



# MANDATORY OPTIMUS SOFTWARE UPDATE

## USCG Campaign #: 190041T

### NOTICE

Steering is a critical component for boat control. Dometic provides many safety recommendations including system checks and general maintenance in our manuals, on our website, and on the product decals. These must always be followed to help you have an enjoyable and safe boating experience.

Dometic (formerly SeaStar Solutions) has become aware of a few isolated cases where the steering can experience a pump motor direction fault which may cause steering disruption (loss of steering response). This has been traced to a change in the electronic circuit board of the EM1200 and EM1200S Pump Control Module (PCM) in July 2018.

Although it is very rare, this condition can result in temporary loss of steering that requires a key cycle to regain steering. In the event that this occurs, the Optimus EPS system will notify the user via the CANtrak display and audible buzzer. If your product falls into the affected part number and serial number range, Dometic has developed a mandatory software update that will prevent this steering disruption.

If your steering system uses an EM1100 or EM1100S, your system does not require a mandatory software update to address the steering disruption concern mentioned in this notice.

### NOTICE

The PCM software revision follows an ascending release order of: RevS, RevT... RevY, RevZ, RevAA, etc., where RevS is the oldest and RevAA is the newest.

## How to determine if your Optimus EPS or Optimus 360 system is affected

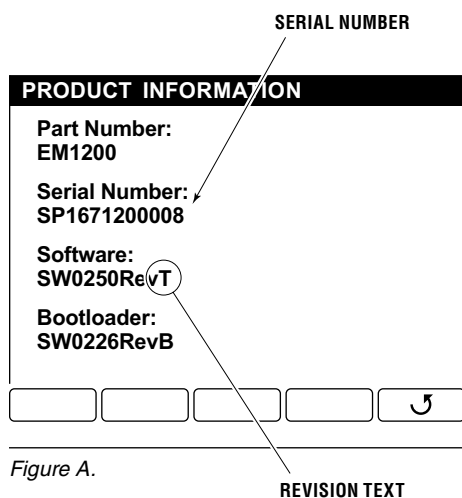


Figure A.

There are two ways to determine the PCM serial number.

### Instructions for accessing the PCM serial number and software revision from the CANtrak display:

1. From the CANtrak run screen, Press the menu button.
  2. Scroll down to "Devices" and press the right arrow button to select.
  3. Scroll down to "Main PCM" and press the right arrow button to select.
  4. Select "Product Information" with the right arrow button.
  5. The PCM serial number and software revision is now displayed on the screen as shown in Figure A. The revision is the text following the letters "Rev". In the case of figure A, the software revision is "T".
- If your software revision is already "AA" or newer, no action is required regardless of your PCM's serial number.



## Instructions for accessing the PCM serial number from the PCM (Pump Control Module):

1. Locate your Optimus PCM, refer to figure B.
2. Locate the Part Number and Serial Number on the PCM Product Decal (refer to figure B and figure C).

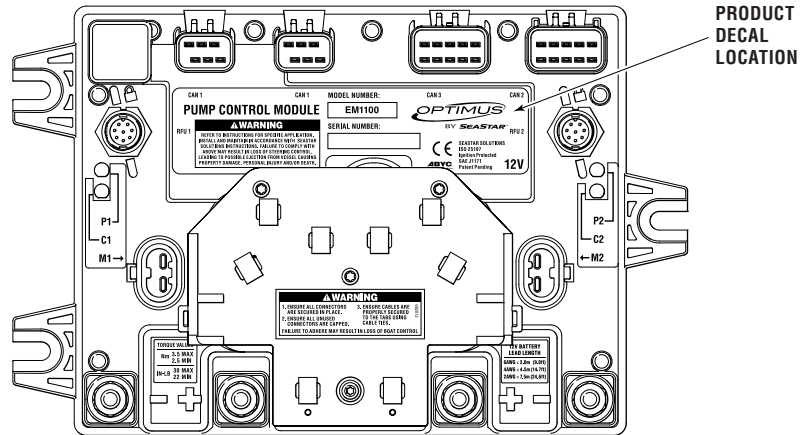


Figure B. Optimus PCM (Pump Control Module).

