



Nilfisk

TECHNICAL SERVICE BULLETIN

Number: TSB-FC-2020-016

Model & Symptom: SC50 to stay on indefinitely, drained battery.

Date: November 4 2020.

Author: Christian Rayas

Urgency:

☐

HIGH: Immediate action is required. Service visit must be scheduled.

☐

MEDIUM: Action is required during the next scheduled visit to the machine.

☒

LOW: Action is required if machine is exhibiting the reported issue.

☐

GENERAL: No action is required

Symptom:

Error code 5-F5B2 Storage Drive Fail , unable to write to storage drive.

No charge in battery.

Autonomy module does not boot.

PRODUCTS:

All Liberty SC50 models: 56104502, 56104503, 56104506, 56104507, 56104508, 56104509, 56394519, and 56394521.

SYSTEM:

56104545 firmware system.

RELATED TFR / PRIOR TSB:

TFR 20201027-003.

No prior TSB.

ISSUE:

Only for Liberty SC50 with control panel (AKA Main Machine Controller, MMC) firmware version 4.01 and autonomy module firmware version 9.0.0.

There is a bug that allows the machine to stay on indefinitely, unattended, if the user interrupts the power while charging the machine with no key. The machine will go into a "key request" state that boots up the autonomy and MMC. The SC50 may stay this way until the battery dies.

This can also cause the autonomy module memory to fill up to the point that it exhibits error 0XF5B2.



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CAUSE:

Firmware bug present in MMC firmware version 4.01 and autonomy module firmware version 9.0.0.

PRODUCTION CORRECTIVE ACTIONS:

SC50 machines are being manufactured with MMC firmware version 4.05.

PRODUCTION SOLUTION IMPLEMENTATION DATE and / or SERIAL NUMBER:

Implementation Shipping Date: October 30, 2020.

Serial Number: 1000071791.



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FIELD CORRECTIVE ACTIONS:

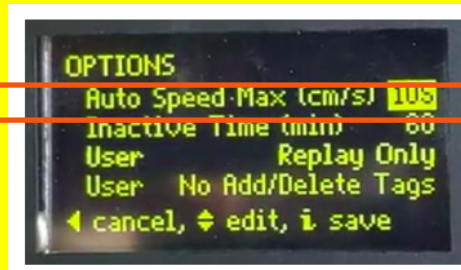
Use the update process described in the June revision of the Service Manual (page 119) to update both the autonomy and MMC to the minimum required version of:

CRL Compute - 9.1.2+b593

MMC - 4.05.

VERY IMPORTANT: after the update is complete:

1. Go into the "OPTIONS" menu by pressing "i" button, then select "OPTIONS".
2. Once in the menu, change the "Auto Speed Max" to 105, then press "i" to save.



SPARE PARTS and/or SPARE PART KITS:

None.

ECO / ODM / ECN #:

ECO A-14874.