

# TECHNICAL SERVICE BULLETIN



DEPARTMENT OF COMPLIANCE  
VEHICLE SAFETY AND RECALL MANAGEMENT  
BUILDING 11  
423 N MAIN ST  
MIDDLEBURY, INDIANA 46540-9218

Technical Service Bulletin: 225-1025

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

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

July 8, 2019

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River is alerting you to an issue involving certain 2019 Galleria models GAB24FLM4X4, GAB24QM4X4 and GAB24TM4X4, 2019 - 2020 - Galleria – GAB24AM, GAB24AM4X4, GAB24FLM, GAB24QM and GAB24TM, 2019 CrossFit models CFB22CF, CFB22CFEB and CFB22DFEB, 2020 Beyond models BYB22CFEB, BYB22DF and BYB22DFEB Class B Motorhome recreational vehicles. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

## WHAT IS THE ISSUE?

The thermistor installed in the vehicle is not in an optimal location. The thermistor will need relocated, and software upgrade to the FireFly electronic control system is also required.

## OWNERS: WHAT SHOULD YOU DO?

Please make an appointment with your Forest River Dealership to have this Service Bulletin completed.

## DEALERS: WHAT SHOULD YOU DO?

Please review the included remedy instructions. To obtain the remedy kit contact FireFly at (574) 825-4600

Beyond & CrossFit Remedy Kit: F100127300

Galleria Remedy Kit: F100128465

## MAY FOREST RIVER ASSIST YOU FURTHER?

CONTACT	PHONE
COACHMEN CUSTOMER SERVICE	(574) 825-8590
FIREFLY CUSTOMER SERVICE (PARTS)	(574) 825-4600

## Dealer Repair Codes:

TECHNICAL SERVICE BULLETIN NUMBER	DESCRIPTION	REPAIR CODE	ALLOWED HOUR(S)
USA & CANADA - 225-1025	UPGRADE FIREFLY SOFTWARE & INSTALL NEW THERMISTOR FOR AIR CONDITIONING	10-001025	2.25 HRS

## 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 service bulletin, you may be eligible for a refund of previously paid repairs. Refunds will only be provided within the scope of this Technical Service Bulletin.

Please contact the Warranty Department at the phone number above to arrange for reimbursement.

*If you have already had this condition remedied at no cost under warranty, please disregard this notice.*

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

Sincerely,

*Keith Fisher*

Forest River, Inc.  
Engineer

Office of Corporate Compliance

## Temperature Sensor Relocation Instructions

Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

**\*\*Firefly program needs to be updated to version 4.20 per Firefly instruction prior to sensor relocation\*\***

### Tools needed:

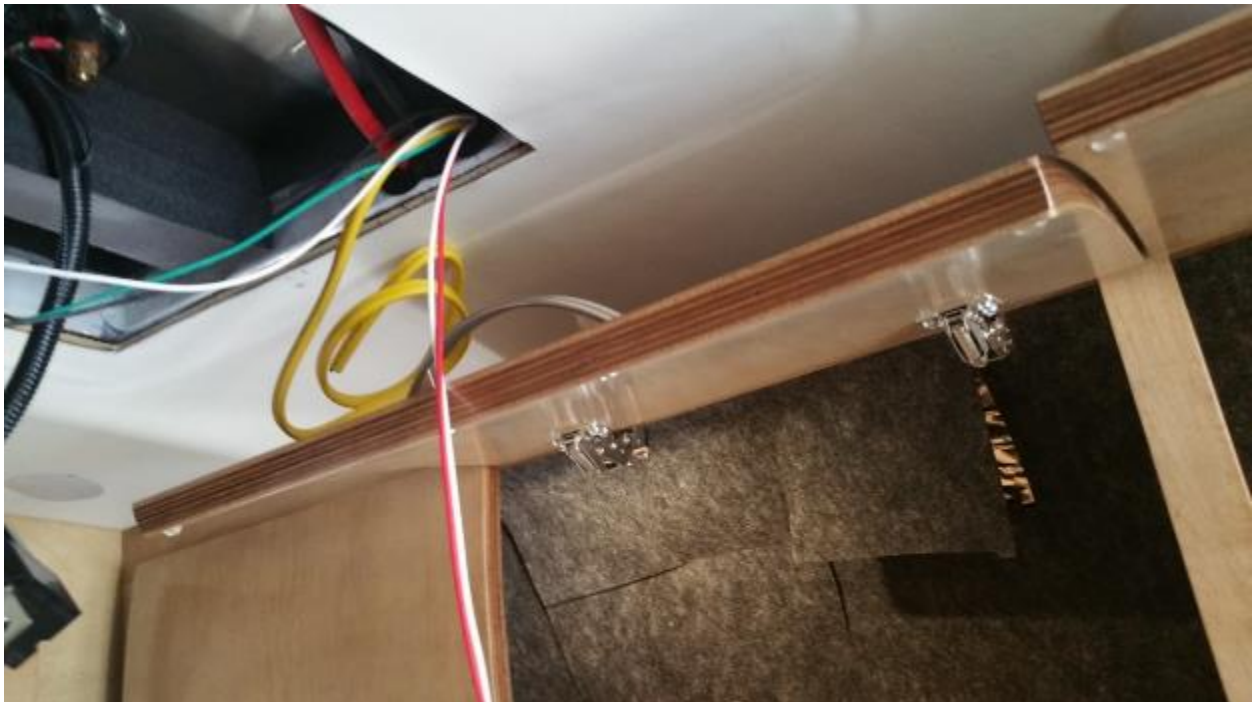
- Wire stripper
- Bell cap crimping tool
- Wire/cable pulling tool
- Electrical tape

### Parts required: **KIT PART NUMBER F100128465**

- Temperature Sensor – black
- 20ft 16ga wire – red
- 20ft 16ga wire – white
- 4 x Bell caps
- Wire grommet
- Felt overlay material – 41 ¼ x 18 ½

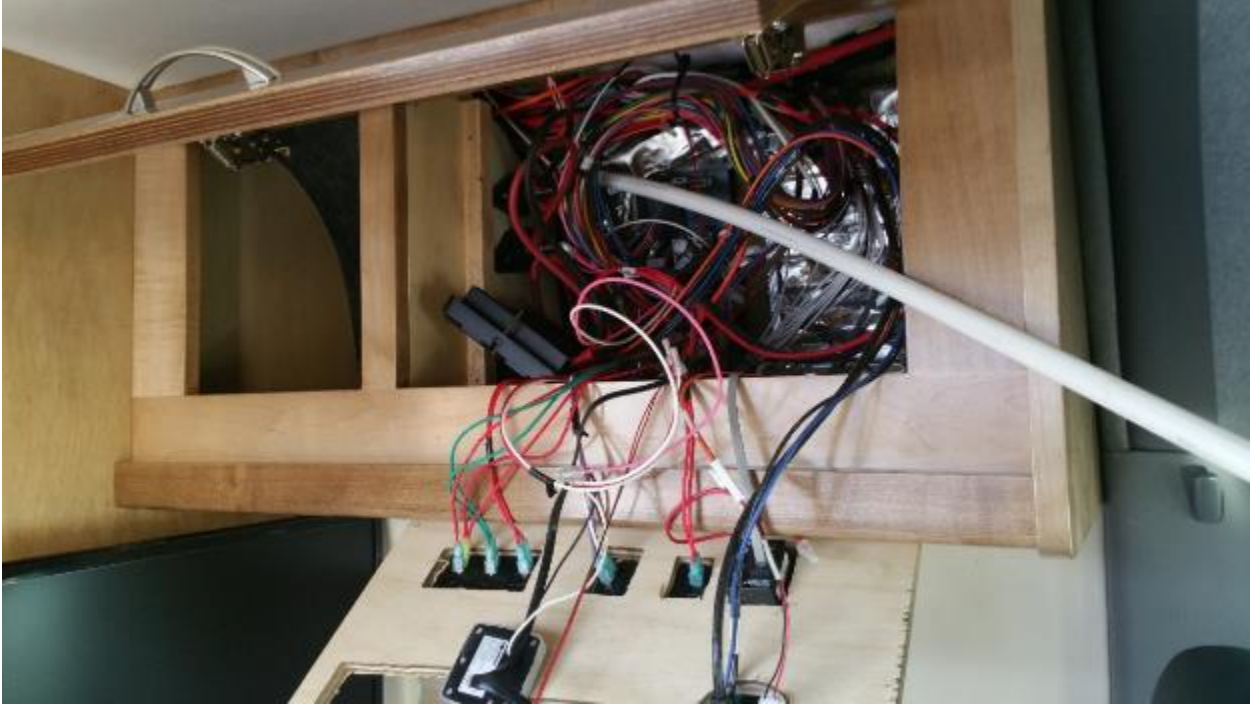
### Procedure:

