



# SERVICE BULLETIN 2021-06-16

## JUNE, 2021

# BT12 WIRELESS AWNING CONTROL SYSTEM SELF CALIBRATION

### Service

There have been a few reports that an awning may extend by 1.5 inches and immediately retract in quick succession during travel. This is caused by the BT12 electronic control system recalibrating its "home" closed position after power is reapplied after turning off coach power. This issue can be remedied by the system update described below.

#### VERIFYING THE SYSTEM UPDATE REQUIREMENT

- 1) The System Update is required only for BT12 systems wired in the Standard Ignition Lockout configuration.
- 2) The System Update is not required for BT12 systems wired in the Retract then Lockout configuration.
- 3) To verify if your system should be updated:
  - a) While parked, with coach power on and motor off, open the awning. Turn the motor on. If the awning retracts, NO FURTHER ACTION IS REQUIRED.
  - b) If the awning does not retract, the corrective actions described below are required.

#### CORRECTIVE ACTIONS

The update can be uploaded either at a dealer or by the customer using the procedures listed below via Cell Phone Bluetooth app.

**The System Update may be performed on either Android based or Apple based devices. Please follow the directions below:**

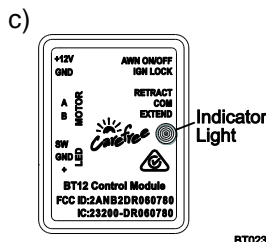
#### Firmware update using Android device:

Visit the Carefree of Colorado YouTube Channel video, "BT12 update with Android device" to see this update procedure.

- a) From the App store, download the "Awning Updater" App.
- b) Download the latest BT12 Firmware:

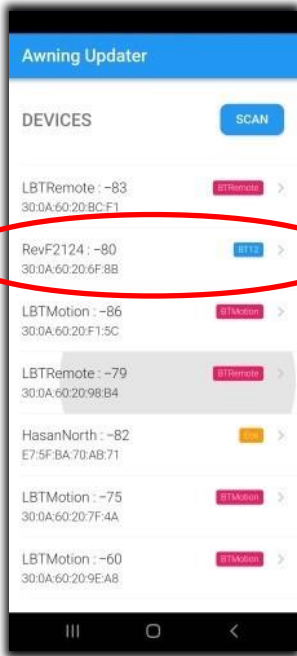
Use either link: <https://aed.sharefile.com/d-sce4fc54296d464f8>

Or QR Code:

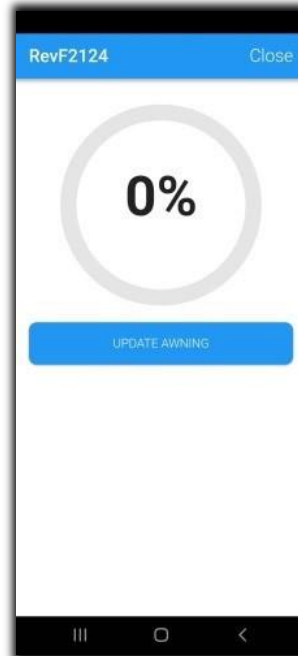


Ensure that there is power to the BT12. The indicator light on the module is on when the module has power.

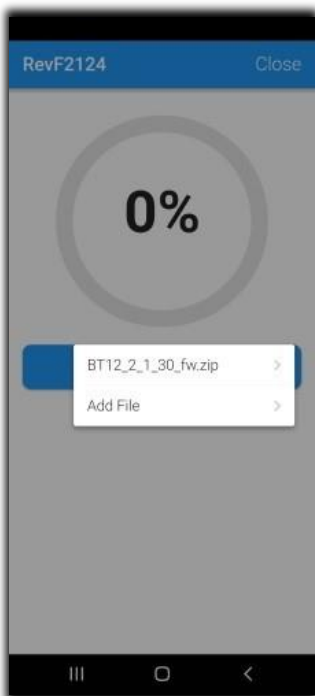
d) Open Awning Updater and find BT12 in list of devices for update. Select the BT12.



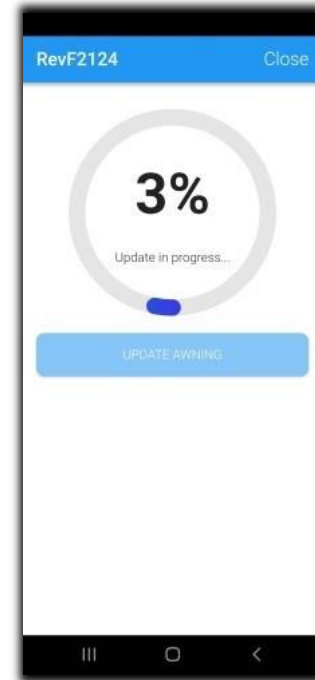
e) Press Update Awning.



