



June 2020

# How to recover a non-working STEPS8000 system

(e.g. from a broken Bluetooth firmware update)

## Situation:

- STEPS8000 system is not booting up in a correct way after a broken firmware update (e.g. due to lost connection).

## Symptoms:

- STEPS8000 system is not reacting at all after start up, mostly the display is dark too
- It is not possible to connect to some components (like motor unit DUE80xx) via **eTube** software in "normal" mode

## Things you need to cure:

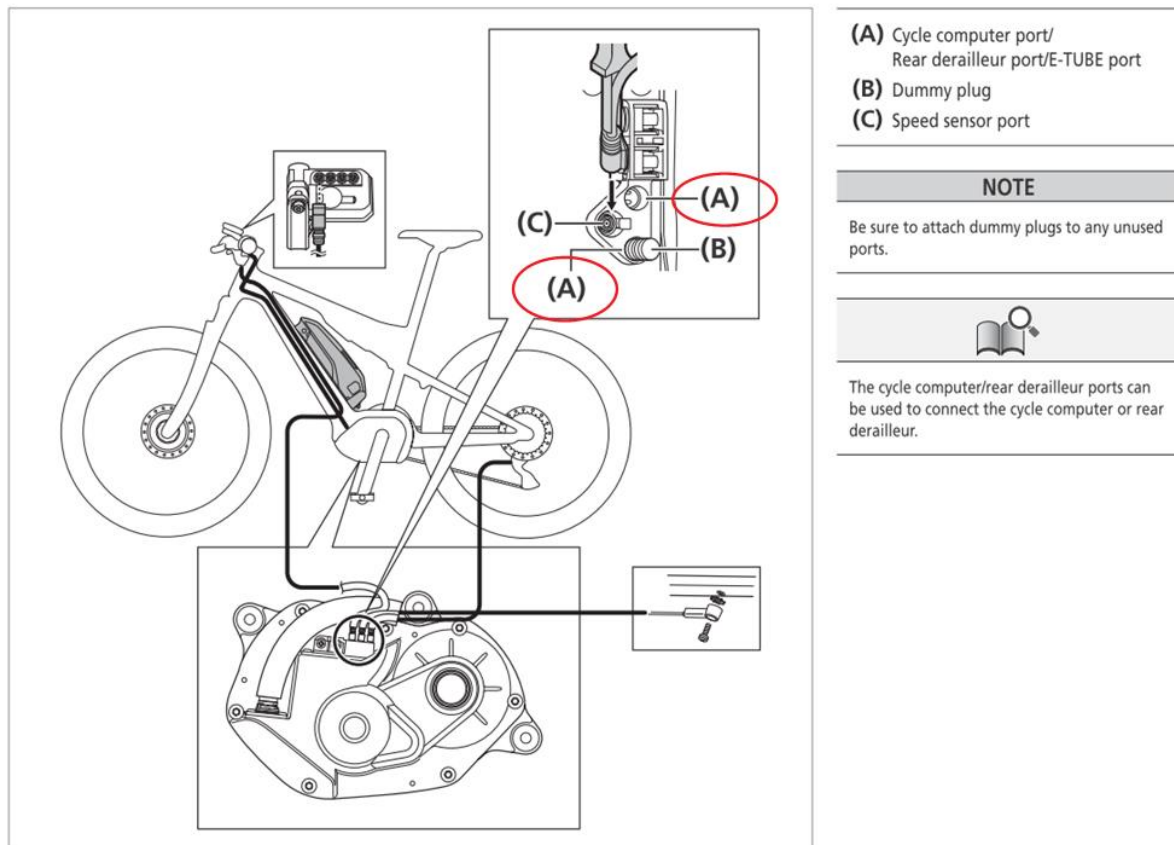
- **PCE1 / PCE02** interface (Shimano **SM-PCE1 / PCE02**)  
the BCR2 interface is not working in this case...
- Shimano **eTube** software for Windows (>= version 3.3.2)  
<http://e-tubeproject.shimano.com/application/>

