

TSB #	TSB 24-05		
Description/Title:	AGS HVAC trigger Firefly version 6.5 – 6.9		
Affected Product Line(s):	2024 Hurricane, Windsport, Luminate, Indigo		
Service Campaign # :	RC000308		
Codes:	Inspect Only: TMCTS10105W Inspect with Repair: TMCTS10106W	Released Date:	
Time Allowed:	Inspect Only: 0.1 Inspect with Repair: 0.1	Document Revision:	A

Issue:

It has been discovered that Model Year 2024 Hurricane, Windsport, Luminate, Indigo with Firefly versions 6.5 – 6.9 may not have the AGS HVAC trigger feature.

Part(s) Required:

USB flash drive -32Gb or smaller

Instructions:

Firefly has provided an instructional link to assist with the TSB update:

<https://notices.fireflyint.info/tsb/tsb-24-05>

(See attached written Firefly instructions)

Technical Service Bulletin

AGSHVAC Trigger TSB Instructions

TSB 24-05

Scope: All THOR Mini Gas Units to include Hurricane, Windsport, Luminare, and Indigo manufactured between July 2023 and May 2024.

July 2024



TSB 24-05 Instructions



Figure 1

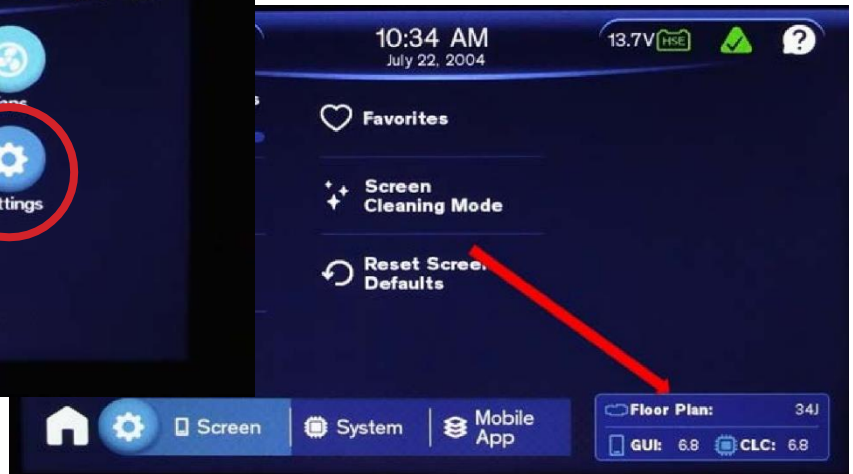


Figure 2

Step 1

The first thing you will need to do is go to your RV and, if needed, turn on the main 12 VDC power. Go to the main touch screen and tap on the Settings Page (See figure 1) icon on the right side of the bottom row of icons.

In the bottom right corner of this page you will see a floorplan identification number, and under that (See figure 2) a GUI and CLC number. If your GUI and CLC numbers are between 6.5 and 6.9, your unit falls under the TSB, and you will need to update your system to version 6.10.

Units that fall under the TSB

GUI 6.5	CLC 6.5
GUI 6.6	CLC 6.6
GUI 6.7	CLC 6.7
GUI 6.8	CLC 6.8
GUI 6.9	CLC 6.9

If your GUI and CLC version numbers are already at 6.10 then your system has already been updated. Proceed to Step 2 and follow the instructions there for units that already have GUI & CLC version 6.10.

Caution, if you plan on having a dealer do this update for you, you will need to stop at this point and have the dealer begin with Step 2.

Step 2

You will need a USB flashdrive, preferably 32Gb or smaller, for uploading the config files to your coach, the current GUI and CLC version number, and the VIN number of your RV. Your VIN number should be on a sticker under the window to the left of the driver's seat. Once you have the USB Flashdrive, GUI & CLC version numbers, and the VIN number, use a computer to go to the TSB website. It is <https://notices.fireflyint.info/tsb/tsb-24-05>



TECHNICAL SERVICE BULLETIN: TSB-24-05



This technical service bulletin is to correct a software issue with your vehicle's AGS system. Please follow the directions outlined in the video and refer to your notice as needed. Enter your vehicle's VIN below to get started.

