

Bullet & Passport 32" Furrion TV

It has been determined the vehicles in this technical service bulletin population may have a 32" Furrion brand TV that affects the functions on the sound bar of a different brand. Only a certain population was affected and TV firmware can be "flushed" to prevent the issue. This technical service bulletin explains what part is needed and how to easily flash the TV.

Model and Serial Numbers Included:

2017 Bullet Travel Trailers with 32" Furrion TV

HK426158 - HK427466

2017 Passport Travel Trailers with 32" Furrion TV

HK415634 - HK417130

Part Required:

For these TV sizes, models, and serial numbers, order (1) of the corresponding KRV #

KRV #	USB Part Number	Furrion TV	Serial Number
561127– TV - Kit - Flash Drive Kit - USB/Stick/& Replace Remote - For USBLG-555-557	USBLG-555&557	Furrion 32" TV Model - FEGS32D9A	16590555 16590557
562823– TV - Kit - USB & Remote Fix - For 32" TV - USBLG-544	USBLG-544	Furrion 32" TV Model - FEHS32D9A	16590544

Tools Required: None.

This TSB requires a Pre-Authorization & Photograph

REPAIR INSTRUCTIONS FROM FURRION FOLLOW

FURRION

INSTRUCTIONS TO UPDATE FEHS32D9A REMOTE CONTROL FIRMWARE

Update purpose:

Enabling Furrion TV (FEHS32D9A) to accept new remote control codes.

This instructions applies to: **FEHS32D9A** furrion TV.

1. Find out the model NO. of your furrion TV.



2. Find out the Serial NO. of your furrion TV



3. Choose the correct USB drive based on the serial number.

If the first eight digits of your TV's serial number are: **16590555** or **16590557**, then you need USB drive part number: **USBLG-555_557 – LCI PART # 695165**

If the first eight digits of your TV's serial number are: **16590544**, then you need USB drive part number: **USBLG-544 – LCI PART # 697197**

4. Please follow below steps to update the TV firmware with the correct USB

① Plug the flash drive into the TV's USB port.



② Plug in the TV's power cord into an electrical outlet **but DO NOT turn the TV on.**



③ After approximately 10-15 seconds, the red LED on the front of the TV will begin flashing, alternating between red and blue about once every second.



When the firmware update is complete, the TV will automatically turn on.

*THE UPDATE MAY TAKE UP TO 2-3 MINUTES TO COMPLETE

Once the TV turns on, unplug it from the electrical outlet and then remove the USB drive from the TV.

Plug the TV back into the electrical outlet and turn the TV on via the power button on the side control panel.

Press the EXIT, MENU, and VOLUME UP/DOWN buttons on the original **Furrion** remote. If these buttons **DO NOT** operate the TV, the update was successful.

WARRANTY REIMBURSEMENT

Submit a Pre-Authorization request along with photograph on Key Express using **Flat Rate Code # 7300542A** with **TSB #170526** noted in the customer complaint section. The time authorized for this repair is **.3 hour**.

No part return required.

Please call Keystone RV Customer Service if you have any questions:

Bullet 1-866-273-1456

Passport 1-866-273-1450