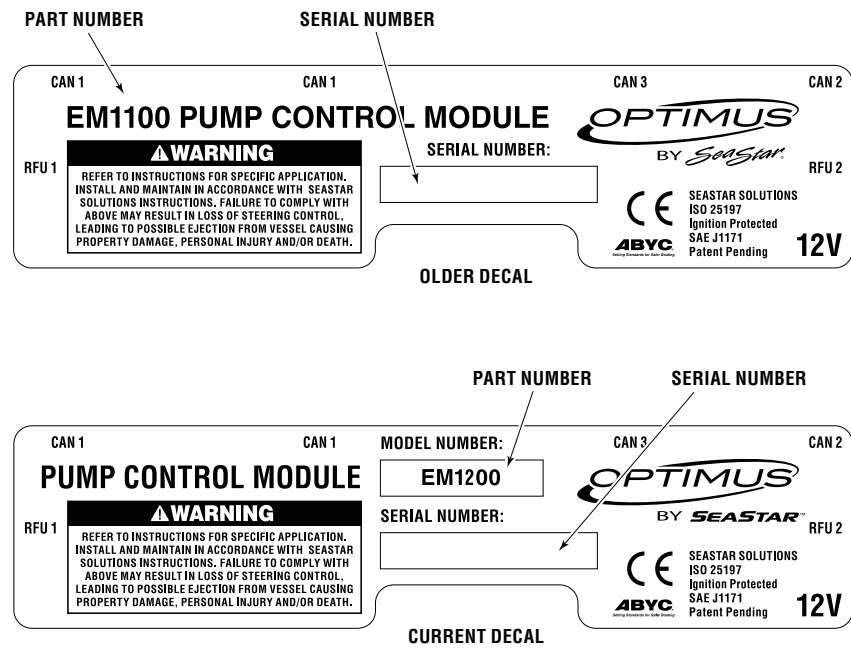


Figure C. Product Decals with Part Number and Serial Number Locations.



SP ddd yy xxxxx

DAY YEAR UNIQUE No.

SERIAL NUMBER FORMAT

## SERIAL NUMBER:



SP1821500476

EXAMPLE SERIAL NUMBER DECAL

Figure D.

### Using the serial number to determine if your PCM is affected.

1. If the Serial Number has the format VS500575xxxxxx, your PCM is not affected. No action is required.
2. If the Serial Number has the format SPxxxxxxx, determine the date of manufacture by referring to the serial number format shown in figure D.
  - a. If yy = 12, 13, 14, 15, 16, or 17 your PCM is not affected. No action is required.
  - b. If yy = 18 your PCM may be affected.
    - i. If yy = 18 AND ddd is less than 158, your PCM is not affected. No action is required.
    - ii. If yy = 18, ddd = 158, AND xxxxx is less than 07377, your PCM is not affected. No action is required.
    - iii. If yy = 18, ddd = 158, AND xxxxx is equal to or greater than 07377, your PCM is affected, proceed to the next section (How to Update Software).
    - iv. If yy = 18 AND ddd is greater than 158, your PCM is affected, proceed to the next section (How to Update Software).
  - c. If yy = 19 your PCM is affected, proceed to the next section (How to Update Software).

## NOTICE

*Before proceeding; If your boat is a single engine Optimus with PCM Part Number EM1200S and you **do not** have an Optimus CANTrak display unit, contact an authorized Optimus dealer to perform the update.*

## How to Update Software

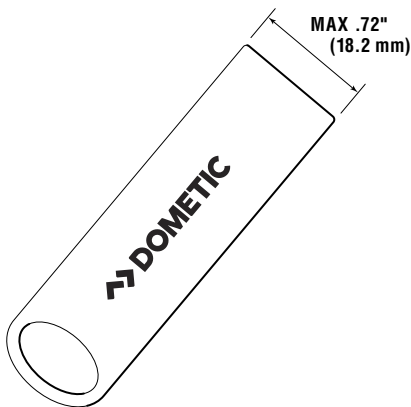


Figure E. USB max. width.

In order to update your software, a file is available for download that can be loaded via a USB drive into the Optimus CANTrak display and *automatically* updates your software.

