



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

1200 New Jersey Avenue SE  
Washington, DC 20590

June 5, 2024

Joshua Hazen  
Firefly Integrations, LLC  
1013 Elroy  
Middlebury , IN 46540

NEF-107KL  
24E-043

**Subject:** Electronic Control Center Circuit Board May Short

Dear Joshua Hazen:

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:** June 4, 2024

**NHTSA Campaign Number:** 24E-043

**Components:**

EQUIPMENT:RECREATIONAL VEHICLE/TRAILER

**Potential Number of Units Affected:** 13

**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:**

A damaged circuit board increases the risk of a fire.

**Remedy:**

Firefly has notified the RV manufacturer that purchased the affected multiplex units and dealers for that RV manufacturer will add an additional circuit module to the existing component board, free of charge. 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.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

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.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Firefly Integrations, LLC's contact for this recall will be Kristin Lepper who may be reached by email at [kristin.lepper@dot.gov](mailto:kristin.lepper@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement