Field Service Bulletin

Date: 01/17/07

Subject: ISD Version 1.01 Software Upgrade Payment

Equipment Type: ISD System

References: ISD Install, Setup & Operation Manual (p/n 577013-800), TLS-350 Series Board and Software Replacement Manual (p/n 576013-637)

Overview: CARB recommends that all existing In-Station Diagnostics (ISD) sites that have been installed or are soon to be installed be upgraded to the newest Veeder-Root software version, ISD version 1.01 (TLS software version 27C) at the earliest possible convenience. These upgrades must be completed at all ISD version 1.00 locations by December 15th, 2010.

ISD version 1.01 upgrades must be performed by a Veeder-Root Authorized Service Contractor (ASC) that has completed the ISD training course. Each location that is upgraded by a Veeder-Root ASC by July 1st, 2007 will be eligible for a $250.00 payment. Locations upgraded after July 1st, 2007 and before December 31st, 2008 will be eligible for a $150.00 payment. Payments made to ASCs should be credited towards the end customer service bill. **TLS consoles that have not yet been installed and started up are not eligible for this upgrade payment.**

To receive V27C software for ISD version 1.01 upgrades, ASCs should contact V-R customer service at 800-873-3313 and provide the name and address of the ISD version 1.00 location(s). Customer service will ship the V27C software directly to the ASC at no charge as well as provide an RGA number to be used for the return of the old software ROM.

To receive payment the ASC must perform the following:
1) **Prior** to performing the upgrade, print out a copy of the existing TLS setup that includes the station header (location address) and current ISD software version number (ISD version 1.00).
2) Change existing ISD software to version 1.01 (TLS software version 27C)
3) Print out another copy of the TLS setup that includes the station header and new ISD software version number (ISD version 1.01) once the upgrade has been completed.
4) Send Veeder-Root the old software core and <u>both</u> setup tapes. Assigned RGA number must be marked boldly on the outside of the return package.

Upon Veeder-Root receiving the old ROM with ISD version 1.00 and the setup tapes, payment will be issued to the installing ASC.

For more information please consult your local Veeder-Root field service representative.