Rosenbauer America, LLC.

Technical Service Bulletin

Date:	Form ID:	Update Required on IFM Digital Instrument Cluster TSB25003
11/5/2025	TSB25003	

Component	IFM CR1203 Display/12"/8:3/Touch (Digital Instrument Cluster)
Apparatus Make & Model	Rosenbauer Commander Chassis
Affected apparatus	This TSB will be appear in the vehicle data on Dealer Portal

Complaint	Some trucks equipped with digital dashboards are experiencing issues related to outdated software versions.
Cause	These issues have been traced to older versions of the digital dash software. Trucks running outdated firmware may not communicate properly with onboard systems, resulting in incorrect or missing data displays.
Priority Level	**Medium**: trucks are not considered out-of-service due to this issue and may remain in operation until the update can be scheduled.
Correction	Affected trucks require a digital dash software update to restore full functionality - *Please follow the attached work instructions provided by Innovative Controls, LLC.*

Approved Labor hours	Up to 0.5 Hours
Claim Submission	Submit a Warranty Claim through Dealer Portal: https://my.rosenbauer.com/en-US/

Parts Return Terms

Once a claim is submitted, Rosenbauer will send the necessary parts to complete the software update, along with a Return Goods Authorization (RGA) Form.

-After the software update is complete, return all parts to Rosenbauer using the RGA Form provided.

-Ensure the RGA Form is included with the return shipment to receive proper credit and close out the claim.

1 Production Programming Procedure for 3050819 – Rosenbauer Digital Instrument Display

This document describes the procedure used to reprogram the Innovative Controls, Inc. Digital Display, part number 3050819, built for Rosenbauer Motors, LLC.

The steps detailed below must be completed in the order they appear in this procedure. Some steps may depend on setups in previous sections. If a section needs to be repeated or performed on its own, care must be taken to ensure accuracy.



Figure 1 – Digital Display with Rosenbauer Splash Screen

2 Required Equipment:

Equipment required for this procedure is shown in Table 1 below:

Qty	Part #	Description
1	3050819	IFM CR1203 Display/12"/8:3/Touch (Digital Instrument Cluster)
1	EC2099	M12 USB-cable connection (picture on next page)
1	N/A	USB thumb drive w/ software
1	N/A	Flat Head Screwdriver
1	N/A	40-Pin Wiring Harness (Reprogramming Version)

Table 1 – Required Equipment



Figure 1 – Equipment Required to Reprogram Digital Instrument Cluster

3 Reprogramming Procedure

The appropriate software version should be provided to you by Rosenbauer Motors, LLC. If you are unsure of the version, please contact Rosenbauer Motors, LLC.

3.1 Reprogramming the IFM Digital Display

1) Unscrew the plug labeled “USB0” (Figure 2).



Figure 2

2) Plug the USB to M12 cable (EC2099) with thumb drive inserted into USB0 and the 40-pin reprogramming wire harness (do **NOT** apply power yet) (Figure 3).



Figure 3

3) Attach the service line (grey wire) to battery positive (+) (Figure 4). Can be master switched or battery direct.



Figure 4

4) Plug Molex connector into existing vehicle harness (Figure 5).
   a) Turn on vehicle power and ignition
   b) IFM splash screen should appear.
   c) After a few seconds, the recovery application will start.

