GARMIN.

SERVICE ALERT: FORCE® AND FORCE KRAKEN TROLLING MOTOR WI-FI® CONNECTION

PRODUCTS AFFECTED

PART NUMBER	DESCRIPTION
010-02024-00	Force Trolling Motor 50"
010-02025-00	Force Trolling Motor 57"
010-02573-00	Force Kraken Trolling Motor 63" Black
010-02574-00	Force Kraken Trolling Motor 63" White
010-02573-10	Force Kraken Trolling Motor 75" Black
010-02574-10	Force Kraken Trolling Motor 75" White
010-02574-20	Force Kraken Trolling Motor 90" White

ISSUE

A Wi-Fi functionality issue may prevent the trolling motor from connecting to a chartplotter or to the ActiveCaptain® app on a mobile device.

COMPLIANCE

Mandatory

RESOLUTION

Updating the software on the trolling motor will prevent or resolve this issue.

Fixing the Issue

1. Using the remote control, select ☰ > **About**, and scroll down to check the software version on the trolling motor:
   - On a Force trolling motor, if the software is version 5.0 or earlier, you must update the software.
   - On a Force Kraken trolling motor, if the software is version 2.1 or earlier, you must update the software.
2. Follow the instructions in the Owner's Manual for your trolling motor to update the trolling motor software.
   - For a Force trolling motor, go to garmin.com/manuals/force_update/.
   - For a Force Kraken trolling motor, go to garmin.com/manuals/kraken_update/.
3. If the first attempt at updating the software is not successful, completely turn off the trolling motor, turn it back on again and try the update at least one more time.
4. If you are not able to update the software on the trolling motor, contact Garmin product support for additional guidance.
   - To find the best phone number to contact Garmin product support in your region, go to support.garmin.com/ql/?focus=topics and select the link for "Don't know your product or serial number?"