

Service Notice Number: 20240823-2

Date: August 23, 2024

To:

Domestic and International Lincoln Service Departments, Lincoln Authorized Service Facilities, and District Sales Offices

Frontier 400X Software and UI Update

Product(s) Covered:

Machine	Code #	Serial Range
Frontier 400X	12716	U1210308419 - U1240405187
Frontier 400X	12717	U1220705080 - U1240301248
Frontier 400X Pipe	12781	U1220705085 - U1240501431
Frontier 400X Pipe	13202	U1210702679 - U1240406629

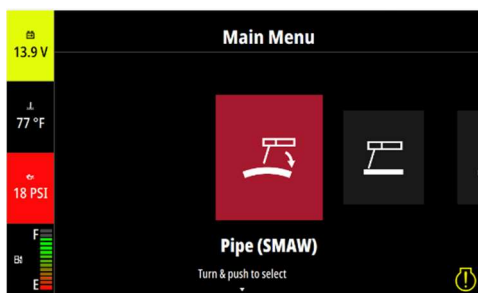
Description:

We have identified some bugs in the software and recommend updating, especially if you're experiencing issues with the reliability of the User Interface, stick welding performance, or arc gouging performance

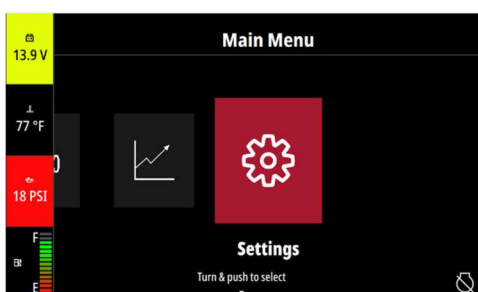
Required Action:

1. If you have a Frontier with one of the code numbers listed above, verify the software version in your machine to determine if an updated version is needed.

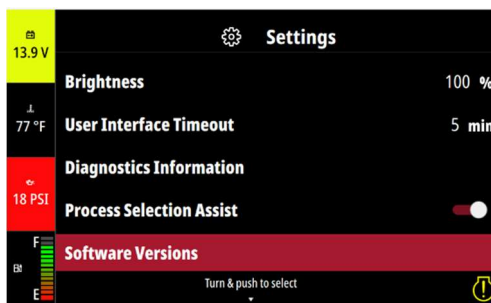
2. Ensure the Frontier 400 is off. Flip the Auto/High Idle switch to the High Idle position (DO NOT START THE ENGINE). Allow the User Interface approximately 30 seconds to fully turn on. Once you see the weld modes on the User Interface (screenshot below), proceed to the next step.



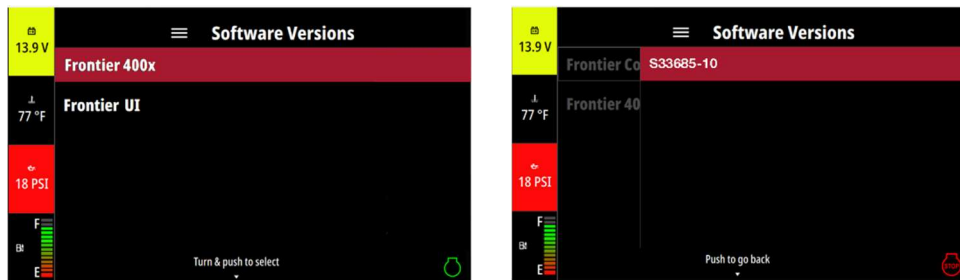
3. Turn the center knob and navigate to the SETTINGS option, then press the center knob to enter the SETTINGS menu.



4. Turn the center knob and navigate to the SOFTWARE VERSIONS menu. This will display options to select either the **Frontier 400X** or **Frontier UI** software versions.



- Select each to determine the current software. Record the Software Version for both the Frontier 400X and Frontier UI.



- Use the table below to check if your Frontier 400X software needs updated.

Code	Frontier 400X Software	Update Required?
12716	S33685-10,9,8,7,6,5,4,3,2,1	YES
12717	S35644-6,5,4,3,2,1	
12781	S35670-6,5,4,3,2,1	
13202	S35023-10,9,8,7,6,5,4,3,2,1	

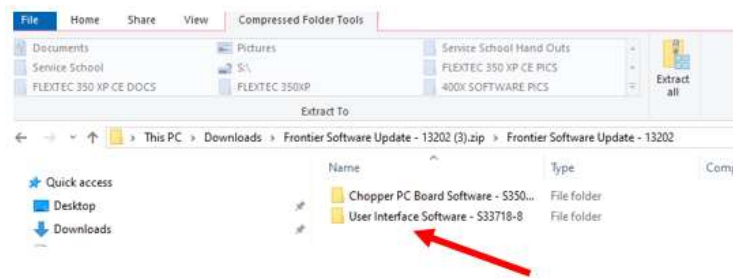
- Use the table below to check if your Frontier UI needs updated.

Code	Frontier UI	Update Required?
12716	S33718-7,6,5,4,3,2,1	YES
12717		
12781		
13202		

- If you answered **YES** in steps 6 or 7 click the software link associated with that code number to download the right update(s) (make sure you are on a computer). This will download the software onto your computer. Note the location of the download(s) for the next step.

Software Link
12716 Software Link
12717 Software Link
12781 Software Link
13202 Software Link

9. Access your download and double click the Frontier Software Update folder to open it. Once open, you will see the following folders with the software available.



10. One folder will contain the UI software update and the other will contain the Chopper PC Board software update. Copy both folders onto your desktop for easy access during the updating procedure.



11. If you determine that one or both pieces of software need to be updated, please use the links below for the specific update instructions. A warranty claim should be submitted for each serial number that is updated.

⚠ WARNING:

Unauthorized repairs performed on this equipment may result in danger to the technician and machine operator and will invalidate your factory warranty.

Service and repair should only be performed by Lincoln Electric Factory Trained Personnel. If for any reason you do not understand the test procedures or are unable to perform the test/repairs safely, contact the Lincoln Electric Service Department for electrical troubleshooting assistance before you proceed. Call 1-888-935-3877 or email service@lincolnelectric.com

[User Interface Software Update Procedure](#)
[Chopper PC Board Software Update Procedure](#)

If you have any questions regarding this notice, feel free to contact us at service@lincolnelectric.com

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