Service Bulletin

Bulletin No. 2009-67
CMD 2009-07

Circulate to: ☐ Sales Manager ☐ Accounting ☑ Service Manager ☑ Technician ☑ Parts Manager

VesselView Restarts During Normal Operation of Diesel Axius Models

Models Affected

Models Affected	Serial Number
QSD 2.8L	All vessels equipped with Axius and VesselView built before July 2009
QSD 4.2L	All vessels equipped with Axius and VesselView built before July 2009

Situation

Cummins MerCruiser Diesel has received reports that some Axius-equipped vessels with either the QSD 2.8L or QSD 4.2L engines have experienced VesselView restarts during normal vessel operation. These restarts may occur randomly and cause momentary loss of gauge information on the VesselView display.

Perform the procedures described in the following CMD service bulletins during the same service visit if they have not already been completed:

Service Bulletin Description	Service Bulletin Number
Installation of the High-Pressure Filter Kit on Diesel Axius Models	CMD 2009-11
Leaks from Low-Pressure Steering Hoses on Diesel Axius Models	CMD 2009-12

Correction

Update VesselView software to version 3.15.0.86.

Cummins MerCruiser Diesel has released a new version of VesselView software (Ver. 3.15.0.86) that addresses random VesselView restarts. Updating the VesselView software to version 3.15.0.86 will correct the issue.

This document provides instructions for updating the VesselView and VesselConfig software.

IMPORTANT: Perform the software update on each VesselView installed.

Obtaining the Update Files

IMPORTANT: The SmartCraft Download Center requires access permission and a login. Most Cummins MerCruiser Diesel authorized distributors and service centers already have access to the SmartCraft Download Center. If you do not, contact Cummins MerCruiser Diesel to request access.

The VesselView update files are available at the SmartCraft Download Center.

1. Access the SmartCraft Download Center by visiting **www.cmdmarine.com**.
2. Select the **SmartCraft** hyperlink from the top menu.
3. Select the **Download Center** hyperlink from the left-hand menu.
4. Select the **Technician Site** hyperlink.
5. Use your user id and password to login to the Cummins site.
6. Select the **VesselView Update** hyperlink to access the update files.
7. Select the **VV 86 Update.exe** file. This compressed self-extracting file contains two VesselView programming files.

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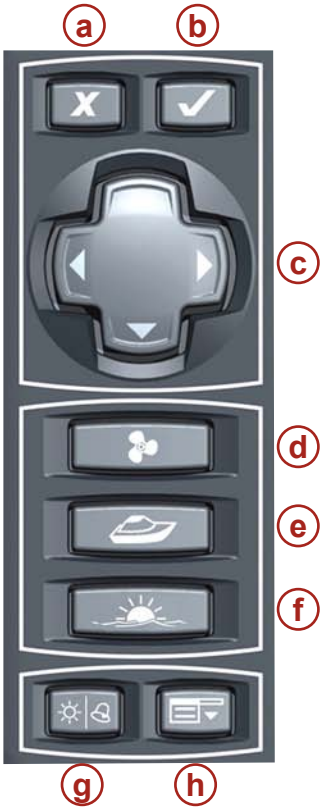
- FactoryReset.RI2
- VV_3_15_0_86_VC_1_16_0_3.ri2

IMPORTANT: VesselView will not recognize files that are not in the root directory of the USB drive.

8. Use a PC to extract the update files and copy them to the root directory (not in a folder) of a USB drive.

NOTE: *The files may be accessed directly at www.gce.cummins.com/mce/mce_scdownloadctr/index_scv.htmTechnician Site .*

VesselView Controls



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VesselView Controls

a - "Cancel"
b - "Enter"
c - "Arrow Trackpad"
d - "Propulsion"
e - "Vessel"
f - "Environment and Navigation"
g - "Menu"
h - "Brightness and Alarm"

