



LEISURE
TRAVEL VANS

June 12, 2020

Campaign Update CA#9703



Triple E Recreational Vehicles
A Division of Triple E Canada Ltd.

P: 204 325 4361
F: 204 325 5241

301 Roblin Blvd.
P.O. Box 1230
Winkler, Manitoba CA
R6W 4C4

U.S. Mailing:
P.O. Box 68
Walhalla, ND 58282

LEISUREVANS.COM
TRIPLEERV.COM

«Dealer»

«ProductLine», VIN #«Vin»
Coach Serial #«UNIT_CoachID»

Subject: The Firefly G12 module needs a software update
Affects certain 2020 Wonder Motorhomes

The Firefly auto generator start feature periodically turns off shortly after the heating ventilation air conditioner is triggered stalling the generator.

Correction:

To correct this situation, included in this mailing is a USB stick with the software update to version 3.10 and a SOP to follow. Please claim the labour to perform the campaign update on a warranty claim.

Labour to perform this Campaign Update: 0.2 hrs

Thank you for your anticipated support in correcting this concern.

Sincerely,

Brad Wall
Customer Service / Warranty Manager

BW/wcw

Enclosures

USB stick
SOP #



LEISURE
TRAVEL VANS

June 12, 2020

Campaign Update CA#9703



Triple E Recreational Vehicles
A Division of Triple E Canada Ltd.

P: 204 325 4361
F: 204 325 5241

301 Roblin Blvd.
P.O. Box 1230
Winkler, Manitoba CA
R6W 4C4

U.S. Mailing:
P.O. Box 68
Walhalla, ND 58282

LEISUREVANS.COM
TRIPLEERV.COM

«Owner_Name»
«Address1»
«Address2»
«Address3», «Prov» «Postal_Code»

«Unit», VIN #«VIN»
Coach Serial #«UNIT_CoachID»

Subject: The Firefly G12 module needs a software update
Affects certain 2020 Wonder Motorhomes

The Firefly auto generator start feature periodically turns off shortly after the heating ventilation air conditioner is triggered stalling the generator.

Correction:

To correct this situation, included in this mailing is a USB stick with the software update to version 3.10 and a SOP to follow. When completed or if you have any questions contact Leisure Travel Vans at recalls@tripleerv.com.

Thank you for your anticipated support in correcting this concern. We sincerely apologize for creating this inconvenience.

Sincerely,

Brad Wall
Customer Service / Warranty Manager

BW/wcw

Enclosures

USB Stick
SOP02839 (Standard Operating Procedure)



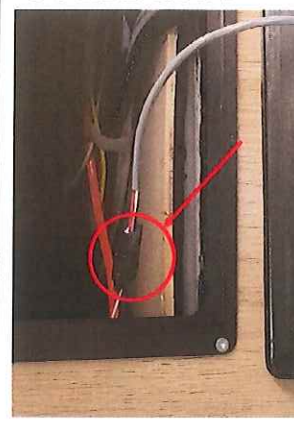
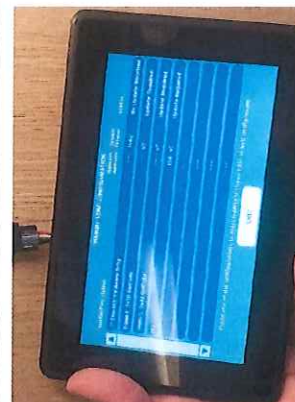
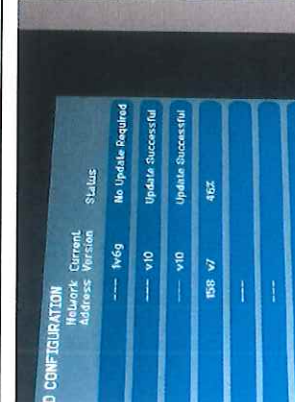



TRIPLE
RECREATIONAL VEHICLES

SOP02839

Updating Firefly Firmware

Department: 32
People Required: 1
Time to Complete: 10min
Date Created: 6/17/20
Date Revised:
Created by Initial: MD
Rev #: Verified: BH

<p>Carefully remove the Firefly Multiplex panel by using a thin pry tool along the bottom edge, and popping out the bottom.</p> 	<p>Once the Panel is removed, carefully pull it out for easier access. Insert the provided USB stick in the USB port.</p> 	<p>Once the USB stick is connected, disconnect power to the Firefly Multiplex panel, either by unplugging the power connection, or by turning off the disconnect switch for the motorhome.</p> 															
<p>Once the power is disconnected, wait roughly 30 seconds, and reconnect power. The Multiplex screen should now show a screen similar to the one pictured.</p> 	<p>Tap the files that show "Update Required". (Note: Some may update multiple files when tapped). Wait for the updates to complete</p>  <table border="1"> <thead> <tr> <th>Network Address</th> <th>Current Version</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>---</td> <td>v69</td> <td>No Update Required</td> </tr> <tr> <td>---</td> <td>v10</td> <td>Update Successful</td> </tr> <tr> <td>---</td> <td>v10</td> <td>Update Successful</td> </tr> <tr> <td>158 W</td> <td>4G5</td> <td></td> </tr> </tbody> </table>	Network Address	Current Version	Status	---	v69	No Update Required	---	v10	Update Successful	---	v10	Update Successful	158 W	4G5		<p>Once the updates are complete, simply disconnect the USB stick, and the screen will reboot itself. Replace the screen by putting it in place and pressing until you hear it click in to place.</p> 
Network Address	Current Version	Status															
---	v69	No Update Required															
---	v10	Update Successful															
---	v10	Update Successful															
158 W	4G5																
<p>NOTE: If the screen looks similar to the screen pictured here, no update will be required.</p> 