

Coachman Recall – Software Update Instructions

The following instructions are for the software update for your Coachman unit, to comply with US National Highway Transportation Safety Association (NHTSA) product safety recall, Campaign Number 22E070 and Transport Canada recall number 2022-559. This campaign applies to 2022 through 2023 model year Coachmen Galleria, Nova, and Beyond Class B recreational vehicles.

The software download and update should typically take approximately 15 minutes.

Supplies needed to complete the software update will be a USB flash drive.



USB 2.0 Flash Drive (typical)

The Electronic Control Module (ECM) software update is to be completed as follows:

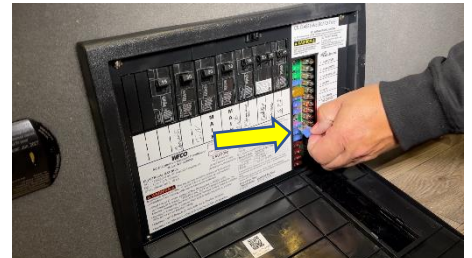
Step 1 – Remove Awning Fuse In Your RV



Locate Fuse Panel



Open Fuse Panel and
Locate Awning Fuse



Remove Awning Fuse
From Fuse Panel

Note: Step One (fuse removal) should be completed immediately, and the fuse left out to prevent unintended awning activations - until the software update has been completed.

Step 2 – Download Software Update To A USB Flash Drive

- Use an empty USB 2.0 Flash Drive (32GB or less, formatted as FAT or FAT32) to transfer files.

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- If you do not have a USB Flash Drive, you can request one at no charge from <http://FireflyIntegrationsECMupdateRecall.com/>
- Place the USB Flash Drive into the USB port on your computer (PC or Mac).
- Go to the recall website <http://FireflyIntegrationsECMupdateRecall.com/> enter your VIN and hit the “Search” button; then hit the “Download Update” button, click (open) the “USB-Software-Update” zip file, then drag the downloaded “SpyderConfig” folder to the USB Flash Drive.
- Remove USB flash drive from your computer.

Step 3 – Remove Touch Screen To Access USB Port, and Insert USB Flash Drive



Locate Touch Screen



Place fingers on top edge of Touch Screen and apply pressure down and out



Remove Touch Screen from wall bracket

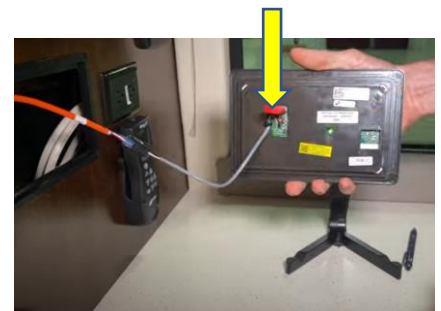
- Locate Touch Screen in your RV wall location.
- Place your fingers along top edge of the Touch Screen, apply pressure down and out to pop the Touch Screen out of its wall mount, and remove from wall.



Remove Touch Screen from wall



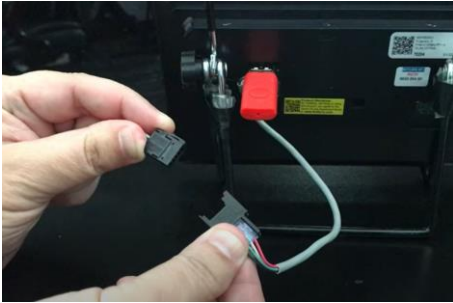
Insert USB Flash Drive



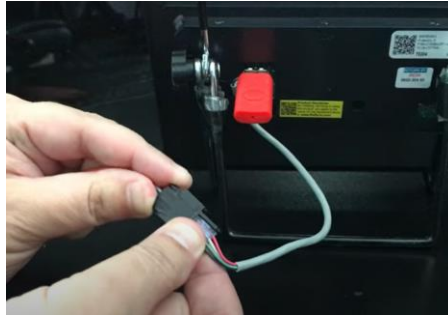
USB Flash Drive inserted

- Insert USB Flash Drive into USB port on the rear side of the Touch Screen.