Export the Current VesselView Settings

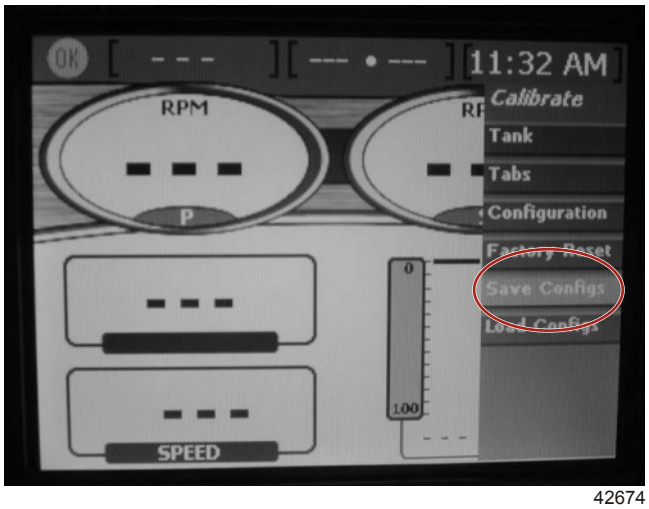
IMPORTANT:
When updating VesselView software from a version older than 3.xx.x.xx, the software configuration file exported will not be importable from within the version 3.15.0.86 software. In this case, you must record all VesselView configuration settings before the software upgrade and manually enter the settings after the software upgrade.

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1. Press the menu button until the VesselView main menu appears. Then navigate to the "Calibrate" menu and select "Save Configs" using the directional keypad.



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2. Press the enter (check mark) button. The following screen will appear asking you to insert the USB memory stick. Insert the USB drive into the USB port on the rear of the VesselView unit or into the USB extension harness (if installed).



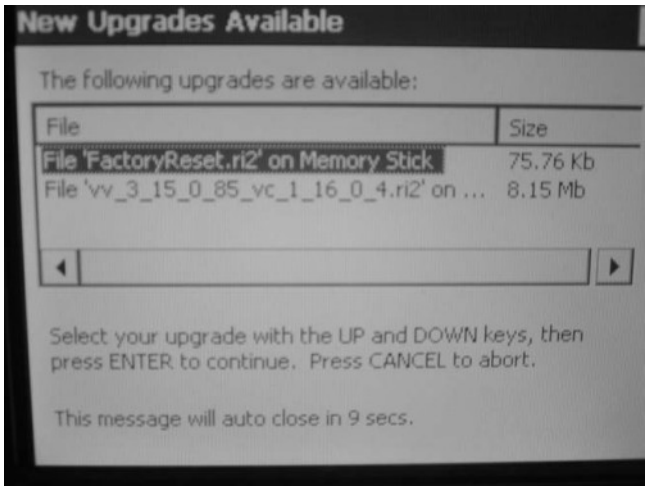
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NOTE: *The "New Upgrades Available" window will appear after the VesselView has completed a scan of the USB drive for software update files.*



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3. Press the cancel (X) button to enter to the "Save Configuration" screen.



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4. Press the enter (check mark) button to save the VesselView configuration settings to the USB drive. The following screen will appear when the export is complete.



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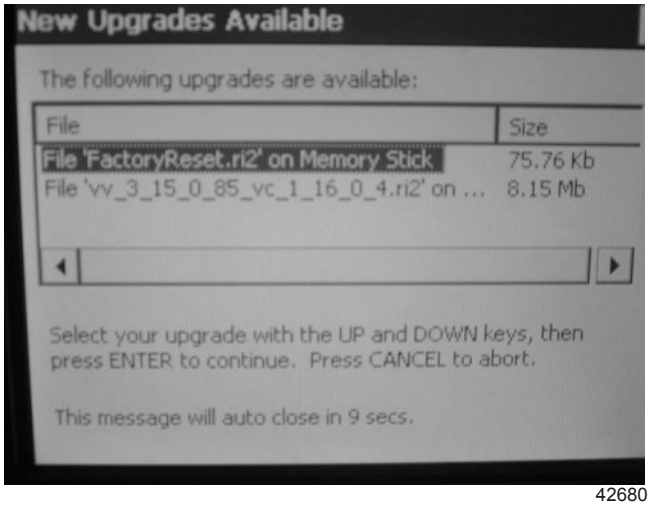
5. Press the cancel (X) button to return to the VesselView main screen.
6. Remove the USB drive.

Perform Factory Reset

IMPORTANT: This procedure can be performed in any VesselView or VesselConfig screen.

1. Ensure that both key switches are in the ON position.
2. Insert the USB drive with the required **FactoryReset.RI2** file into the USB port on the rear of the VesselView unit or into the USB extension harness (if installed).

   NOTE: *The "New Upgrades Available" window will appear once the VesselView has scanned the USB drive for the appropriate files. Once found, you will receive a prompt to select the update files.*



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3. Use the trackpad up and down arrows to highlight the **FactoryReset.RI2** file then press the enter (check mark) button.