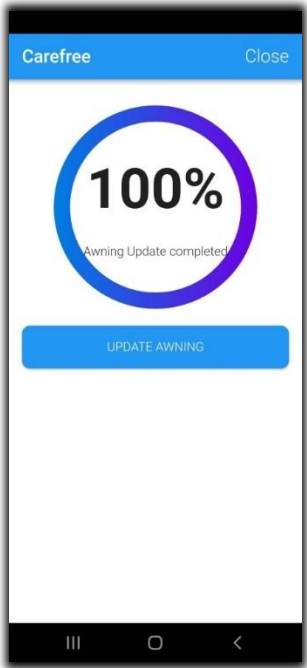
f) Find and select BT12\_2.1.30\_fw.zip, generally located in the "Downloads" folder.



g) Update will begin automatically. The red light on the BT12 unit may visibly dim, this is normal.



h) After awning update complete, close app. Red Light on BT12 box will brighten to normal intensity approximately 10 seconds after Awning update complete.



**Firmware update using Apple device:**

Visit the Carefree of Colorado YouTube Channel video, “BT12 update with Apple device” to see this update procedure.

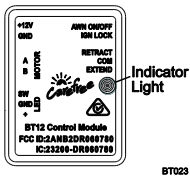
- 1) From the App store, download the “nRF Connect for Mobile” App.
- 2) Download the latest BT12 Firmware:

Use either link: <https://aed.sharefile.com/d-sce4fc54296d464f8>

Or QR Code:



**UPDATE THE FIRMWARE**



Ensure that there is power to the BT12. The indicator light on the module is on when the module has power.

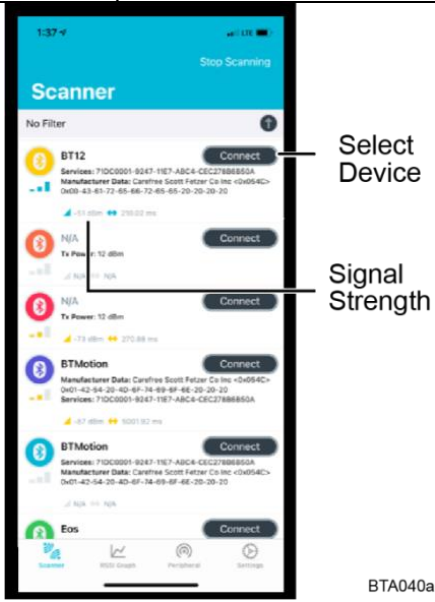
3)

4)



Open the “nRF Connect for Mobile” App.

5) Select the BT12 to be updated.



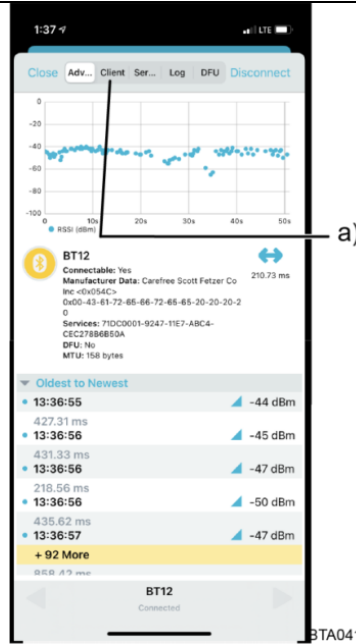
Select Device

Signal Strength

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If more than one unit is in the area, use the signal strength to determine which is closest to your device. The smaller the number the closer the device.

