

# TECHNICAL SERVICE BULLETIN



Firefly Integrations  
1013 Elroy Drive  
Middlebury, IN 46540

## Technical Service Bulletin: CV1-4

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

5/1/2020

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Firefly Integrations (who provide the programming and hardware for the switches and touchscreen in your coach) is alerting you to an issue involving certain Coachmen 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?

Firefly Integrations has identified corrupted messages that could be sent on the RV-C communication network. Firefly strongly urges this critical update to your coach's software to keep all devices on the network communicating correctly.

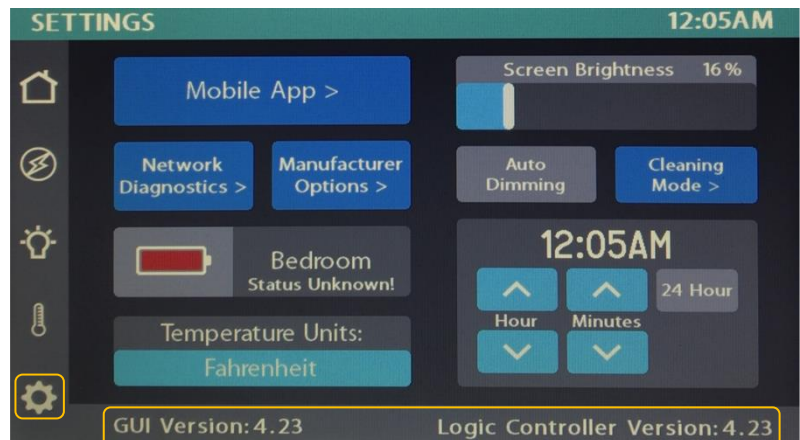
### OWNERS: WHAT SHOULD YOU DO?

Please scan the barcode (from your smart device) or follow the link to visit [www.fireflyint.com/cm425form.html](http://www.fireflyint.com/cm425form.html) to request the update kit, **free of charge**.



We value your time and understand how disruptive a service appointment can be. That's why this update has been specifically designed for a coach owner to perform themselves in just a couple of minutes. Easy to follow written instructions (with instructional video links) have been included in this document. As always, if you need assistance, our knowledgeable Technical Support team is here to help M-F 8am – 4:30pm EST.

**Note: Before visiting the website or calling for a consultation, please note the GUI and Logic Controller version numbers (located on the Settings page of your touchscreen).**



Example – GUI and LC 4.23

If you do not feel comfortable performing the update yourself, please contact your dealer immediately and request a service appointment to schedule the free repair. The vehicle Owner is responsible for making arrangements to have the work completed. Please state you have been notified by Firefly Integrations of the issue and provide the TSB number (located at the top of this page) to the dealership. It is also helpful to give the dealership a copy of this letter when you take your vehicle in for the repair.

You may visit <https://coachmenrv.com/dealer-locator> to search for dealer locations.

**HOW LONG WILL THE REMEDY PROCESS TAKE?**

The estimated time of update is .25 hours. However, If a dealership is performing the update, they may need to keep your vehicle or schedule an appointment with you for a later date to fit into their regular service schedule.

**DEALERS: WHAT SHOULD YOU DO?**

See the attached service instructions.

**MAY FIREFLY INTEGRATIONS ASSIST YOU FURTHER?**

**HELPFUL CONTACT INFORMATION:**

CONTACT	PHONE	EMAIL
Technical Support	574-825-4600	Support@Fireflyint.com
Jennifer Holderread (Warranty Mgr.)	574-825-4600	Warranty@Fireflyint.com

**DEALER REPAIR CODES: All claims should be submitted to Firefly Integrations**

UNITED STATES	CANADA	REPAIR CODE	DESCRIPTION	ALLOWABLE HOUR(S)
CV1-4	CV1-4	70995	CONDUCT REMEDY PER INCLUDED INSTRUCTIONS	.25

**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 send the service invoice to the following address:

Firefly Integrations  
Attn: WARRANTY MANAGER  
1013 Elroy Drive  
Middlebury, IN 46540

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,  
Leon Bontrager  
President  
Firefly Integrations, LLC.