- Remove interior air conditioner plenum
  - Remove front and rear
  - Remove intake air filter
  - Remove (4) bolts
- Remove air condition mounting plate
  - Remove (4) nuts
  - Move relays and wire harness away
  - Remove (4) bolts
- Insert wire grommet into one of the available holes of A/C support frame.
- Cut the felt overhead backing material in the section across from the installed wire grommet.



## Temperature Sensor Relocation Instructions

- Remove Galleria switchboard to gain access to Firefly G8 board and temperature sensor wire.



- Using a wire/cable pulling tool, fish the 16ga red and 16ga white wire along the top of the overhead cabinets from the Firefly G8 board to the overhead cutout opening.
  - On the Galleria 24A Floorplan, it may be necessary to pull the refrigerator to accomplish wire routing.
- Using a wire/cable pulling tool, fish the 16ga red and 16ga white wire from the overhead cutout opening through the wire grommet and into the air conditioning opening.



- Reinstall air conditioner mounting plate, relays and wire harness.
- Reinstall air conditioner plenum.

## 2019/2020 – GALLERIA Temperature Sensor Relocation Instructions

- Mount new temperature sensor to the side of intake air filter opening.



- Connect 16ga red wire to 12V+ temperature sensor lead
- Connect 16ga white wire to 12V- temperature sensor lead.
- Reinstall air intake filter.
- Disconnect the old temperature sensor wires from the Firefly G8 board.
  - Leave the old temperature sensor mounted in place, just disconnect from Firefly.
- Connect the 16ga red wire to Pin 1 on J3 of Firefly G8 board. See “G8 Form”
- Connect the 16ga white wire to Pin 7 on J3 of Firefly G8 board. See “G8 Form”
- Power on Firefly system and verify temperature is reading properly. If it is not, reverse red and white wires.
- Reinstall Galleria switch board
- Overlay felt material in overhead. Felt material length may need to be cut down to size for some floorplans.
- Verify A/C operation.

