

TECHNICAL SERVICE BULLETIN



Firefly Integrations
1013 Elroy Drive
Middlebury, IN 46540

Technical Service Bulletin: T67

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

2/15/2022

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 Cedar Creek fifth wheels. 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 that fluid tank sensor readings will display 100% after being filled but will incorrectly change to 67% once the tanks have settled.

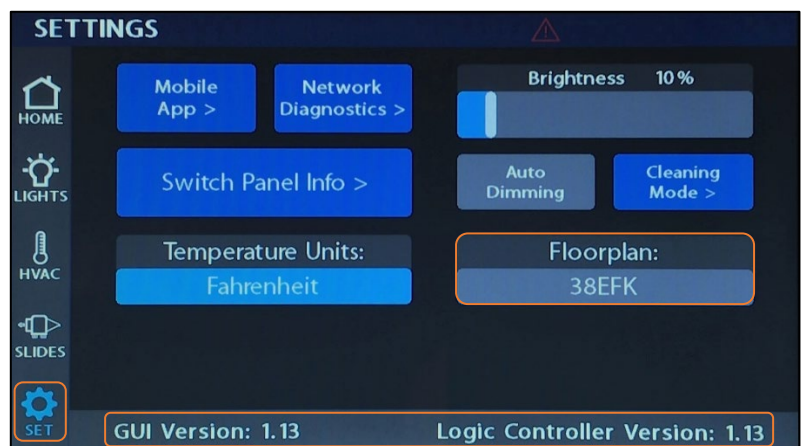
OWNERS: WHAT SHOULD YOU DO?

Please scan the QR code (with your smart device) or follow the link to visit www.fireflyint.com/T67form.html to request an 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 an owner to perform themselves in just a few minutes. Easy to follow written instructions 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 Floorplan and GUI/Logic Controller version numbers (located on the Settings page of your touchscreen).



Example – Floorplan 38EFK and GUI/LC 1.13

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://forestriverinc.com/rvs/dealer-locator/cedar-creek> to search for dealer locations.

HOW LONG WILL THE REMEDY PROCESS TAKE?

The estimated time necessary to perform the update is between 5-15 minutes. 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)
T67	T67	70995	CONDUCT REMEDY PER INCLUDED INSTRUCTIONS	.25

WHAT IF YOU HAVE PREVIOUSLY PAID FOR REPAIRS TO YOUR FIFTH WHEEL 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 – System Updating (Flash Drive)

Firefly Integrations will provide a USB Flash Drive loaded with the correct system files for your unit.

Tools Needed:

- None

Parts Required:

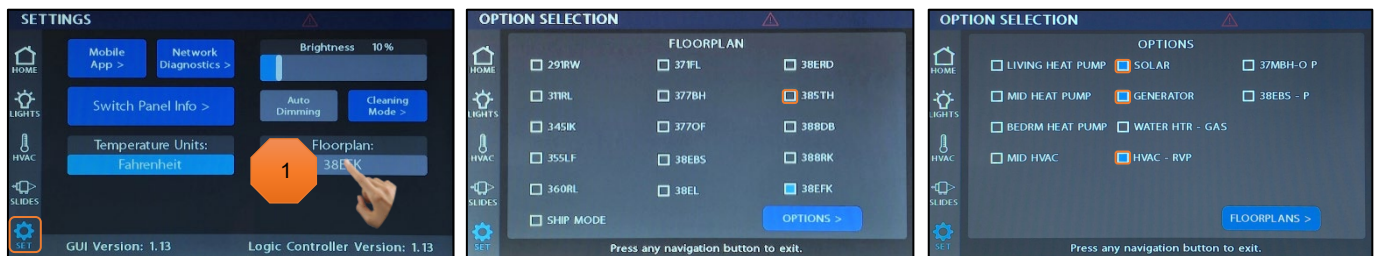
- USB Flash Drive (supplied by Firefly)

Scan the QR code to watch a short instructional video of the update.



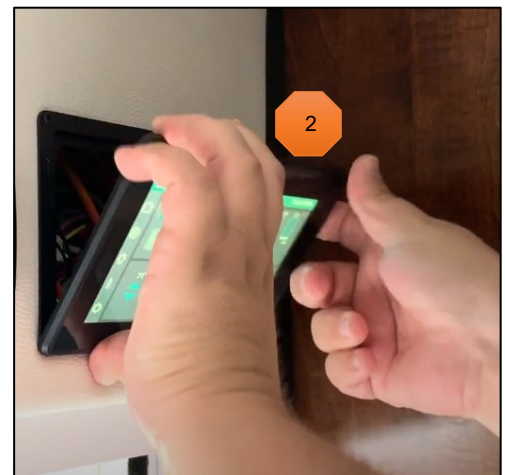
1

Navigate to the settings page, then press and hold the floorplan display for 5 seconds. The resulting screens will show the floorplan and selected options. Take pictures of these settings for use later.

