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Conversion User manual

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General

Conversion is a Scania system that coordinates software updates and handles conversion issues and ordering of key codes. Conversion currently handles the following products:
Truck: P, G, R or T series (2003-2018), L, P, G, R, S series (2016-)
Bus: F, K, N series (2004-), C, K series (2020-)
Scania engines – Power Solutions: E2011 (2010-)

Conversion bases available software updates and conversion options on the last known product specification (SPII.scania.com) and rules set by Scania The latest product specification is uploaded to Scania when the entity is connected to SDP3/SWS and has an internet connection.

Benefits of the Conversion tool

- Much shorter lead time for a conversion in comparison to manual handling using FRAS to Global Technical Support.
- Conversions in Conversion are quality assured.
- When Scania sells a trade-in vehicle or engine to a customer, the vehicle or engine can be adapted to its new market or application requirements whilst maintaining service market support.
- Provides an opportunity to offer both hardware and software conversions to customers.

- You get an overview of previously performed and possible conversions and software updates.

- You can get a list of available software updates for a population of products associated with a dealer.

Conditions

The following is required in order to use Conversion:
• An xds account that is ordered through the local IT manager.
• Correct access, for more information see the document ”Conversion User Access” (TIL/Reflex).
• Internet connection.
• Access to SDP3 work type Conversion/Product update, or SWS.

Information on the applicable requirements for SDP3 can be found in the documents in TIL/Scania Diagnos and Programmer 3.

How to find Conversion and documentation

More information about Conversion – news, malfunctions, documentation and training can be found in Reflex under Commercial Support/Service Operations/IT Applications/Conversion and Technical Information Library www.til.scania.com

Link to Conversion: https://conversion.scania.com

Getting Started Wizard

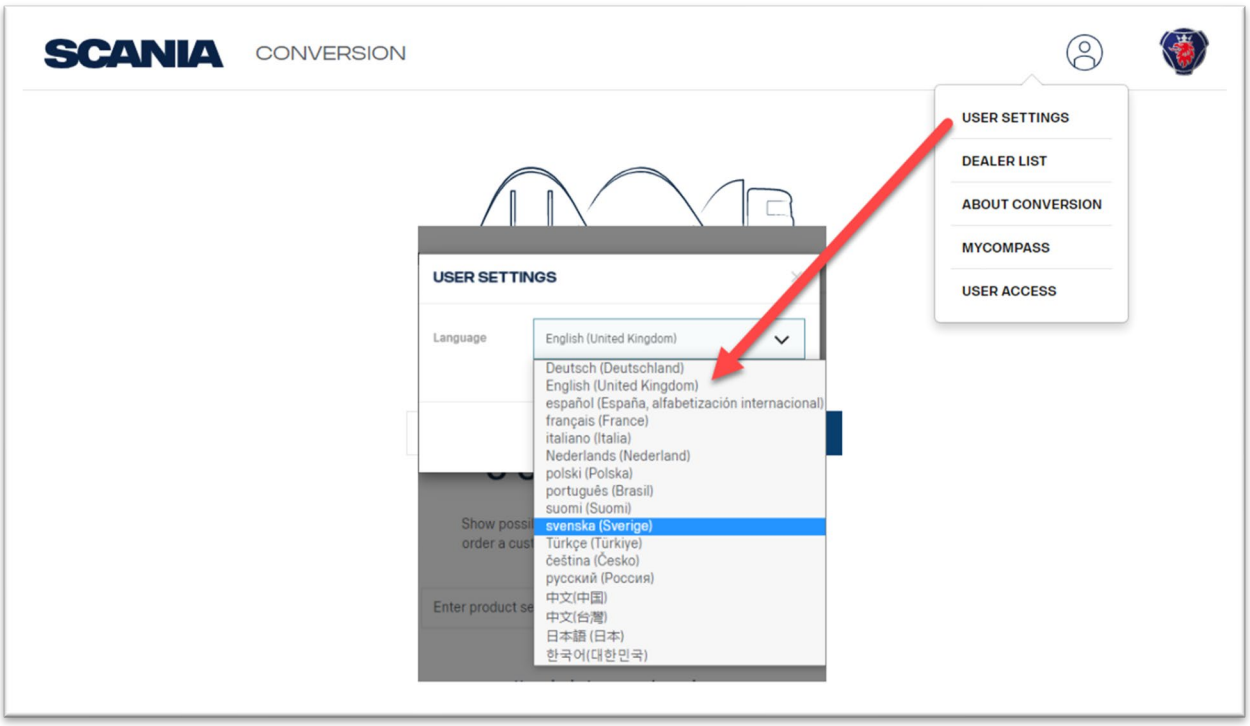
Start page

User menu

The illustration shows an overview of the homepage.

USER SETTINGS

You can change the display language here. Conversion initially follows the language settings in your browser.



DEALER LIST

This page contains information on how many chassis/engines each dealer has. It is possible for you to order a list of software updates matching each respective product in the list for every dealer.

