



Thor Motor Coach Recall Repair Instructions

Recall #	19V-504 2019-327		
Description/Title:	Firefly Multiplex System		
Affected Product Line(s):	Certain Model Year 2019/2020 Challenger, Miramar, Magnitude, Omni, Outlaw, Palazzo motorhomes		
Service Campaign # :	RC000170	Released Date:	07/29/2019
Repair Code:	TMCRC80484V	Document Date:	07/29/2019
Time Allowed:	0.3	Document Revision:	A

Issue-

It has been discovered that certain model year 2019 & 2020 Challenger, Miramar, Magnitude, Omni, Outlaw, Palazzo motorhomes were manufactured with a Multiplex system that contains defective software. The software may allow various components in the motor home to operate at random and without warning. The random operation of motor home components such as slide rooms could result in personal injury.

Tools Needed-

Flashlight

G7 Panel Update Instructions-

Step-by-Step Video Instructions can be found at:

www.fireflyint.com/g7.html

If you have not yet received a Multiplex updater from Firefly Integrations, please contact them directly at (574) 825-4600 (ask for dealer tech support) to place your request. This will be shipped directly to your location at no charge.

1. Turn on the 12V House Battery power and verify that House Battery voltage is at least 10V or higher. Then locate the G7 panel in the base of the bed. In some cases the G7 will be located on the forward side of the bed base. For Outlaw motorhomes, the G7 panel will be located in the cabinet to the rear of the refrigerator.



Figure 1

2. Remove the G7 panel cover by sliding the cover in the direction of the arrows on the panel cover label. In some cases the G7 panel will be horizontally installed as shown in figure 2, in some cases the panel may be installed vertically.



Figure 2

3. Inside the G7 panel, locate the area of the panel with the programming port. It is located at the end of the panel with the green NET LED and the orange network cables.

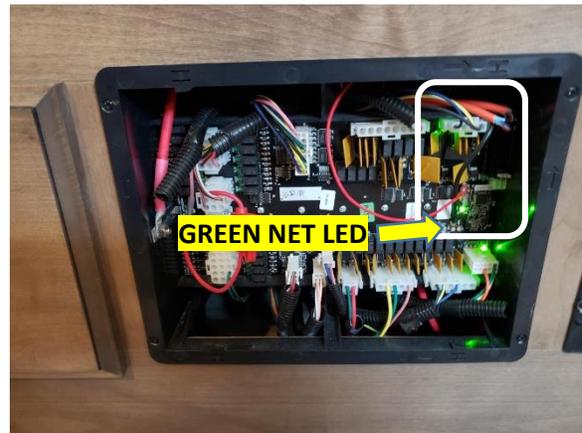


Figure 3

4. On the programming device tool provided for the update, plug in the RED/BLACK wire into an open network port. On the programmer device, there will be a red "POWER LED" will illuminate. After about 20 seconds, the green "READY" LED will illuminate.

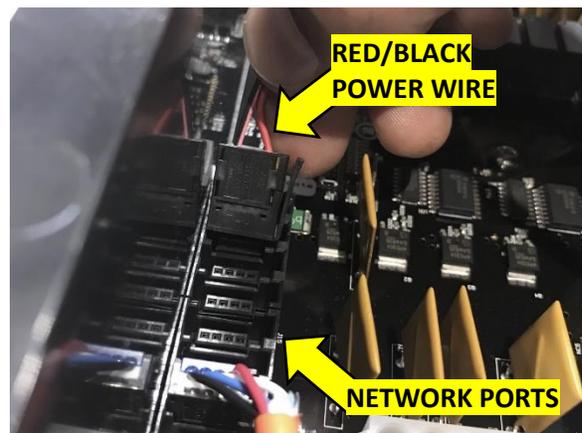


Figure 4

- On the programming device, there will be a gray ribbon cable with the spring-pin programmer jig shown in figure 5. Hold the jig using the metal handle as shown below. Take note of the alignment pin for the next step. Be very careful not to damage or bend the pins.

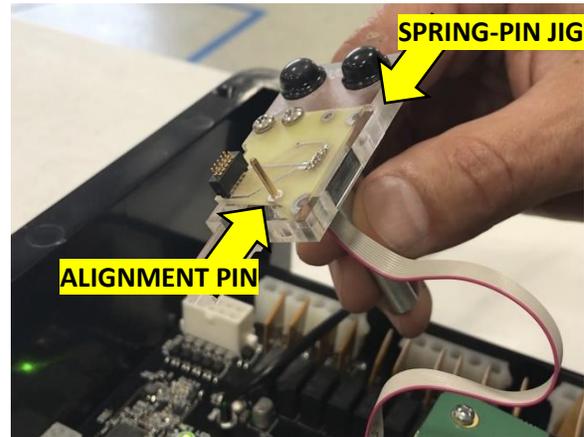


Figure 5

- Locate the alignment hole in the G7 circuit board as shown below. The alignment pin on the programmer jig in step 5 will be inserted into this hole. In some cases, it may be necessary to remove the “RTC UPDATE” label that may be covering this hole.