1. Obtain the software as described below (note – if preferred, Dometic can send a USB drive to you. Contact a Dometic technical service representative to request a USB drive).
  - a. Visit our website to download the file SW0292RevV.zip
    - [www.seastarsolutions.com/support-2/installation-manuals-controls-cables/electronic-steering-manuals/](http://www.seastarsolutions.com/support-2/installation-manuals-controls-cables/electronic-steering-manuals/)
  - b. Unzip the file onto the root directory of a USB device (minimum 100 MB). See figure F.
    - note a slim USB device is required to fit in the back of the CANTrak unit. Max .72" (18.2 mm) wide. Refer to figure E.
  - c. Once the contents of SW0292RevV.zip are unzipped, the file structure on the root of the USB should be as shown in figure G.

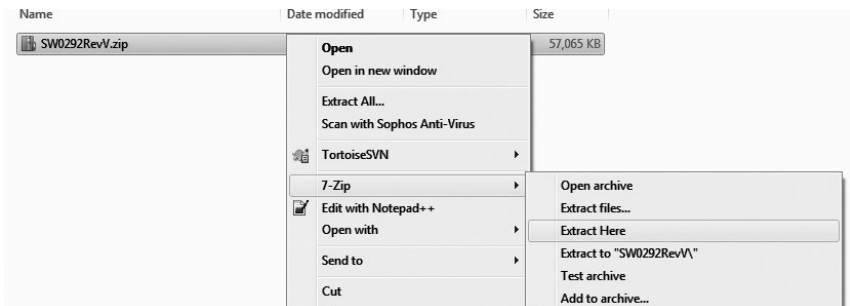


Figure F. Unzip file onto root dirctory of a USB.

Name	Date modified	Type	Size
SW0292RevV	7/2/2019 2:58 PM	Compressed (zipp...	57,065 KB
app	7/2/2019 2:46 PM	File folder	
firmware	7/2/2019 2:46 PM	File folder	
images	7/2/2019 2:46 PM	File folder	
recovery	7/2/2019 2:46 PM	File folder	
README_HOW_TO_INSTALL	7/2/2019 2:46 PM	Text Document	3 KB
SW0292RevV	6/28/2019 11:19 AM	Text Document	1 KB
usbboot	7/2/2019 2:46 PM	File	1 KB
usbstick_update.ars	7/2/2019 2:46 PM	ARS File	1 KB
usbstick_update.autorun	7/2/2019 2:46 PM	AUTORUN File	2 KB

Figure G. File structure.

1 of 1 **WARNING** 0x7FC93

**New mandatory software updates must be installed on your Optimus system.**

**System operation may be affected if this update is not done.**

**Tie your boat to a dock. Press the "Update" button below. Follow on screen instructions.**

Figure H.

2. Plug the USB drive into the back of the CANTrak display.
3. Turn on your Optimus Steering system.
4. Follow the instructions provided on the CANTrak display (note – the initial update process on the Cantrak can take up to 8 minutes).
5. Once the USB drive is removed, a message may appear on the CANtrak display similar to what is shown in figure H. Continue to follow the instructions provided on the CANtrak display.
6. Once updated, please email the PCM serial number to [optimusadvisory@dometic.com](mailto:optimusadvisory@dometic.com)
  - Send a clear photo of the Colour Display after the update or PCM showing the serial number (refer to figure C).

## NOTICE

*If faults persists after the update, please contact your Optimus authorized center to have the PCM replaced.*

## Contact Information

Our technical service representatives are available to answer any questions.

- Email: [optimusadvisory@dometic.com](mailto:optimusadvisory@dometic.com)
- Phone: 1-604-248-3858

Authorized Dealers:

[www.seastarsolutions.com/optimus-authorized-installing-dealers/](http://www.seastarsolutions.com/optimus-authorized-installing-dealers/)

Software Update File Location:

[www.seastarsolutions.com/support-2/installation-manuals-controls-cables/electronic-steering-manuals/](http://www.seastarsolutions.com/support-2/installation-manuals-controls-cables/electronic-steering-manuals/)