

Technical Bulletin



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Subject: Transition from Bendix® ACom® PRO™ to Bendix® ACom® AE Diagnostic Software

Beginning Q3 2024, Bendix will transition to a new Bendix® ACom® platform. While the appearance of the new Bendix ACom diagnostics tool – Bendix® ACom® AE (Advanced Edition) – will significantly differ from the current Bendix® ACom® PRO™ platform, the content will remain comprehensive. Full diagnostic and troubleshooting coverage for all Bendix tractor and trailer electronics products will continue to be available.

Changeover between the ACom PRO and ACom AE platforms begins Q3 2024. Once the new platform is operational, all new purchases of Bendix ACom diagnostics will consist of the new Bendix ACom AE platform. **This bulletin provides advance notice so customers can begin the planning process to ensure a smooth changeover to the new ACom AE once it becomes available.**

Key information about the transition and the new Bendix ACom AE platform:

- Available support for the current Bendix ACom PRO platform will continue until your current license expires.
- The Bendix ACom AE platform is RP1210C-compliant, so there should be no need to purchase new adapters.
- The new Bendix ACom AE platform will be available in English, Spanish, and French. Users can interchange between the three (3) languages as needed.
- No matter which version of Bendix ACom you operate, Bendix will continue supporting these software platforms.
- Until all ACom PRO licenses expire, Noregon's JPRO® platform will continue to support Bendix products, except for Global Scalable Brake Control (GSBC) and Global Scalable Air Treatment (GSAT) systems. The GSBC and GSAT systems will only be supported by the new ACom AE platform. For support for these Bendix systems before ACom AE's official release, please contact your Bendix account manager or the Bendix Tech Team. The Bendix Tech Team can be reached by email at techteam@bendix.com or by phone at 1-800-AIR-BRAKE (1-800-247-2725), option 2, Monday through Thursday, 8:00 a.m. to 6:00 p.m., and Friday, 8:00 a.m. to 5:00 p.m. ET.

What's next?

Stay tuned for details about the transition as the Q3 2024 launch date nears. We'll make sure you have the facts you need about:

- The new eCommerce website where you can purchase Bendix ACom AE, along with adapters and laptops, if needed.
- The new technical assistance phone number and email.
- Transition dates and next steps for a seamless changeover.