## Let's go:

1. Remove the left side cover of the motor (drive unit) with 3 screws



2. Unplug all Di2 connectors (2x**A**) from the motor:



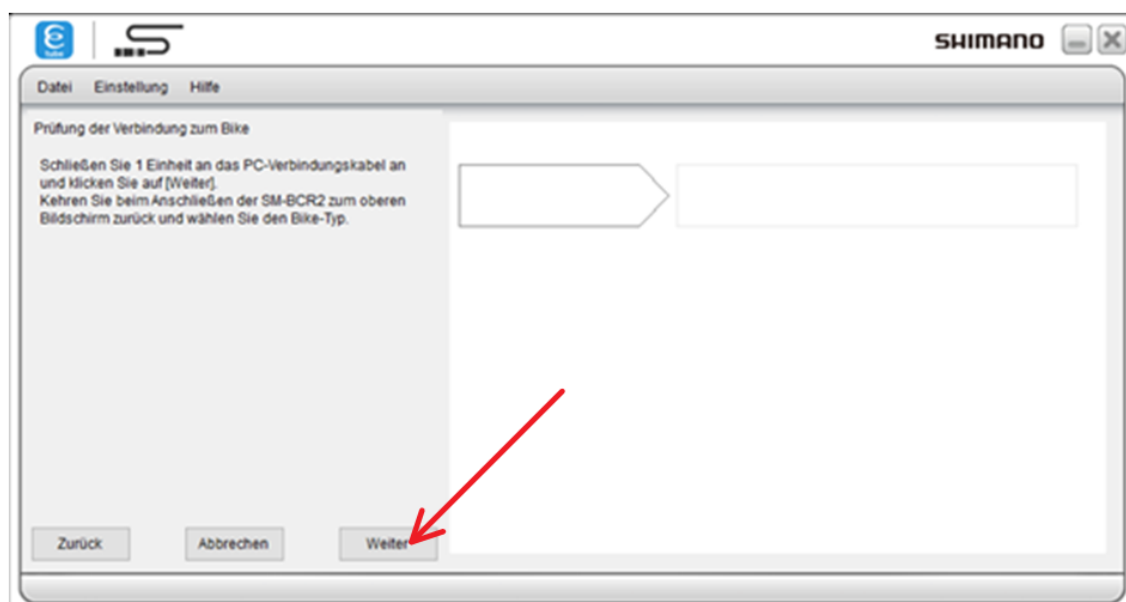
- At least there is one connection to the display, remove this plug.
- If you use an electronics Di2 rear derailleur system, the second Di2 connector on the motor is used too: remove this one too!
- The speed sensor connector (**C**) does not have to be removed.

3. Now connect the PCE1 / PCE02 interface with one Di2 cable directly with the motor via using one of the connectors (A). Take care that the cable is inserted tightly and snapped in the receptacle. Ideally use a TL-EW2 tool from Shimano to plug in and release STEPS cables.
4. Do not use the second Di2 cable which is delivered most of the times with the PCE1 / PCE02 interface
5. Connect the PCE1 / PCE02 interface with the USB cable with the Windows PC
6. Install **eTube** software and drivers on the Windows PC (if not already done)
7. Power on the electrical system on your bike
8. Start **eTube**

