



Thor Motor Coach Technical Service Bulletin

| | | | |
|---------------------------|---|--------------------|------------|
| TSB # | TSB 24-08 | | |
| Description/Title: | Firefly 7.5 software update | | |
| Affected Product Line(s): | Certain MY 2025 Delano | | |
| Service Campaign # : | RC000318 | | |
| Codes: | Inspect Only: Inspect with Repair: | Document Date: | 12/12/2024 |
| Time Allowed: | Inspect Only: 0.1 Inspect with Repair: 0.1 | Document Revision: | A |

Issue:

It has been discovered that on Model Year 2025 Delano 24TT, 24RW, 24FB, 24XL the Firefly software versions 7.2-7.4 will need to be updated to the newest 7.5 version. The prior versions of Firefly software will not allow proper operation of the Auto Generator Start (AGS).

Part(s) Required:

USB Flash drive

Instructions:

See attached instructions from Firefly

Technical Service Bulletin

AGS Gen Start TSB Instructions

TSB 24-08

Scope: THOR Delano Units manufactured between March 2024 and October 2024.

December 2024



TSB 24-08 Instructions



Figure 1

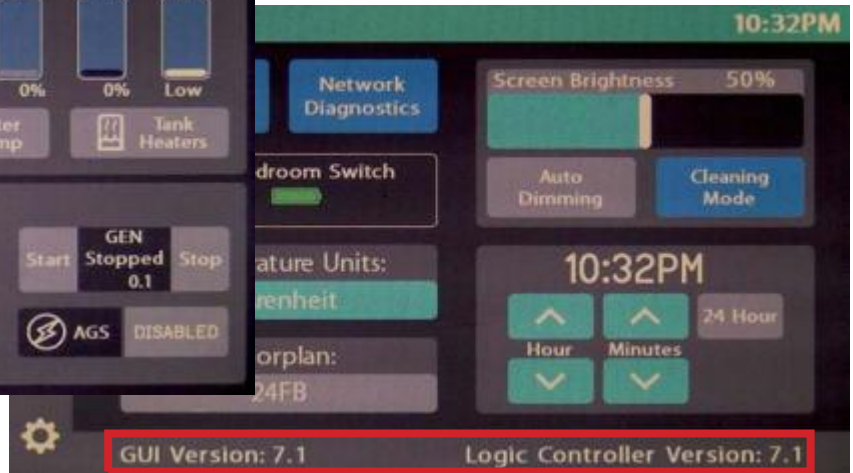


Figure 2

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 navigate to the Settings Page by tapping (See figure 1) the gear icon.

Across the bottom of this page you will see (See figure 2) a GUI Version and Logic Controller version number. If your GUI and Logic numbers are between 7.1 and 7.4, your unit falls under the TSB, and you will need to update your system to version 7.5.

Units that fall under the TSB

| | |
|---------|---------|
| GUI 7.1 | CLC 7.1 |
| GUI 7.2 | CLC 7.2 |
| GUI 7.3 | CLC 7.3 |
| GUI 7.4 | CLC 7.4 |

If your GUI and Logic version numbers are already at 7.5 then your system has already been updated. Proceed to Step 2.a and follow the instructions there for units that already have GUI and Logic version 7.5.

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 Logic version number, and the VIN number of your RV. Once you have the USB Flashdrive, GUI & Logic version numbers, and the VIN number, use a computer to go to the TSB website at <https://notices.fireflyint.info/tsb/tsb-24-08>

