

SB, Sileno life - no loop signal caused by mainboard defect, 19113-20, 2019-07

Affected models

Model	PNC	Serial Range	
		Start	End
19112-00	967845890	1919xxxxx	1928xxxxx
19113-20	967845703	1919xxxxx	1928xxxxx
19114-20	967845503	1919xxxxx	1928xxxxx
19115-20	967845603	1919xxxxx	1928xxxxx
15101-35	967845308	1919xxxxx	1928xxxxx

Affected markets

All.

Description

Mower does not create loop signal at installation or mower loses loop signal after a few hours of use. Additionally, creating a new loop signal at the security settings is not possible. This failure is caused by a defect on individual mainboards and typically occurs at the very beginning of the installation. Sometimes it happens after an update of the Mower (Radio Module) in the smart System App but it's not the reason for the error.

Action

	Product sold to end user	Residual inventory not yet sold
What is required:	Service required	No action
When to do:	Only if encountered	
What to do:	Replace mainboard (spare parts are not affected)	
How to do:	Refer to Workshop Manual 6.7.2	

Parts information

New part no.	Part description	Quantity	Old part no.
592 90 99-01	Main Board	1	592 90 99-01

Warranty reporting information

Normal warranty rules apply. A warranty claim must be filed for each unit serviced, even if service is labor only. Please include full serial number. All claims must be sent through our warranty process using only the information listed below:

Field	Selection or Entry
Claim type (inventory)	Non required
Claim type (end users)	1 - Warranty
Failure description	Refer to SB number B4190008A-06
Component code	751 Circuit board main
Defect code	08 Cracked / Split / Broken / Fractured
Labor allowance	10 units (60 minutes)

Revision History

Rev.	Date	Order id.	Description
A	2019-07	SB-4588	Created