ABOUT CONVERSION

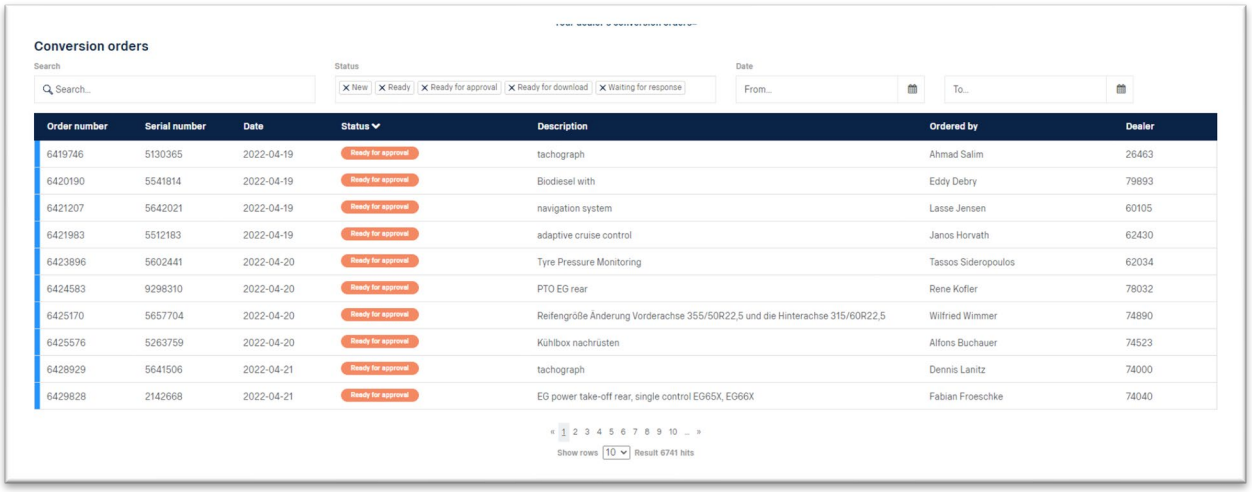
You can find more information about Conversion here.

MYCOMPASS

You can find the e-learning ”Conversion Workshop” here.

Search field

Enter the chassis/engine serial number that you want to adapt with Conversion here to see possible software updates and conversions or order a customised factory conversion for a specific truck, bus or engine



Your dealer's conversion orders:

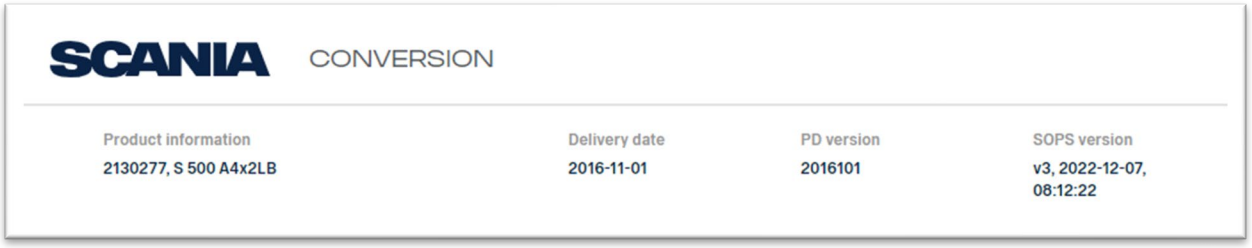
Search – allows you to enter optional details and search across all your orders from the dealers you are linked to.
More information about dealer number (Conversion_xxxxx) can be found in the ”Conversion User Access” document.

Status – allows you to filter by order status. See the **Order information** section for information about order statuses.

Date – allows you to filter orders placed during a specified period. The date refers to when the order was created.

Product information

You can view basic product information here.



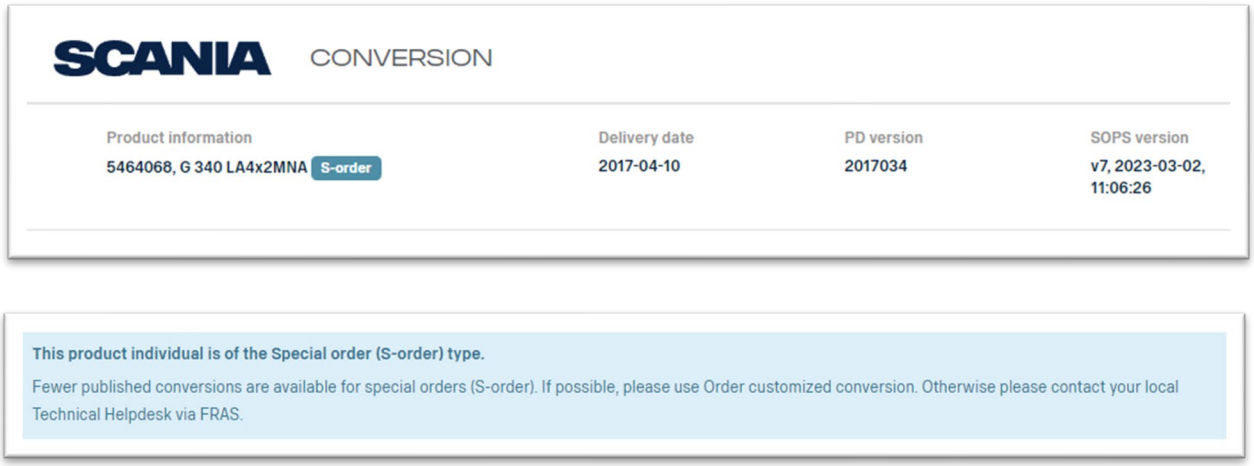
Product information – allows you to see the product entity number (chassis serial number or engine serial number) as well as the product type designation.