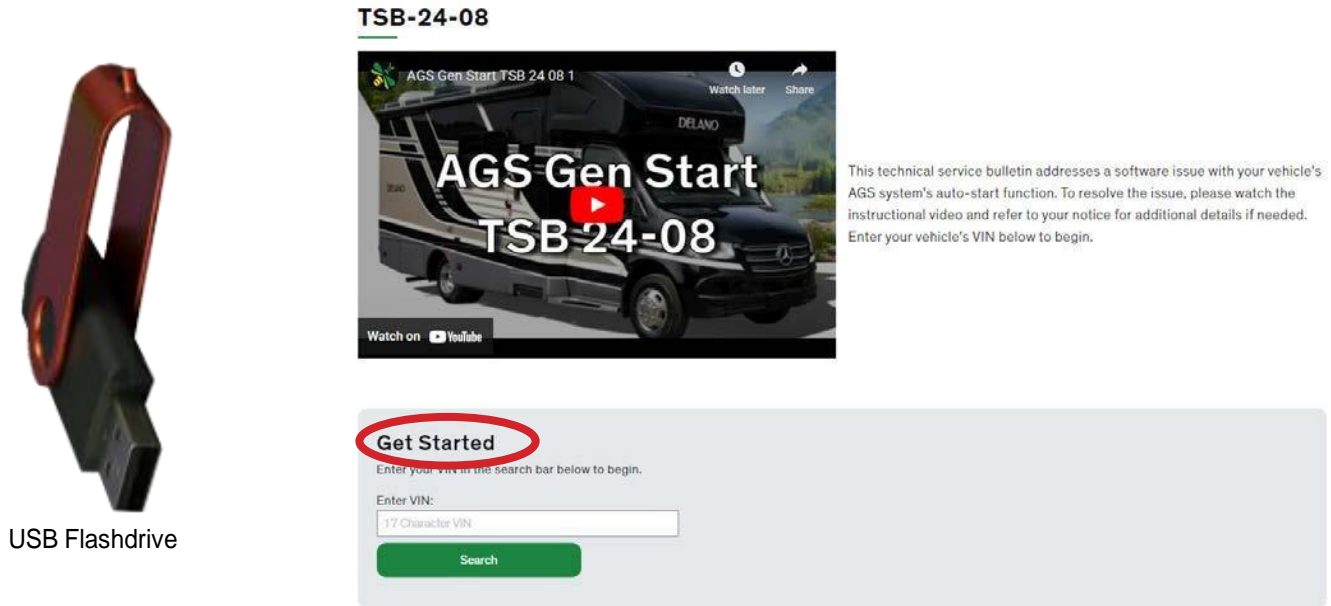


Figure 3

Step 2.a

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.

The screenshot shows a web form with the following elements: a 'Vehicle Info' header, two input fields for 'GUI*' (containing '7.1') and 'LC*' (containing '7.1'), a question 'Would you like to download the files now?*' with two radio button options: 'Yes! I would like to download the files now.' and 'No. I will wait 5 to 10 business days for a USB flash drive to be mailed to me.', and a green 'Request Update' button circled in red. A '*Required Field' label is visible above the button.

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 & Logic version 7.5, 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).

Step 2.b

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 & Logic version 7.5 skip over the Download Files button and go straight to Complete Your TSB. Click on the check box and then click Complete.

