

SMB, Defective component on Main board, ROB S600, ROB S800, 2021-06

Affected models

Model	PNC	Serial Range	
		Start	End
ROB S600	967 79 81-21	2114xxxxx	2117xxxxx
ROB S600	967 79 81-25	2114xxxxx	2117xxxxx
ROB S800	970 51 31-21	2114xxxxx	2117xxxxx

Not affected models

ROB S800	970 51 31-25	All	All
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Affected markets

All.

Description

There may be a defective component on the Main board causing blocked wheel motors with error message "*Wheel drive problem, left/right*" and/or "*Collision problem front*". The defect/fault is not noticeable on brand new products, it appears after a short period of use and is then visible both in field and in Autocheck 3.

The occurrence of the defective component is limited to a certain batch of Main boards and will only affect products with serial numbers listed in an online service, refer to section "Additional information 2" below.

Products with serial numbers out of specified range are **not** affected.

Action

	Product sold to end user	Service version on stock (PNC: 970 51 31-02)
What is required:	Service is required	Service is required
When to do:	Only if encountered	Before sending out
What to do:	Replace Main board	
How to do:	Normal replacement procedure	

Parts information

New part no.	Part description	Quantity	Old part no.
592 90 99-01	ROB S600, ROB S800	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 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)	4 - Requested by Factory
Claim type (end users)	1 - Warranty
Failure description	SMB B4210012B-11
Component code	751 Circuit board main
Defect code	92 Part exchanged on request by Husqvarna
Labor allowance	10 units (60 minutes)

Additional information 1

Spare Part Main boards within the following Serial Number range are affected as well and must not be used!

All main boards which are **not** in this range are not affected and can be used for repair.

Affected spare part main boards:

Main Board Type 11 (P0, PNC: 592 90 99-01): 210851657 – 211624928

All defective mainboards must be returned. For Return handling; refer to section “Additional information 3” below.

Additional information 2

A Main board with the defective component will cause blocked wheel motors and the mower will display error message “*Wheel drive problem, left/right*” and/or “*Collision problem front*”. The defect/fault is not noticeable on brand new products, it appears after a short period of use and is then visible both in field and in Autocheck 3.

The defective component is a transistor that controls the wheel motors and there are six transistors on each board (three for left wheel motor and three for right wheel motor), refer to picture 1.

The online service is intended to be used to identify the products within the affected range that are equipped with the affected batch of transistors. Fill in the serial number and the service will determine if the Motor control board or Main board is affected and needs to be replaced. **Note that the tool will not be able to determine if the board has already been replaced for the affected product.**

Wheel motors are not affected by this problem even though the error messages relate to wheel motors. The problem is isolated to the transistors on the Main board. **There is no need for replacement of wheel motor proactive or when encountered on field.**

Article number for replacement boards is the same as for boards mounted from factory.

Additional information 3

Handling of affected Mainboards

Spare parts

Send Mainboards to:

Dynamic Precision AB
Att: Repair Center
Östergårdsgatan 19
SE-524 32 Herrljunga
Sweden

Mark them with "Transistor Issue, new".

Claimed mower mainboards

Send Mainboards to:

Dynamic Precision AB
Att: Repair Center
Östergårdsgatan 19
SE-524 32 Herrljunga
Sweden

Mark them with "Transistor Issue, used / claimed" + Mower Serial Number.

Revision History

Rev.	Date	Order id.	Description
A	2021-06	00011016	Created
B	2021-06	00011016b	Added second URL-link and section "Additional information 3"