

Release Date:  
March 31, 2021



## Technical Service Bulletin

**MODEL(S) AFFECTED:** **S16 (European Manufactured Machines Only)**

Low Dump Models (U00000-U01074) / High Dump Models (U00000-U01074)

**SUBJECT:** Machine losing configuration, possibly causing side brush, backup alarm, and/or high dump to stop functioning. Machines with on-board battery charger option: Check on-board battery charger cable installation.

**PURPOSE:** Update firmware/reset machine configuration to revision 1.1.0.57 or higher to stabilize the machine operating system. Machines with on-board battery charger option: Ensure on-board battery charger cable has adequate slack so it is not damaged when seat is lifted open and that the cable is secured to the main wire harness.

**NOTES:** Refer to *UPDATING THE MACHINE FIRMWARE* and *RECONFIGURING THE MACHINE AFTER NEW HARDWARE/OPTION INSTALLATION* in the *SERVICE* section of the S16 Service Manual for instructions how to update the machine firmware and reset the machine configuration.

Machines with on-board battery charger option: Ensure the on-board battery charger cable is completely plugged into the charger and secured to the main wire harness and that there is adequate slack in the charger cable when the seat is lifted open. There should not be any pull on the on-board battery charger cable and the main wire harness when the seat is lifted open.

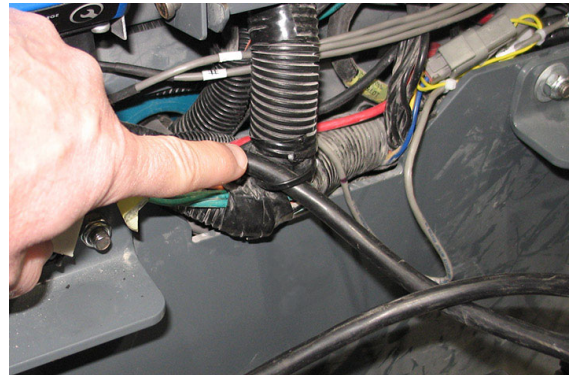
Questions, contact the Tennant Customer Service Department at (800) 553-8033 or (763) 513-2850, TNV contact 0031 (0) 413241242.

**Warranty Information:** Standard warranty terms apply.

Photographs applicable to machines equipped with on-board battery charger option only



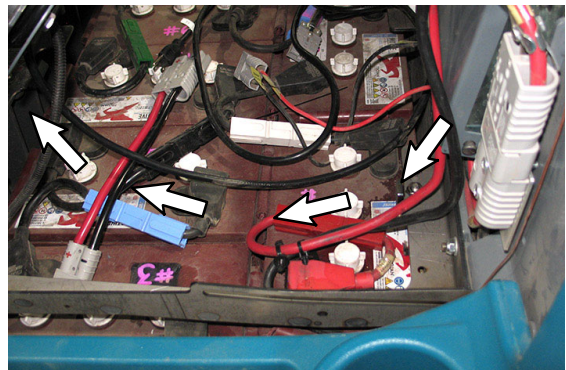
Ensure on-board charger cable is completely plugged into on-board charger.



Ensure on-board charger cable is secured to main wire harness.



Ensure on-board charger cable is secured to seat channel and main wire harness.



Ensure there is adequate slack in on-board charger cable so cable is not damaged when seat is lifted open.