# 2019/2020 – GALLERIA

## Temperature Sensor Relocation Instructions

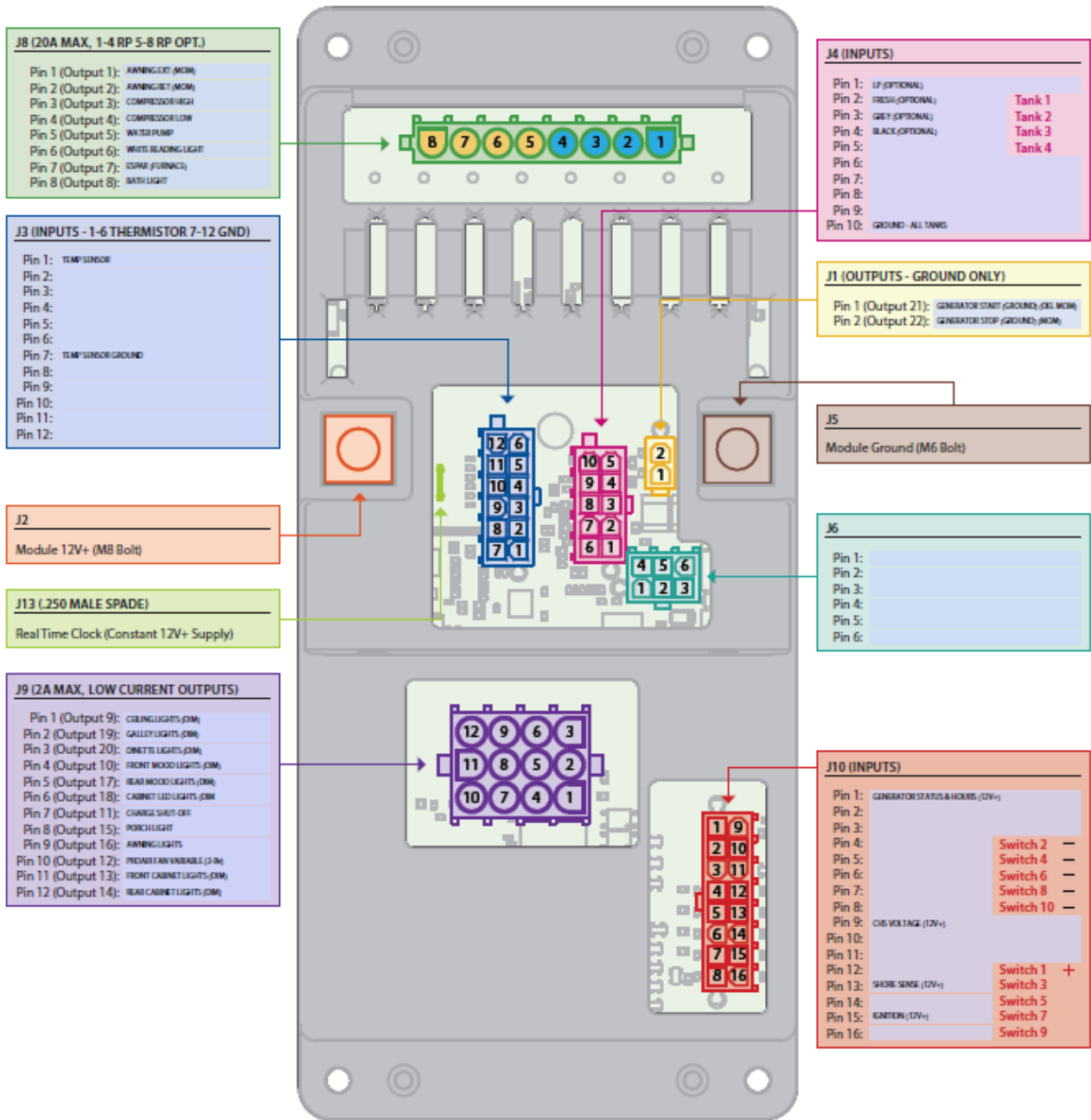
# G8 Form

**Customer:** Coachmen

**Model:** Galleria PN (7200001)

**Revision:** 4v3

**Date:** 10/5/2018 CT



# 2019/2020 – **Beyond** and **CrossFit** – Temperature Sensor Relocation Instructions

Disconnect the vehicles' battery Positive and Negative, disconnect any House battery(s) Positive and Negative, if equipped with a generator ensure it is off and lastly, ensure the vehicle is disconnected from shore power. Block any tires/wheels to prevent the vehicle from rolling. Failure to do so may result in electrocution, fire or other personal injury, property damage and/or death.