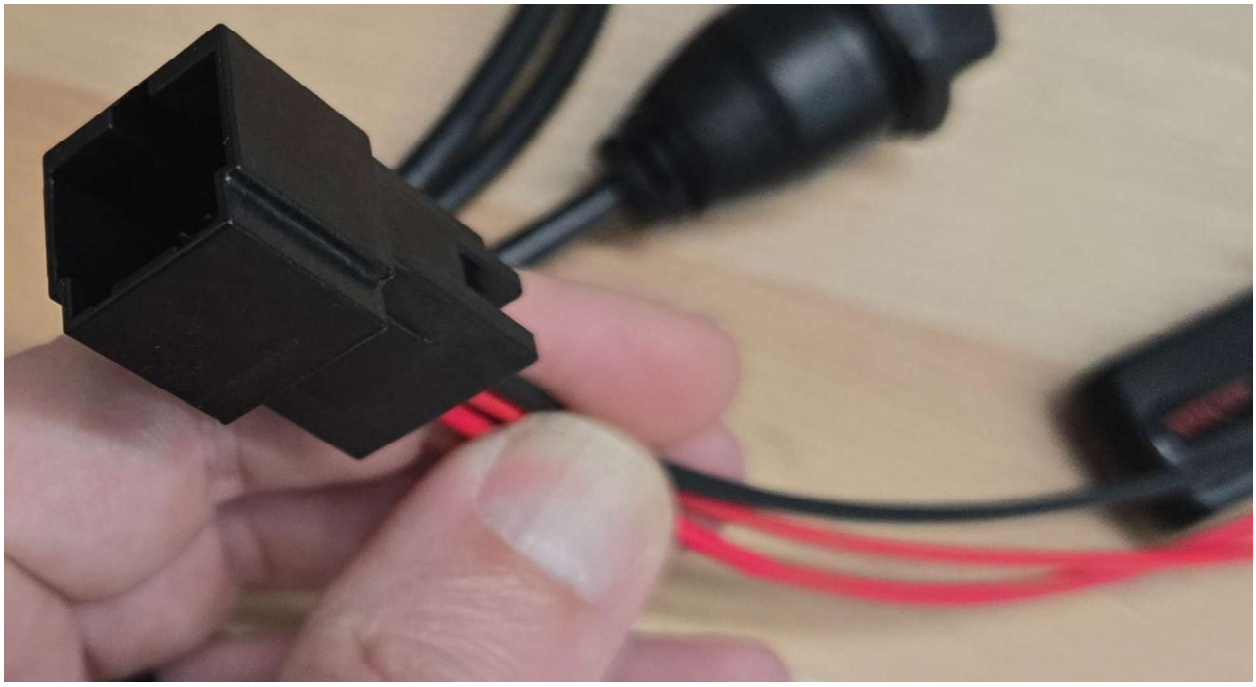


Figure 5

5) Once the recovery application has started, **remove service line** connection from battery positive (+).

6) The recovery application ***should*** start automatically (Figure 6). If it does not automatically start after 5 seconds, follow steps 7-10. Otherwise, go to step 11.

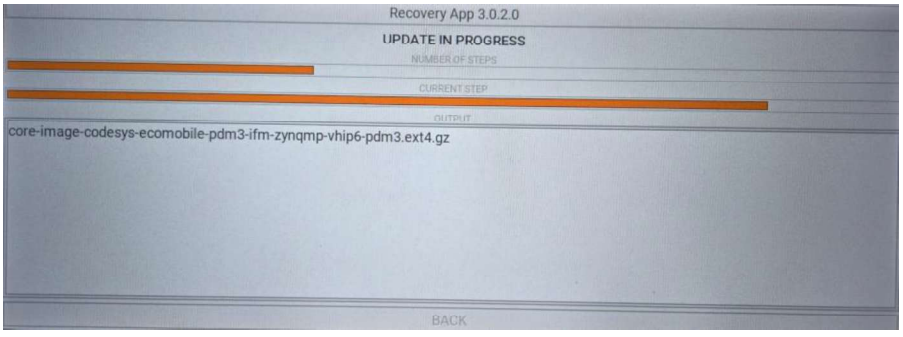


Figure 6

7) From within the recovery app, press the “install from file” button (Figure 7).

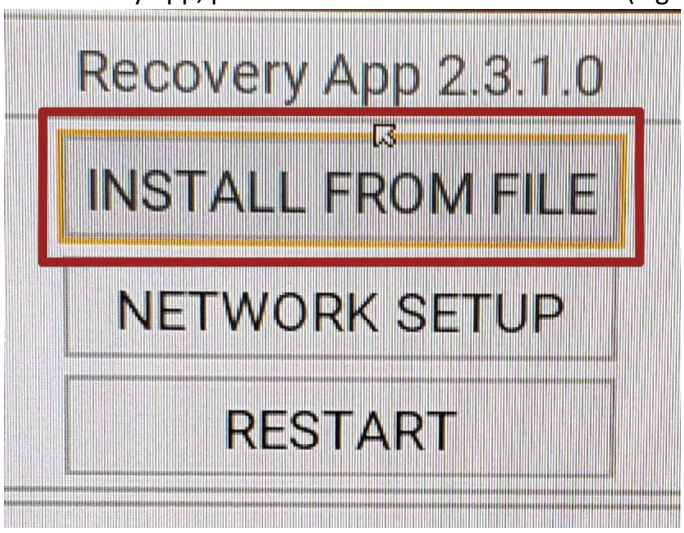


Figure 7

8) Highlight the file that ends with the “upd” extension. After the file is highlighted, press the “start” button to start the programming process (Figure 8).

