INSTRUCTION TO SERVICE

ITS61772	6/2/2026
SECTION:	290-PLC Programs
SUBJECT:	Regulator 500hz on PWM enable output change
ISSUE:	When the Voltage Regulator frequency on the PWM enable signal is not 500hz, the regulator can cause CAN errors on whatever CAN line it is installed onto, causing some programming procedures to fail.
SUMMARY:	Flash Latest Released PLC Program to the Vehicle

ITS61772

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.

NEW FLYER

Section	Field Name	Input / Example
1. EXECUTIVE SUMMARY	**Document Type**	Service Campaign
	Year and Model Affected	Select 2022-2025 XE40s, XE60s, and XHE40s
	Triggering Event	Condition is primarily triggered when the vehicle is subjected to programming the motor inverters.
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 updating the Voltage Regulator Enable VMM output to be at 500hz.
	Validation Criteria	Grab a CAN log off the rear propulsion diagnostic port to ensure low to no CAN errors.

PROCEDURE:

1. Set park brake and chock wheels.
2. Turn the main battery disconnect switch to the “ON” position.
3. Turn the MRS Switch to the “DAY RUN” position to turn on the bus.
4. Turn the HAZARD SWITCH to “ON”.
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.

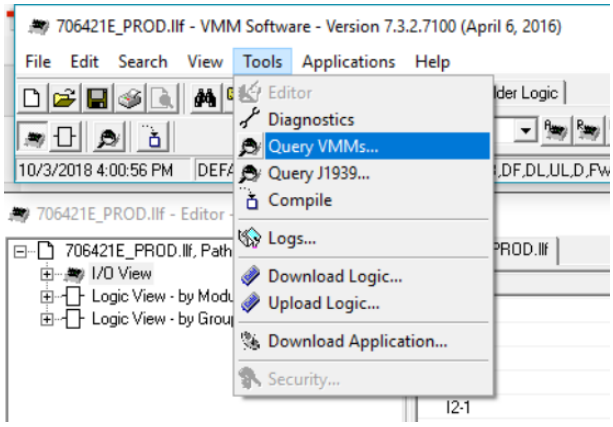

Figure 1: Query VMMs Option

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.

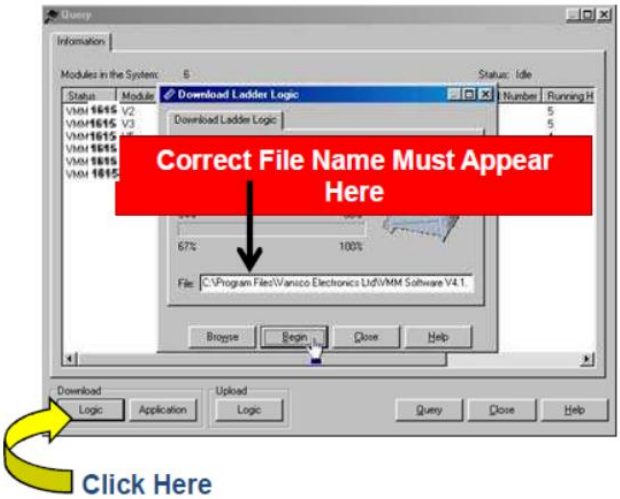

Figure 2: File Selection and Flashing Start

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	Flash VMM Program	1	0.5	0.5

SPECIAL TOOLS REQUIRED					
Item	Part Number	Description	Qty.	Units	Notes
1		Laptop with Vansco VMM Software	1	EA	
2		NEXIQ DLA Adaptor	1	EA	