

# TRAX 4 FIRMWARE UPDATE GUIDE

## TECHNICAL SERVICE BULLETIN #0049



**tfi** **TRANSFER FLOW, INC.**  
The Leader in Aftermarket Fuel Tank Systems™

1444 Fortress Street, Chico CA 95973 • Phone # 1-800-442-0056 / (530) 893-5209 • Fax # (530) 893-0204

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# FOREWORD

Thank you for purchasing a Transfer Flow, Inc. Trax 4 system. Please read the following procedures completely before starting the firmware update.

This manual provides the necessary information for the update of the Trax 4 system on your truck. Changes to these instructions may be made at any time without notice. If you find something we missed or require any additional information, please feel free to contact us and let us know.

Transfer Flow fuel systems and parts are intended to be used in conjunction with original manufacturer's equipment or Transfer Flow systems and components.

Our systems and components are not intended to be used in conjunction with other after-market systems. Attempting to use our products inappropriately may lead to malfunction and voids the warranty.

**Before completing the steps below it is important that you thoroughly review and understand these instructions completely.**



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# NOTICE

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# SAFETY NOTES

- Always wear proper personal protective equipment.
- Do not use electronics in proximity to water or other liquids
- Do not touch any exposed circuit board for any reason



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# TOOLS & SUPPLY REQUIREMENTS

Before starting the adjustment process, review the entire adjustment instructions. If you have any questions regarding the ramp system or the adjustment process, please contact Transfer Flow, Inc.

## Tool List:

- Computer with Windows 10 and Internet Access.
- Data transfer compatible USB Type C cable compatible with your computer.
- Trax 4 module removed from the vehicle.
- Philips screwdriver.



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### Issue:

It has come to the attention of Transfer Flow, Inc. (TFI) that after a period of normal operation that a firmware update may be required to keep our Trax system in optimal operation. This requires the user to operate third party software to update the modules firmware. The firmware is not the most intuitive and requires some explanation as to how it operates.

### Overview:

The Trax 4 module holds a base level of programming called firmware. When issues are found with the operation of the Trax 4 unit, or new features are added, a new firmware update may be released by Transfer Flow Inc. When firmware updates are released you will need to remove the module from the vehicle and use the module manufacturer's software to update the module.

The firmware updater requires other programs be installed on your computer as well. This document will walk you through everything from installing the required dependencies onto your computer to having the module ready for use.

Once the process is completed there is no requirement to keep the software you installed on your computer.

### Vehicles affected:

All Trax 4 systems that Transfer Flow Inc. has advised a firmware update on.

### Video Supplement:

There is a YouTube video that will walk you through the steps presented in this guide. You can find it at the following link: <https://youtu.be/RWZiHUhgkKQ>