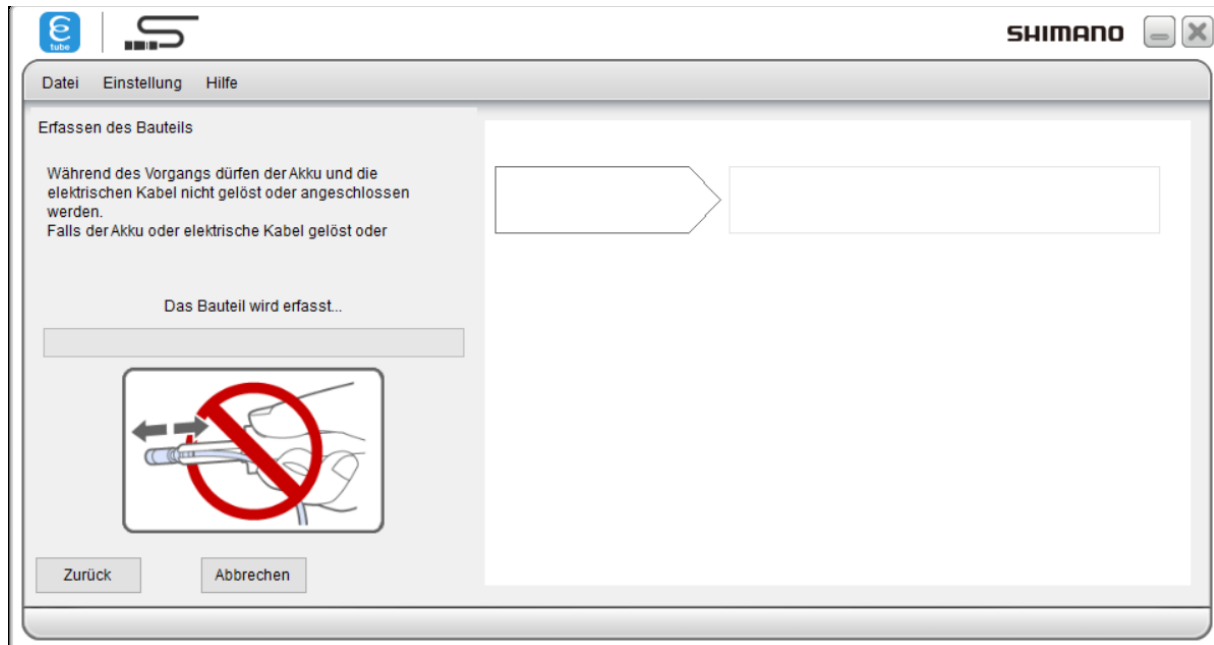
9. Instead of normal “E8000” operational mode start the “direct connection” mode



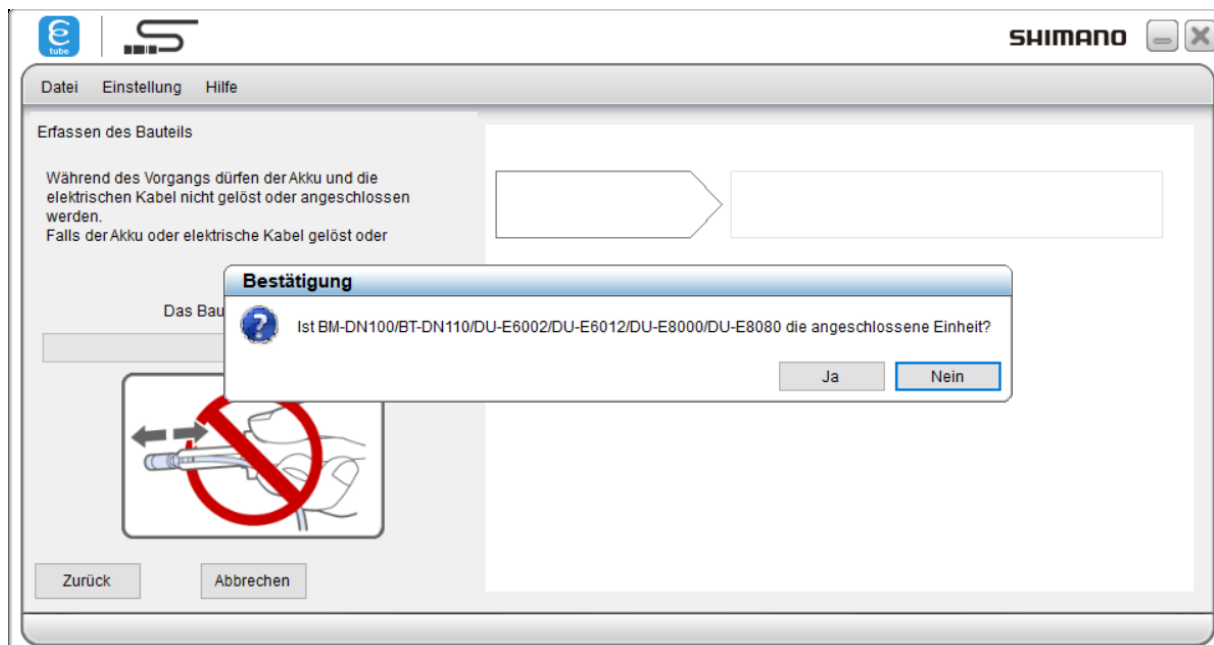
10. Press “continue”



