

SB, BLEM Pairing, DM400, DM430, 2020-06

SYMPTOM/DESCRIPTION

On some units of the DM400 and DM430 the Bluetooth module (BLEM) has not been fully paired with the machine. The pairing of BLEM and machines has been rectified on the production line but there are 40 machines with this problem out in the field.

The problem occurs when user is trying to connect the machine to Fleet. This does not affect the operating of the machine.

AFFECTED UNITS

Product	HID
DM400	967910301U8J2020043000291
DM400	967910301U8J2020125000614
DM400	967910301U8J2020125000621
DM400	967910301U8J2020125000638
DM400	967910301U8J2020125000737
DM400	967910301U8J2020144000091
DM400	967910301U8J2020144000145
DM400	967910302U8J2020044000046
DM400	967910302U8J2020044000053
DM400	967910302U8J2020103000178
DM400	967910302U8J2020103000567
DM400	967910302U8J2020103000680
DM400	967910302U8J2020103000789
DM400	967910303U8J2020054000134
DM400	967910303U8J2020054000257
DM400	967910303U8J2020054000394
DM400	967910303U8J2020072000116
DM400	967910308U8J2020065000081
DM400	967910308U8J2020065000104
DM400	967910308U8J2020065000135
DM400	967910308U8J2020065000166
DM400	967910308U8J2020065000210
DM400	967910308U8J2020065000227
DM400	967910308U8J2020065000319
DM400	967910308U8J2020065000463
DM430	970445601U8J2020044000076
DM430	970445601U8J2020044000083
DM430	970445601U8J2020044000090
DM430	970445601U8J2020121000104
DM430	970445602U8J2020044000020

Product	HID
DM430	970445602U8J2020044000068
DM430	970445602U8J2020044000075
DM430	970445602U8J2020213000202
DM430	970445602U8J2020213000349
DM430	970445604U8J2020235000042
DM430	970445604U8J2020235000080
DM430	970445604U8J2020235000097
DM430	970445604U8J2020235000257
DM430	970445605U8J2020235000041
DM430	970445606U8J2020154000466

CORRECTIVE ACTION

If you encounter a machine in the above list that you wish to connect to Fleet you will have to do the following:

1. Open the electronics box cover.
2. Take a photo of the QR-code on the circuit board.
3. Close the electronics box cover.
4. Take a photo of the QR-code and the type plate on the machine itself .
5. Send the two photos to roger.carlsson@husqvarnagroup.com and we will pair the BLEM and Machine in the backend.

WARRANTY INFORMATION

The normal warranty policy applies.

Revision History

Rev.	Date	Order id.	Description
A	2020-06	SMB-5772	Created