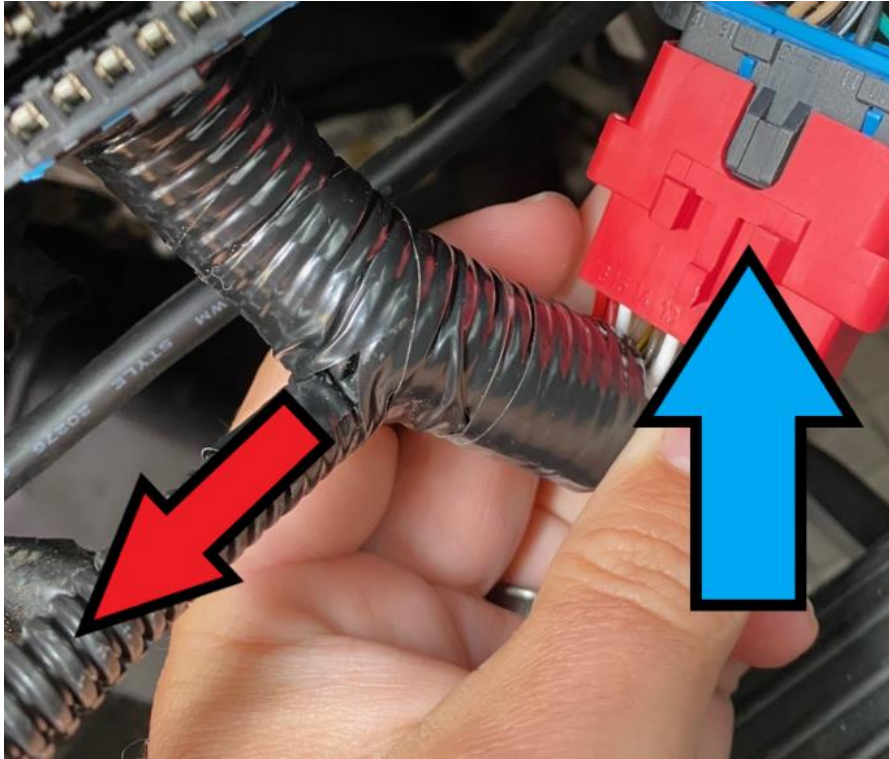


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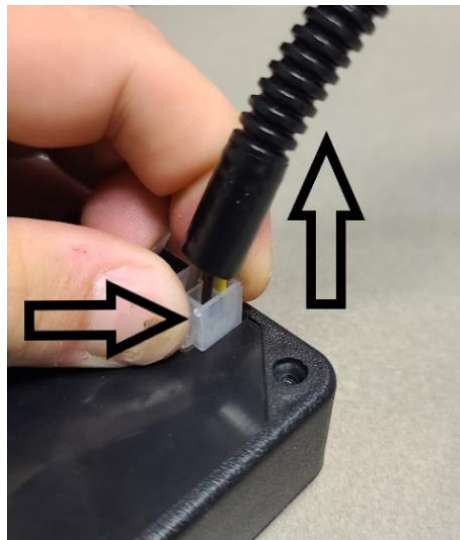
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Locate and remove the Trax 4 module:

1. Look under the dash of your truck and locate the OBD II Diagnostic Data Link Connector. (Blue Arrow)
2. Follow the harness away from the plug in the direction of the red arrow.



3. Unplug the harness from the Trax 4 control module by pinching and lifting up.



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### Install the Intermotive Download Manager (IDM) Dependencies:

1. Navigate to <https://intermotive.net/downloads/#vcp> and click the “VCP Driver” button.
2. When you arrive on the FTDI website you will see a download for the windows installer.


#### Virtual COM Port Drivers

Virtual COM port (VCP) drivers cause the USB device to appear as an additional COM port available to the PC. Application software can contain the VCP drivers currently available for FTDI devices.

Click [here](#) to download the Windows 7 to Windows 11 and Windows Server (see note \* below) driver installer. The Windows driver installer For D2XX Direct drivers, please [click here](#).

Installation guides are available from the [Installation Guides page](#) of the [Documents](#) section of this site for selected operating systems.

3. Click the word “here” where it has the windows installer.
4. Navigate to the downloads folder of your computer.
5. Right click the folder that begins with “CDM” and select “Extract All”.

 Extract Compressed (Zipped) Folders

#### Select a Destination and Extract Files

Files will be extracted to this folder:

Show extracted files when complete

6. Click Extract



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7. Double click the file that says Setup.
8. Click “Extract”.
9. Click “Next”
10. Click the bubble next to “I accept this agreement” if you except the agreement, you must accept to continue this process.
11. Click “Next”.
12. You should see 2 green check marks, and both should show a status “Ready to use”.
13. Click “Finish”

### Install the Intermotive Download Manager (IDM):

1. Navigate to <https://intermotive.net/downloads/#idm> and download the Intermotive Download Manager by clicking the “IDM Download” button.

#### InterMotive Download Manager (IDM)

**Description:** The InterMotive Download Manager is used to download new firmware or configurations and is the easiest way to stay up to date.


**Instructions:**

- Ensure you have the proper **VCP driver** installed.
- Update your computer to the latest **Java version** if necessary.
- Click on the button below, download the .zip file and open.
- Extract/save the enclosed folder or file to your computer.
- Confirm file: Programming Utility.exe.
- Double click the Programming Utility icon to start the application.