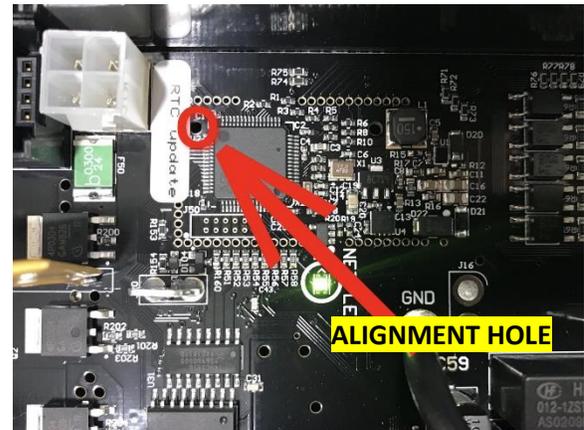


Figure 6

- Using a flashlight for better light, connect the spring-pin jig to the G7 circuit board using the alignment pin and the hole on the circuit board shown in steps 5 and 6. The clear plastic on the spring pin jig should be touching the plastic housing of G7 panel.

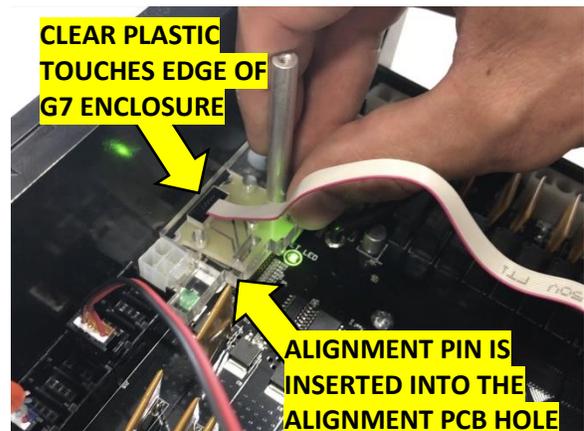


Figure 7

- Hold the spring-pin jig firmly in place with one hand and press the button “A” on the programmer device. The “READY” LED will flash and after about 10-15 seconds the “UPLOAD STATUS” LED should illuminate solid green indicating a successful update.

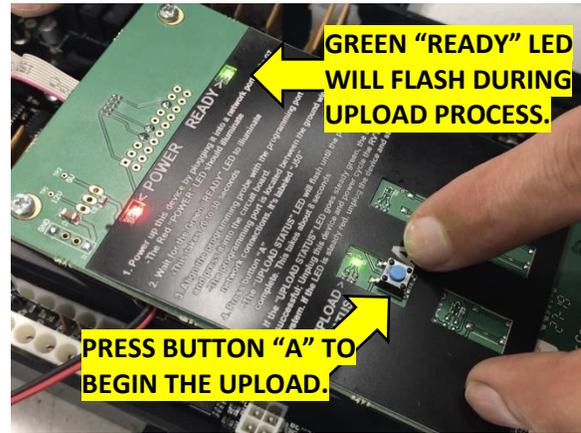


Figure 8

- If the “UPLOAD STATUS” LED illuminates red, this indicates a failed update. In this case, it may be necessary to check the spring-pin jig alignment by gently wiggling the jig. Press the “A” button again to retry.



Figure 9

- Once a successful update has been completed as indicated by a solid green “UPLOAD STATUS” LED, unplug the spring-pin jig and the RED/BLACK cable from the network port. Then proceed to verify the upload on the 7” color screen (located in the hallway or front area).

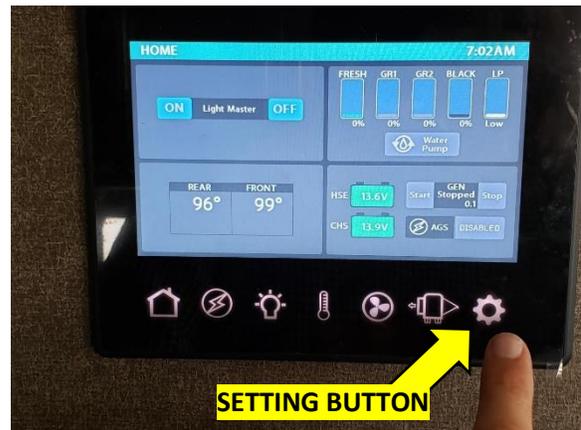


Figure 10

- On the touchscreen, press the settings GEAR button in the bottom right corner as shown in step 10. Then press the “NETWORK DIAGNOSTICS” button.



Figure 11

- On the left side of the diagnostics page, verify the G7 “FIRMWARE VERSION” is now showing 6.14. If the firmware version still shows 6.8, this would indicate the upload was NOT successful and needs to be re-attempted until it shows 6.14.

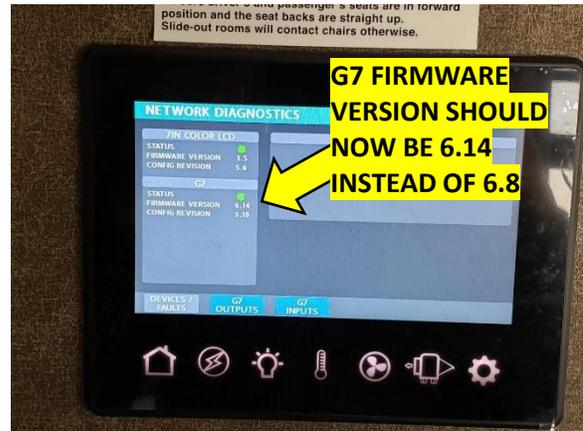


Figure 12