Dash Cluster Issues with Zonar Systems Installed
Service Update #20-1120

Baud Rate Interference May Cause Issues

Recently we have seen issues with dash cluster operation when Zonar Fleet Management Systems are installed on Blue Bird units.

Most notably the issue has been that the "DEF" light (FIGURE #1) will flash or is on solid in the dash cluster on Gasoline units and we all know that Gasoline does not require DEF!

A quick way to check and determine if the dash issue is related to the Zonar install is to unhook their system and cycle the key on and off about 10 times to see if the issue continues. If after doing that there is still an issue, we ask that you contact our Service Department.

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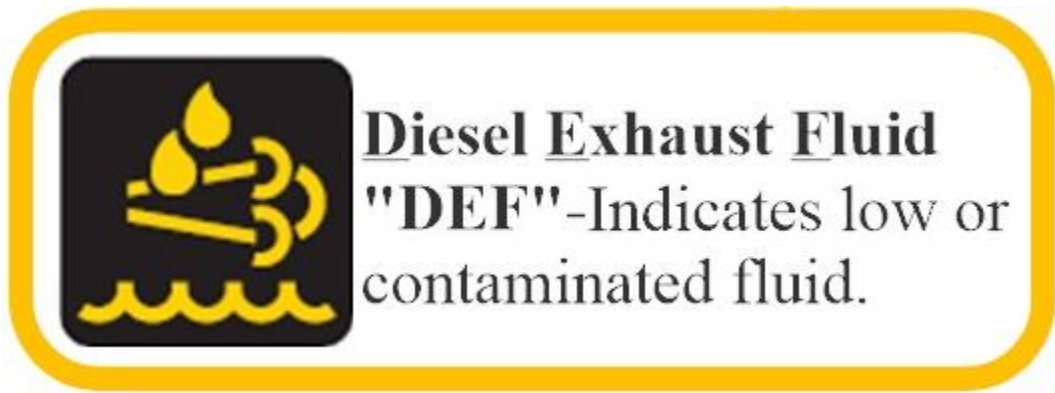Or at the New York Head Mechanic website

FIGURE #1

Working with Blue Bird and Zonar to address the issue, it was determined that the baud rate between the 2 systems was not set the same and, on most units, it was found that the baud rate of the Zonar System was set to 500k and once set to 250k as Blue Bird is resolved the issue.

We have also had instances where this does not correct the issue and Zonar had originally used the 9 PIN diagnostic connector to plug into the unit but changed the connection point to the OBDII connector and the issue was resolved.

We have contacted Zonar's "Customer Care Team" and they have asked that when issues such as this are found that you contact them with a list of vehicles with Zonar GPS installed.

To Contact The Zonar Customer Care Team
E-mail: CustomerCare@zonarsystems.com
Phone:877-843-3847 (Option 1)

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Zonar asked that this list *"would include the Asset Number, the GPS Serial Number, and the Make/Model/Year of the vehicle(s) in question. The Customer Care team can then manually program the specified GPS units with the 250K or 500K baud parameters. Alternatively, if a staff member can contact the Customer Care team when access to individual vehicles is available, a member of the Customer Care team can manually configure the GPS unit over the phone to verify everything is working as expected when the Zonar GPS unit is installed (e.g. no alarms are triggered)."*

Zonar also asks that *"Regarding customers who will receive the .pptx attachment -- any end user or school district employee who is operating or maintaining a vehicle with a Zonar GPS unit installed can contact the Customer Care team 24/7 at 877-843-3847 (Option 1). The Customer Care team is also available via email too [customercare@zonarsystems.com], but for matters such as this, it is strongly recommended that a call be made so that any issue with the 500K baud JBUS and the Zonar GPS unit can be resolved swiftly."*

THANK YOU to Greg Nelson from First Student at Gouverneur and Harold Simmons from Gouverneur Central School for assisting in resolving this issue!

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