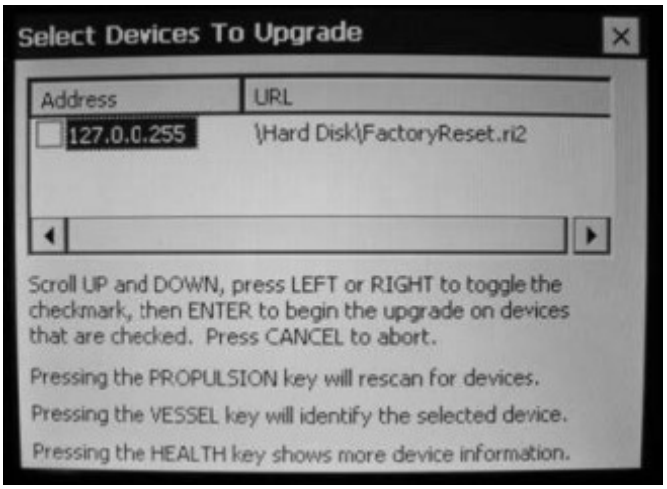
   NOTE: *If the "New Upgrades Available" screen times out before you select the factory reset file, remove then insert the USB drive and the screen will reappear.*

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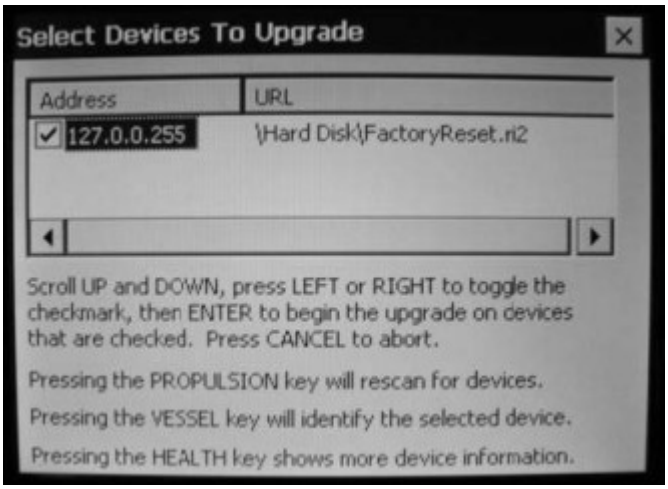
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NOTE: The next screen will prompt the user to select which device should be updated. There will be an IP address with a blank square next to it as shown below.



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4. Use the trackpad left or right arrows to place a check mark [√] in the previously blank square then press the enter (check mark) button to select.



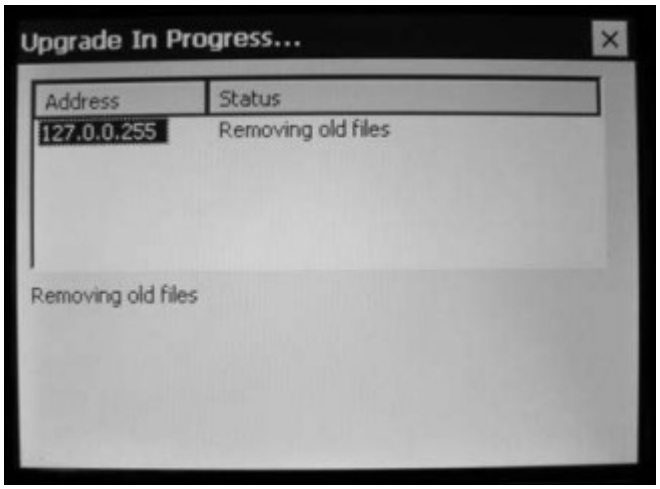
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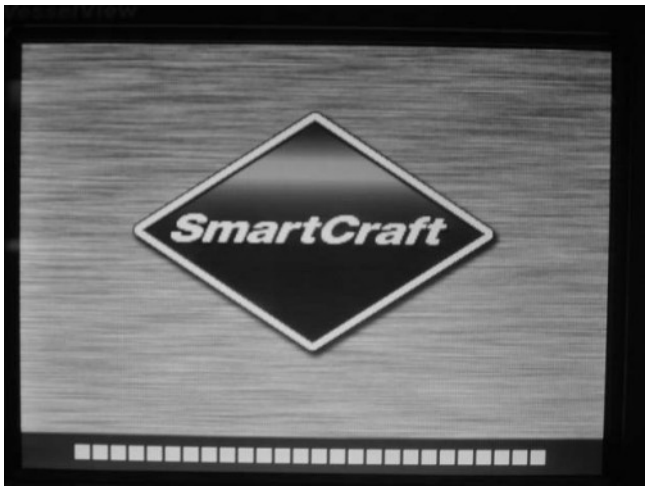
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NOTE: *The "Update in Progress" screen will display during the reset process.*



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5. Remove the USB drive when VesselView begins to refresh and the SmartCraft logo appears.



