



LEISURE
TRAVEL VANS

January 21, 2021



Campaign Update CA#9848

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

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LEISUREVANS.COM
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«Dealer»

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

Subject: The Firefly G12 Module needs a Software Update
Affects certain 2020 & 2021 Wonder Motorhomes

The Firefly Multiplex panel requires a software update to version 3.1.2. The Multiplex panel will try to prime the generator if the furnace is "ON" when the battery disconnect is turned "OFF".

Correction:

To correct this situation follow the instructions in the SOP included in this mailing. 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
SOP02839



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«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 & 2021 Wonder Motorhomes

The Firefly Multiplex panel requires a software update to version 3.1.2. The Multiplex panel will try to prime the generator if the furnace is "ON" when the battery disconnect is turned "OFF".

Correction:

To correct this situation, included in this mailing is a USB stick with the software update 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

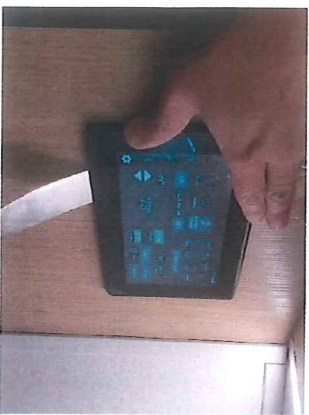
Enclosures

USB Stick
SOP02839 (Standard Operating Procedure)

SOP02839

Updating Firefly G12 Firmware

Department: 32: Customer Service
 People Required: 1
 Time to Complete: 10min
 Date Created: 6/17/20
 Date Revised: 11-17-20 Rev #: 1
 Created by Initial: MD Verified: BH



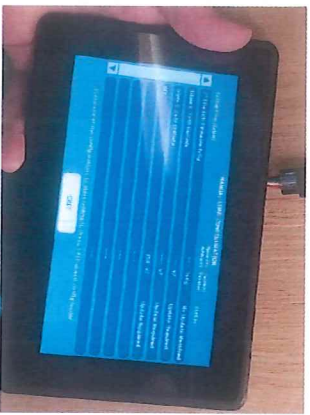
1 Carefully remove the Firefly Multiplex panel by using a thin pry tool along the bottom edge, and popping out the bottom.



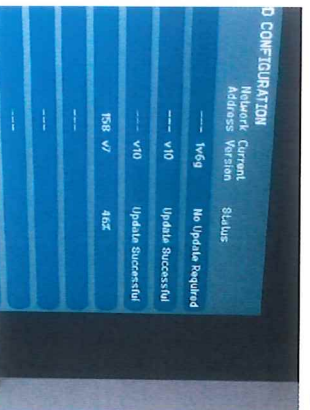
2 Once the Panel is removed, carefully pull it out for easier access. Insert the provided USB stick in the USB port.



3 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.



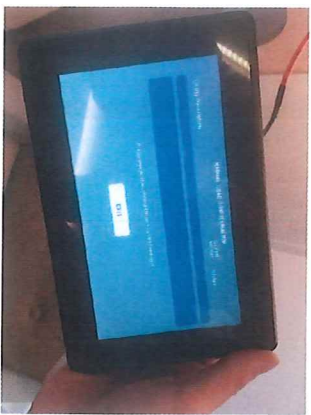
4 Once the power is disconnected, wait roughly 30 seconds, and reconnect power. The Multiplex screen should now show a screen similar to the one pictured.



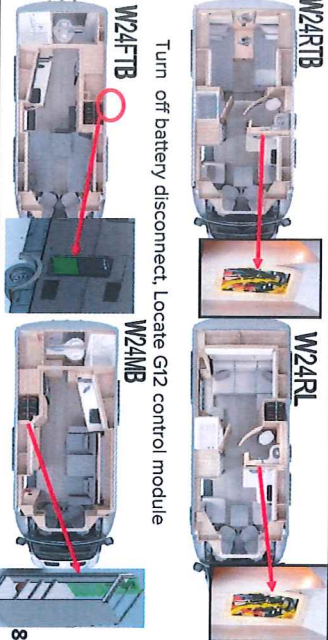
5 Tap the files that show "Update Required". (Note: Some may update multiple files when tapped). Wait for the updates to complete



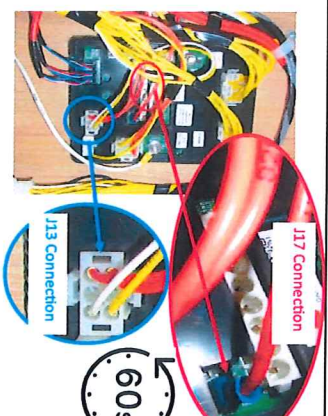
6 Once the updates are complete, simply disconnect the USB stick, and the screen will reboot itself. Replace the screen by putting it in place and pressing until you hear it click in to place.



7 NOTE: If the screen looks similar to the screen pictured here, no update will be required.



Turn off battery disconnect, Locate G12 control module



9 Unplug J17 and J13 connections from the G12 panel and wait 60 seconds. Reconnect and verify version 3.12 displays in settings menu.