Delivery date – allows you to see the registered delivery date to the customer.

PD version – the product's definition version consisting of year, month and period (week) that is close to the final assembly date and defines the product's bill of materials This controls which conversions are available for the product and what is included in the part difference list.

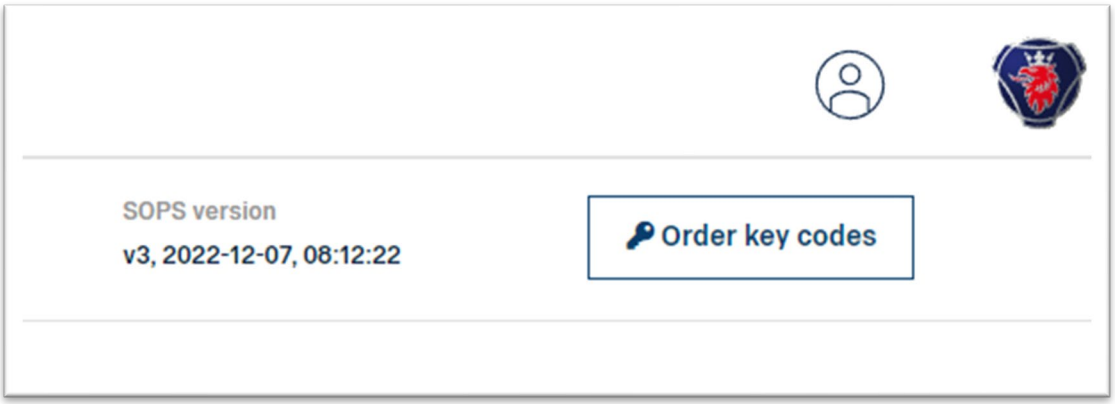
SOPS version – describes how many changes have been made to the product and when the information was last uploaded to Scania (for more information see spii.scania.com). Examples of changes that affect the version number are software updates, changes to function parameters, spare part programming and conversions.

Special orders



Orders relating to customer or market adaptations in excess of what is offered within Scania's ordinary product range, and which are not processed in the ordinary order system but are usually executed during Scania line assembly. Often involve new combinations of existing parts, such as changes to axle distance or occasionally introduction of new parts, e.g. parts for crew cabs or military vehicles.
Special orders (see illustration above, S-order) have a limited range of bundled conversions because they do not constitute a complete modular product as opposed to a product within the ordinary product range. Conversions use the modularity in Scania's technical regulations.

Order key codes

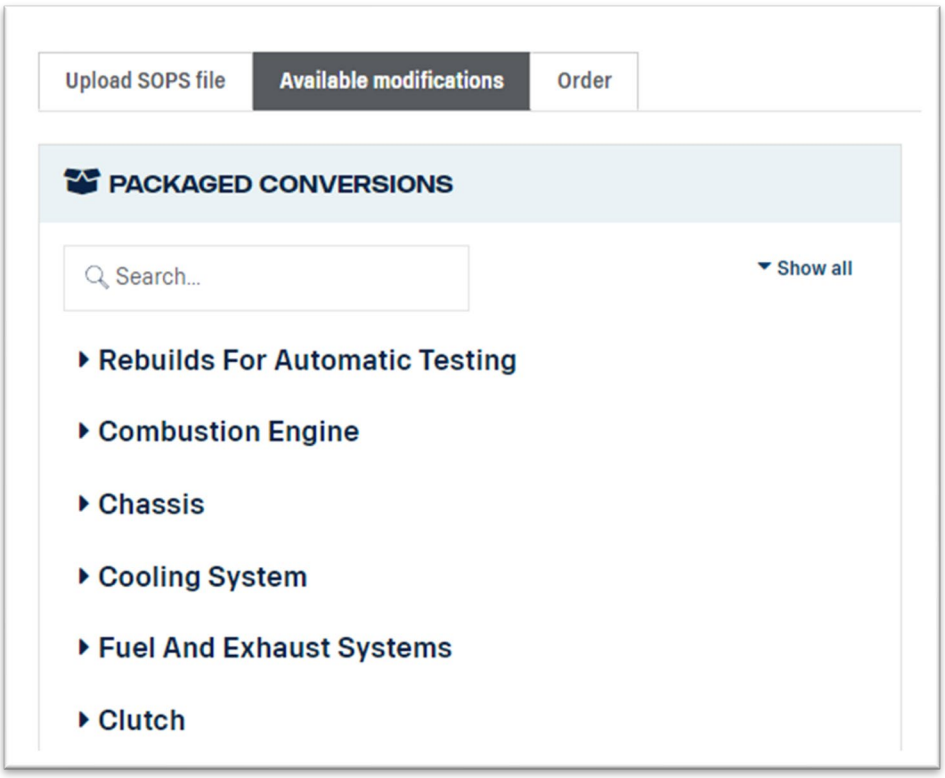


You will need key codes when unlocking some control units (depending on the product specification) and when ordering a new physical starter key. If these are not immediately available you can use this function to order new ones. Note that an invoice will be automatically created when you send the order.

Note: If your vehicle has a PD version lower than *2008071* your codes will probably not have been stored, in which case contact Global Technical Support to check whether there are new key codes.