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NOTE: *The VesselView will reboot in Windows CE after the factory reset has completed.*



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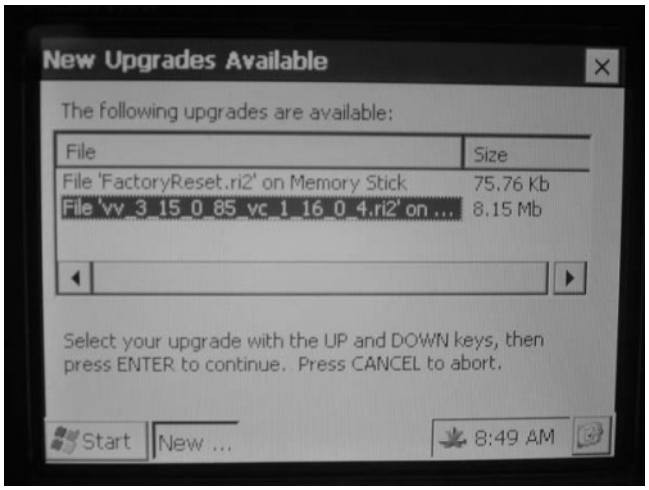
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VesselView and VesselConfig Upgrades

IMPORTANT: This procedure can be performed in any VesselView or VesselConfig screen.

1. Insert the USB drive with the required **FactoryReset.RI2** file into the USB port on the rear of the VesselView unit or into the USB extension harness (if installed).

   NOTE: *The "New Upgrades Available" window will appear after the VesselView has scanned the USB drive for the appropriate files. You will then receive a prompt to select the update files.*

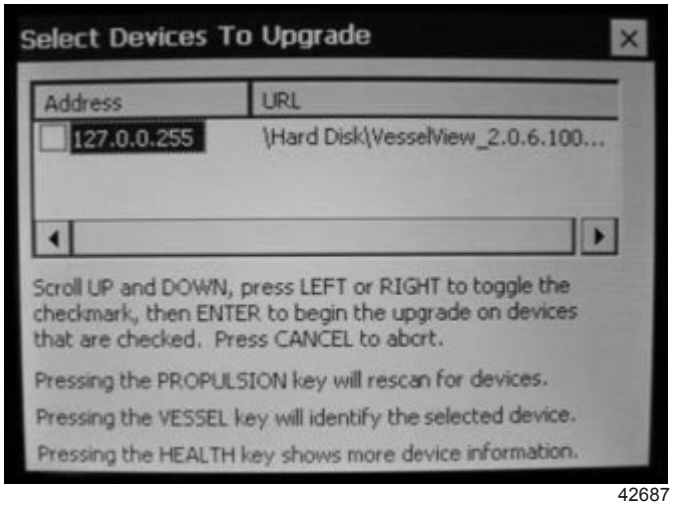


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2. Use the trackpad up and down arrows to highlight the **VV_3_15_0_86_VC_1_16_0_3.ri2** file then press the enter (check mark) button.

   NOTE: *If the "New Upgrades Available" screen times-out before you select the update file, remove then reinsert the USB drive and the screen will reappear.*

   NOTE: *The next screen will prompt the user to select which device to update. An IP address with a blank square next to it will appear, as shown below.*



