

Title:	Command Zone SPU Software Updates – CZ Webpages Method			
Number:	SB_733	Release Date:	04/29/2025	
Revision Number:	Not Applicable	Revision Date:	Not Applicable	
Chassis Type:	ALL			
Component Description:	Command Zone Display, Control Unit, & Telematics Control Unit			



Subject:

This bulletin provides a procedure by which to apply a software update to applicable Command Zone devices installed in Pierce custom chassis apparatus using a Single Packet Update (SPU) file loaded via the CZ Webpages application. This procedure is applicable to apparatus equipped with either CL-711 or CL-714 series Displays.

NOTE: This procedure requires that the apparatus' Command Zone devices (Display, Control Module, & Telematics Control Unit) are installed and in a fully functional state. Ensure that all electrical connections are connected and that the devices are mechanically secured prior to undertaking this procedure.

Purpose:

Pierce custom chassis apparatus equipped with Command Zone multiplexed electrical systems may occasionally require software programming to update the Command Zone Display, Control Module (CM), and/or Telematics Control Unit (TCU). This method allows apparatus to accomplish software updates to the aforementioned devices without impact to truck operation. The SPU file payload may consist of any combination of software updates to the Display, CM, and/or TCU.

This procedure employs the CZ Webpages application and may be utilized for apparatus not currently capable of accepting USB or Over-The-Air Programming (OTAP) updates. The apparatus must be out of service prior to beginning a CZ Webpages software installation.

NOTE: The installation process for different types/sizes of files is estimated to take the following durations to complete:

- Files 10 MB in size or less (standard updates) = 10-20 Minutes
- Files 70 MB in size or greater (TCU version updates) = 45-60 Minutes

Procedure:

NOTE: If any deviations from the following procedure are observed or if unexpected conditions are encountered during installation, please discontinue the installation process.

A single reattempt of the procedure may be conducted by doing the following:

- a. Turn the Battery Master switch OFF.
- b. Wait five (5) minutes to allow the TCU to shut down.
- c. Repeat Steps 1-15.

If the reattempt is not successful, please contact Pierce Customer Service for assistance.

1. On the apparatus, turn the Battery Master switch **ON**.
2. On a laptop computer, connect to the apparatus' WiFi network. This can be accomplished by selecting the WiFi network named with the apparatus' job number preceded by a 'T' (e.g., 'T38786_01') unless the network name has been changed by a dealer. Contact the dealer service representative or Pierce Customer Service for support, as required.



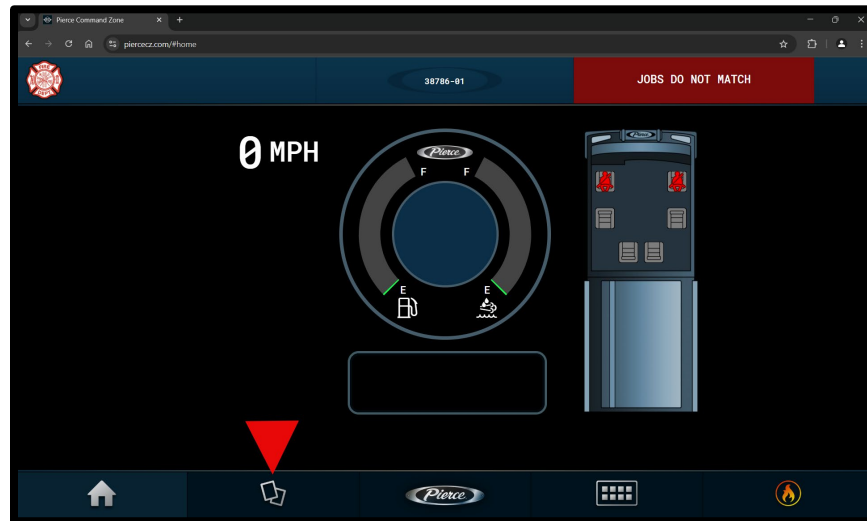
NOTE: It is highly recommended to select the “Connect Automatically” option for the apparatus WiFi network, if available.

3. Open a new window/tab in a web browser application (e.g., Google Chrome, Apple Safari, Microsoft Edge, etc.). Ensure to place the browser into 'incognito'/private browsing mode.
4. Navigate to the CZ Webpages application by entering **<https://piercecz.com>** into the address bar at the top of the browser.