Firmware update 11/02/20



2. Go to your downloads folder.
3. Extract the file by right clicking the Intermotive download folder and selecting “Extract all”.
4. Double Click Intermotive Download Manager.exe.

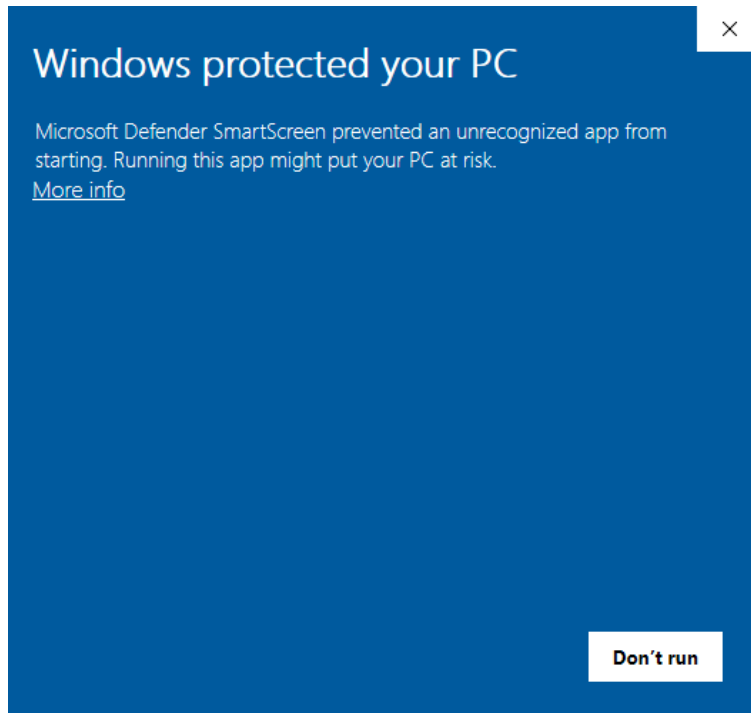
Name	Date modified	Type	Size
 Intermotive Download Manager.exe	10/14/2020 3:55 PM	Application	1,162 KB



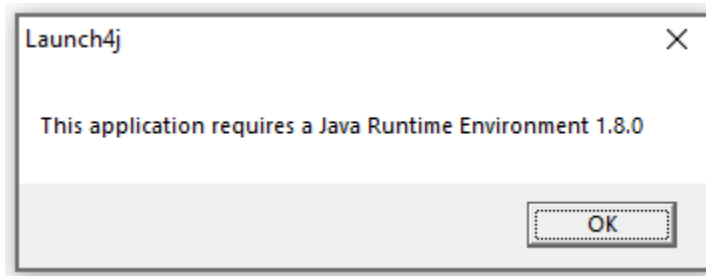
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5. You may need to disable your anti-virus to open the file or you may be met with the following:



6. If you are met with the above click the more info button, then “Run anyway”.
7. You may receive the message “This application requires a Java Runtime Environment 1.8.0” if so, click OK and continue to the next step. Otherwise, skip to step 13.



8. After clicking “OK”, your default browser should open and bring you to a site where you can download Java. If not, navigate to Java’s site here - <https://java.com/en/download/>.
9. Click Agree and Start Free Download and begin download the Java application.