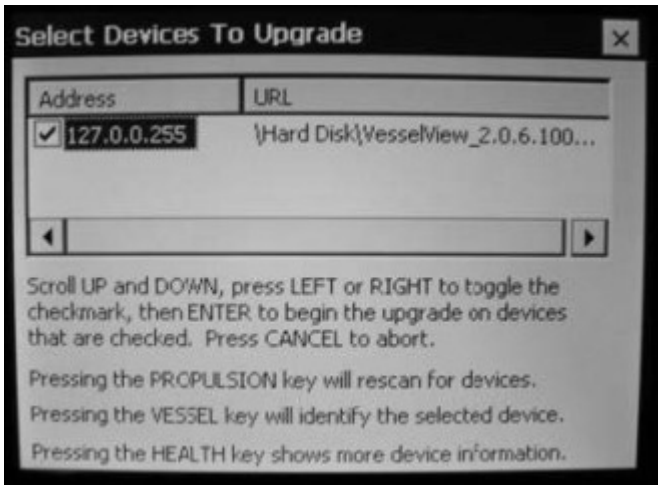
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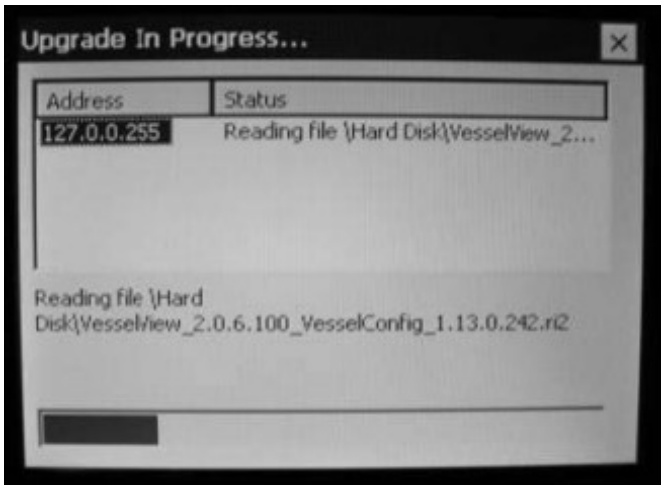
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3. Use the trackpad left or right arrows to place a check mark [√] in the blank square then press the enter (check mark) button to select.



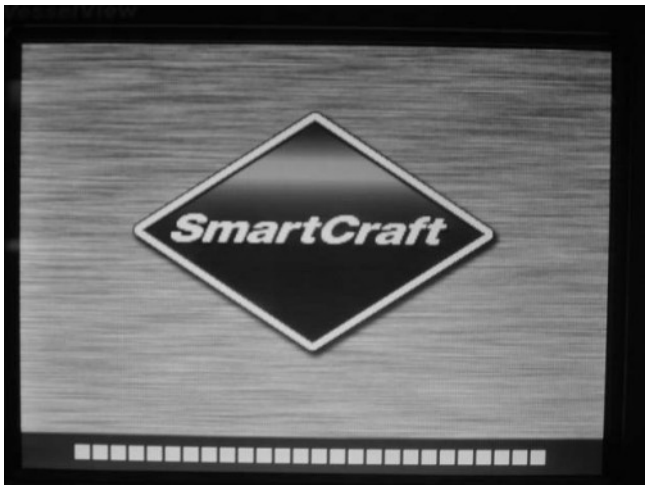
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NOTE: *The "Update in Progress" screen will display during the reset process.*



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4. Remove the USB drive when prompted to do so or when VesselView has refreshed and the Smartcraft logo appears.



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NOTE: *The VesselView program will reboot to the VesselView main screen when the update is complete.*

Loading VesselView Configuration Data

IMPORTANT: Perform the software update on each VesselView unit installed. After the update is complete, VesselView will reboot and display the following first-time startup screen.



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1. Press the trackpad right arrow to proceed to the VesselView setup procedure.



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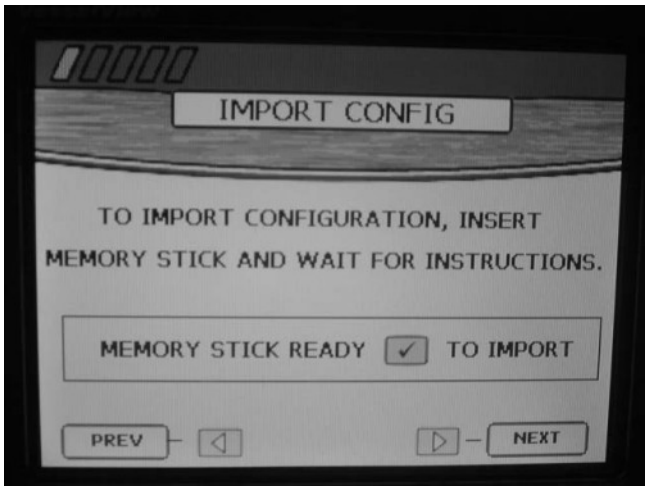
2. Insert the USB drive with the exported vessel view configuration file into the USB port on the rear of the VesselView unit or into the USB extension harness (if installed).