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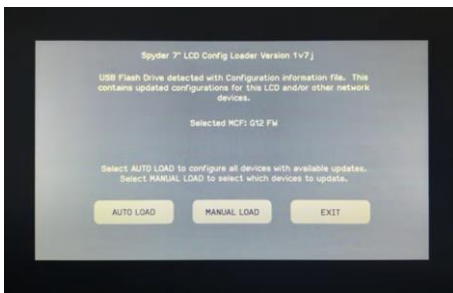
Disconnect power for 5 seconds



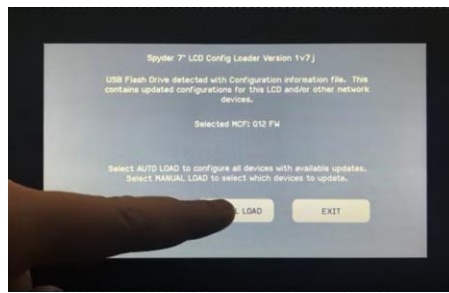
Reconnect power

- Disconnect the power cable to the Touch Screen for five seconds (or more).
- Reconnect power cable to power up the Touch Screen.

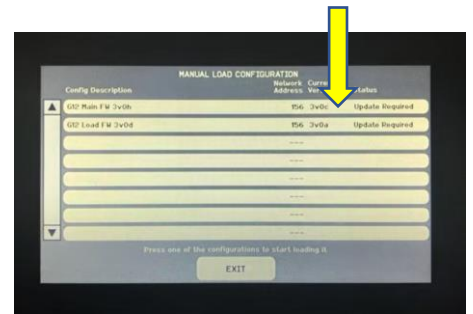
Step 4 – Update ECM with onscreen prompts



Main screen view

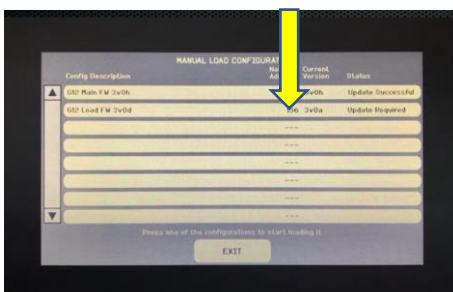


Press manual load tab

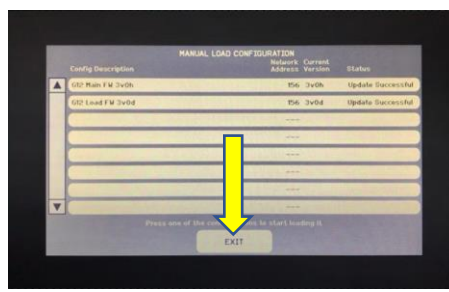


Tap the first update

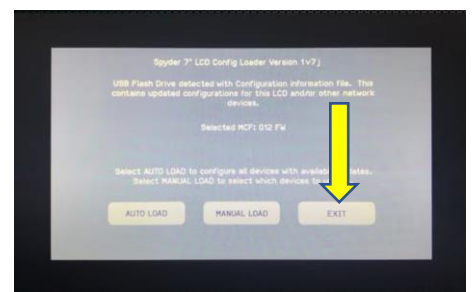
- From the main screen, tap the “Manual Load” tab.
- Tap the first update tab to begin the installation process (even if it says “No Update Required”).



Tap the second update



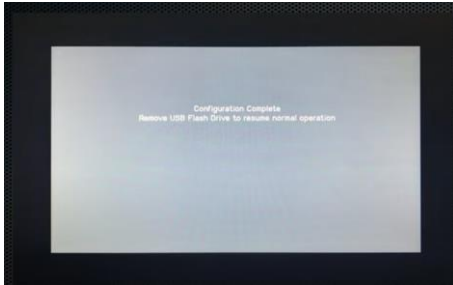
Exit the download screen



Exit the main screen

- Once status for the first update changes to “Update Successful”, tap the second update.
- Once both updates have finished, tap the “Exit” button at the bottom of the screen.
- Tap “Exit” button on main screen to exit out of all screens.

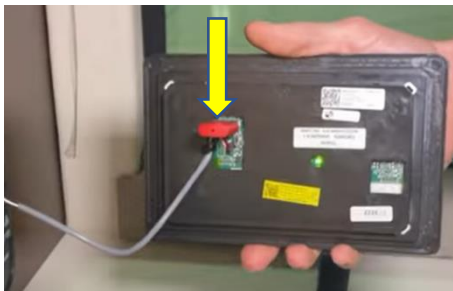
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Confirmation screen

- After you exit all screens, a confirmation screen will appear.

