
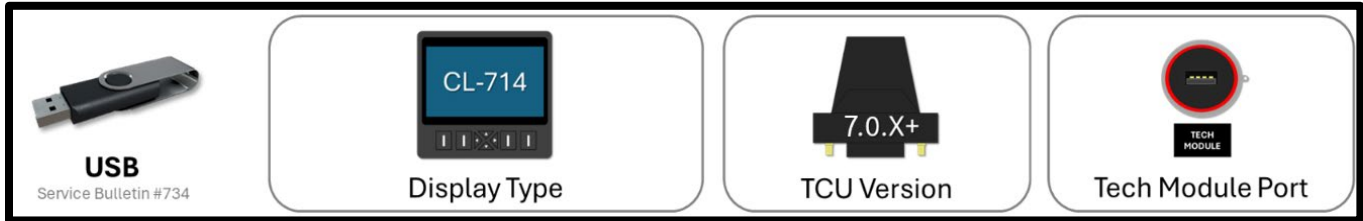


Title:	Command Zone SPU Software Updates – USB Method			
Number:	SB_734	Release Date:	04/29/2025	
Revision Number:	Not Applicable	Revision Date:	Not Applicable	
Chassis Type:	ALL			
Component Description:	Command Zone Display, Control Unit, & Telematics Control Unit			



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 onto a USB stick. This procedure is applicable only to apparatus with a CL-714 series Display, with Telematics Control Unit software version 6.0.X or greater, and with a ‘Tech Module’ port installed.

NOTE:

- **The USB software programming method is not currently available for apparatus with CL-711 series Displays, for those apparatus equipped with Telematics Control Unit versions earlier than 6.0.X, or for apparatus without a ‘TECH MODULE’ port installed.**
- **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 a USB stick inserted into the apparatus’ ‘Tech Module’ port and may be utilized for apparatus not currently capable of accepting Over-The-Air Programming (OTAP) updates. The apparatus must be out of service prior to beginning a USB 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**

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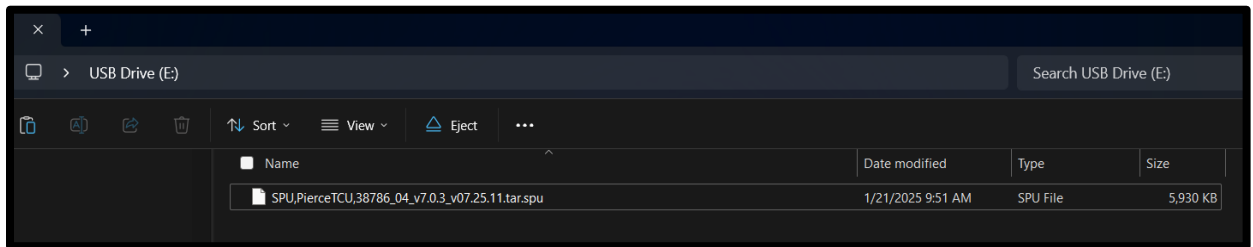
Procedure:

NOTE: If any deviations from the following procedure are observed or if unexpected conditions are encountered during installation, please discontinue the installation process and contact Pierce Customer Service for assistance.

1. Connect the USB device to a laptop computer.



2. Load the Pierce-provided SPU software file (ending in '.spu') onto the USB device.



3. On the apparatus, turn the Battery Master switch **ON**. The Ignition switch shall remain **OFF**.



4. Wait two (2) minutes to allow the apparatus' systems to initialize.

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5. Locate the '**TECH MODULE**' port near the Battery Master switch on the lower righthand panel near the Driver's seat.



6. Plug the USB device loaded with the applicable SPU file into the '**TECH MODULE**' port.



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7. The Command Zone Display will automatically trigger the “System Update Status” page within five (5) minutes of inserting the USB device into the ‘TECH MODULE’ port.

