Z490 Phantom Gaming ITX/TB3 / Akitio Dock - thunderbolt problem

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I have a problem with Akitio Thunder3 Dock Pro. Unfortunately, the CFAST card reader doesn't work after system startup (I have to remove and reinsert the plug while the computer is working - then the Cfast reader works fine). The other ports, USB, TB3, SD, work normally after booting up the computer. Sometimes the Cfast reader works fine from the beginning, but I can't tell what causes it to work sometimes and sometimes it doesn't, I think it may be related to a hard reboot, in which case the Dock works better than during safe shutdown. I'm using an Asrock Z490 Phantom Gamint itx/TB3 motherboard. Also, TB3 doesn't shut down the external hard drive after I shut down my computer. I am looking for a solution to the problem, does anyone have any ideas? Will flashing the TB3 chip solve the problem? Does anyone in Germany provide a flashing service? Unfortunately, I didn't find anyone in Poland, so I'm looking for help from my neighbors from the west 🙂