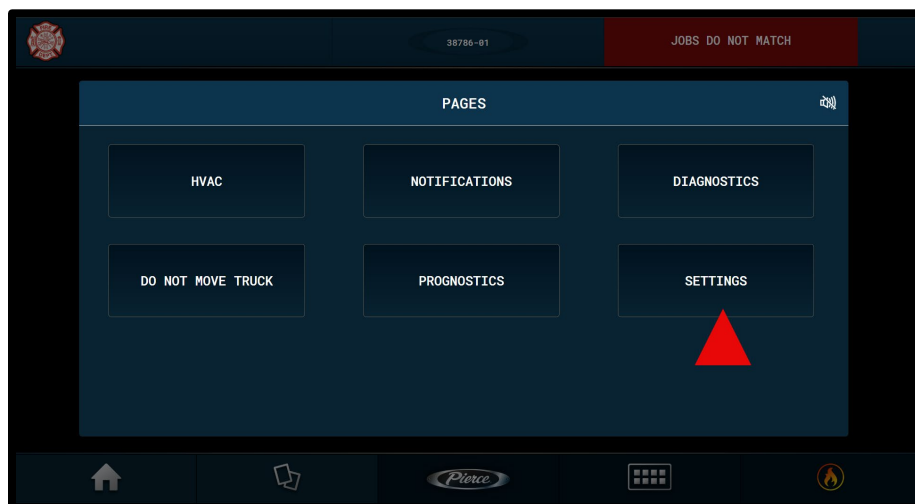
NOTE: Ensure that there are no spaces in the web address when entering into the address bar. Do not let the address auto-complete/auto-fill from history – ensure that you enter in the full address.

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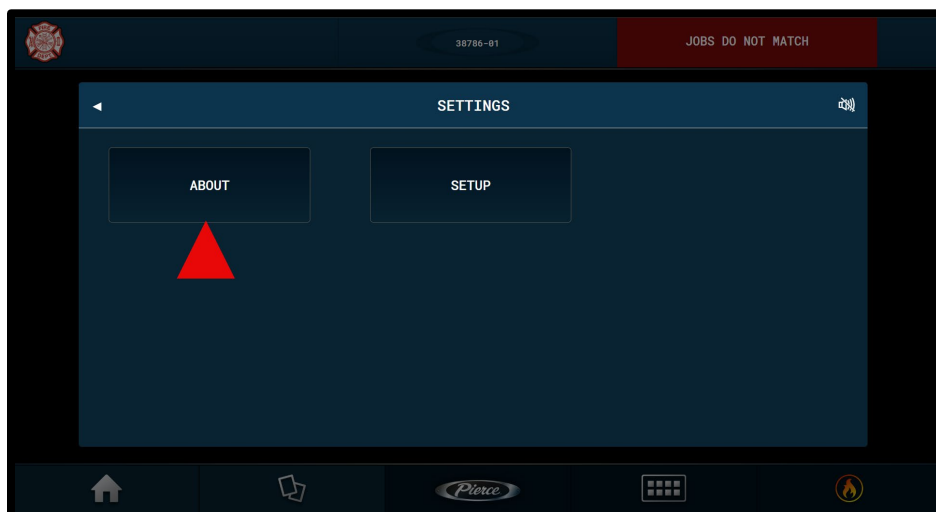
- Click on the **'Additional Pages'** icon along the bottom of the page.



- Click on the **'SETTINGS'** button.

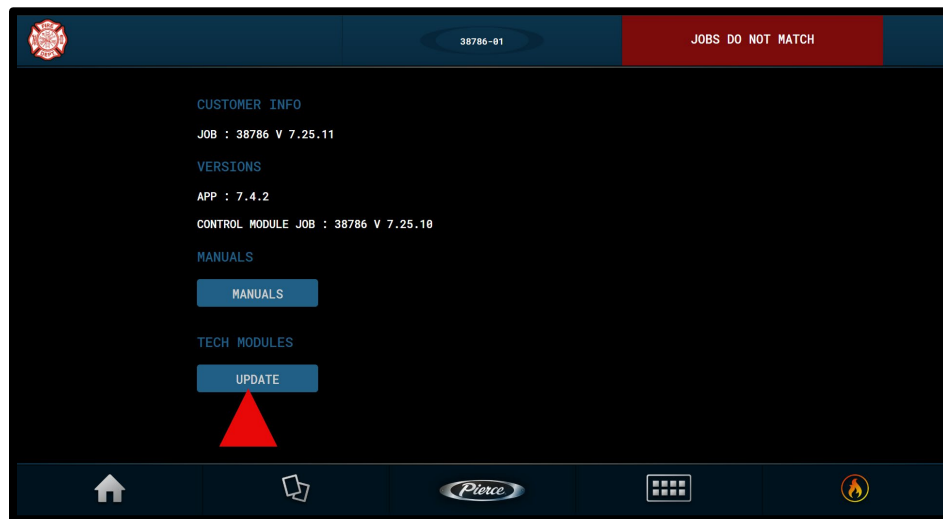


- Click the **'ABOUT'** button.

