



LEISURE
TRAVEL VANS

April 10, 2023



Campaign Update CA#10301

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

«First_Name»
«Address_Line_1»
«City», «State» «ZIP_Code»

P: 204 325 4361
F: 204 325 5241

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

Model, VIN #
Coach #

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

Subject: The Firefly Multiplex Requires a Software Update
Affects certain 2023 Unity U24MBL Motorhomes

LEISUREVANS.COM
TRIPLEERV.COM

The Firefly Auto Generator Start (AGS) HVAC is enabled and the thermostat set point is above ambient, the generator (AGS) will turn on to power the air conditioner fan. With the fan power requirement always "ON", the generator won't shut itself off.

Correction:

To correct this situation, included in this mailing is a USB stick with the software update to Version 5.11.

Labour to perform this Campaign Update: 0.2 hr / unit

Thank you for your anticipated support in correcting this concern.

Sincerely,

Brad Wall
Customer Service / Warranty Manager

BW/wcw

Enclosures

1-USB Stick
1-SOP02839



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

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

Subject: The Firefly Multiplex Requires a Software Update
Affects certain 2023 Unity U24MBL Motorhomes

The Firefly Auto Generator Start (AGS) HVAC is enabled and the thermostat set point is above ambient, the generator (AGS) will turn on to power the air conditioner fan. With the fan power requirement always "ON", the generator won't shut itself 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

1-USB Stick
1-SOP02839



TRIPLE
RECREATIONAL VEHICLES

SOP02839

Updating Firefly G12 Firmware

Department: 32: Customer Service

People Required: 1

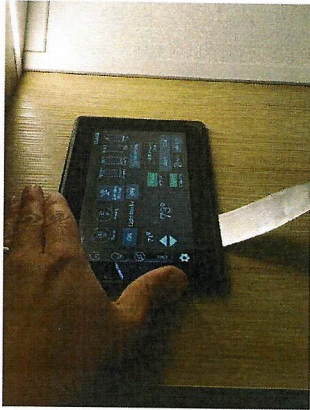
Time to Complete: 10min

Date Created: 6/17/20

Date Revised: 4/12/23

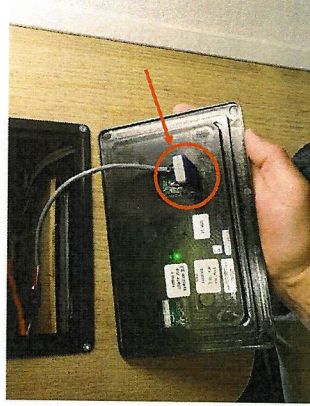
Created by Initial: MD

Verified: BH



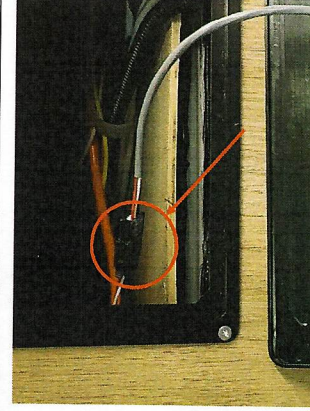
Carefully remove the Firefly Multiplex panel by using a thin pry tool along the bottom edge, and popping out the bottom.

1



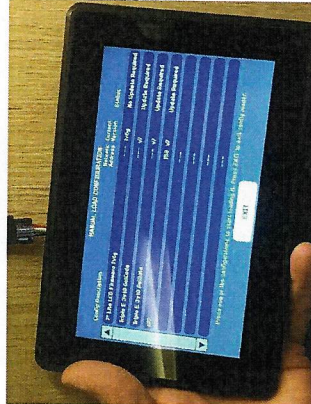
Once the Panel is removed, carefully pull it out for easier access. Insert the provided USB stick in the USB port.

2



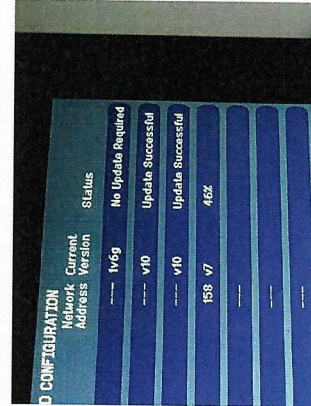
Once the USB stick is connected, disconnect power to the Firefly Multiplex panel, either by unplugging the power connection, or by turning off the disconnect switch for the motorhome.

3



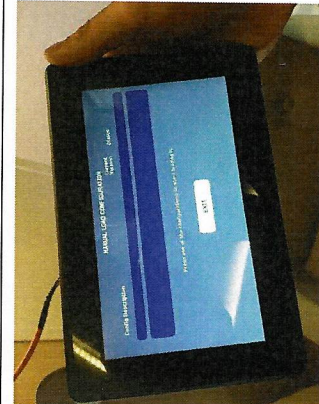
Once the power is disconnected, wait roughly 30 seconds, and reconnect power. The Multiplex screen should now show a screen similar to the one pictured.

4



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

5



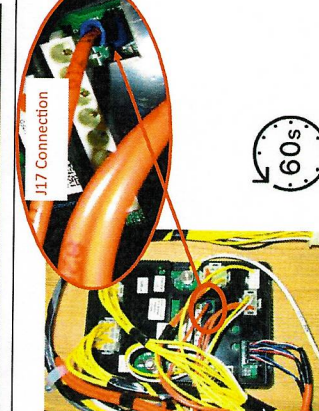
NOTE: If the screen looks similar to the screen pictured here, no update will be required. Press Exit.

7



Turn off battery disconnect. Locate G12 control module (see page 2 for G12 module locations).

