





Title:	Command Zone Over-The-Air Programming (OTAP) Updates			
Number:	SB_735	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			

 <p>OTAP Service Bulletin #735</p>	 <p>CL-714 Display Type</p>	 <p>7.0.3+ TCU Version</p>	<p>NOT REQUIRED</p> <p>Tech Module Port</p>
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Subject:

This bulletin provides a procedure by which to apply an Over-The-Air Programming (OTAP) software update to applicable Command Zone devices installed in Pierce custom chassis apparatus with a CL-714 series Display and with Telematics Control Unit version 7.0.3 or greater.

NOTE:

- The OTAP software programming method is not currently available for apparatus with CL-711 series Displays or for those apparatus equipped with Telematics Control Unit version 7.0.1 or earlier.
- 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 download software updates to the aforementioned devices without impact to truck operation. The OTAP payload may consist of any combination of software updates to the Display, CM, and/or TCU.

OTAP does *not* automatically install the software update in the apparatus: a user is required to log into the Command Zone Display with an Administrator password to accept the update and launch installation of the software programming files. The apparatus must be out of service prior to beginning an OTAP installation. Installation progress is shown on the Command Zone Display.

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. On the apparatus, turn the Battery Master switch **ON**.
2. The Ignition switch should remain **OFF**.
3. On the Command Zone Display, press the '**Additional Pages**' icon or the corresponding select key:



4. On the next screen, press the "**SETUP**" button.

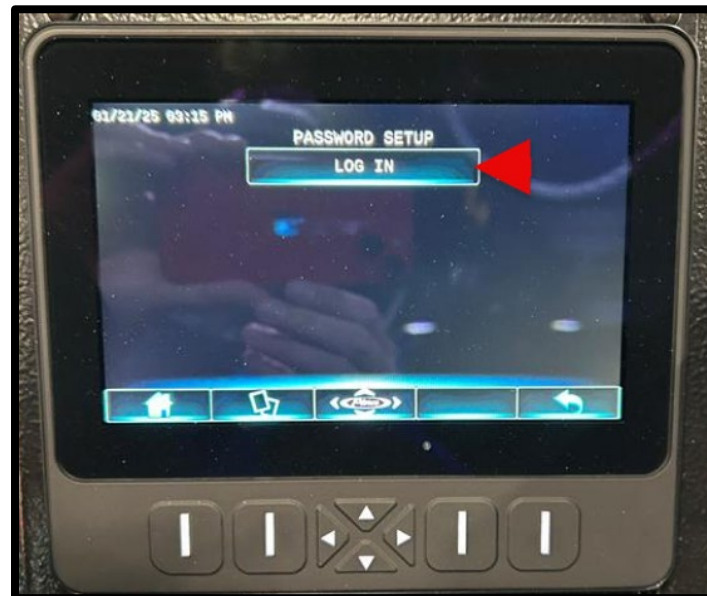


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5. Press the **"PASSWORD"** button.



6. Press **"LOG IN"**.



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7. Enter the **Administrator password** for the truck. If required, please contact your Pierce authorized dealer or Pierce Customer Support for assistance.



8. After logging in, press the **BACK ARROW** to refresh the page.



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9. Scroll down through the available SETUP menu items until you see the **“PACKAGE UPDATE”** button by using the down arrow button on the lefthand side.



10. Press the **“PACKAGE UPDATE”** button.

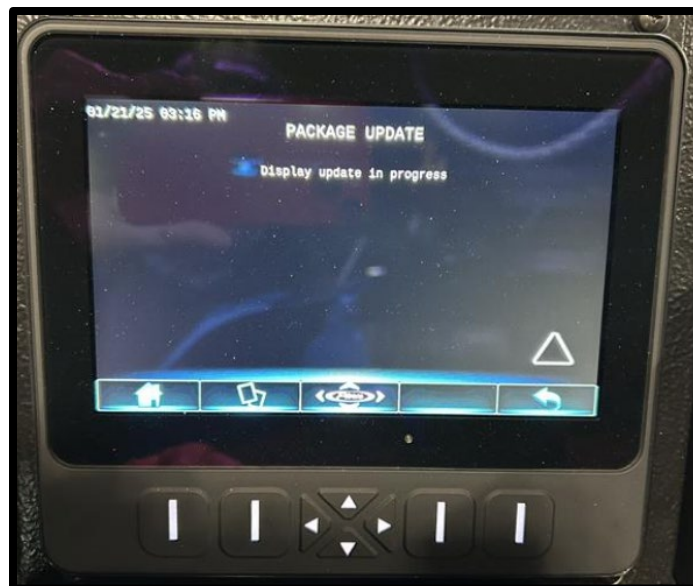


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11. If an update is available, it will be shown. Press the **“Start Update”** button.