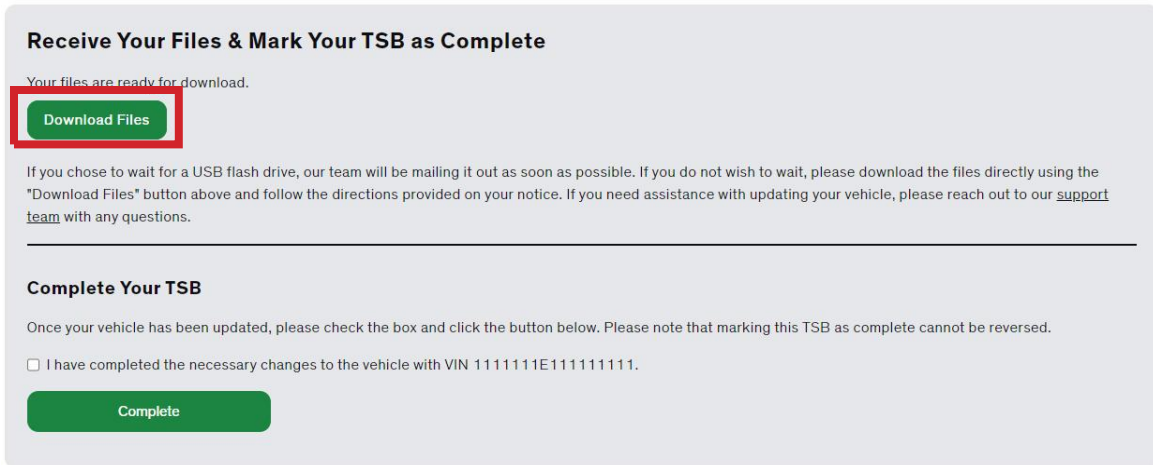


Figure 5

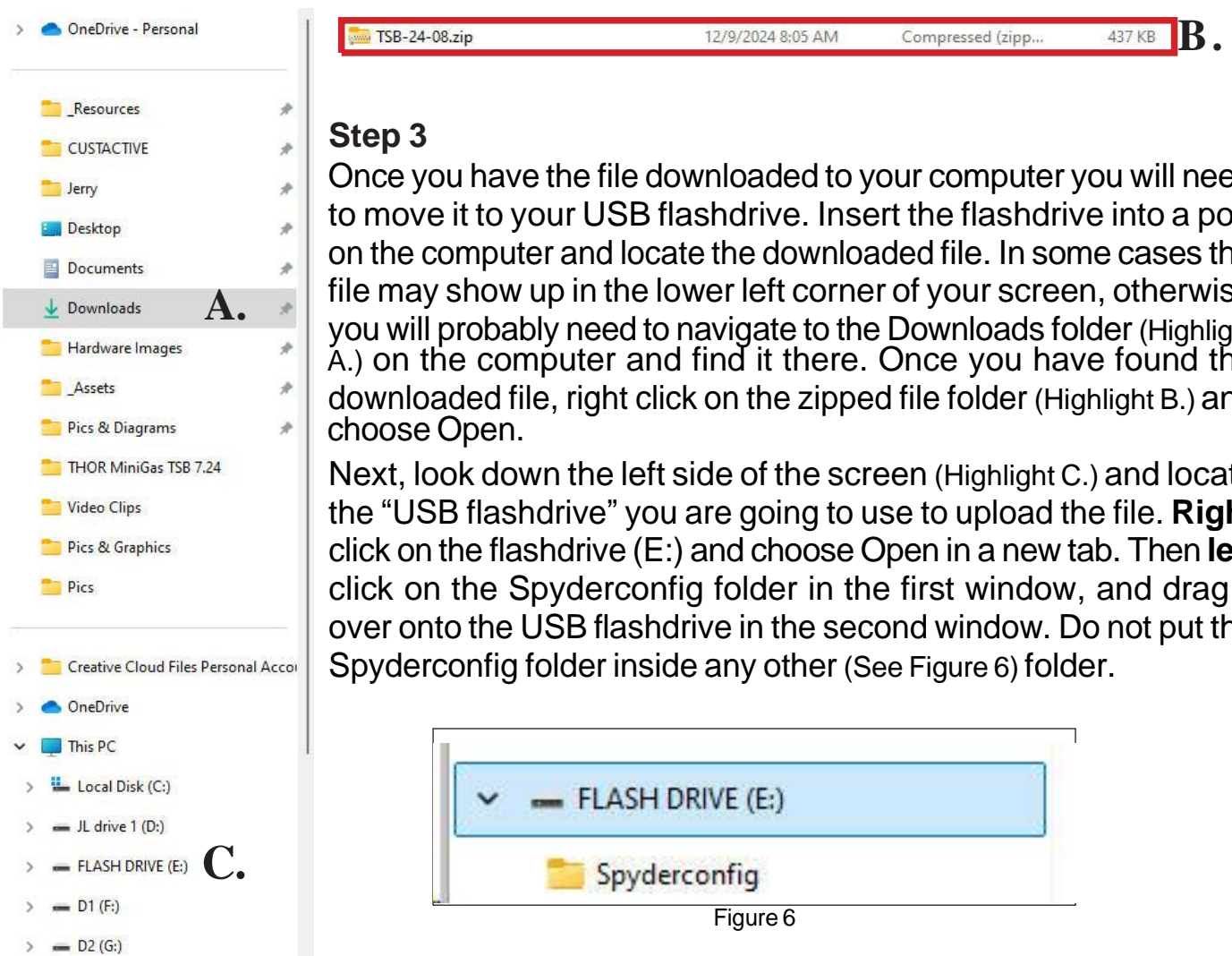


Figure 6



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 USB port.