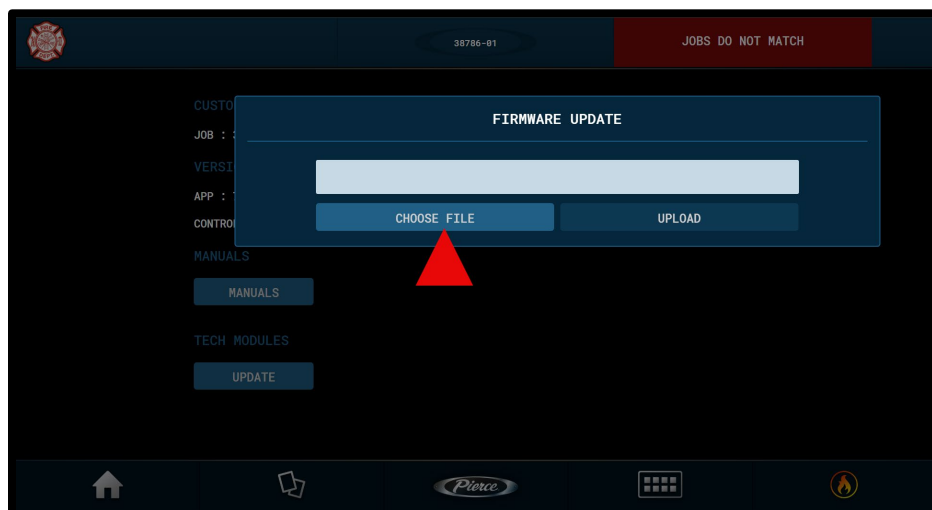


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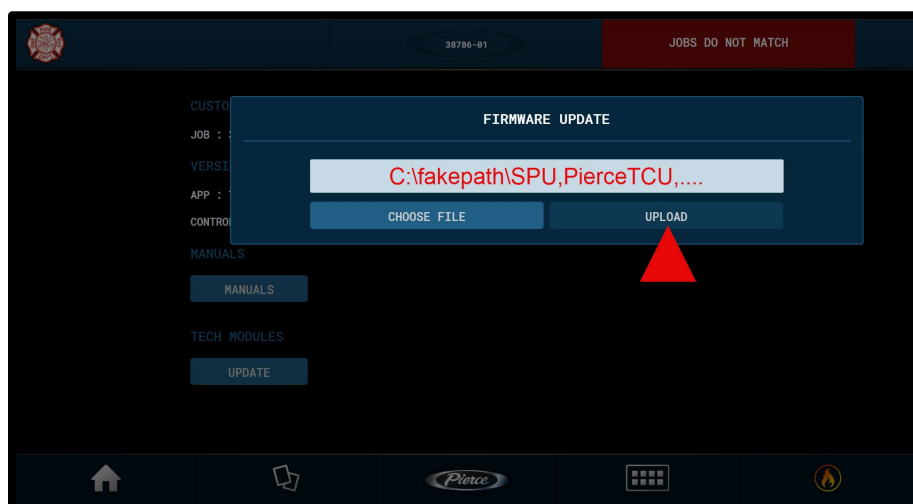
- Click the **'UPDATE'** button below **'TECH MODULES'**.



- Click the **'CHOOSE FILE'** button in the FIRMWARE UPDATE window.

