



INSTRUCTION TO SERVICE

ITS61752		21 MAY 2026
SECTION:	290-PLC Programs	
SUBJECT:	PLC update to add the snow chain logic	
ISSUE:	Snow chains are not deploying due to missing logic in the program	
SUMMARY:	Flash Latest Released PLC Program to the Vehicle	

ITS61752

Ref. NHTSA Recall No.	Ref. Transport Canada Recall No.
Not Applicable	Not Applicable

THIS ITS DOCUMENT SHOULD BE RETAINED AND REFERRED TO FOR FUTURE MAINTENANCE UNTIL THE NEW FLYER PARTS AND/OR SERVICE MANUAL IS UPDATED TO REFLECT WORK DONE AS A RESULT OF THIS DOCUMENT. ENSURE THAT THIS DOCUMENT IS AVAILABLE FOR PARTS AND MAINTENANCE STAFF GOING FORWARD.

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Section	Field Name	Input / Example
1. EXECUTIVE SUMMARY	Document Type	Service Campaign
	Year and Model Affected	2020/J3500, 2023/J4500
	Triggering Event	The chains are currently not deployed after enabling the switch
2. SAFETY RISK	Safety Risk Statement	Not Applicable
3. CORRECTIVE ACTION	Corrective Measure	Flash Latest Released PLC Program to the Vehicle
	Issue Resolution Statement	Issue resolved by adding the Tire chain Group in the Logic
	Validation Criteria	Enable the Snow Chain switch to verify that tire chains are deploying.

PROCEDURE:

1. Set the park brake and chock wheels.
2. All procedures are to start with the MRS is in the OFF position until otherwise noted.
3. Ensure the hazard switch is in the ON position.
4. Ensure laptop and bus LV batteries are fully charged or plugged into a power source/external, offboard charger respectively while flashing. It is imperative that neither the laptop nor bus run out of batteries while programming.
5. Connect the USB interface of your NEXIQ to your laptop.
6. Connect the CAN interface of your NEXIQ to Channel 1 (Pins C and D) of the Rear Vehicle Diag port.
7. Open the PLC program in the VMM software.
8. Select Tools and Query VMMS.

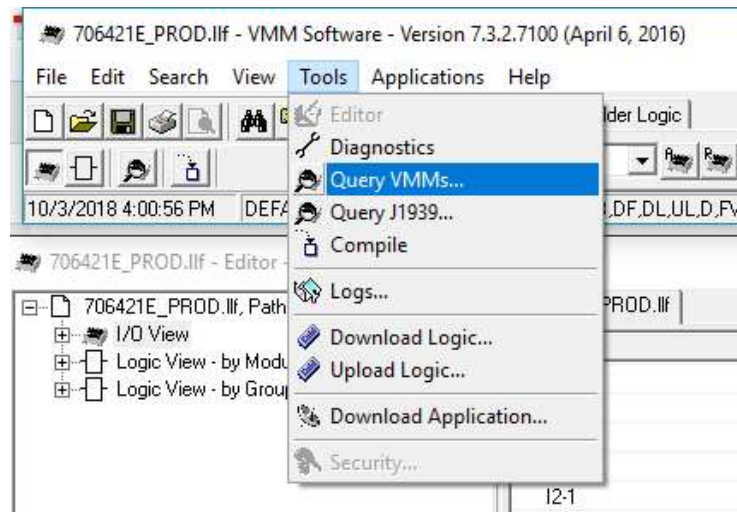


Figure 1: Query VMMS Option

9. Ensure you are communicating with all the nodes in the query screen prior to downloading.
10. Select download logic.
11. Ensure the correct file name and revision appear in the file window.

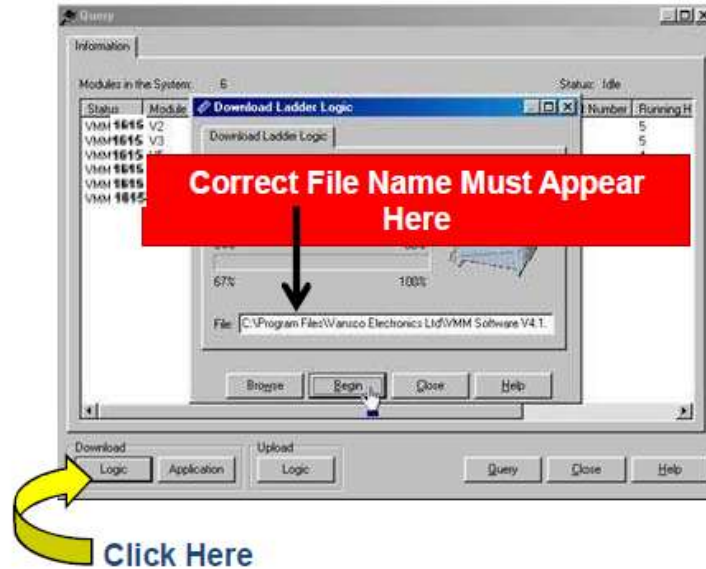


Figure 2: File Selection and Flashing Start

12. The software will verify the correct number of VMMs are found. Do not download program if all VMMs are not located. If the correct number of VMMs were found, select Yes.
13. Flashing will happen in two parts; the main logic and the J1939 Table data will be 2 separate progress screens. Make sure not to close anything after the first progress screen reaches 100% as another one will appear after that also needs to complete before flashing is completed.
14. Once flashing has truly finished, allow the bus to stay awake for 15 minutes without knifing the bus or turning off the hazards. This ensures that the VMMs stay awake long enough to load the program into the dash with the new PLC program. This is an important step as the dash may get stuck rebooting repeatedly if interrupted while it is being programmed by the other VMMs. This needs to happen as the DPS70 has a slave VMM inside of it that is not programmed as a part of the above outlined VMM flashing process.

NOTE: For a non-touchscreen bus, there is no requirement to wait 15 minutes. The bus can be turned off immediately after a flash.

15. Remove all tools and debris from work area to return coach to service.
16. Turn the main battery disconnect switch to the "OFF" position.



LABOUR ESTIMATE				
	Operation	Number of Technician(s)	Hours	Labor Time T X HR
1	Update VMMS	1	0.5	0.5

SPECIAL TOOLS REQUIRED					
Item	Part Number	Description	Qty.	Units	Notes
1	6467705	Nexiq USB 2.0 w/ Harness	1	EA	For VMM
2	N/A	VMMS (Vansco Software)	1	EA	For VMM