

# TECHNICAL SERVICE BULLETIN



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

Technical Service Bulletin: 225-1396

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

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

August 2021

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer,

Forest River is alerting you to an issue involving certain 2021 Coachmen Nova Class B 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 "TRUTANK" holding tank monitor incorrectly indicates the wrong fill level of the holding tanks.

## **OWNERS: WHAT SHOULD YOU DO?**

Please contact your dealer without delay 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 Forest River 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 [www.forestriverinc.com](http://www.forestriverinc.com) to search for dealer locations.

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

The estimated time of repair is .75 hours. However, the dealership 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?**

Dealer Service Procedures are located on Dealer Connect. Contact information for FireFly is listed on the remedy instructions to order the kit.

## **MAY FOREST RIVER ASSIST YOU FURTHER?**

CONTACT	PHONE
FIREFLY CUSTOMER SERVICE	(574) 825-4600
NOVA CLASS B MOTORHOMES	(574) 825-6319

TSB NUMBER	REPAIR CODE	DESCRIPTION	TIME
225-1396	SB-666-15-00-004087	COMPLETE REMEDY PER INSTRUCTIONS	.75 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 send the service invoice to the following address:

Nova Class B  
Forest River, Inc.  
Attn: WARRANTY MANAGER  
423 N Main St  
Middlebury, IN 46540

Sincerely,  
  
Forest River, Inc.  
Office of Corporate Compliance

# TECHNICAL SERVICE BULLETIN 225-1396 REMEDY INSTRUCTIONS

	Make(s): NOVA CLASS B MOTORHOME Model(s): NAB20C Model Year(s): 2021	Repair Code: SB-666-15-00-004087 Allotted Time: .75 HRS. Inspection Code: N/A Allotted Time: N/A
	Concern: The "TRUTANK" holding tank monitor incorrectly indicates the wrong fill level of the holding tanks.	Photo(s) Required: NO Prior Authorization Required: NO Part(s) Number: 990-V7.13-225-1396 Part(s) Return: NO

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.

Please note that this update process requires Bootloader 2V0 touchscreens. Please follow the Screen Removal Procedures below to ensure that your touchscreen is labeled Bootloader 2V0 as shown. If it is not, please contact:

**Firefly Integrations Technical Support Phone: (574) 825-4600 or Email: Support@Fireflyint.com**

**Tools needed:**

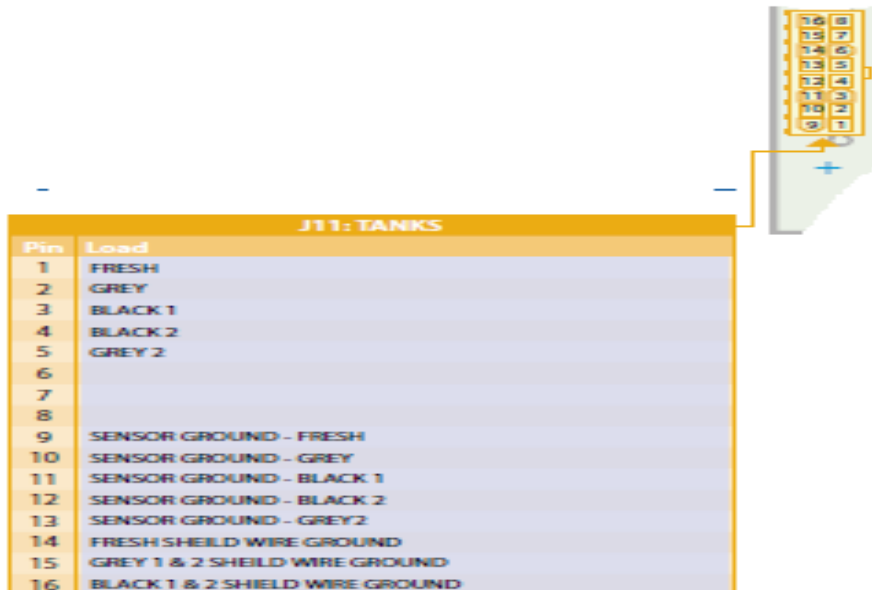
- Wire stripper
- Crimping tool
- Screw gun
- Small Uni-mate De-pinner tool (optional)

**Parts required:**

- J11 connector 770583-1 (optional with de-pinner tool)
- 6" 18awg Black uni-mate pigtails
- WAGO, or Bell cap (Scotch-locks are not acceptable)

**Procedure:**

- Disconnect the battery by selecting "Store" on the USE/STORE switch.
- Access J11 connector at the Firefly G12 Board, located behind the main switch board.
- Verify/Correct the J11 wiring pinout by de-pinning and re-locating wires, or by replacing the entire connector.
- Plug the J11 connector back into the G12, reinstall switch panel, and Press "USE" on the USE/STORE switch.
- Perform the Firefly USB Flash Drive Updating procedure.
- Once updated, Go to Settings Tab on the Firefly touch screen.
- Press and Hold the Floorplan box until the screen changes to the floorplan menu. Choose a floorplan other than the current floorplan selected. Wait 2 seconds, then choose the correct/original floorplan. This is refresh the TruTank program.
- Go to the Home Tab on the Firefly Touch screen.
- Press and hold the Tank level bars for 30+ Seconds until the screen changes to TruTank diagnostic menu.
- Look at the "Status:" for each sensor.
  - o Valid - OK
  - o Invalid – double check J11 Pinout, check wiring at Trutank sensor(red-to-yellow, black-to-blue), Check sensor plumb(+/- 5°)
  - o Initializing – Add water to Tank, should switch to Valid.
  - o Sensor Error – Faulty Trutank sensor or disconnected wiring.