12. The “System Update” process will then begin.

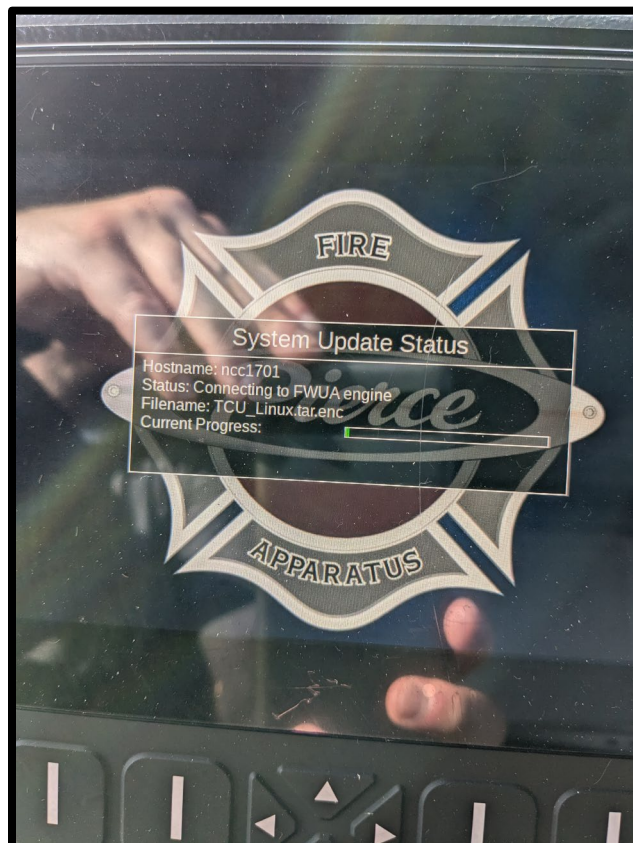


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13. The “System Update Status” page will appear on the Display. This page will provide the installer with feedback regarding installation status.

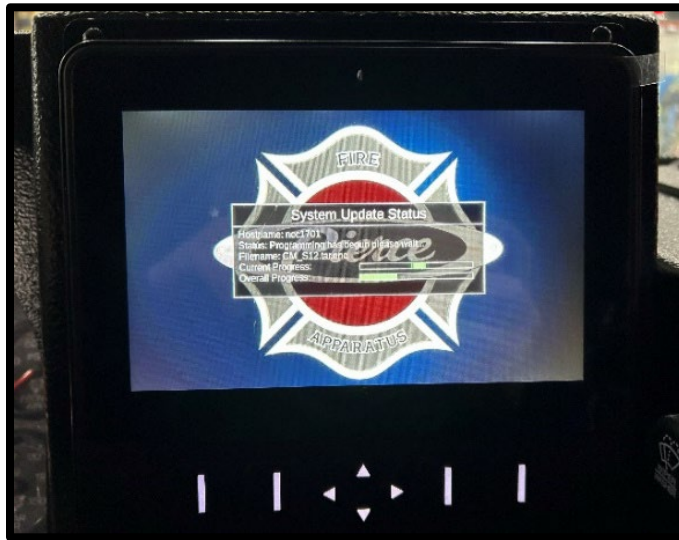


14. The update will be applied to each of the affected devices depending upon the content of the OTAP payload.
 - a. The TCU update is applied first:

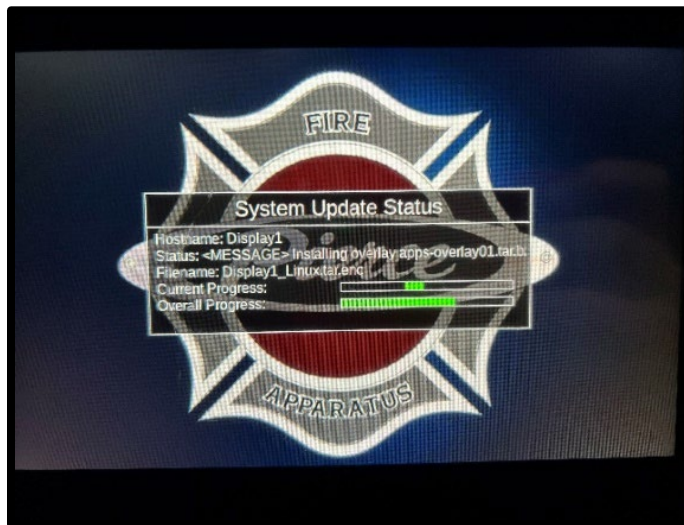


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b. The Control Module update is applied second:



c. The Display update is applied last:



15. When the installation is nearing completion, the Display screen will appear to restart (flash on and off) three (3) times.

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16. Once the Display restart cycle is completed, verify that the Display shows “**Result: System update completed successfully**”.



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



18. 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’*).
19. Repeat **Steps 3-11** of this procedure to verify that there is no longer an available update.
20. If no additional update is available, the procedure is complete.
21. Turn the Ignition switch **OFF**.
22. Turn the Battery Master switch **OFF**.

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