Get Started

Enter your VIN in the search bar below to begin.

Enter VIN:

17 Character VIN

Search

Figure 3

Once on the website enter your VIN number under the *Get Started* header (See figure 3), and then tap *Search*. This will bring up the contact information that is on file for your coach. Go through each entry and make sure the information is correct. Fill in any missing information and/or make corrections as needed. **Note:** Dealers make sure the Organization line is filled out.

Vehicle Info

GUI* [?] LC* [?]

Would you like to download the files now?*

Yes! I would like to download the files now.

No. I will wait 5 to 10 business days for a USB flash drive to be mailed to me.

*Required Field

Figure 4

Once you have verified your information is correct, check the *Yes! I would like to download the files now* option, or choose the option to have the files mailed to you if needed. If your RV already has GUI & CLC version 6.10, check the *Yes! I would like to download the files now* option. Once you have made your choice, Click the *Request Update* button (See figure 4).

This will bring up (See figure 5) the *Receive Your Files & Mark Your TSB as Complete* page. Click the *Download Files* button to download the file to your computer. If you chose to receive the files by mail you will need to jump to *Step 4* after the USB flashdrive arrives. If your unit already has GUI & CLC version 6.10 or higher, skip over the *Download Files* button and go straight to *Complete Your TSB*. Click on the check box and then click *Complete*.

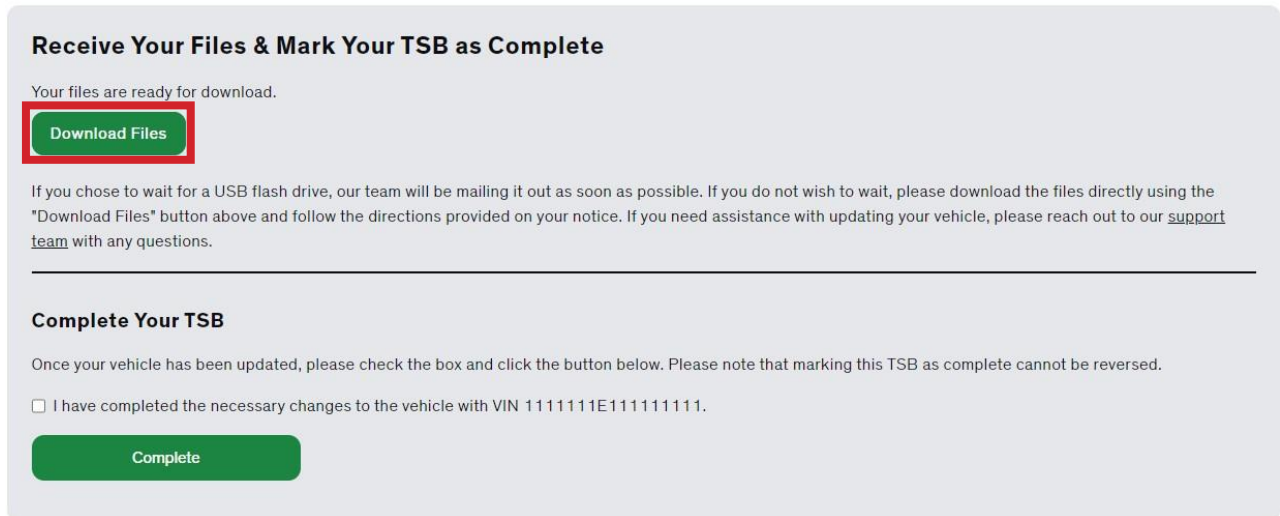
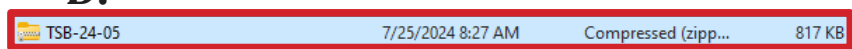
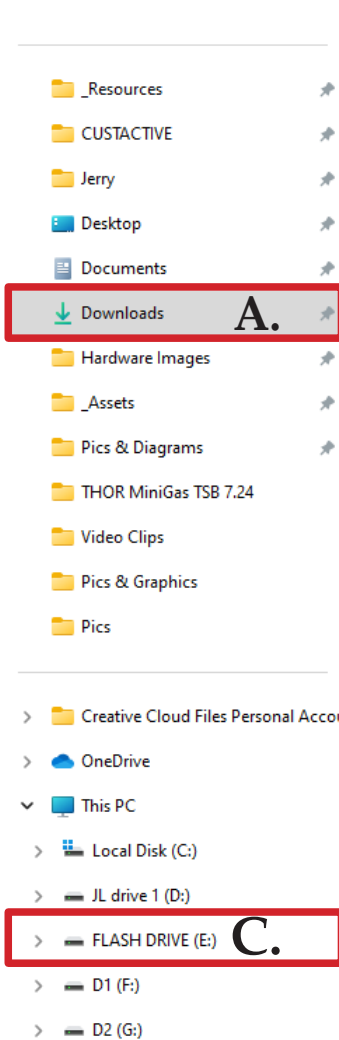