# Service Instructions – Firefly Software Update

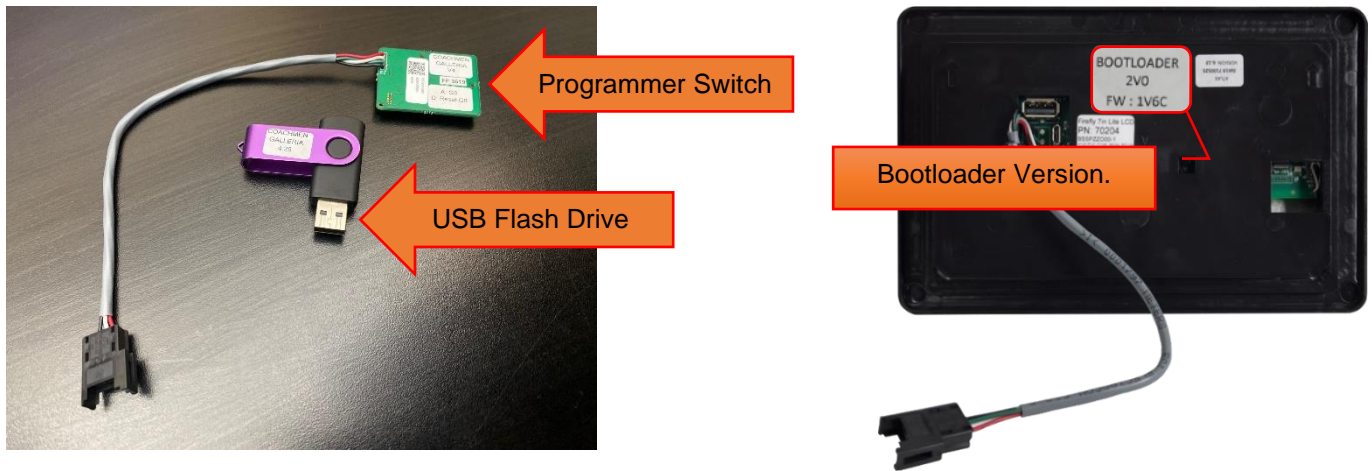
## Tools Needed:

- Flat Screwdriver (for 4.3” touchscreens only)

**Parts Required:** The Technical Support staff at Firefly Integrations will need to determine the exact hardware necessary to update your specific coach. You will be sent one of the following hardware items:

- USB Flash Drive – This will be the update method used for most coaches. The USB Flash Drive will be used to update systems with color touchscreens labeled Bootloader 2V0.
- Programmer Switch – This method will be used to update systems with monochrome touchscreens and/or color touchscreens not labeled Bootloader 2V0.

It may be necessary to remove the touchscreen from the wall in order to determine the Bootloader version in your coach. If instructed by Firefly, please see the Screen Removal Procedure below for instructions.

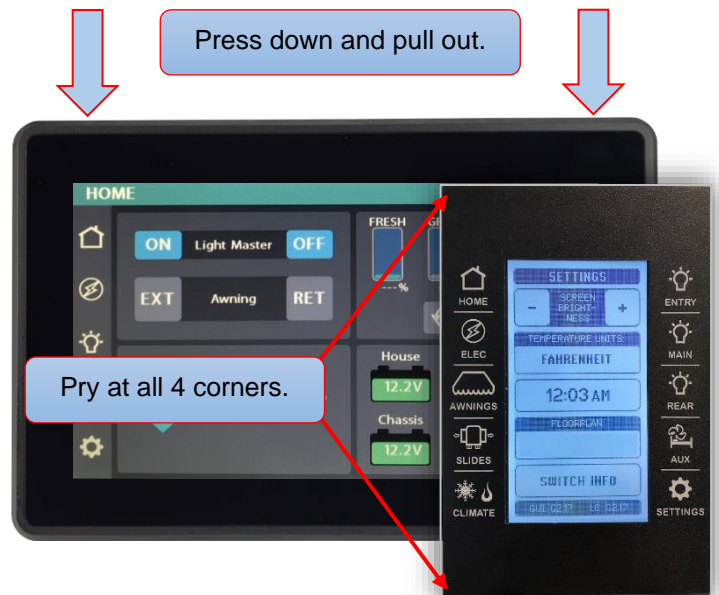


## Screen Removal Procedure

For Monochrome screens - use your fingers (at the corners) to pry the screen away from the wall mount.

