

SB, schedule and time get lost and display is flashing 2019-06

Affected models

Model	Art.no.	PNC	Serial Range	
			Start	End
SILENO city / 250m ²	15001-20	967646803	1844*****	n/a
	15001-22	967646804		
	15001-28	967646810		
	15001-24	967646805		
	15001-35	967646808		
	15001-26	967646806		
	15001-36	967646809		
	15001-32	967646807		
	15001-33	967646811		
	15001-34	967646812		
	15001-37	967646813		
	15001-38	967646814		
	15001-41	967646815		

Affected markets

DE/AT, CH, UK, NO/SE, FI/EE/LV/LT, BE/NL/FR, DK, PL/CZ/SK/HU/RU/UA,
 BG/ROHR/GR/SL/RU, IT/ES/PT, KR, AUS/NZ, CA

Description

The error is caused by a defective HMI board.

The customer notes that the mower does not mow at the correct time, or may not mow at all. The customer finds that the system time has shifted by several hours. When opening the hatch, the display keeps turning on and off without any action.

Affected are Sileno City mower 250m²(Art.no: 15001-*).

Action

	Product sold to end user	Residual inventory not yet sold
What is required:	Service is required	Service is not required
When to do:	Only if encountered	
What to do:	Replace Display board (HMI board), (spare parts are not affected)	
How to do:	like described in workshop manual chapter 6.7.4	

Parts information

New part no.	Part description	Quantity	Old part no.
592 91 00-01	PCBA HMI BOARD	1	same

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)	-
Claim type (end users)	1 - Warranty
Failure description	Refer to SB number
Component code	754 Display
Defect code	08 Cracked / Split / Broken / Fractured
Labour allowance	4

Additional information

Please send the defect HMI boards to:

Dynamic Precision AB
Att: Repair Center
Östergårdsgatan 19
SE-524 23 Herrljunga
Sweden

Revision History

Rev.	Date	Order id.	Description
A	28.06.2019		Created
B	01.07.2019		Updated Additional information