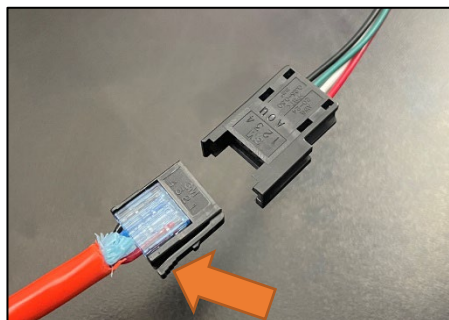
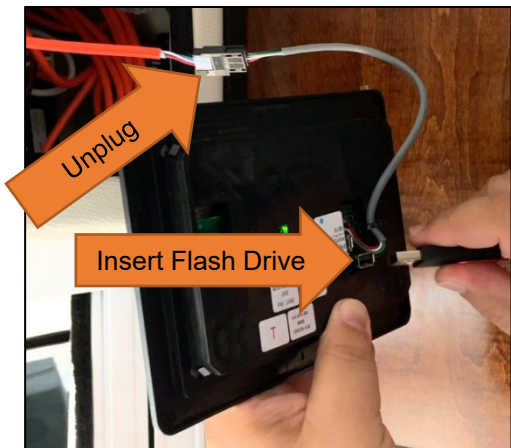


2

Remove the touchscreen from the wall. To do this, simply place your fingers along the top edge of the screen and apply pressure down and out to pop the screen out of its wall mount. Be careful not to drop the screen once it breaks free from the mount.

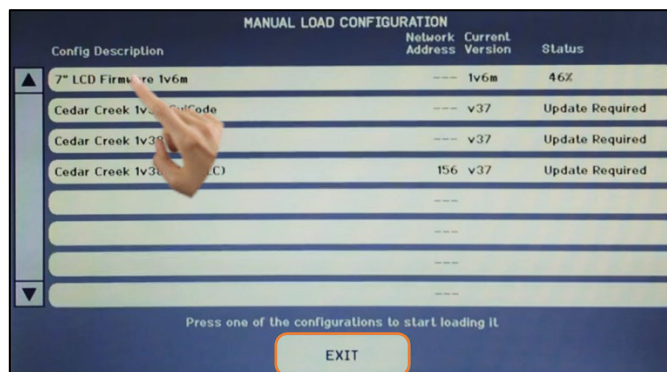
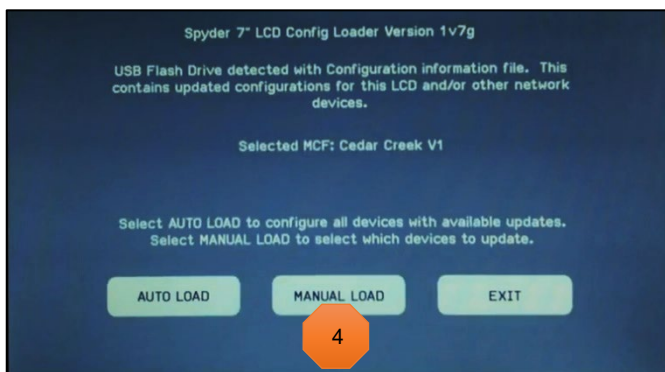


- 3 Insert the flash drive into the back of the touchscreen, then power the cycle the screen by unplugging the network cable from the back of the touchscreen for 5 seconds before plugging it back in.



Note - Depress locking tab to unplug.

- 4 Once the touchscreen boots back up, tap Manual Load. The resulting screen should display 4 entries under the config description header. Firmware, Gui Code, Gui Data and CLC device. If you do not have at least 4 entries, take a picture of the screen and contact Firefly Tech Support. If you indeed have 4 entries, begin by tapping the Firmware button first, even if it says No Update Required. Once the status changes to Update Successful, tap the Gui Code button, even if it says No Update Required. This will also load the Gui Data line, so wait for both files to finish updating before continuing. Finally, tap the CLC button, even if it says No Update Required. Once all updates have finished and all entries say Update Successful, tap Exit.

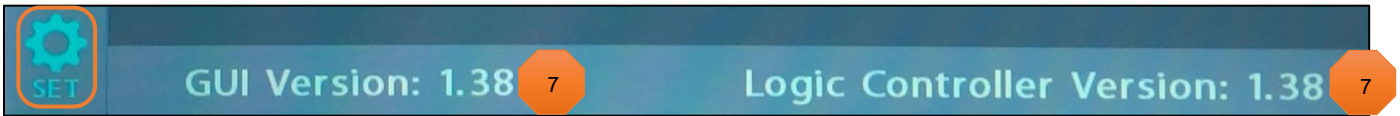


- 5 Remove the USB drive from the screen and reinstall the screen back onto the wall mount by applying pressure at the corners and snapping it back onto the mount.

- 6 Power cycle the coach. With shore power disconnected, use the 12v house battery disconnect switch to turn the coach power off for 5 seconds, then turn it back on.



- 7 Verify the update. From the settings page, ensure that the GUI and LC versions have been updated to the required versions (1.38 or higher). Next, repeat step number 1 and navigate back to the options page. Compare the selected floorplan and options to the pictures that you took earlier, then make any necessary changes.



- 8 Check functionality. Tap through the different pages of the touchscreen to ensure that nothing is missing from the screen. If you've lost any functionality, please contact Firefly tech support with this information.

The update is now complete. Please dispose of the USB Flash Drive as it will no longer be needed.

Service Techs - The USB files used for this update are unit specific and may not be used on any unit other than the one listed in this document.