For Color screens - place your fingers along the top of the screen and apply pressure “down and out” to “pop” the screen out of the wall mount.

To Reinstall - line the screen back up with the wall mount and apply pressure to “snap” the screen back onto the wall mount.



# Flash Drive Update Procedure

If you have been sent a Programmer Switch, please disregard this section and skip to the Programmer Switch Update Procedure on page 5.

Please note that your Firefly system will reset during the update which will cause all coach lighting to turn off. You may wish to use a flashlight for additional lighting during the update.

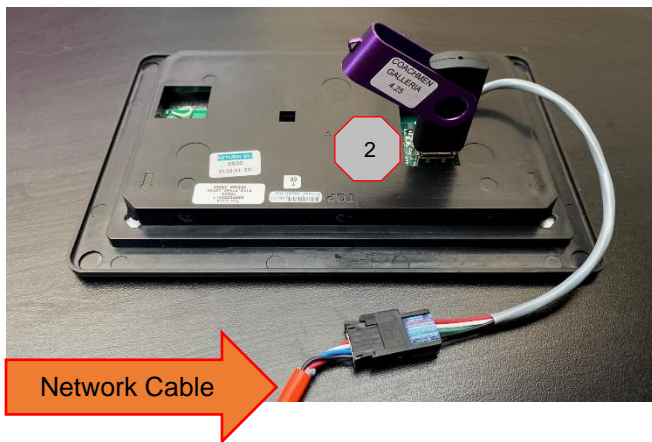
Follow this link (or scan the code with your smart device) to watch a short video of the update process: [www.fireflyint.com/cm425video.html](http://www.fireflyint.com/cm425video.html).



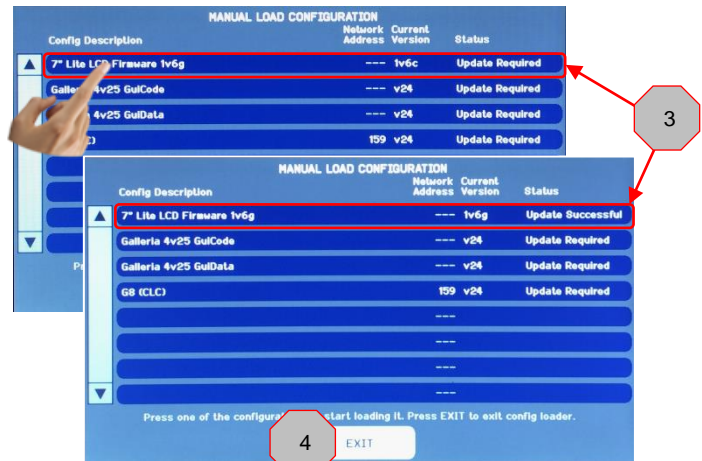
- 1 Remove the touchscreen from the wall.

Be careful not to drop the touchscreen once it breaks free from the wall mount. Do not unplug the Network Cable from the back of the touchscreen.

- 2 Plug the Flash Drive into the USB Port on the back of the Touchscreen then perform a power cycle (turn off your house 12V power for 10 seconds then turn it back on).



- 3 Once the touchscreen boots back up, the screen will display as shown. Up to 4 configuration updates may be required. Tap the first required config update to begin the installation process (skip any that say No Update Required). Once the status for the first required update changes to Update Successful, repeat this process for any remaining updates.



- 4 Once all configs have been Updated Successfully, tap Exit. Now, remove the Flash Drive from the screen and perform a power cycle once again.

- 5 To verify the update, check your GUI and LC versions on the Settings page to ensure that they both read Version 4.25. If they do not, perform the entire procedure again.



- 6 Reinstall the touchscreen (apply pressure to the corners to "snap" it back on the wall mount). The update is now complete.

Note: it is not necessary to return the Flash Drive to Firefly Integrations.

