

# IMPORTANT SAFETY RECALL



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
PO Box 30 MIDDLEBURY, INDIANA 46540-9218

NHTSA RECALL: 22E070  
CANADA RECALL: 2022-559  
FR ID: 225-1558

- o Integrity
- o Safety
- o Quality
- o Customer Service

<<VIN>>  
<<OWNER NAME/DEALERNAME>>  
<<ADDRESS>>  
<<CITY>>, <<ST>> <<ZIP-XXX>>



<<DATE>>

This Notice applies to your vehicle VIN listed above.

Dear Firefly Integrations Customer:

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This notice is also sent in accordance with the requirements of the United States' *National Traffic and Motor Vehicle Safety Act*. Firefly Integrations has decided that a defect, which relates to the motor vehicle safety, exists in certain 2022 through 2023 model year Coachmen Galleria, Nova, and Beyond Class B recreational vehicles Multiplex Electronic Control Module (ECM). This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

## **WHAT IS THE DEFECT/NONCOMPLIANCE?**

It has been determined that there may be a programming issue on the electronic control module (ECM) which can cause an interference event resulting in the awning unintentionally extending or retracting while the vehicle is parked.

## **EVALUATION OF THE RISK TO THE VEHICLE AND OPERATOR(S) RELATED TO THE RECALL.**

There is a safety risk associated with unintentional awning extensions or retractions while the vehicle is parked, this may result in property damage, personal injury.

## **WHAT IS FIREFLY INTEGRATIONS GOING TO DO?**

Firefly Integrations is providing the instructions to complete a self-installation update to resolve this issue. If you are not able to complete the update yourself, you have the option to complete the recall at an Authorized Forest River Dealer or Service Center. Firefly Integrations is notifying dealerships of the recall. It is preferable if you have your selling dealership perform the remedy. **Firefly Integrations completely covers your cost for the remedy; you will not receive an invoice for anything covered under the above recall number.**

## **WHAT SHOULD YOU DO?**

The vehicle Owner is responsible for a self-installation or arranging to have the work completed.

- 1) **Remove the awning fuse until the update is complete (to avoid unanticipated deployments)**
- 2) **Select an update option:**

**Option 1) Self-Installation Update.** This involves uploading the update files to a USB stick, and transferring them to your RV per the attached instruction links, **OR**

**Option 2)** If you are not able to complete the update yourself; schedule an installation appointment with an authorized Forest River Dealer/Service Center.

If utilizing a dealer to complete the upload, please state you have been notified by Firefly Integrations of having a recall in process for your vehicle and provide the recall number for the dealership. It is also helpful to the dealership to have a copy of this letter when you take your vehicle in for the recall remedy.

You may also visit [www.forestriverinc.com](http://www.forestriverinc.com) for dealer locations.

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If you are not able to complete the self-installation update, and are not able make an appointment with a Forest River Service Center, please schedule an appointment with an RV Service Center of your choice. Provide the recall instructions to the service center at or before the time of your appointment.

### 3) Release your unit's VIN from the Safety Recall list

Once the ECM update has been complete, clear this recall for your VIN by either: a) scanning the attached custom QR code (on page one of this recall notice) and following the confirmation instructions, **OR** b) by going to the website <http://FireflyIntegrationsECMupdateRecall.com/> entering your VIN, and confirming that the ECM software has been updated.

#### **This completes the process and clears this Safety Recall associated with your unit's VIN.**

If you take your RV to a dealer or service center under installation Option 2, the repair will be completed at **NO CHARGE** to you. The dealer or repair facility of your choice will contact Spyder Controls Corp. for payment by going to <http://FireflyIntegrationsECMupdateRecall.com/> following the instructions, and uploading an invoice. This installation should take up to 0.5 hours complete. If you have any installation questions, contact Spyder Controls Corp. at 1-877-977-2752 for additional information.

#### **HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of repair is up to 0.5 hours. If a dealership is utilized to complete this update, the dealership may need to keep your vehicle for additional time or schedule an appointment with you for a later date to fit into their regular service schedule.

#### **WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR VEHICLE FOR THIS PARTICULAR CONDITION?**

If you have already paid for a repair that is within the scope of this defect under recall, you still need to have this recall performed to ensure the correct upload and procedures were followed.

Additionally, you may be eligible for a refund of previously paid repairs. Refunds will only be provided for within the scope of this defect under recall.

To upload a service invoice you have already paid, go to <http://FireflyIntegrationsECMupdateRecall.com/> enter your VIN number and upload the invoice and your mailing address to receive reimbursement.

#### **WHAT IF YOU NO LONGER OWN THIS VEHICLE?**

If you no longer own this vehicle and have the address for the current owner, please forward this letter to the new owner within 10 working days after the day in which the notice is received. You have received this letter because government regulations require that a notification is sent to the last known owner of record. Our records indicate that you are the current owner.

**PLEASE NOTE: FEDERAL LAW REQUIRES THAT ANY VEHICLE LESSOR RECEIVING THIS RECALL NOTICE MUST FORWARD A COPY OF THIS NOTICE TO THE LESSEE WITHIN TEN DAYS.**

#### **MAY FOREST RIVER OR FIREFLY ASSIST YOU FURTHER?**

If you have difficulties getting your vehicle repaired, please contact a representative listed below:

CONTACT	PHONE	Email
<b>Brandon Armstrong</b>	574-825-6319	<a href="mailto:barmstrong@forestriverinc.com">barmstrong@forestriverinc.com</a>
	or	
<b>Billy Bontrager</b>	574-825-6225	<a href="mailto:wbontrager@forestriverinc.com">wbontrager@forestriverinc.com</a>
	or	
<b>Neil Stephenson</b>	574-825-4600	<a href="mailto:neils@fireflyint.com">neils@fireflyint.com</a>

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If you are still having difficulty getting your vehicle's ECM software updated in a reasonable amount of time or without charge, you may write to the following address:

**For US Owners Please Contact:**

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, S.E.  
Washington, D.C. 20590

Or you may call the toll free Vehicle Safety Hotline  
at 1-888-327-4236 or (TTY: 1-800-424-9153).

Or visit [www.safercar.gov](http://www.safercar.gov) and search;  
Recall ID: 22E070

**For Canadian Owners Please Contact:**

Head of Recalls  
Motor Vehicle Safety Investigations Laboratory  
Transport Canada  
80 Noël street, Gatineau, Quebec, J8Z 0A1

Telephone (800) 333-0510  
Facsimile (819) 420-4292

Recall ID: 2022-559

We apologize for any inconvenience this situation may cause and greatly appreciate your cooperation. Our customers' safety is our most important priority.

Sincerely,  
Firefly Integrations