**\*\*Firefly program needs to be updated to version 4.20 per Firefly instructions prior to sensor relocation\*\***

## Tools needed:

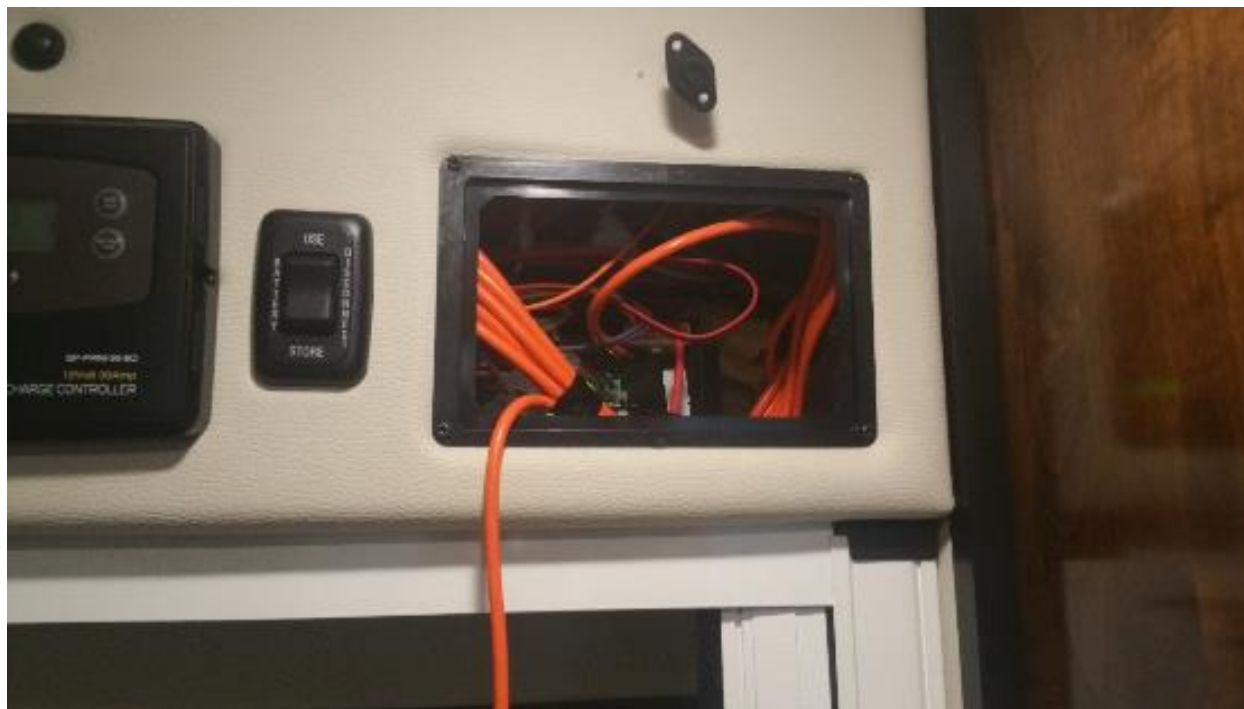
- Wire stripper
- Bell cap crimping tool
- Wire/cable pulling tool
- Electrical tape

## Parts required: **KIT PART NUMBER F100127300**

- Temperature Sensor – black
- 20ft 16ga wire – red
- 20ft 16ga wire – white
- 4 x Bell caps

## Procedure:

- Remove interior air conditioner plenum
  - Remove front and rear screws
  - Remove intake air filter
  - Remove (4) bolts
- Remove air condition mounting plate
  - Remove (4) nuts
  - Move relays and wire harness away
  - Remove (4) bolts
- Remove Firefly touch screen from its mounting plate to access temperature sensor and G8 board wiring.



## 2019/2020 – **Beyond** and **CrossFit** – Temperature Sensor Relocation Instructions

- Unscrew top and sides of kitchen overhead cabinet. This should allow the cabinet to tip out and provide access to wiring behind.



- Using a wire/cable pulling tool, fish the 16ga red and 16ga white wire from the air conditioner opening to the ceiling panel opening located behind the overhead cabinet. (shown using blue wire)



## 2019/2020 – **Beyond** and **CrossFit** – Temperature Sensor Relocation Instructions

- Either by hand or using a wire/cable pulling tool, fish the 16ga red and 16ga white wire along the top of the overhead cabinets to the Firefly touch screen opening.



- Reinstall the kitchen overhead cabinet.
- Reinstall air conditioner mounting plate, relays and wire harness.
- Reinstall air conditioner plenum.
- Mount new temperature sensor to the side of intake air filter opening.



- Connect 16ga red wire to 12V+ temperature sensor lead
- Connect 16ga white wire to 12V- temperature sensor lead.
- Reinstall air intake filter.
- Disconnect the old temperature sensor wires from the Firefly G8 board.
  - Leave the old temperature sensor mounted in place, just disconnect from Firefly.