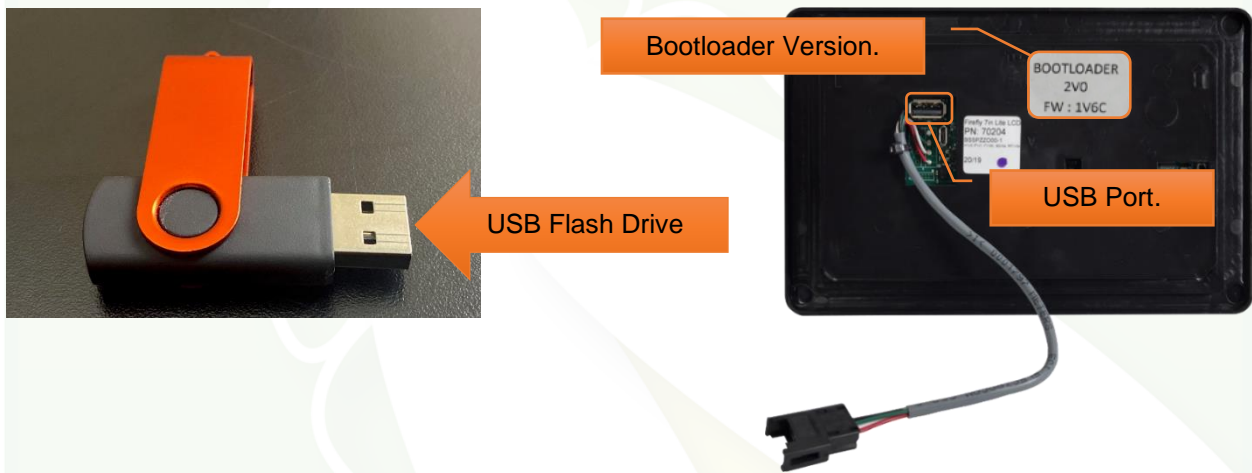




# USB Flash Drive Updating

Please note that this update process requires Bootloader 2V0 touchscreens. Please follow the Screen Removal Procedures below to ensure that your touchscreen is labeled Bootloader 2V0 as shown. If it is not, please contact:

Firefly Integrations Technical Support  
(574) 825-4600  
Support@Fireflyint.com



## Screen Removal Procedure

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.



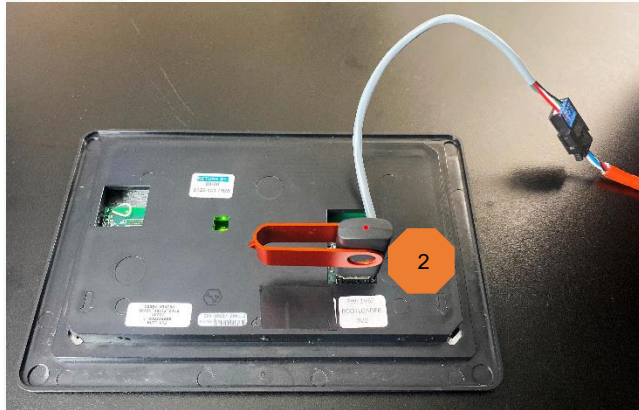
# USB Flash Drive Update Procedure

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.

- 1 Remove the touchscreen from the wall.

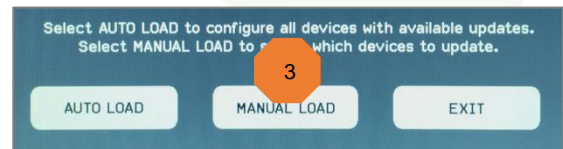
Be careful not to drop the touchscreen once it breaks free from the wall mount.

- 2 Plug the Flash Drive into the USB Port on the back of the Touchscreen. Next, unplug the network cable from the touchscreen for up to 5 seconds, then plug it back in.

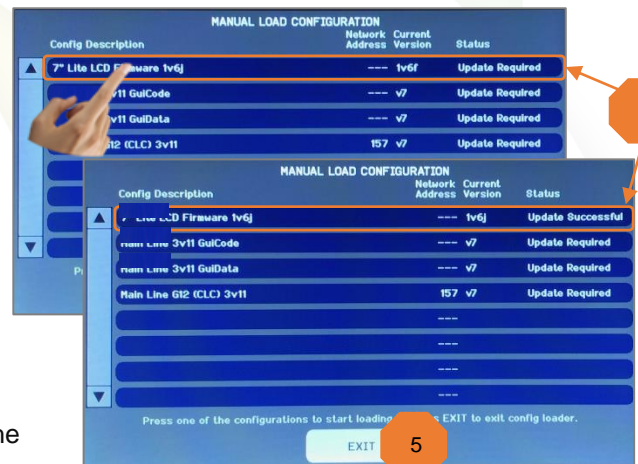


Network Cable

- 3 Once the touchscreen boots back up, tap Manual Load.



- 4 Several 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.



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

- 6 To verify the update, check your GUI and/or LC versions on the Settings page to ensure that they match what is listed on the flash drive's label (label not shown). If they do not, perform the entire procedure again.

6 GUI Version: 3.11

Logic Controller Version: 3.11

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