Figure 5

B.



Step 3

Once you have the file downloaded to your computer you will need to move it to your USB flashdrive. Insert the flashdrive into a port on the computer and locate the downloaded file. In some cases the file may show up in the lower left corner of your screen, otherwise you will probably need to navigate to the *Downloads* folder (Highlight A.) on the computer and find it there. Once you have found the downloaded file, right click on the zipped file folder (Highlight B.) and choose *Open*.

Next, look down the left side of the screen (Highlight C.) and locate the "USB flashdrive" you are going to use to upload the file. **Right** click on the *flashdrive (E:)* and choose *Open in a new tab*. Then **left** click on the *Spyderconfig* folder in the first window, and drag it over onto the USB flashdrive in the second window. Do not put the *Spyderconfig* folder inside any other (See Figure 6) folder.

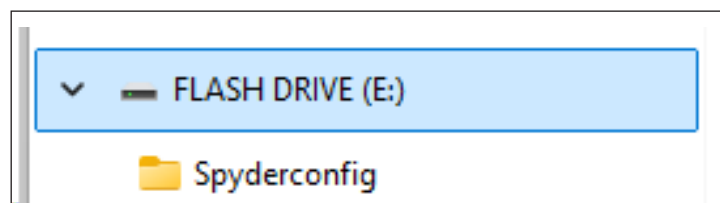


Figure 6



Figure 7

Step 4

Take the USB flashdrive with the new file on it to the RV. Go to the main touchscreen and remove the screen from the wall by putting your fingers across the top of the screen and putting pressure downward while pulling outward at the same time. Once it comes out turn the screen over and locate the USB port on the backside. Insert the USB Flashdrive (See figure 7) into the port.

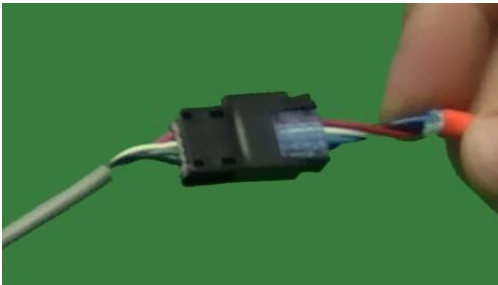


Figure 8a

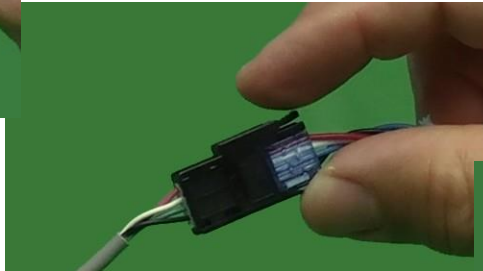


Figure 8b

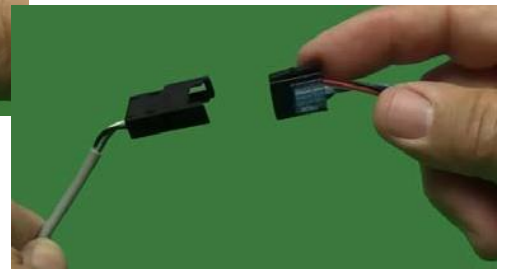


Figure 8c

Step 5

Hold the screen by the attached gray cable (figure 8a) and then separate the gray cable from the orange cable by pressing the tab (figure 8b) on the side of the mini plug connector and removing it (figure 8c) from the socket connector. Once you have separated the two cables put them right back together again (figure 8a).

