

IMPORTANT SAFETY RECALL



Firefly Integrations
1013 Elroy Drive
Middlebury, Indiana 46540-9218



NHTSA RECALL: 23E-071

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

- Integrity
- Safety
- Quality
- Customer Service

This Notice applies to your vehicle VIN listed above.

<<Date>>

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 2023 model year Renegade vehicles. 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 are some relays in your Multiplex system which could become damaged and cause an electrical short circuit.

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

There is a safety risk associated with an electrical short circuit caused by damaged relays which increases the risk of a fire and could result in property damage or 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 Dealer or Service Center. Firefly Integrations is notifying dealerships of the recall. If using a dealership, it is preferable that 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 completing the modifications or for arranging to have the work completed.

Select an update option:

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

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

If utilizing a dealer to complete the work, please state you have been notified by Firefly Integrations of having a recall in process for your vehicle and provide the recall number (23E-071) 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.

If you are not able to make an appointment with your selling dealership, please schedule an appointment with the Authorized RV Service Center of your choice. Provide the recall instructions to the service center at or before the time of your appointment.

Once the recall update has been completed you will need to release your unit's VIN from the Safety Recall list.

IMPORTANT SAFETY RECALL

Follow the instructions below to complete the process and clear your VIN from the Safety Recall List.

Once the Recall 23E-071 has been completed, 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 <https://www.fireflyintegrations23e-071updaterecall.com/> entering your VIN, and confirming that the Recall 23E-071 updates have been done.

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 Firefly Integrations for payment by going to <https://www.fireflyintegrations23e-071updaterecall.com/> following the instructions, and uploading an invoice. This installation should take up to 0.75 hours to complete. If you have any installation questions, contact Firefly Integrations at 1-574-825-4600 for additional information.

You may also go to <https://www.renegaderv.com/contact/> and Click on "*Find a Dealer*" for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time of repair is up to 0.75 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 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 recall.

To upload a service invoice you have already paid, go to <https://www.fireflyintegrations23e-071updaterecall.com/> enter your VIN number and upload the invoice 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.

If you are still having difficulty getting your vehicle 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 and search; Recall ID: 23E-071

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