8



Unplug J17 connector from the G12 panel and wait 60 seconds. After 60seconds, plug the J17 back in. Then turn on battery disconnect and verify correct version displays in settings menu.

9



TRIPLE E
RECREATIONAL VEHICLES

SOP02839

Updating Firefly G12 Firmware

Department: 32: Customer Service

People Required: 1

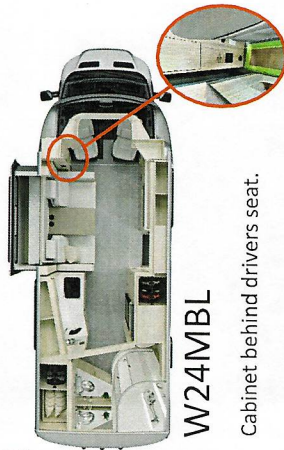
Time to Complete: 10min

Date Created: 6/17/20

Date Revised: 4/12/23 Rev #: 3 BH

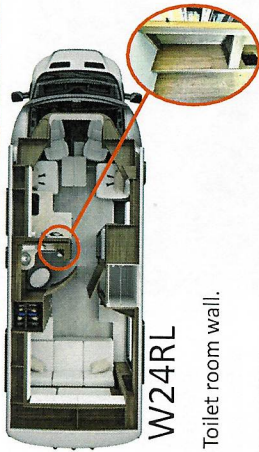
Created by Initial: MD Verified: BH

G12 Module Locations on Wonder



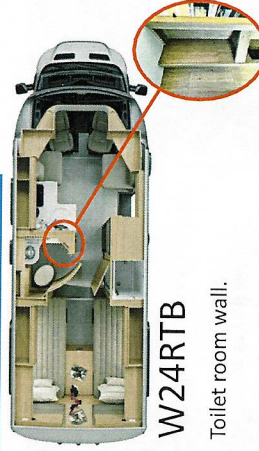
W24MBL

Cabinet behind drivers seat.



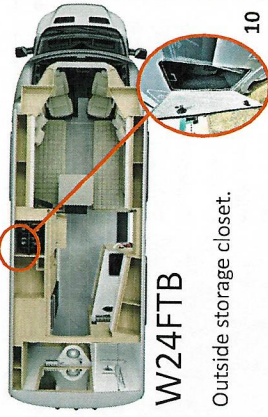
W24RL

Toilet room wall.



W24RTB

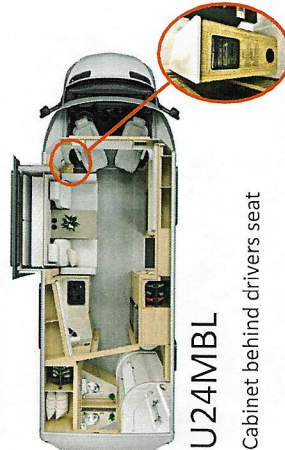
Toilet room wall.



W24FTB

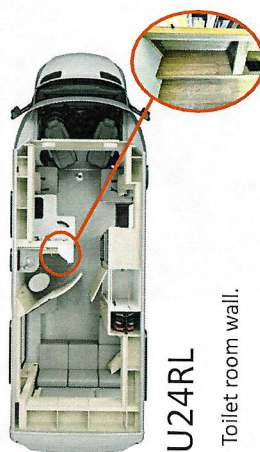
Outside storage closet.

G12 Module Locations on Unity



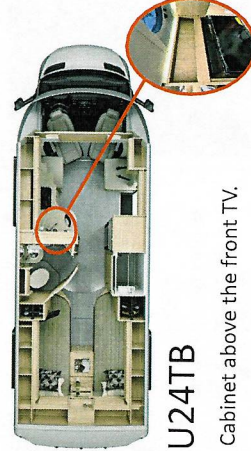
U24MBL

Cabinet behind drivers seat



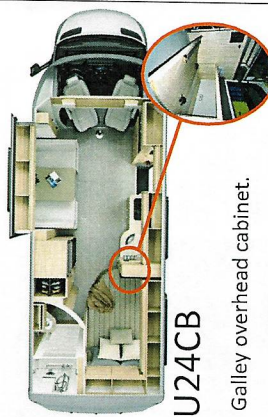
U24RL

Toilet room wall.



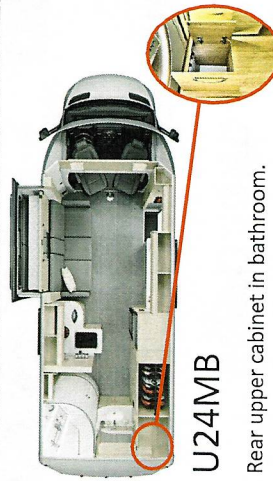
U24TB

Cabinet above the front TV.



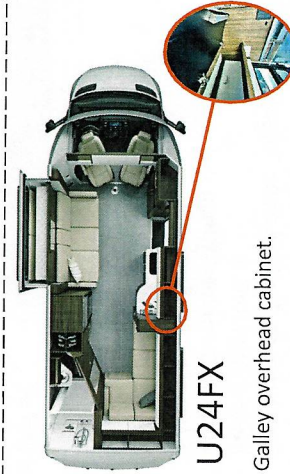
U24CB

Galley overhead cabinet.



U24MB

Rear upper cabinet in bathroom.



U24FX

Galley overhead cabinet.

Chassis VIN
W1X8E33YXNN191363
W1X8E33Y1NN191087
W1X8E33Y7NN191367
W1X8E33Y3NN186408
W1X8E33Y1NN194622
W1X8E33YXNN205679
W1X8E33Y2NN205983
W1X8E33YXNN191105
W1X8E33Y1NN193096
W1X8E33Y6NN197693
W1X8E33Y9NN205981