# Programmer Switch Update Procedure

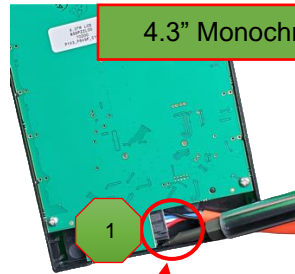
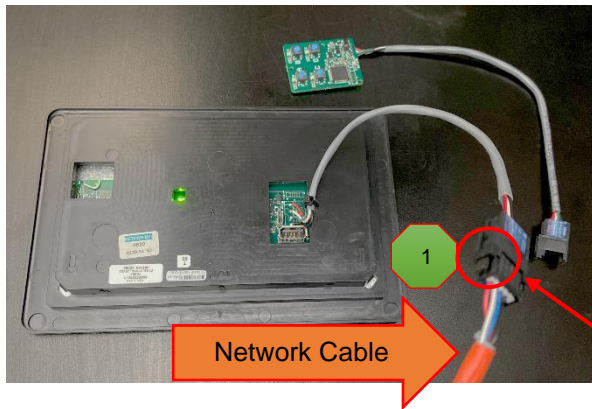
Please note that your Firefly system will reset during the update which will cause all coach lighting to turn off. You may wish to use a flashlight for additional lighting during the update.

Follow this link (or scan the code from your smart device) to watch a short video of the update process:  
[www.fireflyint.com/cm425video.html](http://www.fireflyint.com/cm425video.html).



This procedure will update your system's Logic Controller version only. The GUI version will not change.

- 1 Remove the touchscreen from the wall and disconnect the attached Network Cable.



Apply pressure to the latch and pull to disconnect the Network Cable (screwdriver used above).

- 2 Plug the Network Cable into the Programmer Switch.

The LED's beside buttons A and D will illuminate, along with a solid green Network LED at the bottom of the switch.

- 3 Press and Release Button A.

The LED beside button A will flash momentarily before turning solid green once it has completed uploading.

- 4 Press and Release Button D.

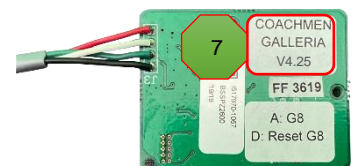
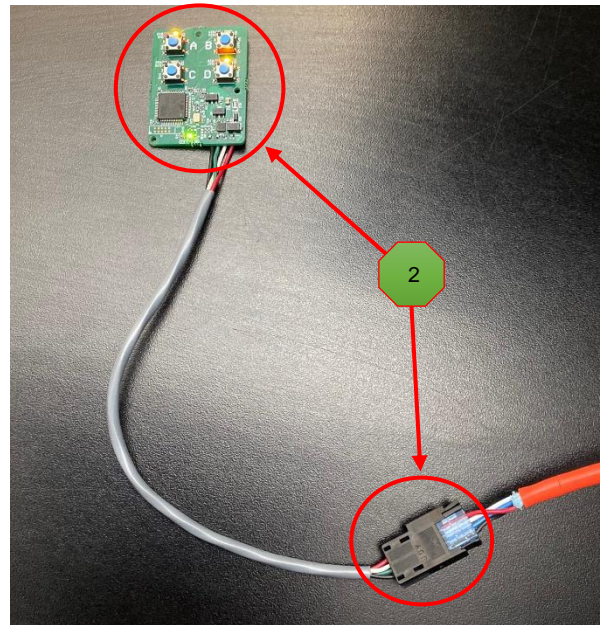
Notice: The LED beside button D will not change.

- 5 Disconnect the Programmer Switch and plug the Network Cable back into the Touchscreen.

- 6 Power Cycle the coach (turn off 12V house power for at least 10 seconds before turning it back on).

- 7 To verify the update, ensure that the Logic Controller version (Settings page) has been updated to the version listed the programmer switch's label (V1.7, V2.2, V3.6 or V4.25). If it has not, perform the entire procedure again.

- 8 Reinstall the touchscreen (apply pressure to "snap" it back on the wall mount). The update is now complete.



**Note: it is not necessary to return the Programmer Switch to Firefly Integrations.**