



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 23, 2020

Mr. Leon Bontrager
Firefly Integrations, LLC
1013 Elroy Drive
Goshen, IN 46528

NEF-150KL
20E-058

Subject: Electronic Control Center Circuit Board may Short

Dear Mr. Bontrager:

This letter serves to acknowledge Firefly Integrations, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MULTIPLEX/G9/9999

Mfr's Report Date: August 21, 2020

NHTSA Campaign Number: 20E-058

Components:

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

Potential Number of Units Affected: 2,682

Problem Description:

Firefly Integrations, LLC (Firefly) is recalling certain Multiplex G9 units used for controlling equipment and accessories in motorhomes. These units can fail if excessive voltage is applied, causing the components on the board to become damaged.

Consequence:

If too much voltage is applied to the unit and the circuit board becomes damaged, there would be an increased risk of a fire.

Remedy:

Firefly has notified the RV manufacturers that purchased the affected multiplex units and dealers for those RV manufacturers will add an additional circuit module to the existing component board to provide reverse polarity and over-current protection. Owners may contact Firefly customer service at 1-574-825-4600.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the

manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

We understand that Firefly may not be able to file the required recall completion rate reports since Firefly will not be doing the repairs directly.

Please ensure the following requirements are met:

As required in Part 573.6(c)(6), in the case of a defect, please provide a chronology of all principal events that were the basis for the determination that the defect related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information (such as the numbers of deaths and/or injuries), with their dates of receipt.

AMENDED 573 REQUIRED.

A description of the manufacturer's program for remedying the defect or noncompliance (49 CFR 573.6 (c)(8)(i)).

AMENDED 573 REQUIRED.

In the case of items of motor vehicle equipment, the manufacturer of the equipment shall identify by name, business address, and business telephone number every manufacturer that purchases the defective or noncomplying component for use or installation in new motor vehicles or new items of motor vehicle equipment (49 CFR 573.6 (c)(2)(v)).

AMENDED 573 REQUIRED.

Your contact for this recall will be Kristin Lepper who may be reached by phone at 202-366-5227, or by email at kristin.lepper@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement