

SB, Problem generating loop signal, Husqvarna AM105, Gardena Sileno City, Gardena Sileno Life, McCulloch ROB, Flymo 1200R, 2019-11

Affected models

Model	PNC	Serial Range	
		Start	End
Husqvarna AM105	All	191600082	191701479
Gardena Sileno City	All	191803718	193180005
Gardena Smart Sileno City	All	192002672	193201031
Gardena Sileno Life	All	191901382	193500334
Gardena Smart Sileno Life	All	191905276	193500570
McCulloch ROB R1000	All	191600083	191601251
McCulloch ROB S400	All	192400014	192400128
McCulloch ROB S600	All	192400129	192401698
Flymo 1200R	All	191600001	191602109

Affected markets

All.

Description

Due to a component tolerance on the main board the following problem could occur:

- Auto test in AC3 not working due to that the loop signal cannot be temporarily changed.
- Loop signal cannot be changed in an installation.
- ECO mode cannot turn off the loop signal.

The problem will not affect all mowers within the serial range. It depends on the tolerance of the affected component.

A firmware update solving the problem was released in Autocheck 3 on the 28th of November. If the problem appears, update the mower with latest firmware. All new sold products should be updated to latest version as a part of the PDI (pre delivery inspection). All Gardena products will have the firmware, including the solution, released in the Gardena update tool from week 8 2020.

The following firmware releases or later includes the fix for the problem:

Husqvarna AM105	5825856-09A
Gardena Sileno City	5908253-07C
Gardena Smart Sileno City	5908253-07C
Gardena Sileno Life	5939856-03C
Gardena Smart Sileno Life	5939856-03C
McCulloch ROB1000	5825856-09A
McCulloch ROB S400	5939789-03C
McCulloch ROB S600	5939789-03C
Flymo 1200R	5825856-09A

Action

	Product sold to end user	Residual inventory not yet sold
What is required:	Service is required	Service is required
When to do:	Only if encountered	Only if encountered
What to do:	Update the firmware to latest released version	
How to do:	Use Autocheck 3 or Gardena update tool to update firmware	

Parts information

New part no.	Part description	Quantity	Old part no.
Not applicable	Not applicable	Not applicable	Not applicable

Warranty reporting information

Normal warranty rules apply. A warranty claim must be filed for each unit serviced, even if service is labour 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	B1190024A-07
Component code	756 Software
Defect code	85 No function
Labour allowance	5 units (30 minutes)

Revision History

Rev.	Date	Order id.	Description
A	2019-11	SB-5057	Created