

Airstream Service Bulletin

Bulletin Number: #194

Product Line: Interstate 19 and Interstate 24

Subject: Exhaust Vent Firefly Software Update

Operation Code: TCSBR8906079

Labor rate will be: .40 hrs.

Affected Models: 2023 model year Interstate 24 GT, Interstate 24 GL, and Interstate19

RANGE OF VEHICLES INVOLVED: There are potentially 48 units affected that were shipped in October of 2022. Please see the complete list of units below.

Problem: It was brought to our attention, that due to an error in the Firefly software, the roof vent fan is drawing air into the cabin when it should be exhausting the air to the outside.

Resolution: Update Firefly system to version 7.14

Some units, (approximately 5 or 6) had the problem corrected prior to shipping, but the unit numbers were not documented. Please go into the settings page and verify if it has the latest software version 7.14. If it has "7.13" it will need the 7.14 update.

2023MY INTERSTATE FIREFLY PROGRAM ISSUE CAUSING FANS TO INTAKE AIR

Units affected: 48 units may be affected. Unit Numbers are as follows:

311042 310979 310103 310362 310194 310982 311128 311069 310325 310174 311137
308109 307983 307956 309928 310381 310096 310983 311089 307982 310343 310230
307369 310342 310184 310172 311006 311087 310082 310581 309573 311054 310932
311088 311065 309442 310187 310509 310185 310578 311085 310092 310534 311045
310106 311086 310039 310081

Solution: Firefly has agreed to provide all affected dealers with a thumb drive and procedure to update the software to version 7.14, which will resolve the fan issue. Please contact neils@fireflyint.com or call 1-574-825-4600. We have also provided the software update instructions below and attached the software files to this notification. This will allow you to complete the update without the thumb drive.

USB screen and CLC upload instructions:

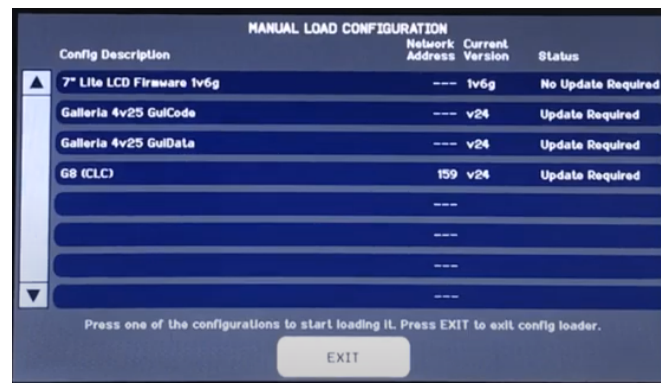
1. The USB (32GB or less) drive must be formatted as FAT or FAT32. We find that smaller USB sticks seem to work best (8GB or less). Both files combined are around 1 MB.
2. On the USB drive, create a folder at the root level named "SpyderConfig" (Not case sensitive). For example: If your USB drive shows up as D: on your computer, this should be D:\SpyderConfig

3. 

4. Copy the attached software files into the "SpyderConfig" folder (**cli.bin and mcf.bin – these files CANNOT be renamed**).

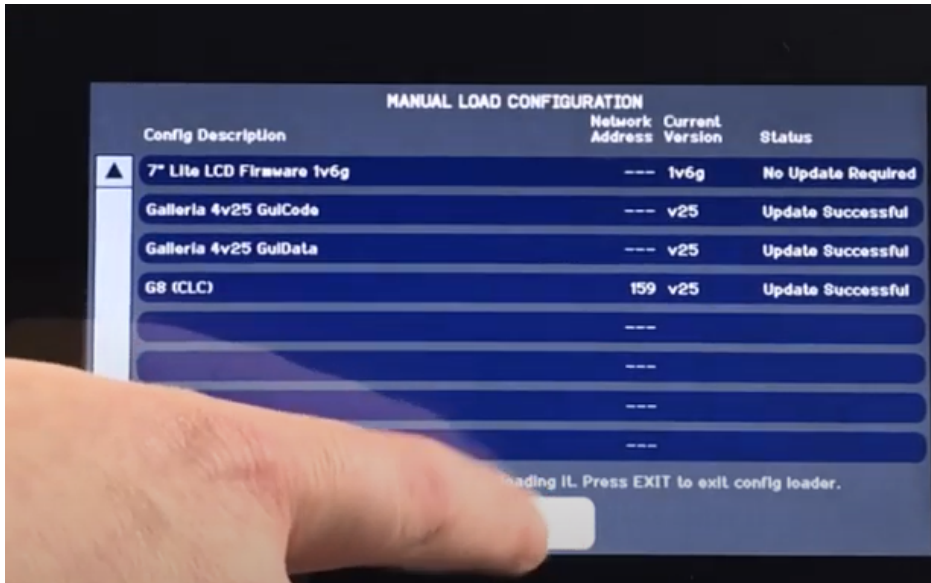


5. Plug the USB drive into the back of the screen.
6. Power cycle the screen. For a minimum of 10 seconds.
7. On the new screen page, select "Manual." There should be at least 4 entries under the "Config Description" header:
 - a. Firmware
 - b. GuiCode
 - c. GuiData
 - d. CLC Device i.e., G12 "7" screen shown below"



If you do not see at least 4 entries, take a picture, and contact support@fireflyint.com or call 1-574-825-4600.

8. If you have at least 4 entries, press:
 - a. Firmware button first, even if it says “No Update Required.” Wait for status to say, “Update Successful.”
 - b. GuiCode button, even if it says “No Update Required.” This will also load the GuiData line, so wait for both files to finish.
 - c. Finally, press the CLC button, even if it says “No Update Required.”
9. Once everything is complete, and all entries say “Update Successful,” press Exit.



10. Remove the USB drive from the screen and put the screen back in its proper location.
11. Power cycle the coach with shore power disconnected and the 12v battery disconnect off, for 5 seconds.
12. After power is restored, press the Settings button (gear icon) on the screen to verify that the GUI and LC versions are correct (7.14).