Step 5 – Remove USB Flash Drive and Reinstall Touch Screen



Remove USB Flash Drive



Reinstall Touch Screen in its mount



Reinstall Touch Screen – push firmly in place

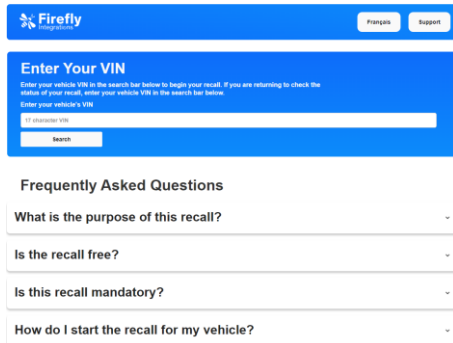
- Remove the USB Flash Drive from the Touch Screen.
- Reinstall Touch Screen by applying pressure at the corners and pushing it back in place.

Step 6 – Replace Awning Fuse

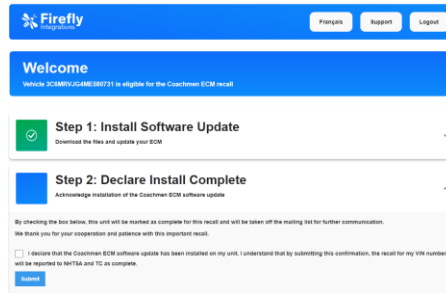
- Replace awning fuse which was removed in Step 1.

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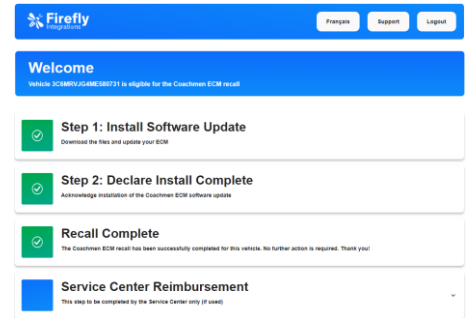
Step 7 (Required) Clear Your Vehicle Identification Number (VIN) For This Recall

The screenshot shows the Firefly website's 'Enter Your VIN' page. At the top, there's a blue header with the Firefly logo and links for 'Français', 'Support', and 'Logout'. Below the header, a section titled 'Enter Your VIN' contains a text input field for the VIN and a 'Search' button. Underneath, there's a 'Frequently Asked Questions' section with four expandable questions: 'What is the purpose of this recall?', 'Is the recall free?', 'Is this recall mandatory?', and 'How do I start the recall for my vehicle?'.

Website Homepage for VIN

The screenshot shows the 'Welcome' page on the Firefly website. It confirms that the vehicle '3CMBVJG4ME08731' is eligible for the Coachman ECM recall. The page lists two steps: 'Step 1: Install Software Update' (with a green checkmark and a link to download files) and 'Step 2: Declare Install Complete' (with a blue box for declaration). Below Step 2, there's a checkbox for 'I declare that the Coachman ECM software update has been installed on my unit...' and a blue 'Submit' button. A disclaimer at the bottom states that by checking the box, the unit will be marked as complete for the recall.

Declaration Page

The screenshot shows the 'Welcome' page on the Firefly website, indicating that the recall is complete. It shows 'Step 1: Install Software Update' and 'Step 2: Declare Install Complete' both with green checkmarks. A 'Recall Complete' section with a green checkmark states: 'The Coachman ECM recall has been successfully completed for this vehicle. No further action is required. Thank you!'. At the bottom, there's a 'Service Center Reimbursement' section with a note that this step is to be completed by the Service Center only if used.

Screen will verify Recall Complete

- Clear this recall for your VIN number by either: a) scanning the custom QR code (on page one of the recall notice letter) and following the confirmation instructions, **OR** b) by going to the website <http://FireflyIntegrationsECMupdateRecall.com/>, entering your VIN number, and confirming that the ECM software has been updated (Step 2). This is accomplished by opening the “Step 2: Declare Install Complete” box, checking the white square ahead of the “I declare...” statement, then hitting the blue “Submit” button.
- Once the declaration page is complete, a green box with a check mark and a “Recall Complete” verification will appear on the screen.
- Once you see the “Recall Complete” verification, the recall on your unit is now complete and your VIN number will be automatically cleared with NHTSA and Transport Canada.

This concludes the ECM software update and clearing of your vehicle Identification number (VIN) in the national recall databases for this recall.

Service Centers, please submit service order or invoice for payment online (after recall complete step) at:
<http://FireflyIntegrationsECMupdateRecall.com/>

For any other questions or technical assistance, please call 1-877-977-2752.