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TO: All Distributors and Dealers – U.S. and Canada

ATTN.: Service Managers

FROM: Jack Evanoff

SUBJECT: **Loss of Fleet Management Data When Programming VCU Software for MBE 4000 and 900 On-highway Engines**

When a VCU is upgraded to a new level of software, for example from version 12.14 to version 14.19, the operation sets all the vehicle data registers back to zero. This includes all fleet management information including the trip data and life-to-date data stored in the VCU.

This issue has recently been discovered when VCU modules were upgraded to either VCU software version 13 or version 14 from version 12. Previous VCU software upgrades would not have had this issue. Prior VCU programming upgrades would not have encountered this issue because an update from VCU version 12.09 to 12.14 would have retained the same major software version number. VCU software versions prior to version 12 did not contain any significant fleet management data.

Please be aware if the odometer of an electronic dash is using data stored in the VCU this will also be set back to zero.

This issue has been brought to the attention of the appropriate engineering groups and they are currently researching options for:

- 1) Preventing the erasure of this data in future VCU software updates
- 2) Developing a process for restoring key accumulator settings.

Updates to this issue will be put out as more information becomes available.

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