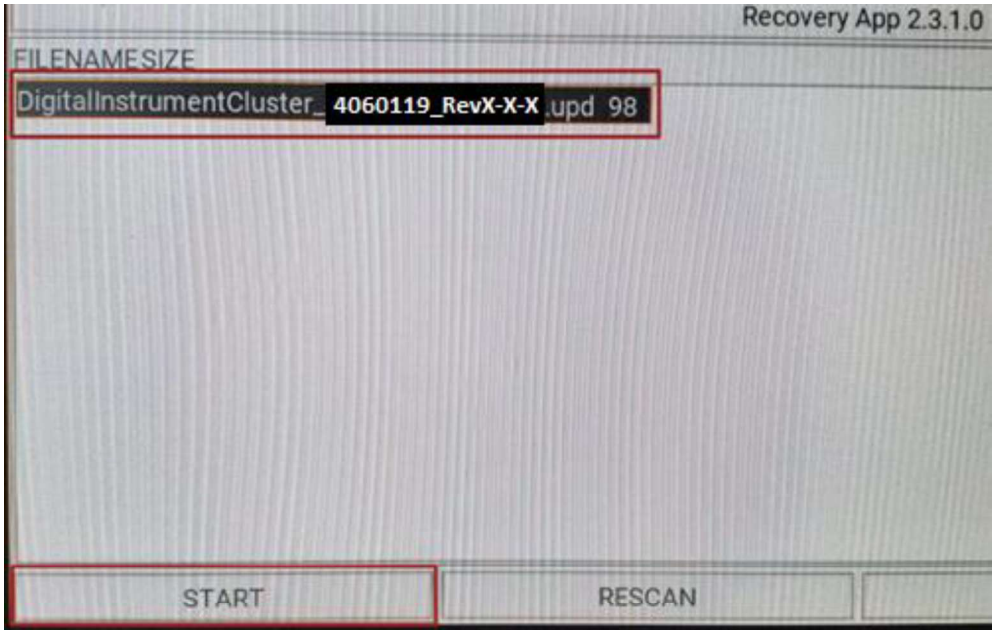


Figure 8

9) Once the programming process is complete, “SUCCESS” will remain on the screen.
   a) Press the back button (Figure 9).

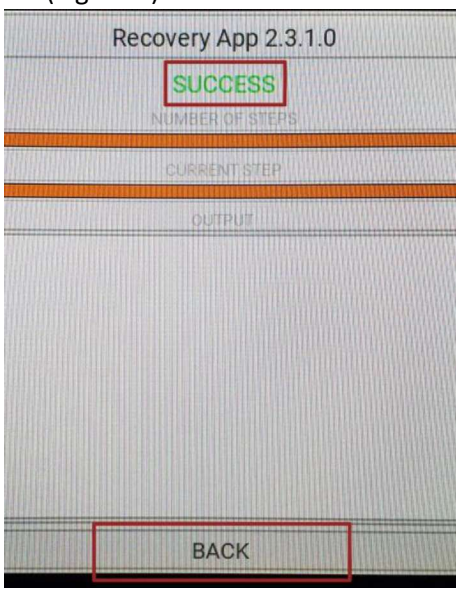


Figure 9

10) Press the button labeled “restart” (Figure 10).

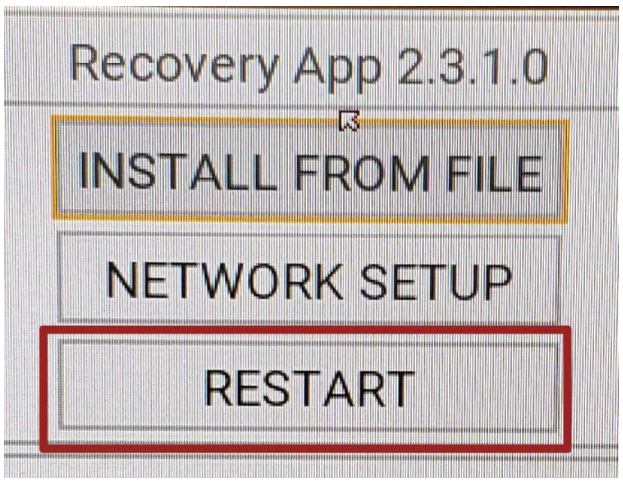


Figure 10

11) Ensure the Rosenbauer logo splash screen is displayed upon power on (Figure 11).



Figure 11

12) Once the device has fully started up the gauges will flash, then the screen will power off.

13) Remove the temporary harness, M12 to USB, and return the USB0 plug that was removed previously.

14) Reconnect vehicle harness and turn power and ignition on to verify instrument cluster function.

15) Verify the software version from the diagnostic menu matches your expected software version (Figure 12).



Figure 12

16) Test drive vehicle, if possible, to finish verifying instrument cluster function.

Document Revision History

Date	Rev / Description	Author
05/06/2025	Rev 1 / Initial Release	Josh Gore