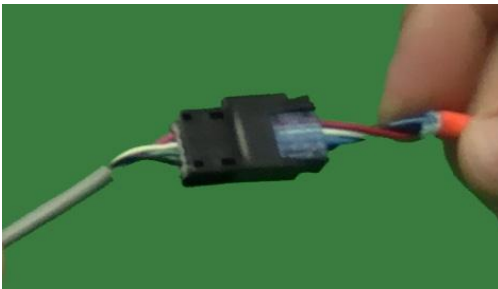


Figure 8a

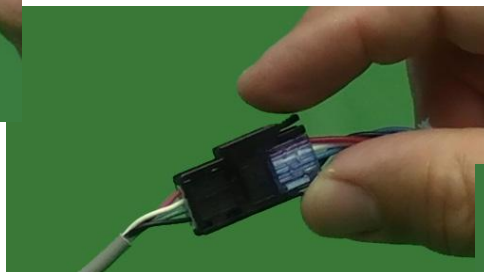


Figure 8b

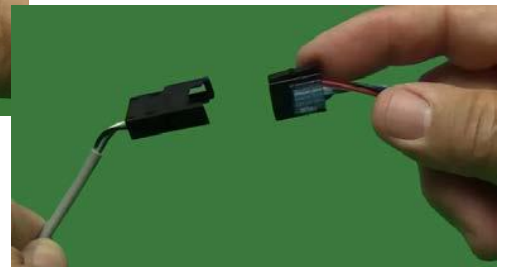


Figure 8c

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. If the LCD Firmware line says No Update Required go ahead and tap it (See figure 9b) anyway. Once it has finished tap the second item listed. This will run both (See figure 9c) the second and the third items in the list. After the first three listings 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 and remove the Flashdrive.

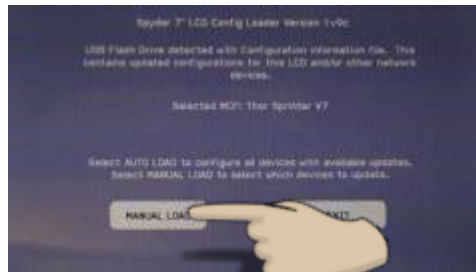


Figure 9a



Figure 9b



Figure 9c

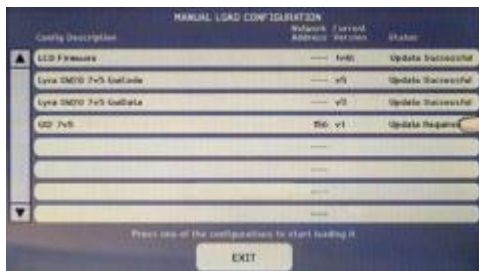


Figure 9d



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.

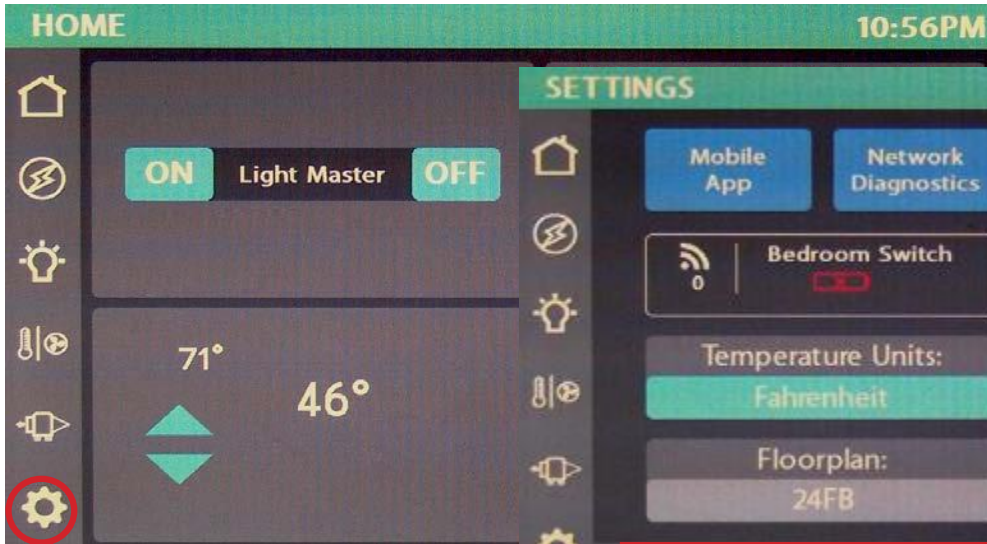


Figure 10a



Figure 10b

Step 7

Once the system has powered back up, go to the main touchscreen and click the Settings gear icon again. Check the GUI and Logic numbers (See figures 10a and 10b) to make sure they are 7.5. If so, you are now ready to complete the final step of the TSB process.

If you see anything other than 7.5 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 4:30 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-24-08>) 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 12).

A screenshot of a web form titled "Get Started". Below the title, it says "Enter your VIN in the search bar below to begin." There is a label "Enter VIN:" followed by a text input field containing "17 Character VIN". Below the input field is a green button labeled "Search".

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 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. For reference see figure 13 on page 9.

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-24-08
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: 11111111E11111111 has been completed.

Service Hours Reimbursement (Service Centers Only):

If you are a service technician and this TSB 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 TSB Name: tsb-24-08
2. The VIN: 11111111E11111111
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? +

Figure 13