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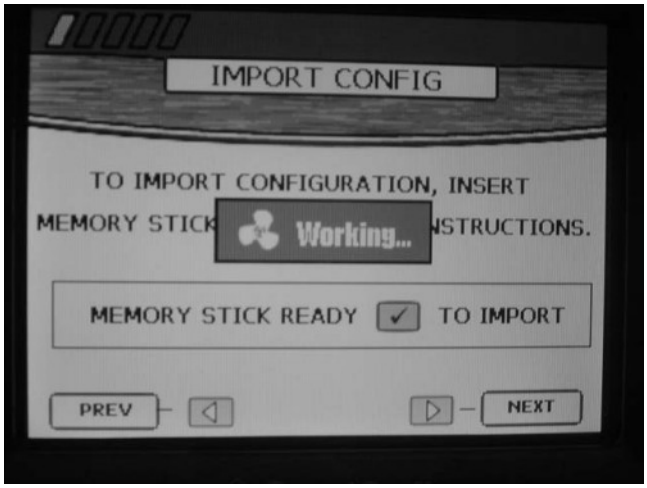
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IMPORTANT: The "New Upgrades Available" window will appear after the VesselView has scanned the USB drive for available software update files. Press the cancel (X) button to enter the "Import Configuration" screen.



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3. Press the enter (check mark) button to import the vessel configurations that were previously exported in the 'Export the Current VesselView Settings' section of this Service Bulletin.



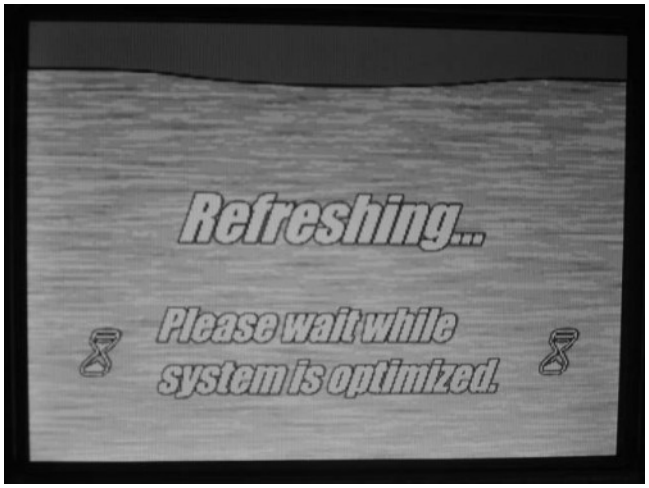
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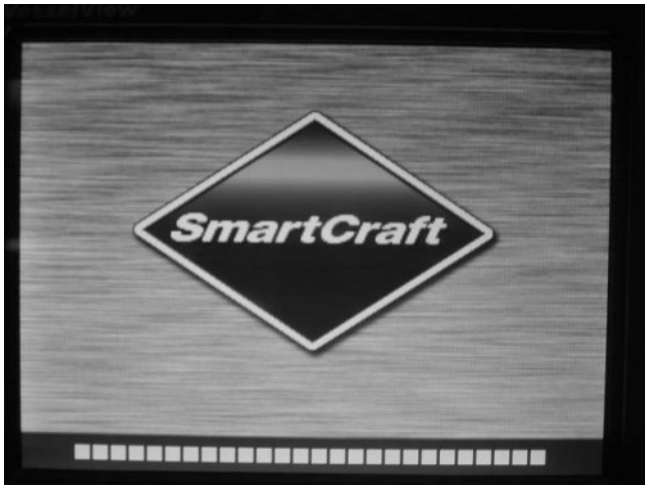
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NOTE: *The refresh screen will display while the configuration file loads.*



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NOTE: *The SmartCraft screen will then display.*



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4. When the "Importing Configuration Files" screen appears, remove the USB drive.



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5. After the VesselView main screen appears, press the menu button (lower right) several times until the main menu appears.
6. Using the trackpad up and down arrows, highlight "Calibrate" and press the enter (check mark) button.
7. In the "Calibrate" screen, use the trackpad up and down arrows to highlight "Configuration" then press the enter (check mark) button to select "Configuration."
8. Set the "HELM ID", "DEVICE ID", "NUM ENGINES", "RIGHT SCREEN", and "LEFT SCREEN" to the appropriate values for the vessel application by using the trackpad arrows then press the enter (check mark) button to save the settings.

   IMPORTANT: When the VesselView main screen is displayed the update is complete.

Warranty

Cummins MerCruiser Diesel will credit the dealer for the cost of labor. Submit a warranty claim through your normal warranty processing channel, listing:

- Engine serial number
- Part Code—640
- Failure Code—00
- Flat Rate Code—NJC
- Labor—0.5 hours

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