

SS 582624 Rear Engine Motorhome Complaint of Audible Alarms Too Loud

Applicable Vehicles

XCP, XCR, XCS, XCM FCCC Rear Engine RV Chassis with VIPER software version of 7.0.

Symptoms

Customers may complain of the audible notifications being too loud and of an inability to lower the volume.

Solution

Update VIPER Software to 7.2 to allow volume adjustment

Navigate to the Download Center on the DTNA Portal. Under FCCC; download "FCCC VIPER Software 7.2" to a jump drive. Install the jump drive to the USB drive on the VIPER module, using the steering wheel controls, navigate to Diagnostics, then System Information. Hold the OK button until the new software part number appears, release OK button then press OK button again to begin the update.

Note: When performing this procedure, make sure the vehicle is running or a battery charger is connected to the chassis batteries. A voltage drop below 11.2 v could cause the VIPER module to fail.

This is considered a product improvement and will be customer pay if performed.

Labels :

RV and Motorhomes

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