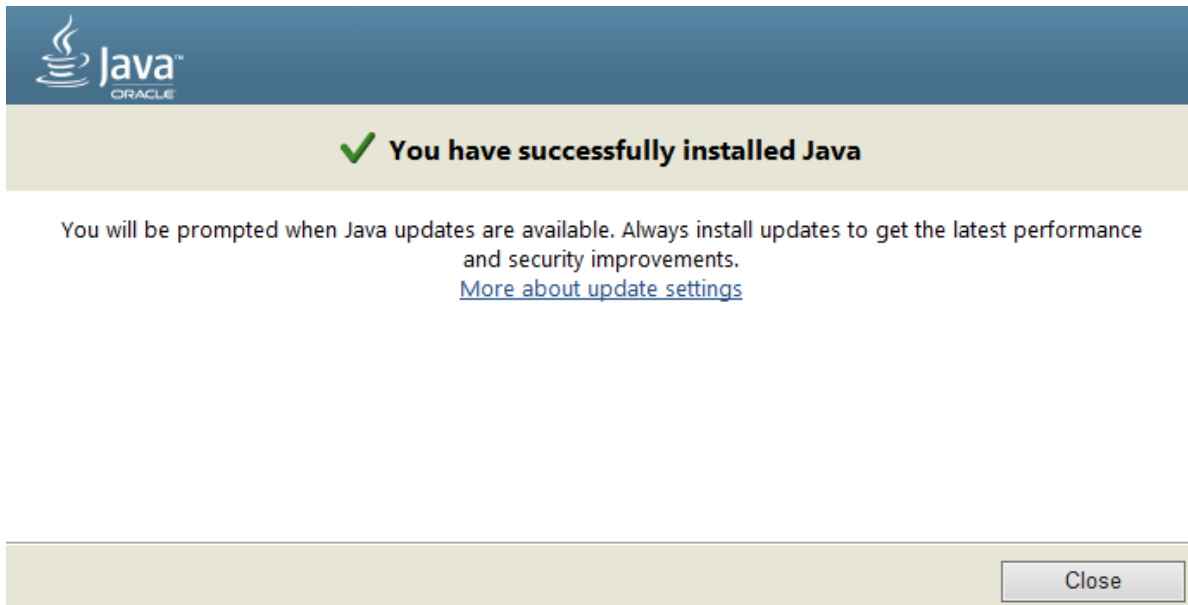




Agree and Start Free  
Download

By downloading Java you acknowledge that you have read and accepted the terms of the [Oracle Technology Network License Agreement for Oracle Java SE](#)

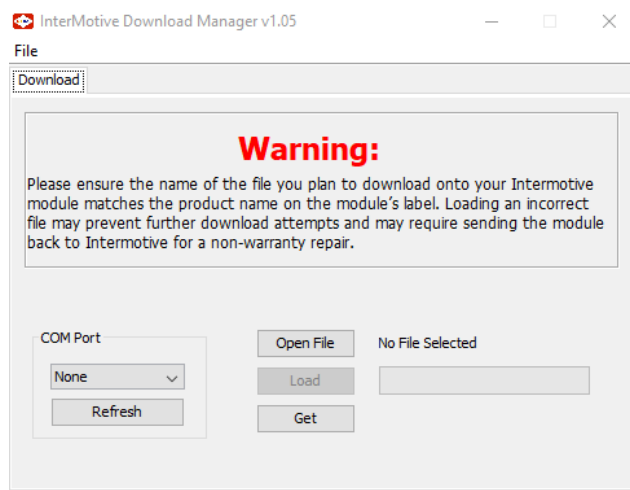
10. Go to your downloads.
11. Double click the downloaded file that begins with “jre”. Allow permission to install (if required) and follow the default prompts to begin installing. Clicking “Install” and “next” as required until you see the successful installation screen.



12. Click “Close” on the installer.
13. Once that is complete, attempt to double click the Intermotive Download Manager.exe again.
14. You should be met the with the following screen:

