

Part 573 Safety Recall Report

23E-071

Manufacturer Name : Firefly Integrations, LLC

Submission Date : DEC 04, 2023

NHTSA Recall No. : 23E-071

Manufacturer Recall No. : NR



Manufacturer Information :

Manufacturer Name : Firefly Integrations, LLC

Address : 1013 Elroy Drive

Middlebury IN 46540

Company phone : (574) 825-4600

Population :

Number of potentially involved : 113

Estimated percentage with defect : 100 %

Equipment Information :

Brand / Trade 1 : Multiplex

Model : HC relay card

Part No. : 70516J

Size : 4.75" X 3"

Function : NR

Descriptive Information : 2 reports of damaged relays were found on a card within the ECM. After reviewing the damaged hardware and its designed usage, it was determined that combined outputs were incorrectly utilized. this error only affects the hardware for 2023 model year which started on April 17. Previous model years were designed differently and will not be exposed to the potential failure. There are a total of 124 cards that were shipped incorrectly.

Production Dates : APR 17, 2023 - SEP 27, 2023

Description of Defect :

Description of the Defect : A solder bridge could be formed causing a dead short.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : On powerup, a dead short could take place introducing a risk of a thermal event.

Description of the Cause : Because 2 outputs were combined to supply a motor load, if both outputs failed to engage at the same time, a solder bridge could be formed causing a dead short.

Identification of Any Warning that can Occur : NR

Involved Components :

Component Name : HC Relay Card

Component Description : Blue 4.75" X3" Card within the ECM

Component Part Number : 70516J

Supplier Identification :**Component Manufacturer**

Name : Firefly Integrations

Address : 1013 Elroy dr.

Middlebury Indiana 46540

Country : United States

Chronology :

09/19/2023 Renegade RV requested a replacement card for an ECM in coach K15-2448. No damage was reported other than the card was not working. That same day Firefly Integrations sent a replacement part to swap out with the part that failed. on 10/02/2023 Renegade RV submitted a payment request to Firefly Integrations which was fulfilled by Firefly. No damage or injury was reported by this warranty claim. on 09/26/2023 Renegade RV requested a replacement card for an ECM for coach K09-3649. No damage was reported other than the card was not working. The following day Firefly Integrations sent a replacement part to swap out with the part that failed. on 10/02/2023 Renegade RV submitted a payment request to Firefly Integrations which was fulfilled by Firefly. No damage or injury was reported by this warranty claim. On 9/26/2023, Renegade RV notified Firefly Integrations of a potential issue they had discovered possibly resulting in damaged relays in the ECM. Firefly Integrations began an investigation into the issue and were able to determine the cause of the issue on 9/27/2023. The 2 incidents that were found by Renegades service department had all parts updated and replaced at no charge and reimbursement for labor was made to Renegade RV. No damage or injuries have been caused by the issue and there have not been any field reports generated.

Description of Remedy :

Description of Remedy Program : To remedy the issue output wires 2, 4, and 6 need to be eliminated on connector C25 of the M1 ECM. Once wires have been eliminated, files need to be updated through the touch screen. All manufacturers reimbursement will be sent to Firefly Integrations who will be reimbursing for .75 hours.

How Remedy Component Differs from Recalled Component : The Remedied component only has one output powering the motor load and has updated files to support this function.

Identify How/When Recall Condition was Corrected in Production : Once the remedy to terminate wires on C25 of the M1 ECM and update the files was determined on September 27th, Firefly began updating units in production at Renegade on September 29th. Firefly completed the production units on October 2, 2023. This same remedy was instituted for all units going forward.

Recall Schedule :

Description of Recall Schedule : Dealers were notified by phone the week of 10/16/23 and we began a campaign to personally fix each unit at dealer locations. by 10/27/23 all dealer units were updated. The week of 10/16 Retail customers were notified by phone of the issue and told how to avoid it until the recall could be completed. By 11/26 customers will have the recall letter delivered to them.

Planned Dealer Notification Date : OCT 16, 2023 - OCT 27, 2023

Planned Owner Notification Date : OCT 18, 2023 - NOV 25, 2023

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : Renegade RV

Address : 52216 IN-15
Bristol NY 46507

Country : US

Company Phone : 5748481126

* NR - Not Reported