

# Service Bulletin SBA0291



**SERVICE BULLETIN: SBA0291**

**YEAR(S) AFFECTED:**  
2020

**PRODUCT(S) AFFECTED:**

Class A Diesel  
- All having a Velvac VDS serial number listed on Page 2 of this Bulletin and shipped before 11/1/2019

Class A Gas -  
Units equipped with Option 485, Blind Spot Detection, shipped before 11/1/2019, and having a Velvac VDS serial number listed on Page 2 of this Bulletin

**MODEL(S) AFFECTED:**  
All

**SUBJECT:**

Manual software update to allow automatic receipt and download of future software updates

**KEYWORDS:**

Blind spot detection, Velvac, Road-iQ

**ISSUE DATE:**  
November 2019

The purpose of the service bulletin is to inform all REV dealers about a service bulletin released by Velvac on November 1, 2019, regarding a manual software update needed for certain Velvac Video Data Server\* (VDS) units. A list of Velvac VDS serial numbers in need of the manual update appears on Page 2 of this bulletin.

**CONDITION:**

On November 3rd, 2019 the Global Positioning System (GPS) stopped reporting the correct time on the Net Hub connected to the Road-iQ\* system. This will prevent the system from receiving and allowing software updates to be downloaded automatically.

\* This system is set up for Blind Spot Detection. It is installed as standard equipment on model year 2020 Class A diesel products and as an option on 2020 gas products.

**CORRECTION:**

The information from Velvac may be used to arrange a manual software update. It will be necessary to contact Velvac to obtain an operating system file via email. Also required is a laptop computer with Wi-Fi capability and the serial number of the Road-iQ Video Data Server.

Please refer to the attached Velvac Service Bulletin for further details.

**NOTE: This software update is not reimbursable under the REV RV warranty or Velvac's warranty.**

If you have any questions regarding this Bulletin, contact

REV Recreation Group Dealer Technical Support:

**Fleetwood Dealer Technical support: (800) 816-9825**  
**Holiday Rambler Dealer Technical Support (877) 332-9239**

Service literature can be accessed online at: <http://revrvdealers.com>

## **Velvac VDS Serial Numbers Requiring Manual Software Update**

70b3d54dd940	70b3d54dd6f2
70b3d54dd59e	70b3d54dd74e
70b3d54dd37e	70b3d54dd342
70b3d54dd3a0	70b3d54dd70a
70b3d54dd3ae	70b3d54dd76c
70b3d54dd40a	70b3d54dd582
70b3d54dd4c6	70b3d54dd3c4
70b3d54dd4ca	70b3d54dd1c8
70b3d54dd4ea	70b3d54dd556
70b3d54dd60e	70b3d54dd6c2
70b3d54dd630	70b3d54dd71a
70b3d54dd6e6	70b3d54dd730
70b3d54dd74a	70b3d54dd774
70b3d54dd77e	70b3d54dd7ae
70b3d54dd7de	70b3d54dd8b6
70b3d54dd820	70b3d54dd90c
70b3d54dd860	70b3d54dd946
70b3d54dd882	70b3d54dd95e
70b3d54dd93a	70b3d54dd962
70b3d54dd948	70b3d54dd970
70b3d54dd94a	70b3d54dd9c4
70b3d54dd94c	70b3d54ddbfa
70b3d54dd9da	70b3d54ddcca
70b3d54dda44	70b3d54dd2bc
70b3d54ddae8	70b3d54dd2ca
70b3d54ddc22	70b3d54dd354
70b3d54ddc8a	70b3d54dd4b2
70b3d54dd34c	70b3d54dd53e

*This bulletin is supplied for technical information only and is not an authorization for repairs.*

"It is impossible to know, evaluate and advise the service trade of all conceivable ways in which service might be done or of the possible hazardous consequences of each way. Accordingly, anyone who uses a service procedure or tool must first assure that neither personal safety nor vehicle safety will be jeopardized by the selected service methods."

**SERVICE BULLETIN**

No. 114

Date: 11-01-2019

On November 3<sup>rd</sup>, 2019 the Global Positioning System (GPS) will stop reporting the correct time on your Net Hub/s (connected to your Road-iQ system installed in your vehicle). As a result, your system no longer will receive and allow software updates to be downloaded automatically.

After November 3<sup>rd</sup> you will be required to manually update your systems by following a set of instructions provided by Velvac. Once this update is completed, your system will be returned to a state where it will receive automatic updates.

We have automatically sent software updates to all customers but unless you have powered your vehicle on and allow it to run for 30 minutes prior to Nov 3<sup>rd</sup>, the critical software update most likely was not installed.

We encourage you to turn your vehicles on and allow them to run for 30 minutes before November 3<sup>rd</sup>.

Please contact the following Representatives for questions / instructions:

**Truck**

Alex Witte  
262-787-7225

**Bus & Specialty Vehicle**

Chris Shigley  
402-889-1097

**RV**

Joe Konieczny  
262-787-7156

# Updating the OS (Operating System) software on a Road-iQ system.

**You will need guidance from Velvac / Road-iQ customer support to guide you through this process.**

## **Truck**

Alex Witte  
262-787-7225

## **Bus & Specialty Vehicle**

Chris Shigley  
402-889-1097

## **RV**

Joe Konieczny  
262-787-7156

## **Road-iQ**

Collin Topolski 360-927-5768

## Tools Required

- Laptop with Wi-Fi capability
- Operating system file (OS) for R17Q1.6 or R18.1 as specified by customer Service. This file will be provided to you by email and will need to be download to your laptop.
  - Note: This file should be downloaded to your Laptop first.
- Serial number of your Road-iQ Video Data Server (VDS)

## Instructions

1. Turn on your vehicle and Laptop and wait for both to fully power up.
2. Under your Wi-Fi settings on your laptop, look for a Wi-Fi network being broadcasted by The Road-iQ system. The last four digits of the Wi-Fi number are the serial number of your system.
3. On laptop, open a web browser and type in 192.168.2.1 in the address bar.
4. Select the "Control Panel" from the menu on the left side
5. "Log in" by entering the word admin and then the password (Provided by Velvac / Road-iQ
6. Select the "Update" menu at the top right of the page
7. Select "Enable" check box under Application Version – Upload
8. You will be prompted to Upload a file - Select "Choose File"
9. Locate and select the update file on laptop that Velvac / Road-iQ provided to you.
  - Note: It will be named similar to:  
"roadiq-vds-image\_imx6qroadiqvs\_201X-07-XX\_XXXX\_901X.0X.00X.048XX.update"
10. Wait for the file to upload.
11. Select "Apply Application Update"

10. Wait for the file to upload.
11. Select "Apply Application Update"
12. Wait a few minutes for update to complete,
13. Your Road-iQ system will reboot
14. Once Road-iQ unit has rebooted, reconnect to the Road-iQ WiFi network
15. On the laptop, open a web browser and type in 192.168.2.1 in the address bar.
16. Select "Control Panel" from the menu on the left side
17. Select "Update" in the top right
18. Verify the number under "Application Version" ends in either .04832 or .04840
19. You are done