Possible modifications

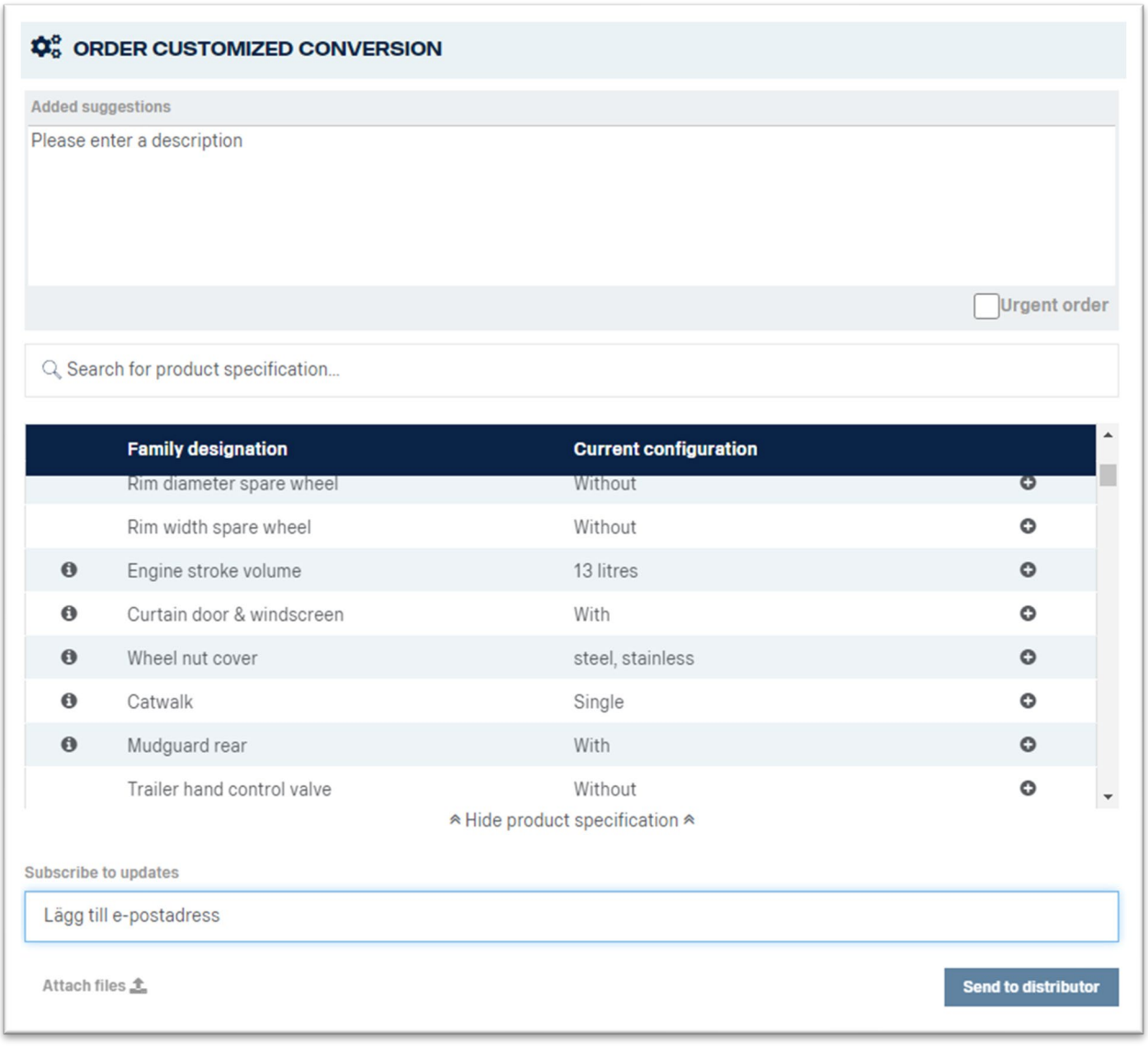
Packaged conversions



This is where you can see possible conversions that are available for your product. These conversions can be ordered and carried out locally at your workshop without the assistance of Local Technical Support or Global Technical Support.
For more detailed information see Conversion Workshop E-learning which is available in MyCompass and User Access to Conversion document which is available in Reflex/TIL.