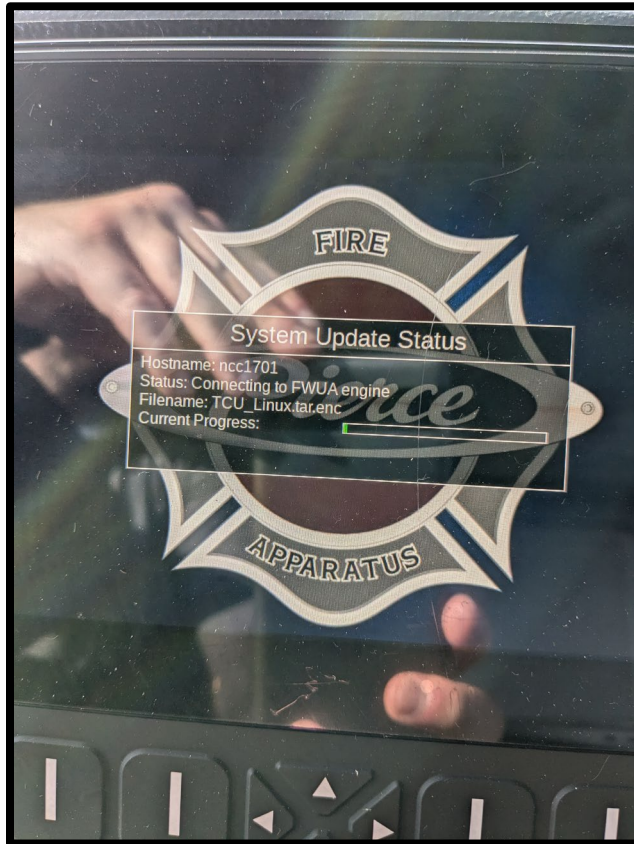


NOTE: If the display does not automatically trigger the “System Update Status” page within five (5) minutes, perform the following steps:

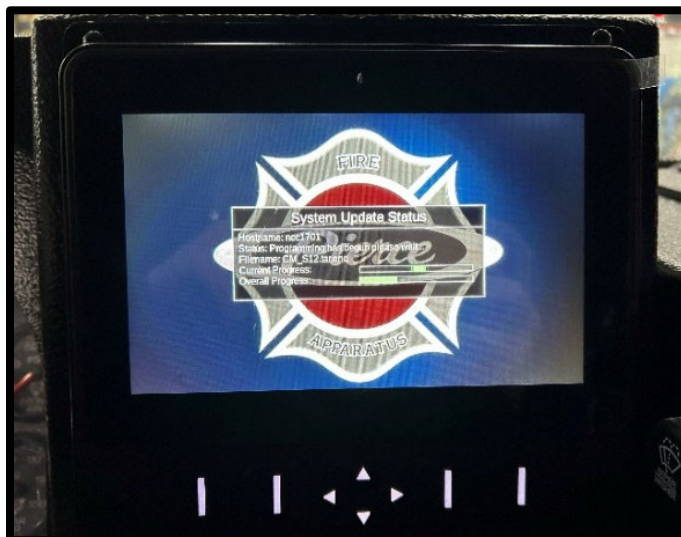
- a. Remove the USB device from the ‘TECH MODULE’ port.
- b. Turn the apparatus Battery Master switch OFF.
- c. Wait five (5) minutes to allow the TCU to shut down.
- d. Repeat Steps 1-7 above.
- e. If the Display does not trigger the ‘System Update Status’ page within five (5) minutes, the CZ Webpages application should be used for applying the update (ref. Service Bulletin #733 – ‘Command Zone SPU Software Updates – CZ Webpages Method’).
- f. If the reattempt is not successful, please contact Pierce Customer Service for assistance.

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- 8. The update will be applied to each of the affected devices depending upon the content of the SPU file payload.
 - a. The TCU update is applied first:

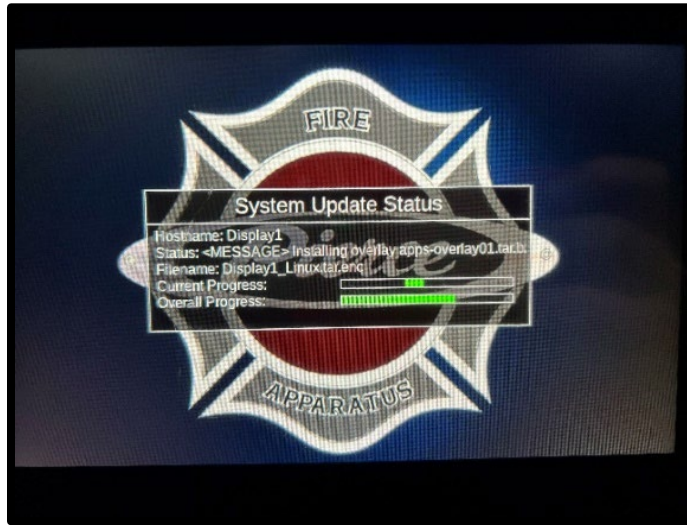


- b. The Control Module update is applied second:



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- c. The Display update is applied last:



- 9. When the installation is nearing completion, the Display screen will appear to restart (flash on and off) three (3) times.
- 10. Once the Display restart cycle is completed, verify that the Display shows “**Result: System update completed successfully**”.



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11. The Display should then return to the **'home' screen/page**: after two minutes on the home screen/page, the update is successfully completed.



12. 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.