

July 11, 2019

**Subject: Advisory Notice - Mandatory Optimus Software Update (USCG Campaign 190041T)**

Dear Valued OEM Builder, Dealer or Boat Owner,

Our records indicate that you have purchased the Optimus system. 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 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.

Dometic and US Coast Guard considers this issue to be high severity.

Dometic recommends the boat owner or a qualified marine technician follow the inspection instructions on Advisory Notice #682219 (attached) to determine if they are impacted by this mandatory software update, and ensure proper steps are taken to address any future potential concern.

**BOAT OWNERS:** Please review Advisory Notice #682219 and if you are affected, conduct the mandatory software update. If you are unsure or uncomfortable with conducting the mandatory software update, please contact your Optimus authorized service dealer.

**OEM/DEALERS:** To advise boat dealers/owners of this potential issue, we have setup **two options** to facilitate the distribution of the letters and advisory notices. **OEM/Dealer must inform Dometic within two weeks of receipt of this letter, which option was used for each customer:**

- 1) You may provide Dometic with copies of your records indicating the boat dealer/owner name, address and Hull ID #. Dometic will directly issue this letter and Advisory Notice.
- OR----
- 2) Dometic authorizes you to send this letter, along with the Advisory Notice directly to the boat dealer/owner.

Please contact Dometic at [optimusadvisory@dometic.com](mailto:optimusadvisory@dometic.com) to advise your preferred contact method.

**CURRENT INVENTORY:** During installation, please make sure you install the latest version of the software which will be available on the Dometic website. <http://www.seastarsolutions.com/support-2/installation-manuals-controls-cables/electronic-steering-manuals/>

If you have a single engine boat with Optimus and no CANtrak display, you will have to take it to an Optimus dealer to have the update done.

Dometic will accept a one-hour labor charge from an Authorized Optimus EPS and 360 dealer to perform the software update. As stated in the advisory notice, proof of the update will be required by providing the PCM serial number.

USB thumb drives with the software update can be mailed upon request by contacting [optimusadvisory@dometic.com](mailto:optimusadvisory@dometic.com) and providing your complete mailing address.

If for some reason you refuse to complete this software update, please provide in writing to [optimusadvisory@dometic.com](mailto:optimusadvisory@dometic.com).

We sincerely regret the necessity for this action, but we are certain that you will agree that safety comes first. Thank you for your understanding and support.

Sincerely,



Shane DeWitt  
Product Manager – Electronics EPS, EST  
Dometic