Step 6

Turn the screen back over and tap on (See figure 9a) the *Manual Load* button. This should open a list of four items that all say, Update Required. (**Note:** If the LCD Firmware line says *No Update Required* you may proceed to the second item listed.) Tap the first (See figure 9b) item. It will upload and when it is finished it will change to *Update Successful*. Once this happens, tap the second (See figure 9c) item. This will run both the second and the third items. Once they both say Update Successful, tap the last (See figure 9d) item. Once all four items say Update Successful, tap the Exit (See figure 9e) button. Then Tap the second Exit (See figure 9f) button.

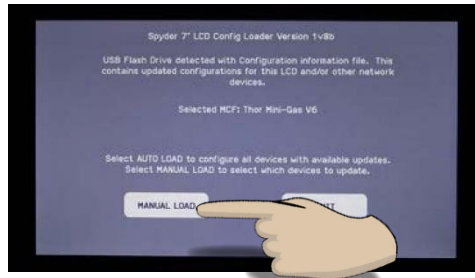


Figure 9a

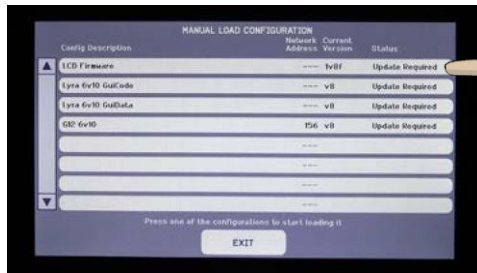


Figure 9b

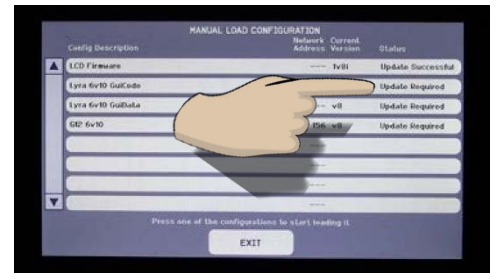


Figure 9c

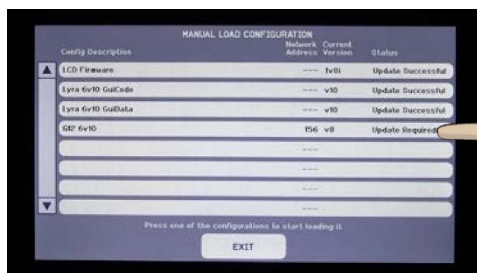


Figure 9d

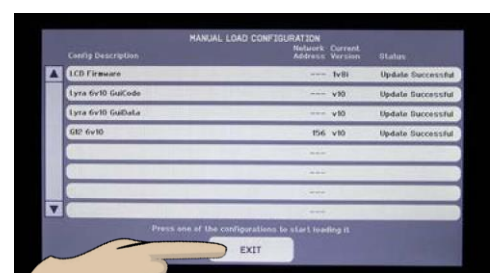


Figure 9e



Figure 9f

Remove the USB flashdrive from the screen and place the screen back into the trim ring on the wall carefully pressing in until it snaps into place. Then perform a power cycle on the entire system using the Main 12 VDC disconnect. If your unit is plugged into Shore power you may need to unplug the Shore cord before doing the power cycle.