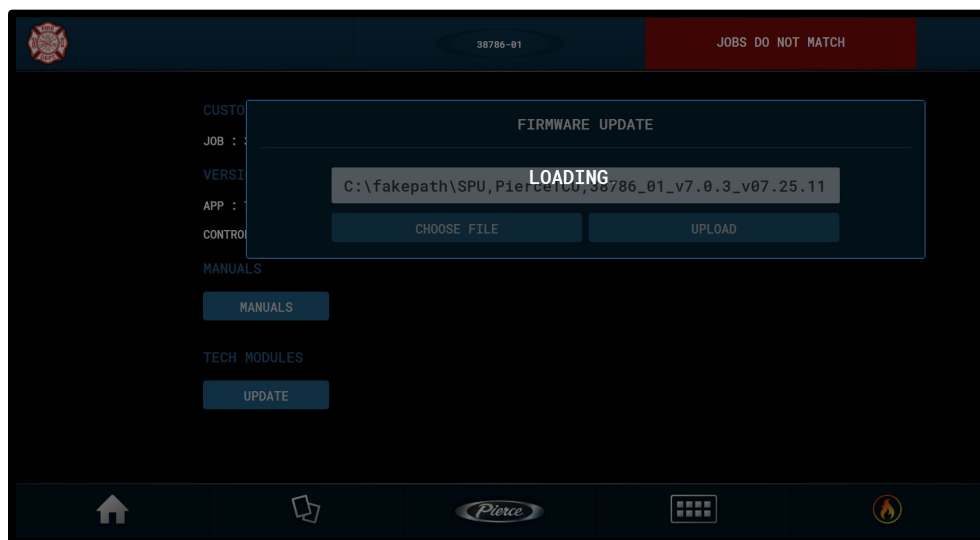


- Select the provided SPU file from its applicable storage location. Click the **'UPLOAD'** button.

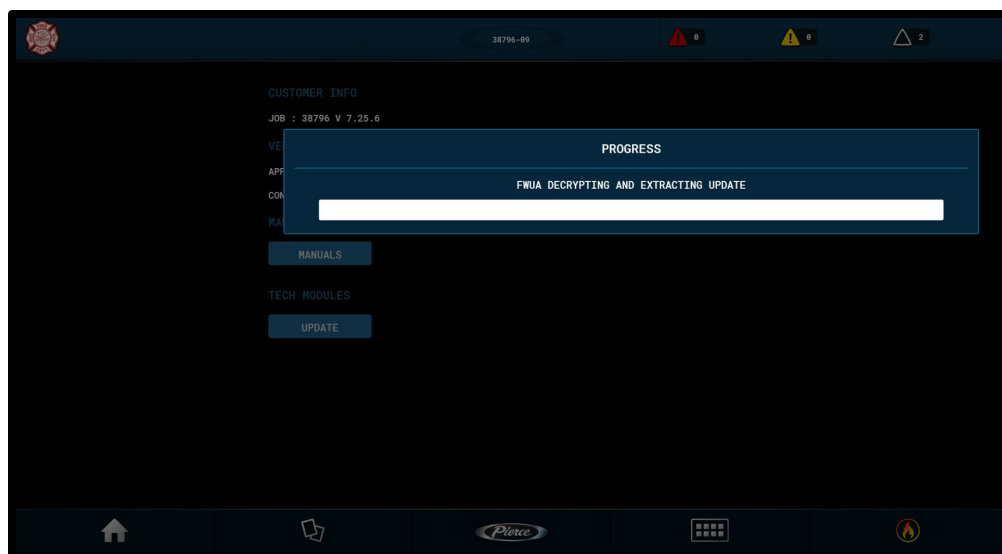


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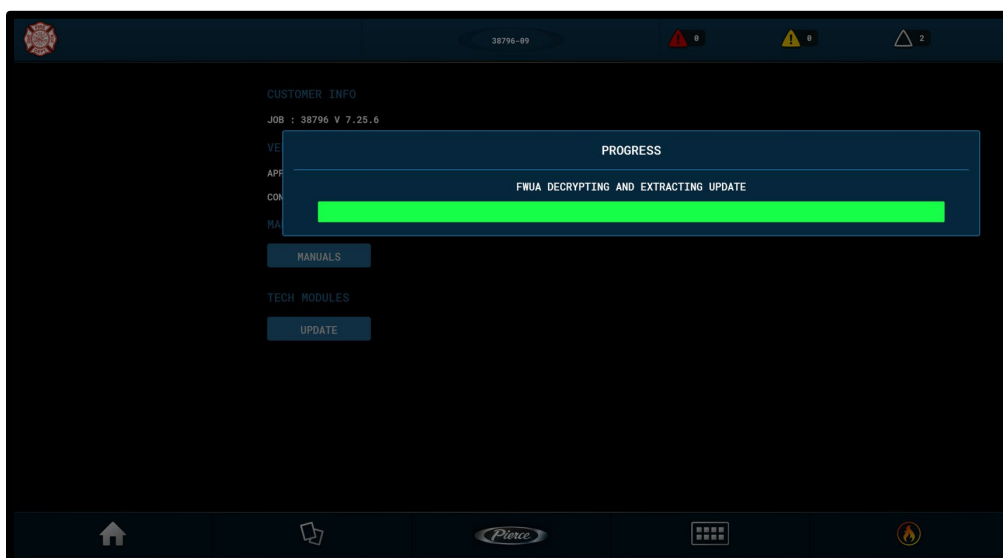
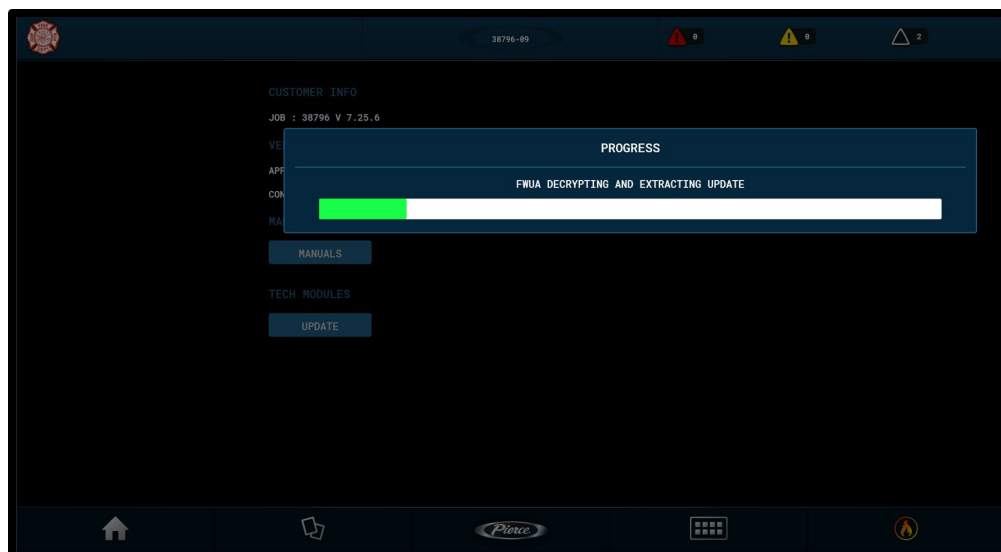
11. The update process will initialize with the uploading of the SPU file's contents to the TCU. Depending upon the size of the SPU file, the '**LOADING**' message may appear on the screen for an extended period.



