



# Customer Bulletin

Commercial Products

October 29, 2020

## Toro Software Update — Rework

Groundsmaster 4000, 4100, 4500, 4700, and 5900 Series



### Safety Alert



**Bulletin Type**

**Safety Alert**

**Status**

Update/Revision

**Affected Units**

Model Number(s)	Serial Number(s)
30605	314000001 through 405699999
30608	314000001 through 405699999
30608A	314000001 through 314999999
30609	314000001 through 405699999
30609A	314000001 through 314999999
30635	315000001 through 405699999
30636	315000001 through 405699999
30644	315000001 through 405699999
30873	314000001 through 405699999
30874	314000001 through 405699999
30881	314000001 through 405699999
30881A	314000001 through 314999999
30882	314000001 through 405699999
30882A	314000001 through 314999999
31698	316000001 through 405699999
31699	316000001 through 405699999

**Distribution**

For Distributor and Customer Bulletin only

**Revision History**

- Rev B (August 6, 2020): Updated Service Instructions section.
- Rev C (October 29, 2020): Added information to check InfoCenter for Fault Code 67.

## Situation

**Warning:** Failure to comply may result in injury.

An internal device short within the Master TEC5002 may affect the reverse traction-output signal. This may result in an unintended, full reverse traction-output response when the reverse traction pedal is applied.

## Corrective Action

Rework

Affected products will need to be inspected to ensure Toro software is updated to the software revision levels listed below. New software revisions have enhanced traction monitoring and faulting response

### Minimum Software Revision Level

Machine	Machine Model Number	Minimum Software Revision Level
Groundsmaster 4000 and 4100 Series with Tier 4 engine	30608, 30608A, 30609, 30609A, 30636, 30644	Rev U
Groundsmaster 4000 and 4100 Series with Tier 4i engine	30605, 30635	Rev W
Groundsmaster 4500 and 4700 Series with Tier 4 engine	30881, 30881A, 30882, 30882A	Rev R
Groundsmaster 4500 and 4700 Series with Tier 4i engine	30873, 30874	Rev T
Groundsmaster 5900 Series	31698, 31699	Rev M

Perform the steps in [Service Instructions \(Page 3\)](#) to check the fault log and software revision level and update the software, if needed.

Please contact your authorized Toro distributor if the software revision displayed on your machine's InfoCenter is not at the minimum level indicated in the Minimum Software Revision Level table. Your distributor will schedule a visit to make the required software update.

### Alternative Reprogramming Options (North America only):

Toro is also preparing an alternative reprogramming method where laptops will be available (from Toro) to distributors and customers for additional reprogramming capacity. The laptops will include Toro DIAG Lite (TDL), a simpler version of Toro DIAG, which can be used by non-technical personnel to reprogram controllers.

Customers can use the TDL kit to reprogram their own products. Plans are currently in development to work through our distributor channel in order to coordinate laptop shipments to participating customers. Updates will be forthcoming later this summer with revisions to this bulletin.

TDL will be offered with a durable shipping case, Toro DIAG interface cable, and laptop computer. The laptop will include the TDL program along

with a TDL User Guide, Distributor Contact Information and a copy of the Rotaries #16-27 customer bulletin.

If you are interested in updating your own products, contact your local distributor to coordinate support once the TDL kits are available. TDL is compatible with Groundsmaster 4000, 4100, 4500, and 4700 series machines. It is not compatible with Groundsmaster 5900 series machines.

## Safety Awareness

Follow reasonable and customary safety precautions.

# Service Instructions

## Checking the Machine Software Revision Level and Fault Log

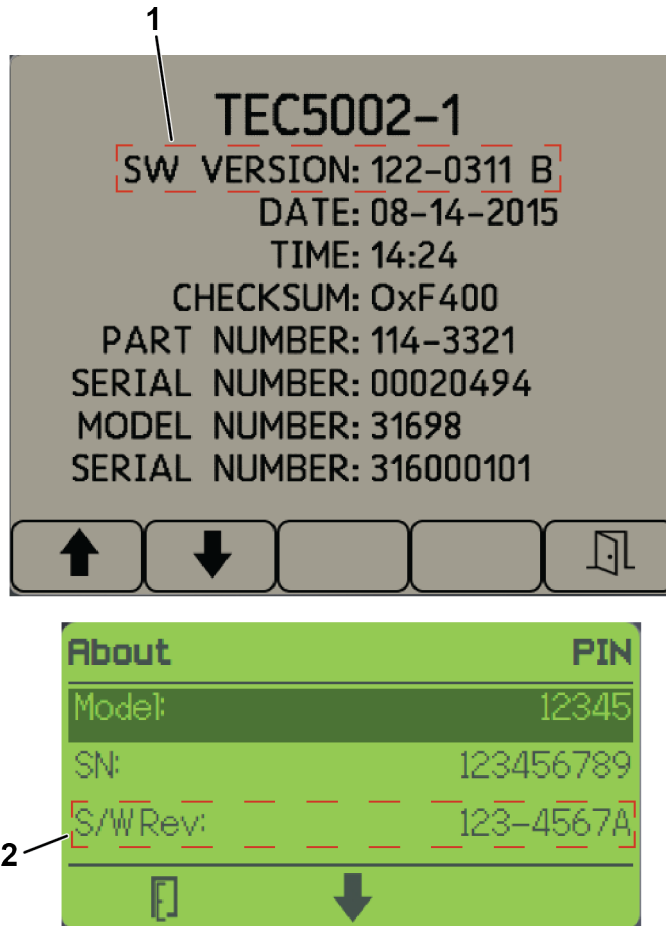
1. Park the machine on a level surface.  
Park near a power source in case the battery needs to be charged or laptop needs to be plugged in.

2. Engage the parking brake.
3. Lower the cutting units.
4. Shut off the engine and remove the key.
5. Use the machine InfoCenter to check the fault log.

If Fault Code 67 appears, gather additional traction info and contact your authorized Toro distributor. A mobile service visit will be issued to confirm the fault code and may include replacement of the Primary TEC5002 controller (instead of sending ToroDIAG Lite).

**Note:** Machines found with stored Fault Code 67 that only have the software updated will result in an inoperative machine-traction system. Fault Code 68 or 69 will display, depending on the board output failure mode.

6. Use the machine InfoCenter to check the current software revision level.  
The S/W VERSION (5-button InfoCenter) or S/W REV (3-button InfoCenter) item in the ABOUT menu lists the current software revision level:



1. Software version (5-button InfoCenter)      2. Software version (3-button InfoCenter)

7. If the machine software revision level is at the minimum level shown in the [Minimum Software Revision Level \(Page 2\)](#) table, no further action is needed.

If the software revision level is not at the minimum level, contact your authorized Toro distributor to schedule your machine software updates.