Order customised conversion

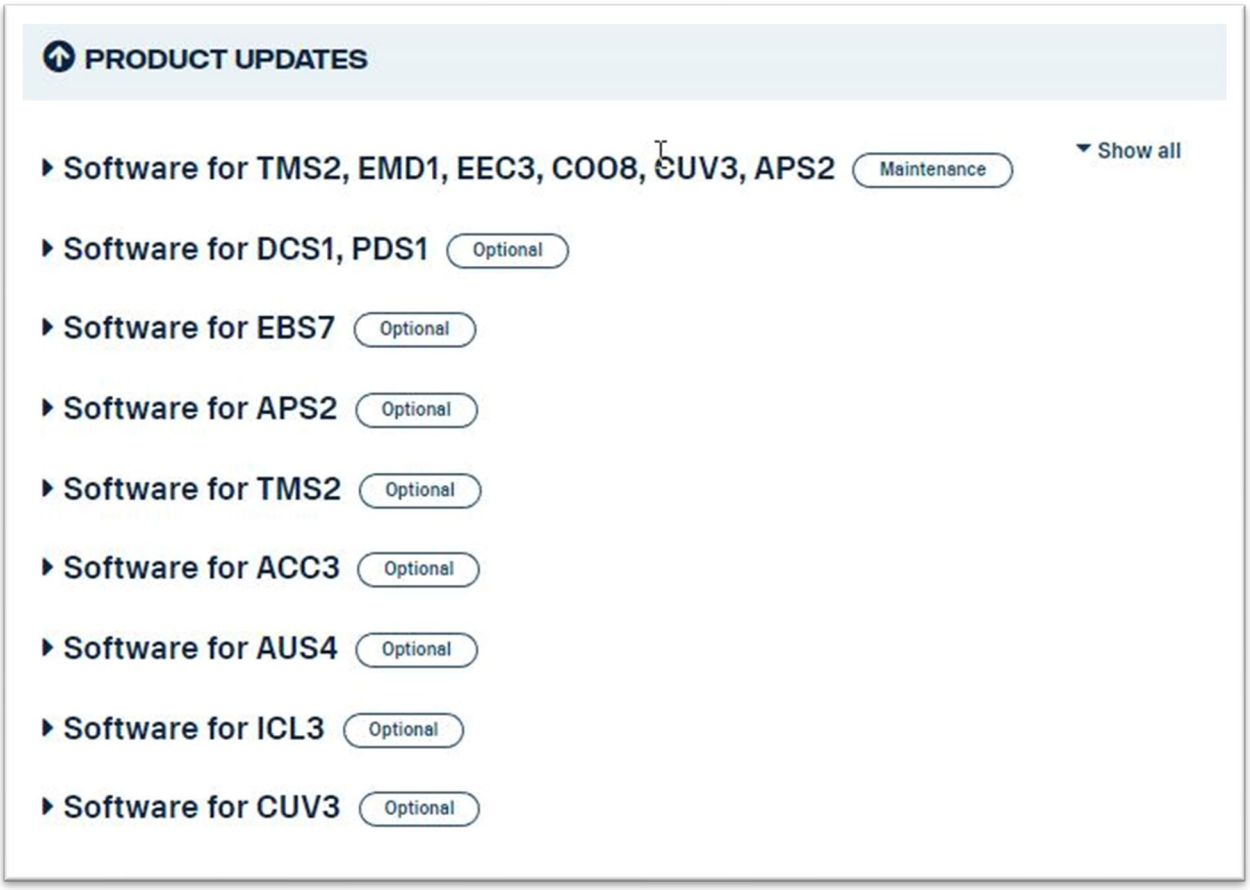
You can contact Local Technical Support with a conversion request that has not been published under the available conversions for your product here.



You will find a list of the vehicle's current variant configuration here. You can attach the respective variant as a proposal for change in a message to Local Technical Support. Where necessary, you can attach documents and add extra e-mail addresses to subscribe to updates relating to the task. There is an option for you to indicate that your task is urgent.

Software update

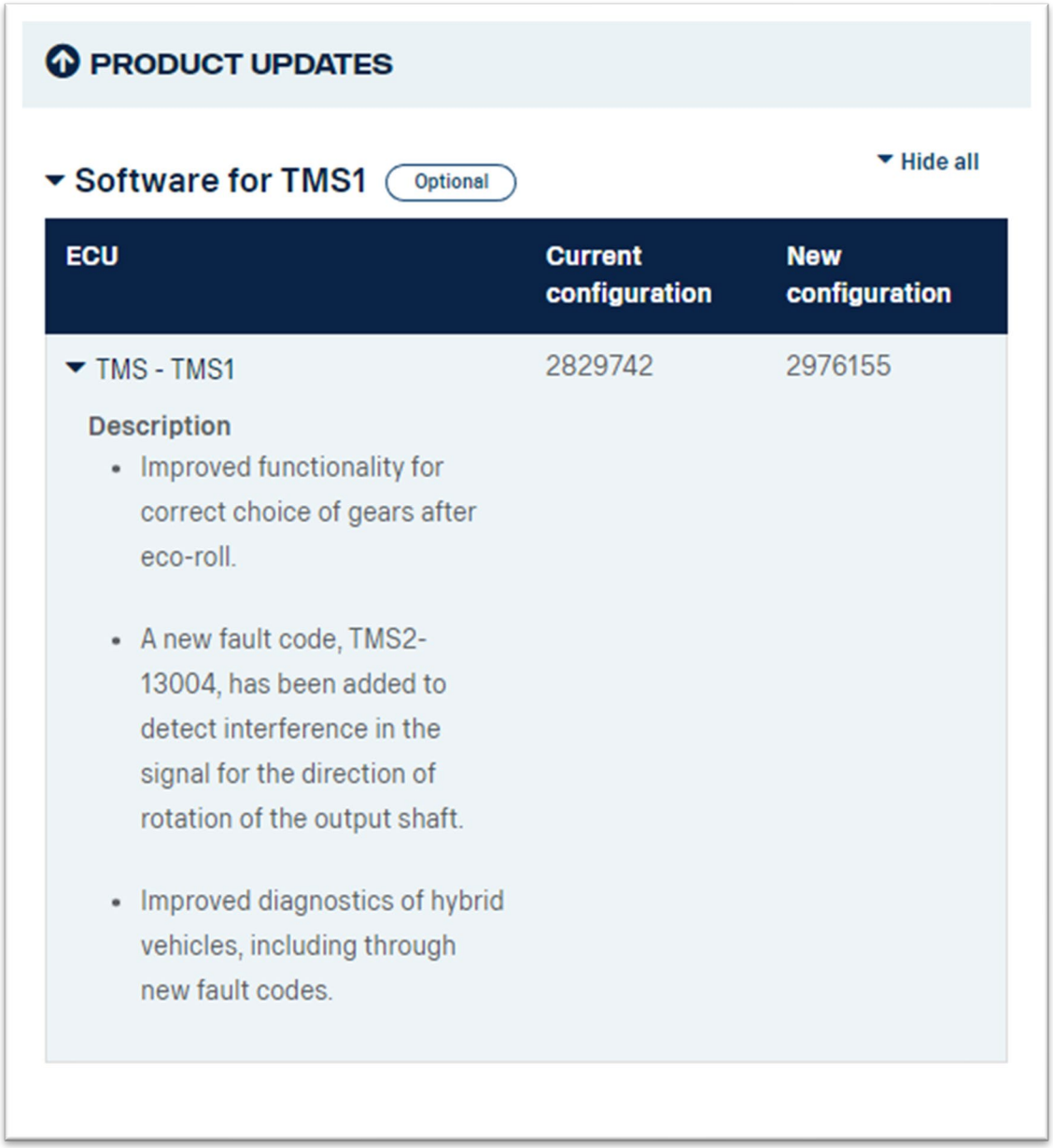
Software updates are shown under Available modifications. Conversion matches software updates against the latest known product configuration.