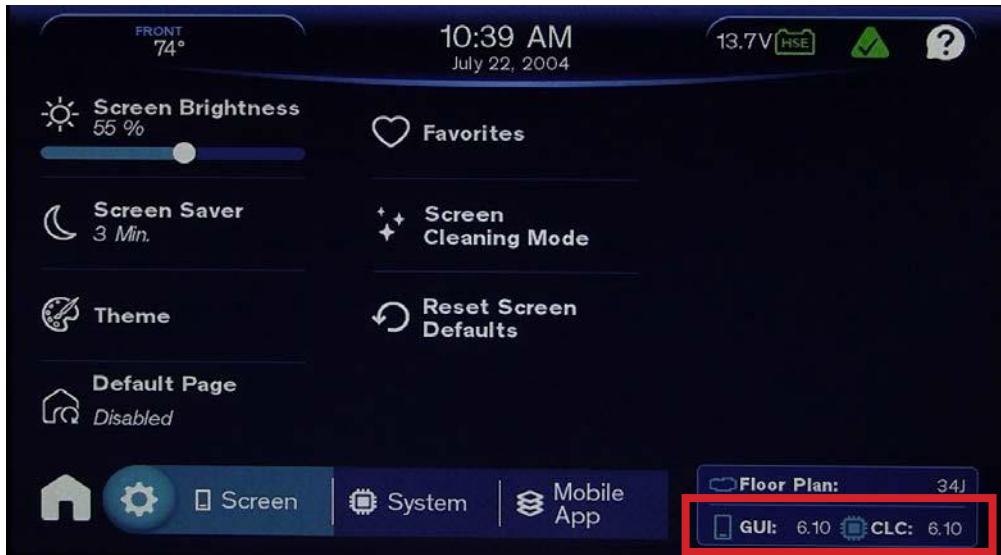


Figure 10

Step 7

Once the system has powered back up, go to the main touchscreen and click the *Settings* Icon again. Check the GUI and CLC numbers (See figure 10) to make sure they are 6.10. If so, you are now ready to complete the final step of the TSB process.

If you see anything other than 6.10 you will need to contact our tech support team for assistance at support@fireflyint.com, or by calling us during our normal business hours Monday through Friday between the hours of 8:30 am and 5:00 pm eastern time. Our number is (574) 825-4600.

Step 8

Now that you have completed the TSB update you will need to go back to the TSB website (<https://notices.fireflyint.info/tsb/tsb-24-05>) and enter your VIN number (See figure 11) again. Tap search, and this will bring you up to the *Receive Your Files & Mark Your TSB as Complete* page.

Get Started

Enter your VIN in the search bar below to begin.

Enter VIN:

Figure 11

Receive Your Files & Mark Your TSB as Complete

Your files are ready for download.

[Download Files](#)

If you chose to wait for a USB flash drive, our team will be mailing it out as soon as possible. If you do not wish to wait, please download the files directly using the "Download Files" button above and follow the directions provided on your notice. If you need assistance with updating your vehicle, please reach out to our [team](#) with any questions.

Complete Your TSB

Once your vehicle has been updated, please check the box and click the button below. Please note that marking this TSB as complete cannot be reversed.

I have completed the necessary changes to the vehicle with VIN 1111111E11111111 .

[Complete](#)

Figure 12

Skip over the Download Files button and go to *Complete Your TSB*. Click the *I have completed the necessary changes...* check box (See figure 12) and then tap the *Complete* button.

Congratulations! Your TSB update has been completed.

Dealers Only

For dealers who completed the TSB process for a customer; if you picked up the process from Step 1 or Step 2, instructions (See figure 13) for submitting a service claim will come up after checking the complete check box and tapping the *Complete* button as seen above in fig.12.

If you did not begin with Step 1 or Step 2, you will need to gather the following information and send it to sherryg@fireflyint.com.

Be sure to include the following:

1. The TSB Name: tsb-24-05
2. Your VIN number
3. Company Name
4. Company Address
5. Company Phone Number
6. Attached Copy of Your Invoice

Thank you!

TSB for VIN: 1111111E111111111 has been completed.

Service Hours Reimbursement (Service Centers Only):

If you are a service technician and this recall qualifies for reimbursement, you can email a copy of your invoice to our warranty team by clicking the button below.

Please be sure your email includes the following:

1. The Recall Name: **tsb-24-05**
2. The VIN: **1111111E111111111**
3. Company Name
4. Company Address
5. Company Phone Number
6. Attached Copy of Your Invoice

Send Invoice

If you feel that you have reached this message in error, please reach out to our [support team](#).

FAQs

What is the purpose of this Technical Service Bulletin?

Is the update free?


How do I get the update for my vehicle?

How do I complete the Technical Service Bulletin for my vehicle?

Do I need to have this software update completed at a service center?

If a service center is utilized, how much will they be reimbursed?

Resources

 [TSB 24-05 Instructions](#)

