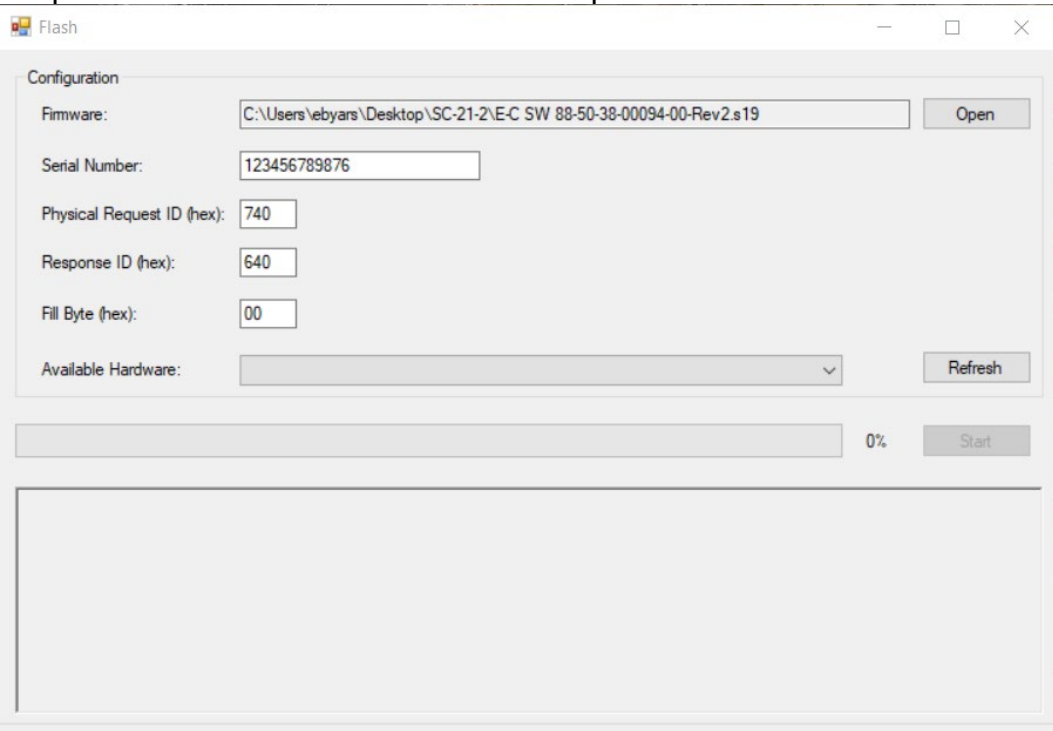
14. The following screen appears.



15. Click the open” button. Double click the file that appears.



16. Input a 12-digit number into the “Serial Number” field. Ensure that 740 is in the “Physical Request” Field and that 640 is in the “Response ID” field.



17. Click on the “Start” process to begin the software update.

18. When the tool shows 100% the programming process is complete.

19. Disconnect the programming cable and the laptop.

20. Power the bus off and restart the bus before returning it to service.