

Product Support Bulletin



Service

Issue Date:

April 19, 2017

Global Lit Num:

CPGF - S - 00000427 - 0

Revision: 0

Title: KY No Start or Poor Operation

Model(s) KY

Background/Description:

On the generator set model listed above, a potential condition has been identified that could cause the generator to not start or to run rough. The cause of this has been identified to be an under-torqueing of the rotor thru bolt stemming from an error during the assembly process.

If the rotor thru bolt is under-torqued, the timing pin on the rotor may shear and the rotor may slip on the crankshaft. If this happens, the generator will crank but not start or the generator will experience poor operation.

Certain generator sets built between 3/21/2017 and 3/24/2017 are suspect. A complete list of serial numbers are attached here 

Corrective Actions:

If you have a generator listed in the attached list, please replace the rotor and stator. Refer to applicable service manual for detailed instructions on replacing the rotor and stator.

If rotor/stator replacement is necessary, please escalate an informational TSR to the respective factory level service engineer.

This repair is on a fix-as-fail basis.
Standard warranty applies.

Warranty Statement:

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

00-901 Administrative Time - Open/Close Repair Order (Shop): 0.4 HRS
00-1AE Generator Set, Complete - R&I: 2.2 HRS
25-3AG AC Alternator - R&I: 1.9 HRS

And one of the following:

00-022 Troubleshoot Engine Cranks But Will Not Start: 0.1 HRS

00-033 Troubleshoot Engine Runs Rough Or Misfire: 0.8 HRS

Contact:

For 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