# 2019/2020 – **Beyond** and **CrossFit** – Temperature Sensor Relocation Instructions

- Connect the 16ga red wire to Pin 1 on J3 of Firefly G8 board. See “G8 Form”
- Connect the 16ga white wire to Pin 7 on J3 of Firefly G8 board. See “G8 Form”
- Power on Firefly system and verify temperature is reading properly. If it is not, reverse red and white wires.
- Reinstall Firefly touch screen.
- Verify A/C operation.

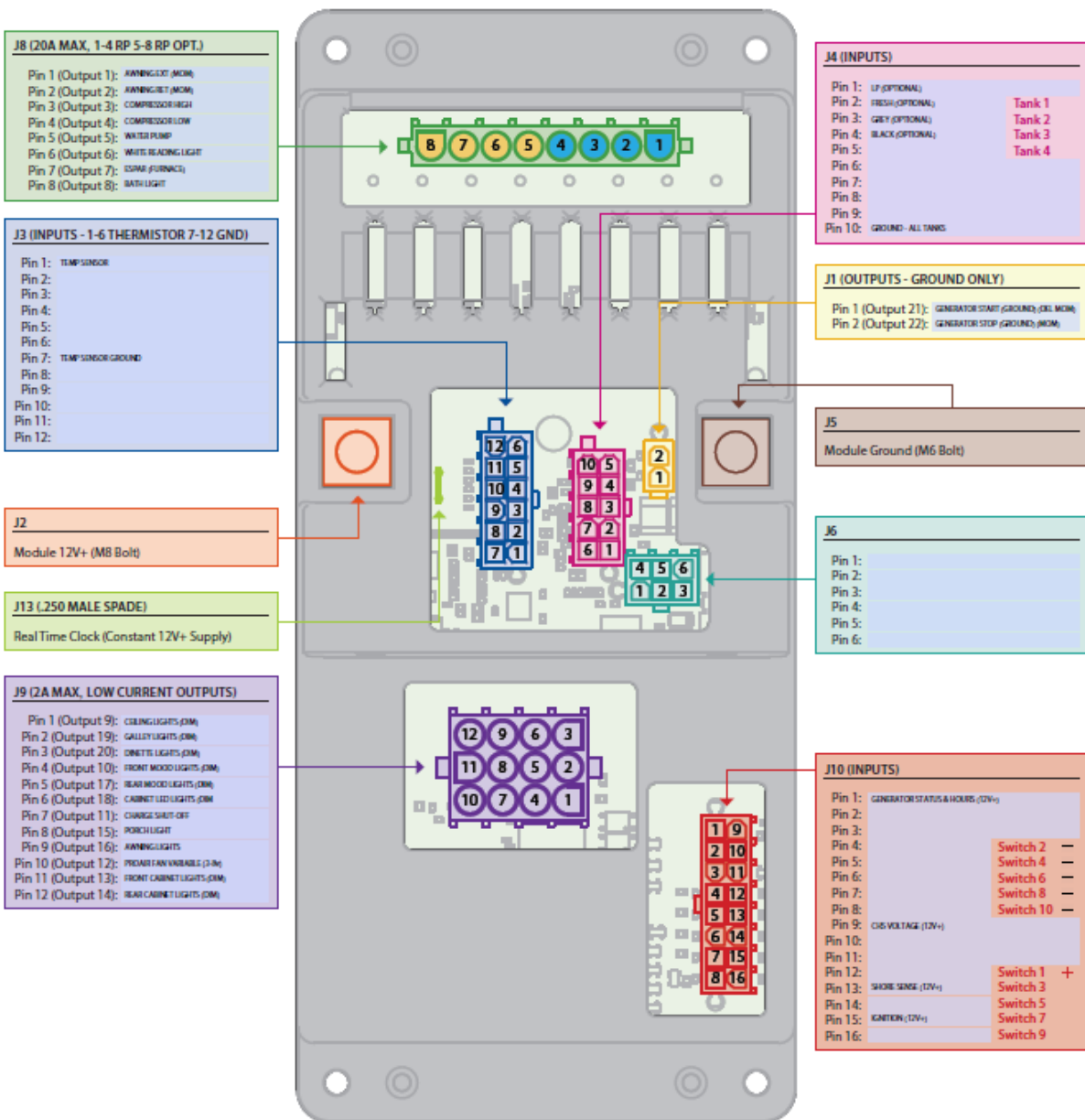
## G8 Form

**Customer:** Coachmen

**Model:** Galleria PN(7200001)

**Revision:** 4v3

**Date:** 10/5/2018 CT



Pin Legend: ■ Reverse Polarity ■ Reverse Polarity Option



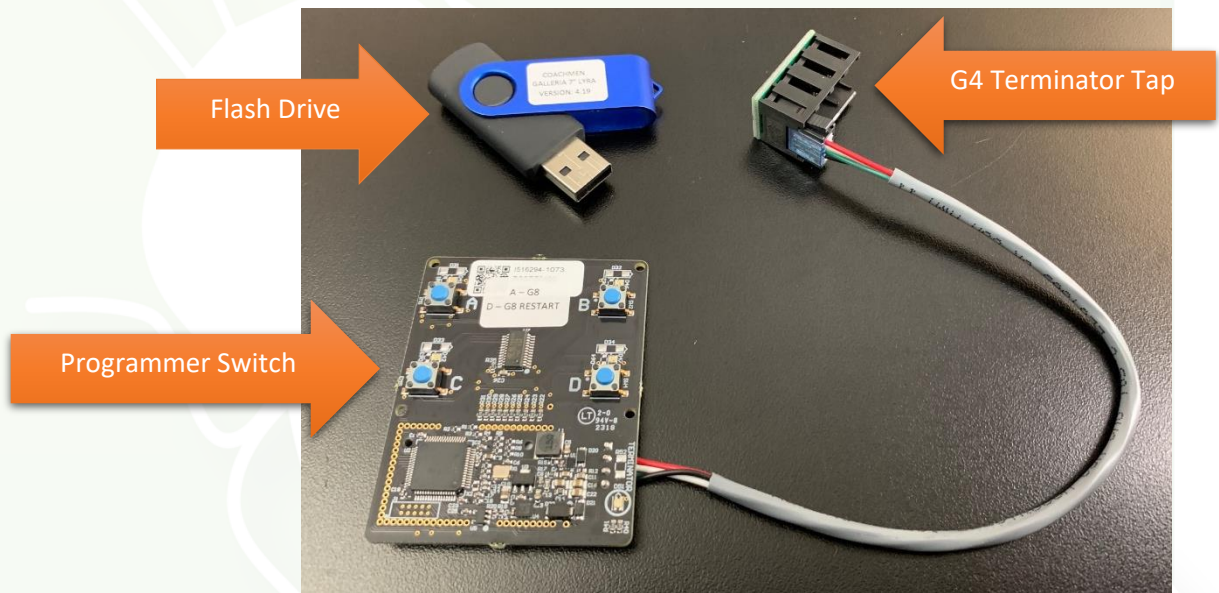
# Coachmen Galleria V4.20 Update

These instructions will describe the steps necessary to update your Firefly system to Version 4.20.

Follow the link to watch a short video of the process: [https://youtu.be/q\\_pzQGCD0IE](https://youtu.be/q_pzQGCD0IE)

Before beginning the update, please verify that you have received the following items:

- A USB flash drive labeled Version 4.20
- A programmer switch
- A G4 Terminator Tap



Please note that all lighting controlled by your Firefly system will turn off during the update. You may find it necessary to use a flashlight for additional lighting.

## Remove Your Touchscreen

To remove the touchscreen, simply place your fingers along the top edge of the screen and apply downward pressure while pulling out to “pop” the screen out of the wall mount. Be careful not to drop the screen once it breaks free.



