



***Ducted Systems
Technical Services
Service Letter***

Letter: **YS-004-2018**

Date: August 17, 2018

To: All Ducted Systems Branch Service, Sales, and Training Managers
All Ducted Systems Distribution Service, Sales, and Training Managers

Subject: **Upgrading MAP Gateway to 4.2.0.801**

Product: Portable and Stationary MAP Gateway

Summary: This letter is in regard to difficulties experienced when upgrading a MAP Gateway to firmware version 4.2.0.801

We have had a few reports of difficulty upgrading the MAP Gateway firmware to the latest version 4.2.0.801 currently posted on UPGNET. To date the reported symptoms of a failed upgrade are:

1. MAP Gateway goes into a continuous reboot mode
2. MAP Gateway is no longer functional
3. Fault light remains on continuously

Remember to always allow at least 15 minutes for a MAP Gateway firmware upgrade. While we are researching a permanent solution our recommendations are:

1. Do not try to upgrade any MAPS to version 4.2.0.801
2. If not already there, upgrade to version 4.0.0.0217 which is now on UPGNET.
3. If you currently have a firmware version 4.0.0.0229 in your possession do not use it.

If you have already experienced difficulty upgrading a MAP Gateway to 4.2.0.801 please proceed as follows:

1. Order a new MAP Gateway from Source 1. Part number S1-YK-MAP1810-0P.
2. Call UPG Technical Support at 877-874-7378 to obtain a Service Inquiry number for a warranty claim to obtain credit for the new one.
3. Return the failed MAP Gateway to our Warranty Return Center

Warranty Return Center
Johnson Controls Inc.
801 E. 37th St., N Bldg. 7
Wichita, KS 67219

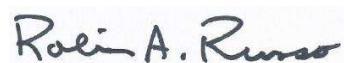
Please place a note in the box referencing that the return is per YS-004-2018.

Current Source 1 Map Gateway inventory contains firmware version 4.0.0.0217. This version is functional with UCB firmware version 3.3.1.0186 with the new menu structure. Two (2) parameter fields will appear with a numerical description instead of text. They are:

1. Low Ambient Start appears as 1457
2. 4 Pipe Split Enable appears as 1454.

Both parameters can be accessed using the menu path Details>Cooling>Setup

Please contact Johnson Controls, DX Ducted Systems Technical Support at 1-877-874-7378 with questions you may have.

A handwritten signature in black ink that reads "Robin A. Russo". The signature is written in a cursive style with a light blue rectangular background.

Robin A. Russo
Sr. Product Application Engineer
Johnson Controls