



Technical Service Bulletin

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TSB170105

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PC 1.1, PC 1.1R, and PC 1.2 Controls (PCC 1302 Control Board) Stuck in “Idle” Mode due to Calibration Update Procedure

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Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- PC 1.1 Control
- PC 1.1R Control
- PC 1.2 Control
- Calibration PN 0326-6951 and/or A055W190 - versions 3.06 and above

Generator Set Models

C100 N6	C175 D6D	C255 D2R	C375 D5	C66 D5
C11 D5	C175 D6e	C260 D5	C40 D5R	C66 D5E
C11 D5T	C20 D5R	C275 D5	C40 D6	C66 D5L
C110 D2R	C20 D6	C275 D5B	C40 D6E	C690 D5
C110 D5	C20 D6T	C275 D5e	C40 N6	C70 D5
C110 D6	C20 N6	C275 D6	C40 N6H	C70 N6
C12 D6	C200 D2R	C275 D6B	C400 D5	C700 D5
C12 D6T	C200 D5	C275 D6e	C400 D6	C8 D5
C120 D5	C200 D5e	C28 D5	C44 D5	C8 D5T

C125 D6C	C200 D6	C28 D5T	C44 D5E	C80 D2R
C125 D6D	C200 D6D	C30 D6	C44 D5L	C80 D5
C135 D2R	C200 D6e	C30 N6	C45 D5	C80 D6
C135 D6	C200 D6R	C30 N6H	C45 N6	C80 D6C
C140 D5	C22 D5	C300 D2R	C45 N6H	C80 N6
C145 D6	C22 D5T	C300 D5	C50 D6	C825 D5A
C15 D6	C22 DVT	C300 D5B	C50 D6C	C90 D5
C150 D2R	C22 N6	C300 D5e	C50 D6E	C90 D6
C150 D5	C220 D5	C300 D6	C50 N6	CSKCA
C150 D5B	C225 D6	C300 D6e	C50 N6H	DSGAA
C150 D6D	C230 D6	C315 D5	C55 D5	DSGAB
C150 D6e	C230 D6D	C330 D5	C55 D5E	DSGAC
C150 D6R	C230 D6e	C330 D5B	C55 D5L	DSGAD
C16 D6	C25 D6	C330 D5e	C60 D5R	DSGAE
C16 D6	C25 N6	C35 D6	C60 D6	DSKAA
C16 D6T	C250 D2R	C35 N6	C60 D6C	DSKAB
C17 D5	C250 D5	C35 N6H	C60 D6E	DSKBA
C17 D5T	C250 D5e	C350 D5	C60 N6	
C175 D5	C250 D6	C350 D5B	C60 N6H	
C175 D5B	C250 D6B	C350 D6	C600 D6	
C175 D5e	C250 D6D	C36 N6	C640 D5	
C175 D6	C250 D6e	C36 N6H	C65 D6	

Issue

Symptom:

- Generator sets using PC 1.1, PC 1.1R, or PC 1.2 Control get stuck at “Idle” Mode or ~800RPM after updating the calibration to 3.06 and above.
- If the engine isn’t shut down manually, the generator set eventually shuts down with Fault Code 2335 (Loss of AC Volt Sense).

Root Cause:

- The Cold Start Idle Feature gets disabled during the “Update Calibration” process on the PCC 1302 Control Board.

Verification/Confirmation

Capture files and monitor files were collected from multiple sites of a generator sets experiencing this issue. The problem was reproduced on a bench setup for testing. Upon review of the software, the logic disables the “Cold Start Idle” Feature during the calibration process and the status never returns to “Enabled.”

Resolution

Option 1:

Perform “update features”, ensure feature code “A052B528” is selected and complete the update feature process.

Reboot the PC 1.1, PC 1.1R, or PC 1.2 Control and verify the fix (the unit should not get stuck at “Idle” mode or ~ 800 RPM).

Option 2:

If option 1 does not work, perform the Update Calibration and then update the respective feature code “A052B528” again.

Reboot the PC 1.1, PC 1.1R, or PC 1.2 Control and verify the fix (the unit should not get stuck at “Idle” mode or ~ 800 RPM).

Option 3:

If option 1 and 2 do not work, perform the Initial Calibration and then update the respective feature code “A052B528” again.

Reboot the PC 1.1, PC 1.1R, or PC 1.2 Control and verify the fix (the unit should not get stuck at “Idle” mode or ~ 800 RPM).

Long Term Resolution:

ECR-0036735 is created and escalated to resolve the issue through a new PC 1302 Control Board software calibration.

Document History

Date	Details
2017-9-29	Module Created
2018-8-24	Added affected generator set models

Last Modified: 29-Nov-2018