11. Be patient, the next step could take some time...

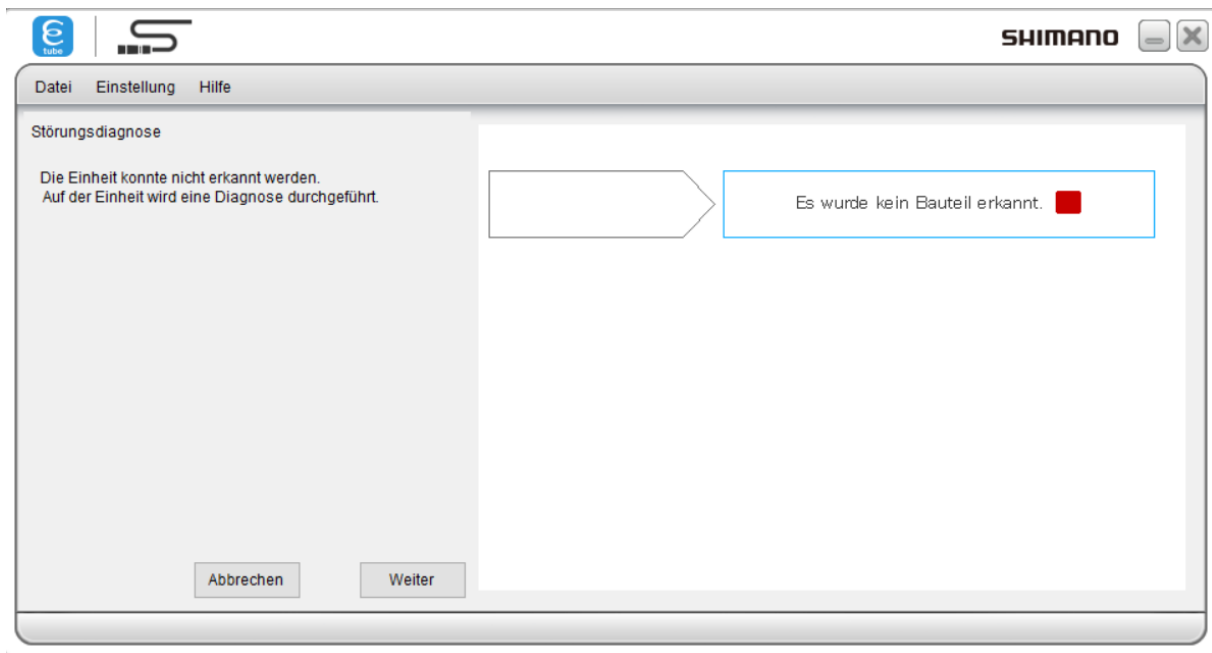


12. Finally, there will be a kind of confusing message:

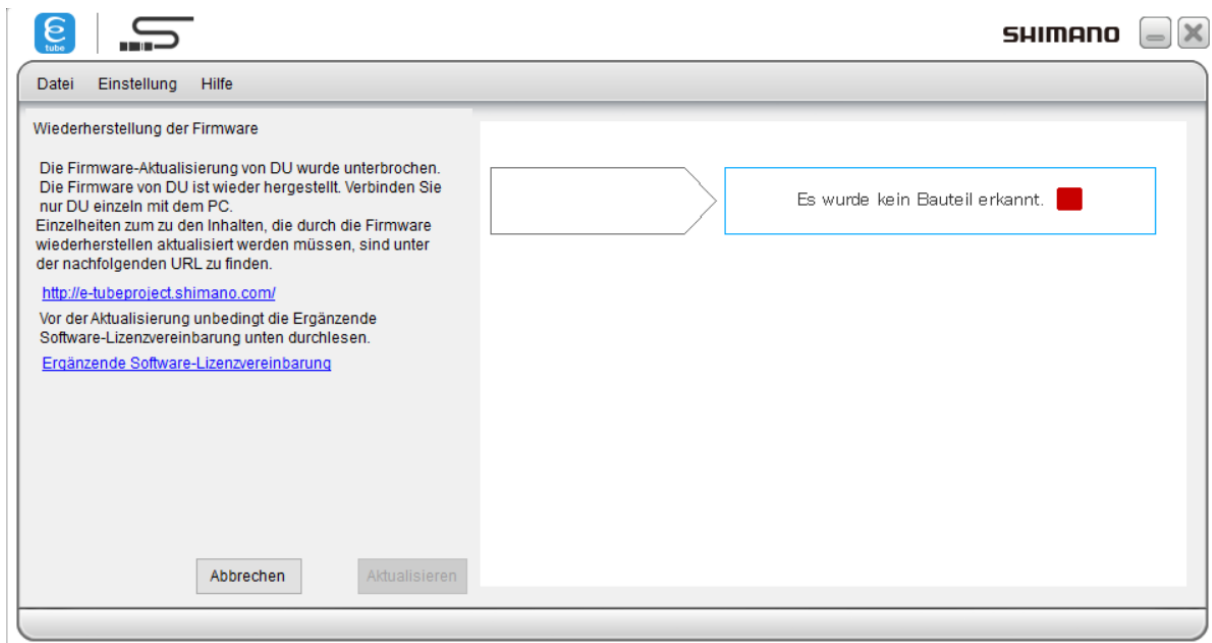


13. Anyway, confirm with "yes", because "DU-E8000" is mentioned in the text

14. A message will appear that no device was detected, press “continue”:



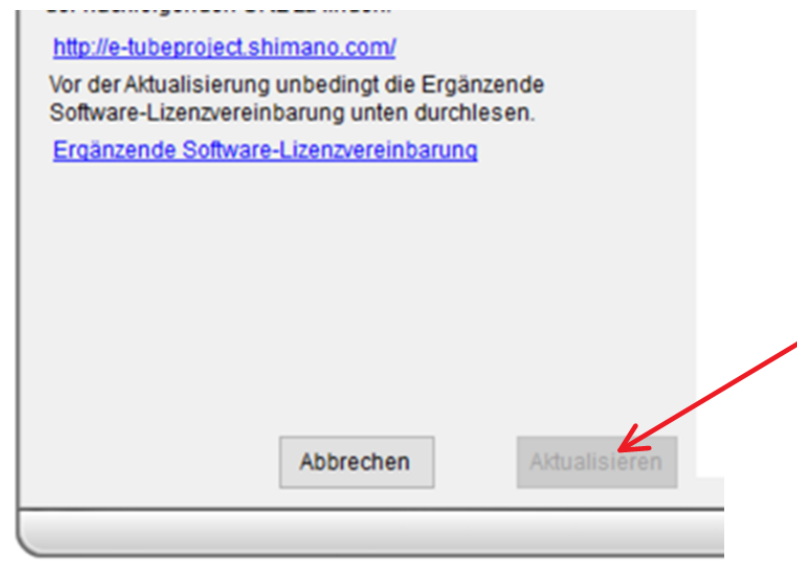
15. This looks like a “dead lock”, because there is only the “abort” button active and no way to go further:



16. The big trick here is to **read and accept** the software agreement, which is linked:



17. If you **read and accept** the software agreement, then the inactive right side button to reprogram the system will get activated and you can start to reprogram the motor firmware from scratch...



Good luck!



Disclaimer:

No liability shall be assumed for any damage to objects and / or persons that may occur in relation to using this document.