There are 3 different types of software update:

- optional updates – you decide yourself whether you need them
- updates to the maintenance programme – updates that can be performed during maintenance (the SWS maintenance programme displays updates when it is time to perform them)
- Campaign updates – necessary updates, more information can be found at til.scania.com/campaign

Software updates are carried out directly via SDP3/SWS and do not require pre-ordering in Conversion.
These updates are only included for information.
A description of each update can also be displayed, describing the advantages gained from this software update.



PRODUCT UPDATES

Hide all

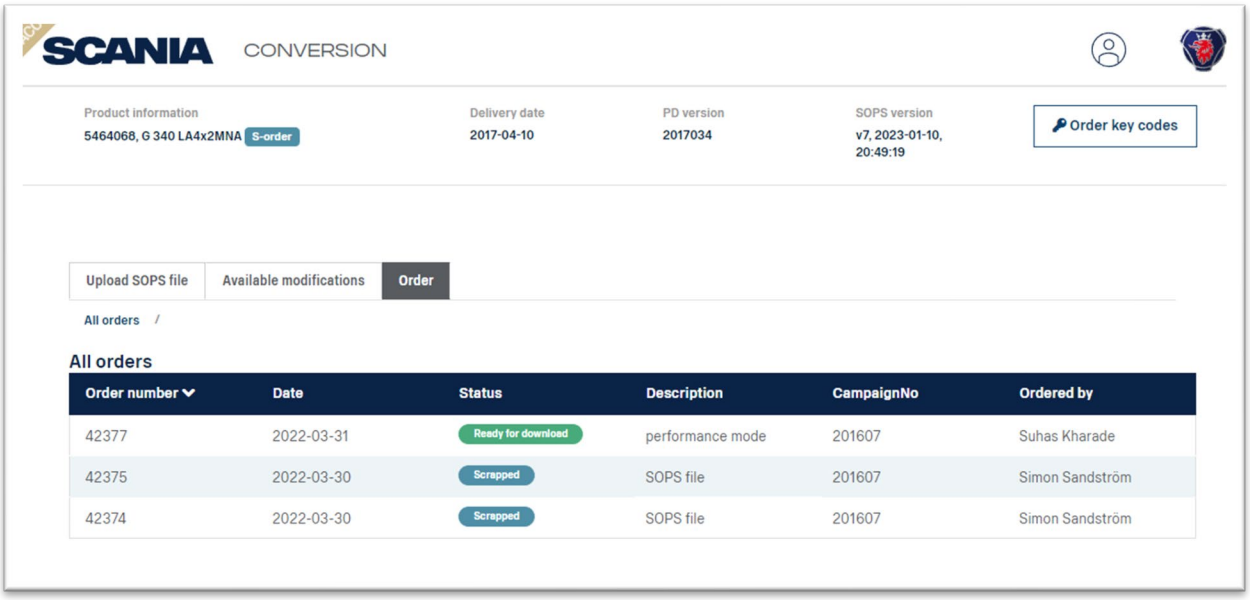
Software for TMS1 Optional

ECU	Current configuration	New configuration
TMS - TMS1	2829742	2976155

Description

- Improved functionality for correct choice of gears after eco-roll.
- A new fault code, TMS2-13004, has been added to detect interference in the signal for the direction of rotation of the output shaft.
- Improved diagnostics of hybrid vehicles, including through new fault codes.