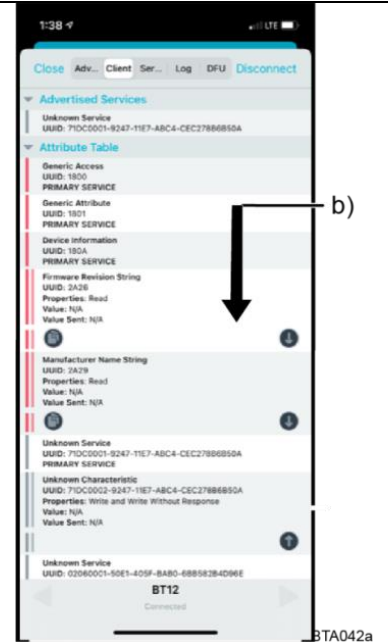
6) Connect



a)

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a) Select "Client" tab



b)

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b) Scroll down

7) Find Triple Down Arrow



#2 Select Second Up Arrow

#1 Press Triple Down

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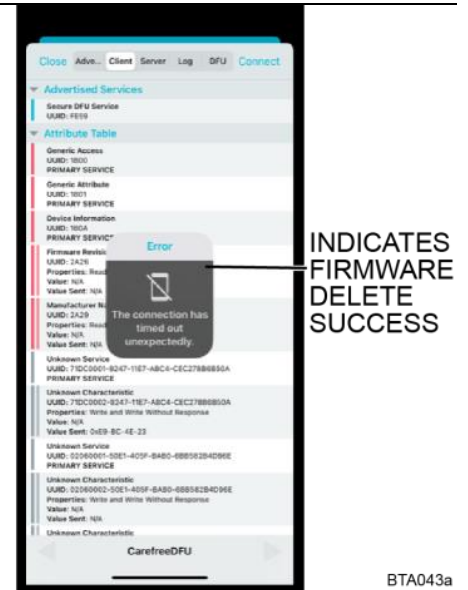
8) Type Code "E9BC4E23" To Clear Current Firmware.



#1 TYPE CODE INTO BOX

#2 Press Write

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INDICATES FIRMWARE DELETE SUCCESS

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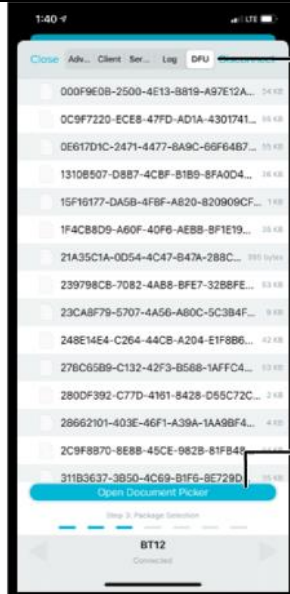
• BT12 Red Light will Dim

9) Update



Press To Re-connect

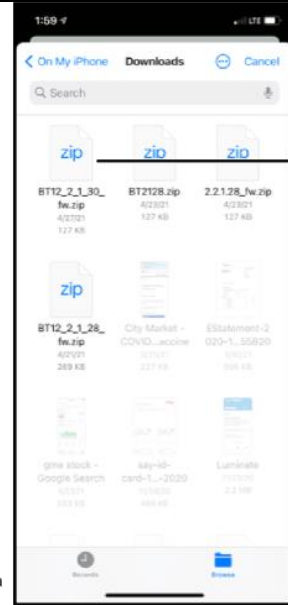
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#1 Press DFU Tab

#2 Open Document Picker

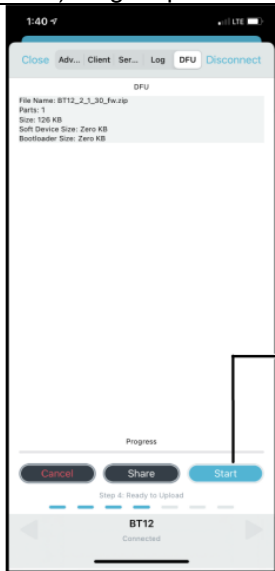
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Select Latest Firmware in Downloads Folder

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10) Begin upload



Press Start To Begin Update

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11) Complete process.



Upload Success when full Progress Bar

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- NRF Connect will state Update Success when complete.
- Do not turn off BT12 until the red light on the box comes back on full brightness.
- In a limited number of circumstances, the program may show a pop up box stating "Unexpected\_Disconnect" Please note: The upload still occurred, please wait 45 seconds and you will see the red light come to full brightness. Upload was successful.
- When Complete, Close App

**DEALER LABOR ALLOWANCE:** .5 Hours – Firmware upload

**SUBMIT CLAIMS TO WARRANTY@CAREFREEOFCOLORADO.COM.**

**Include photos or copies of the awning serial number (located on the inside of the lead rail) and vehicle VIN (on the OEM Federal Placard located on the driver's side door jamb) with the warranty claim. This will provide a record of affected awnings.**