12. After upload of the SPU file contents to the TCU, a '**PROGRESS**' window will appear and provide feedback regarding the status of installing the TCU, Control Module, and/or Display software files from the SPU payload. The TCU will be updated first, Control Module second, and the Display third.



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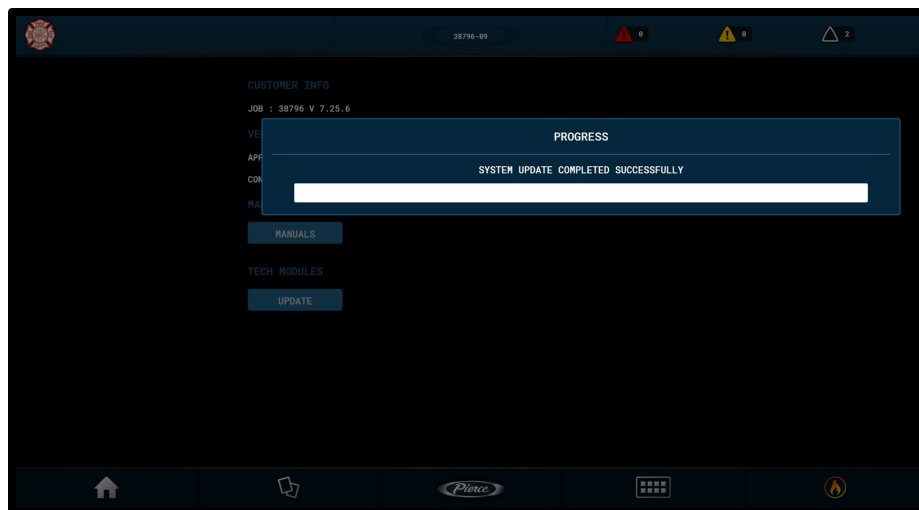
13. After the TCU module updates, the TCU will reboot and the apparatus' WiFi network will disconnect any connected devices. Reconnect the laptop to the apparatus' WiFi network as soon as it becomes available.

NOTE: Do not click anywhere on the CZ Webpages application: it will automatically continue to provide feedback once reconnected to the apparatus' WiFi network.

If you do click in the application and receive a "CONNECTION LOST" message, please disregard – the apparatus is still accomplishing the update and allow it to complete the update. The CZ Webpages application will automatically return to its home page/screen once the update is complete. This is an indication that the update process has been completed.

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14. Once the update has been successfully completed, a “**SYSTEM UPDATE COMPLETED SUCCESSFULLY**” message will appear in the 'PROGRESS' window.



15. Validate that the intended software versions have been installed using the Display or the CZ Webpages application. For additional information regarding how to locate installed software versions using the Display or CZ Webpages application, reference Service Bulletin #732 (*'Validation of Command Zone Software Versions'*).

If any additional support is needed, please open a Technical Support request on www.pierceparts.com.