

Release Date:
September 7, 2022



Technical Service Bulletin

MODEL(S) AFFECTED: **S16 (Machines equipped with non-telemetry capable boards only - Machines equipped with telemetry/telemetry capable boards do not require this update)**

SUBJECT: Machine losing UI (User Interface) board function, preventing sweeping, vacuum fan, and all other functions other than Propel from operating. All membrane assembly LED lights will be nonfunctional.

PURPOSE: Update firmware to revision 1.1.6.66 or higher to prevent losing UI board function due to firmware corruption.

If machine is functioning as intended: Update firmware per instructions in S16 Service Manual.

If machine has lost UI function: Remove UI board/membrane assembly from machine and return to Tennant Engineering for rework per instructions on flow chart on following page and form included with new UI board/membrane assembly.

NOTES: Non-telemetry machines require firmware version 1.1.6.66 or later. Refer to flow chart on following page for troubleshooting/updating instructions.
Before performing an update, confirm service device has latest version of Service Diagnostics SE, confirm service device is connected to a network, and Service Diagnostics SE has latest S16 firmware version 1.1.6.66 or later available. Contact T.A.C. for assistance updating resource files if firmware version 1.1.6.66 is not available.

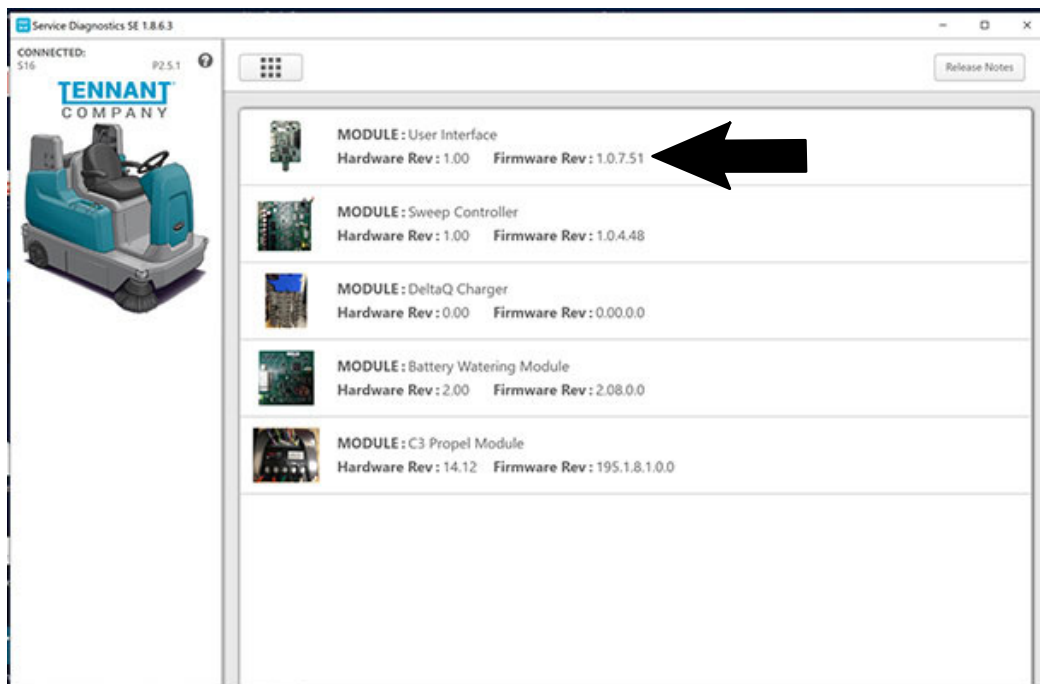
Refer to *UPDATING THE MACHINE FIRMWARE* in the *SERVICE* section of the S16 Service Manual for instructions on how to update machine firmware.

Questions, contact the Tennant Customer Service Department at (800) 553-8033/

TNV contact 0031 (0) 413241242.

Warranty Information: Standard warranty terms apply.

1. Determine machine Firmware Rev (firmware revision) through Service Diagnostics SE - Firmware Rev should be revision 1.1.6.66 or later.



2. Update machine firmware if firmware updates are available. Refer to flow chart on following page for UI board troubleshooting and firmware update information.

