



Altec Industries, Inc.
Midwest Operations
St. Joseph, MO.

CSR 513

Component/Supplier Recall

April 30, 2021

Units Affected: DC1317 and DRM12 chippers equipped with an Engine Power Source (EPS) MVP Controller (Verify that your unit serial number is affected by reviewing the attached list in this CSR or by accessing your fleet on connect.altec.com/login)

Bulletin EPS2020-E-0002 — MVP Memory Loss

Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

EPS has launched a technical bulletin for MVP controllers with potential memory loss. These controllers have a display on the DC1317 and DRM12 chippers (refer to Figure 1). Affected units have the potential for the display to go blank due to a voltage drop during the boot-up cycle. This can be fixed by reloading the firmware and configuration files. Please refer to the attached communication from EPS.



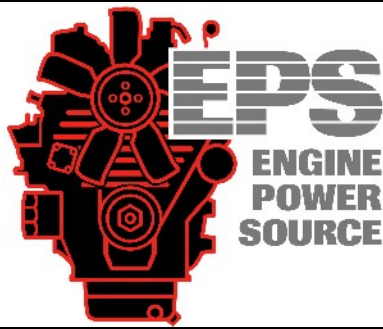
Figure 1 — Display

No action is required unless you are experiencing issues. If so, contact the EPS Technical Support Group using the contact information in their attached communication.

Altec is not able to complete this repair. This repair is not covered under the Altec Warranty policy.

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.0 hr
Account #	None
Travel	Not Included
NHTSA code	n/a
Prime fail P/N	990466181
Doc ref	n/a

Parts Kit	Part Number	Qty	Warranty
N/A	N/A		N/A



Technical Bulletin

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TechnicalSupport@EnginePowerSource.com

Bulletin #
EPS2020-E-0002

Effective Date:
January 24, 2020

Subject:
MVP Memory Loss

Products Affected:
Kubota CR Diesel & WG Engines

During January of 2020, customers began reporting to EPS that several MVP controllers had lost their programming. EPS collected and returned several problematic controllers to the manufacturer for analysis.

The manufacturer discovered that the program loss was caused by a significant voltage drop to the controller's microprocessor at a very specific time during the controller's boot-up cycle. In discussing the operating conditions with customers, EPS learned this voltage drop was being created most frequently by:

- Poor connections between the MVP controller and the wire harness due to dielectric grease being applied to controller's connectors;
- "Rush starting" the engine (i.e. turning from OFF directly to START) before the controller has completed booting up.

Any controller which had such issues was easily restored to full, normal operation simply by reloading both the firmware and configuration files. EPS has worked with the manufacturer and developed two solutions to the issue:

SHORT TERM

EPS has changed the variable used to display battery voltage from several possible available values to a specific internal value. This prevents the controller from searching while booting up to "select this value" from those available (which caused the program loss during voltage dips).

LONG TERM

The manufacturer will change some of their system architecture to modify how the MVP stores its programming. This will allow the MVP to "recover" much easier from a voltage dip during booting.

Should you discover an MVP controller that is not operating as expected, please contact our Technical Support Group for assistance.