Order information



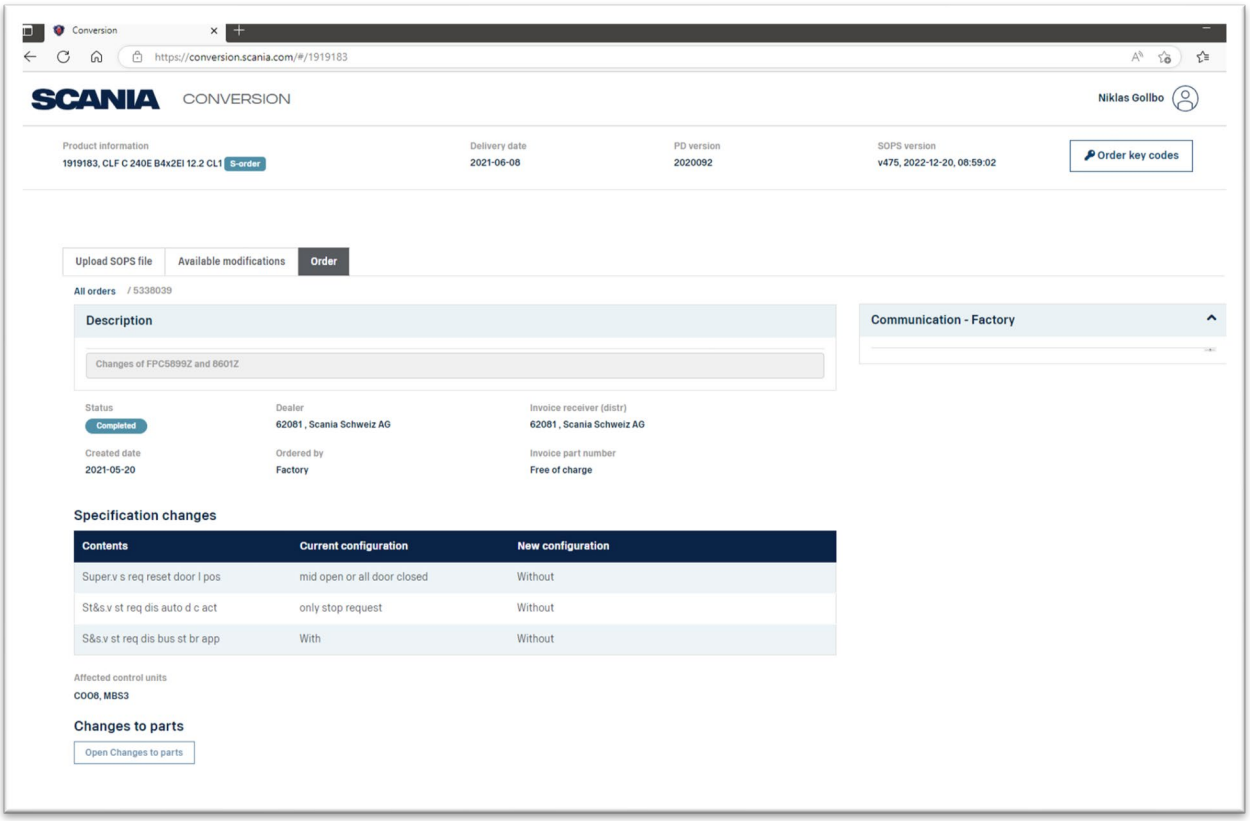
Click on **Order** to see which conversions and software updates have been carried out on a product. This displays a list of orders that have been placed for the products, with status, order number, date, description, campaign number and orderer.

Status may be, for example:

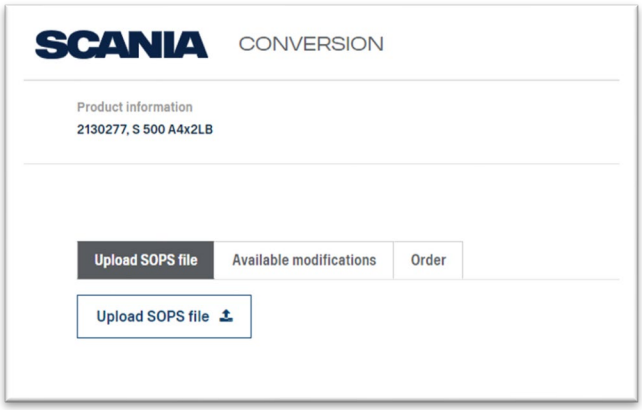
- **Awaiting reply –** when an adapted conversion order has been received by Local Technical Support or when a key code order has been received by Scania Assistans.
- **Ready for approval –** when a conversion order has been created and is waiting for approval.
- **Ready for download –** when a conversion order has been approved and is ready to be downloaded to the product via SDP3/SWS.
- **Downloading –** when installation of the conversion order or software update has begun via SDP3/SWS.
- **Completed –** when installation of the conversion order or software update has been completed.
- **Delivered offline –** when Global Technical Support has delivered a conversion order with a SOPS file attached for installation via SDP3 without internet connection.
- **Failed –** when installation of a conversion or software update has not completed correctly due to an exception.
- **Rejected–** when a conversion order has been scrapped before installation.
- **Ready –** when key codes have been delivered.

Affected control units

These control units will automatically receive updated parameters when the conversion package is installed. These parameters activate the changes made in the conversion package. The affected control units must respond to the product's internal electric communication network, (e.g. CAN).