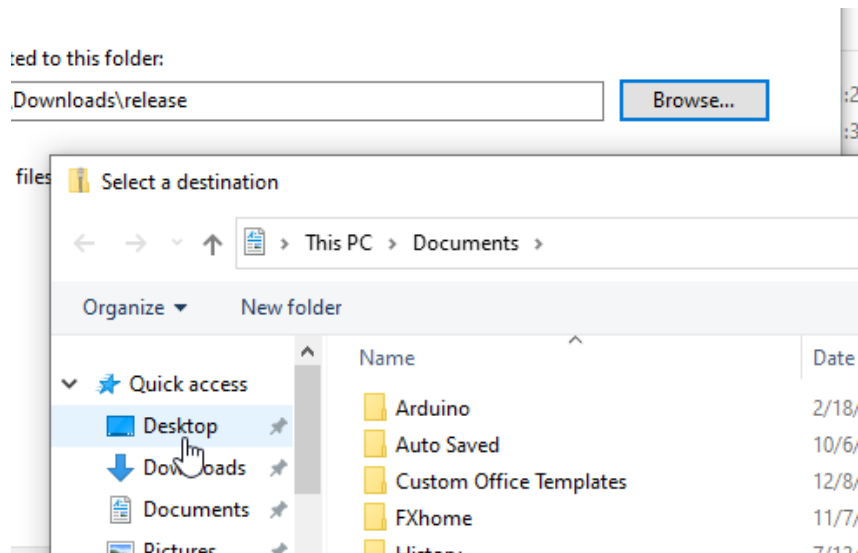


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### Flashing new firmware onto the module:

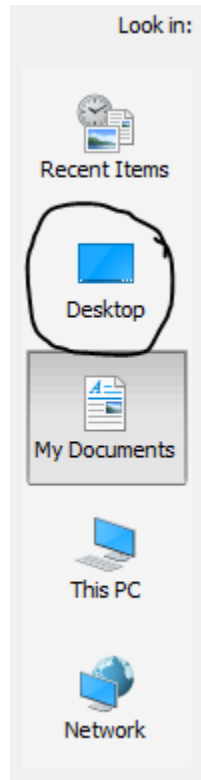
1. Download the firmware that Transfer Flow Inc. has provided onto the desktop. If you are updating to the newest official release, this can be found at <http://applications.transferflow.com/trax4/fw/release.zip>.
2. Navigate to your downloads folder
3. Right click the “release” and select “Extract All”.
4. Click “Browse”.
5. Click on “Desktop” to the left of the window.



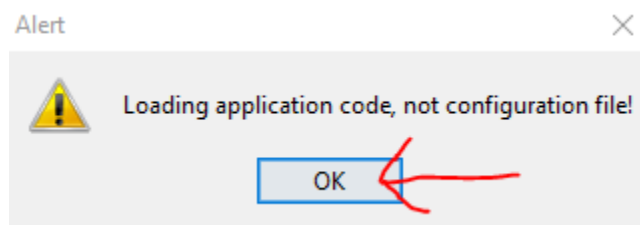
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6. Click “Select Folder”.
7. Click “Extract”.
8. Close the window that opened.
9. Open the Intermotive download manager program as you did in step 13 in the previous section.
10. Click the “Open File” button in the IDM (InterMotive Download Manager).
11. In the left side menu select the Desktop option.



12. Select the file that you saved in step 1, that starts with “TRAX4” and click “Open”.
13. You will be met with an Alert, click the OK button.



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14. Plug your USB-C cable into your computer
15. Click on the select under COM Port and note any numbers there
16. Plug the module into the USB-C cable and select the drop down again.
17. You will notice there is now a new COM number. Select that new number.
18. Click the “Load Button”.
19. The progress bar to the right will fill and you will get a message that the load was complete.
20. You can now unplug the module and reinstall the module into the truck.

Note: You may need to go through the setup again to configure the module for your truck/tank combination, consult your users guide for the setup procedure.

**Congratulations on a successful update!**



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Troubleshooting:

COM port not showing up	Unplug module, click refresh, plug in the module, click refresh again
COM port not showing up	You may be missing the drivers for the download cable. Please see InterMotive's instructions for installing the VCP driver:  <a href="https://intermotive.net/wp-content/uploads/2020/12/IDM-120720.pdf">https://intermotive.net/wp-content/uploads/2020/12/IDM-120720.pdf</a>
Clicking load does not work	Ensure laptop is plugged in
Clicking load does not work	Close the IDM, unplug module from computer, open IDM, plug in module, try process over again
Clicking load does not work	Unplug module, restart computer,
Error message after loading firmware	Load the firmware a second time



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