

Service

Issue Date:

February 11, 2016

Global Lit Num:

CPGF - S - 00000358 - 1

Revision: 1

Revision Date: March 15, 2017

Title: Generator Throwing Illogical Fault Codes

Model(s) HDKBB, HDKBC

Background/Description:

Fault Codes 45, 54, and other non-existent diesel fault occurrences have been observed on the 5KW Quiet Diesel Generators within one minute after startup.

The root-cause has been determined to be incorrect firmware on the board. All consumer control boards come into the factory with a generic part number (A030H711). They then get a firmware based on if they will be used on a gas generator set or diesel generator set. A gas set control will have an ID of 72, a diesel set control will have an ID of 77.

The HDKBB/C control board in question is A042X089.

Corrective Actions:

If there is an HDKBB/C experiencing FC54 shutdowns shortly after startup, check the ID number on the board using the steps below. If the firmware ID is incorrect, create a TSR and escalate to the appropriate factory service engineer.

1. Connect to the board via InPower
2. Within the capture file, open the "Monitor" dropdown
3. Open the "Product Info" dropdown
4. Open the "Control" dropdown
5. The "Control Identification" should either be 72 for gas, or 77 for diesel

While on customer site, if the control board has improper control identification, please follow the repair process in order:

- A. Contact the customer support line and follow the current escalation process:
 - i. For North America: 1-800-CUMMINS (1-800-286-6467)
 - ii. For outside North America, contact respective DFSE counterpart
 - iii. a TSR needs to be created and escalated to a Cummins Field Service Engineer Specialist for proper support in resolving the issue on site

Requirements for field support:

- i. Internet connection
- ii. A Cummins Laptop (if Cummins Laptop is not available, the Laptop and user on site should have capabilities to install Remote Desktop Control applications such as WebEx or Skype for Business.
- iii. InPower software and hardware connections

B. If all above requirements cannot be met while on site, please complete a warranty return and order a new replacement board.

Warranty Statement:

Any work described in this PSB is covered by standard SRTs. See below.

SRT 00-901: Administrative time (0.4 hrs)

SRT 26-3AB: PCB Control Board - Replace (0.3 hrs)

Contact:

Further questions or concerns regarding notification or the information stated above, please contact in the following order:

- 1) Your local Service Manager
 - 2) The Cummins Distributor Technical Support line at 1-800-CUMMINS (1-800-286-6467)
- OR
- 2) For outside North America, contact respective DFSE counterpart