Upload SOPS file



Scania's product entity database (SPII) needs to be updated with the latest data found in the product. In order for an update to be successful the product entity database must contain the latest data, for more information see section **Error messages**. This normally occurs automatically via SDP3/SWS when there is an Internet connection. This eliminates the risk of any differences between the SOPS file in the product and the SOPS file in Scania's system.
There are 2 ways to upload the SOPS file to the Scania server:

A. Via SDP3

Connect the VCI between the product and computer. Start SDP3 (online to the Internet). Launch the task "Check and adjust" to send the SOPS file to Scania.

B. Via Conversion Workshop client

Connect the VCI between the product and computer. Start SDP3 and select "File/Save SOPS file" to save the SOPS file locally on the computer. The saved SOPS file can then be uploaded via Conversion Workshop client to the Scania server by entering serial number and product type and selecting "Upload SOPS file".

See the SOPS version for the latest upload date.

General guidelines on conversions and product updates

- ✓ Some updates take a long time and can discharge the vehicle's electrical systems. Ensure that a battery charger is connected.
- ✓ All hardware changes according to the part difference list must be fitted and connected before installation of the conversion package in the product.
- ✓ It is particularly important that control units are connected or disconnected in accordance with the part difference list before installation of the conversion package in the product. Please note that certain conversions can be supplemented by a software update that renders a hardware change according to the part difference list unnecessary, the conversion should inform you of this.
- ✓ Function parameters may need to be adjusted in SDP3/SWS after installation of the conversion, for example lighting conversions.

Roles and access

All information with regard to roles and access to the Conversion Workshop client can be found in the document ”User Access to Conversion” published in TIL and Reflex.

FAQ

Question	Answer
Is Conversion accessible 24 hours a day?	Conversion has planned maintenance times but is always available under normal circumstances. Planned maintenance times are on Sundays between 17:00 and 21:00 CET/CEST. All Conversion maintenance times are reported on the Reflex/Conversion page and on the web portal.
What does Conversion do?	Conversion updates the electrical system, for example when physical conversion of a product requires modification of the electrical system according to the new product configuration.

Which conversions can be carried out in Conversion?	Most applicable conversions are available in Conversion. All conversions remain within the framework of Scania´s technical regulations. Possible conversions are controlled by the PD version and configuration of the product.
Who do I contact for support and any suggestions for improvement?	Contact your distributor for support.
Do I have to upload the SOPS file from the product to Scania before conversion/modification?	Yes it is important that the SOPS version at Scania is updated You can see the upload date under the SOPS version heading. SOPS version is uploaded automatically when you use SDP3/SWS with an internet connection.
When does invoicing take place?	Invoicing is initiated when installation of the conversion package has been completed. Invoicing of key codes is initiated directly on order.
Who can approve a conversion order?	See the **User Access to Conversion** document for detailed information about various roles and access.
Can I cancel an order?	An order can be cancelled or deleted as long as the conversion package has not been started in SDP3/SWS. It is not possible to cancel key code orders.
How many conversions can I make per conversion order?	Only one conversion can be made at a time. If several conversions need to be carried out at the same time, contact your distributor.
Is a certificate needed to use Conversion?	No, however a certificate is needed to download the SOPS file via SDP3.
Can spare parts for the conversion be ordered via Conversion?	No, the parts that may be needed must be ordered using normal procedures.

Are part change lists created for each conversion order?	Yes, if a conversion affects parts, there must be a part change list. In exceptional circumstances part changes may be supplemented by a TI/TMI/Campaign letter.
Why do I get an error message that the conversion is not feasible, even though I could select the conversion from the list?	You should not normally receive the error message. Conversions associated with campaigns may receive an error message if the campaign has not been activated by the distributor. Please report the error message to Technical Support.
Why can I see software in Conversion?	You can view software updates corresponding to the control units for a vehicle or engine under the available modifications heading in Conversion. The search results are displayed in a preliminary list. Note that the actual software updates are only displayed when the product is connected to SDP3/SWS.
Is there any training for Conversion?	Yes, there is an e-learning course in MyCompass.
What happens after I click Finish in the program?	• Retrieves specification from chassis database • Feasibility check performed (Scania's technical regulations) • Generates a conversion order • New SOPS file • Part change list
Where do I find information about the correct configuration for the engine type (industrial and marine engine) I am converting?	Information can be found in the Data Manual in the Technical Information Library (TIL).
How can I get more information about a conversion?	Descriptions of variant codes that may be included in a conversion can be found at bibatonline.scania.com.

How do I report an error?	1. System-related malfunctions – contact IT Support 2. Content-related issues – contact Technical Support via FRAS.

Error message

You should not normally receive an error message. Please report the error message as shown below.

Error message	Cause	Action
The SOPS file for this product is not technically correct	Verification of the specification (SOPS) has failed. This may be due to: • The SOPS has been manipulated with a non-approved tool. • Data in Scania's technical regulations has been changed during or after production. • An amendment to the original order specification during or after production	Contact Technical Support.
The product's SOPS file is locked	Malfunction in Conversion or other integrated system	Contact Technical Support.
A red warning box is displayed	Malfunction in Conversion, other integrated system or network.	Wait a moment and then try again. If the problem persists, contact IT Support.
A red warning box may be displayed when a conversion campaign needs to be approved.	The campaign has not been activated in the market.	Contact Technical Support.