## Update the Touchscreen

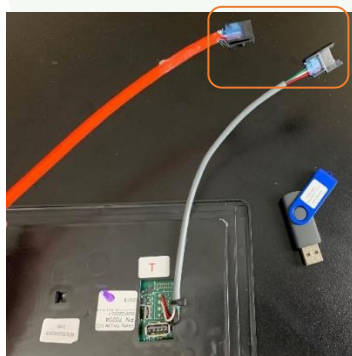
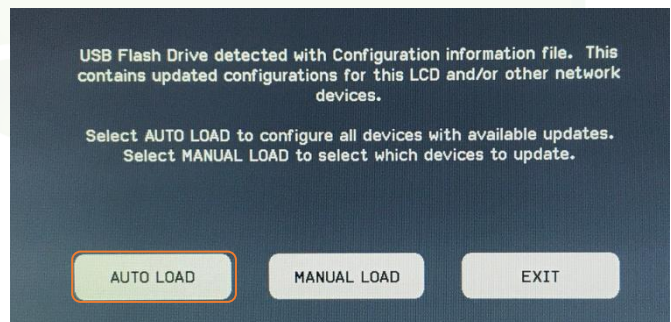
Verify that your touchscreen is labeled Bootloader 2v0 then plug the USB flash drive into the back of the screen. If your screen is not labeled Bootloader 2v0, please contact Firefly Integrations.

Once the USB flash drive has been inserted into the screen, power cycle your coach's 12V house power.

The touchscreen will boot back up with the following screen. Tap **Auto Load**.

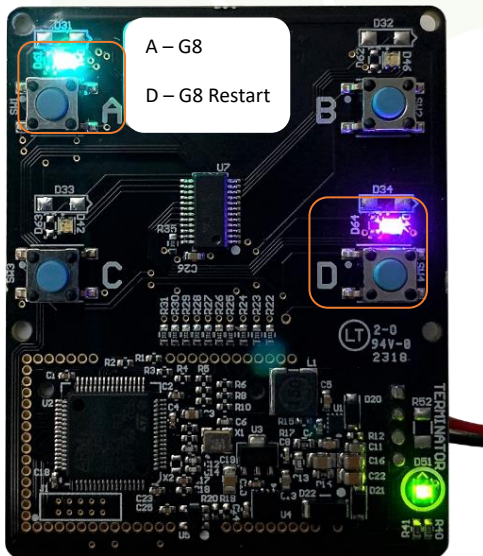
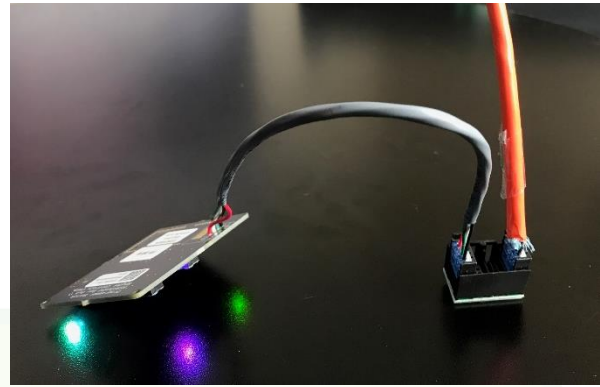
Here you'll see that 2 screen updates are required. Tap **Start Auto Load** to install the required updates.

Once the screen has finished installing the required updates, the status messages will read Update Successful. Remove the flash drive and unplug the network cable to disconnect the screen completely.



## Update the Coach Logic

Take the Network Cable that you unplugged from the touchscreen and plug it into any available port on the G4 Terminator Tap. Plug the programmer switch into the G4 Terminator Tap as well if it hasn't yet been plugged in.



Once you plug the programmer switch in, the LED lights beside Buttons A and D will illuminate. Press and release button A to begin the upload process, which should take just a few seconds. The button LED will flash red and green while it is uploading before turning solid green. Once the upload has completed, press and release Button D. Note: The LED beside Button D will not flash.

You can now unplug the network cable from the G4 Terminator Tap and reconnect it to the touchscreen. To reinstall the touchscreen, simply line the screen back up with the wall mount and press the 4 corners of the screen to "snap" the screen back on to the wall mount.

**At this point, power cycle your coach's 12 volt house power once again.**

Once the system boots back up, tap the Settings navigation button and verify that the GUI and Logic Controller Versions are both 4.20.

The update is now complete.

