

Product Support Bulletin



Service

Issue Date:

April 02, 2015

Global Lit Num:

CPGF - S - 00000322 - 0

Revision: 0

Title: EC30/G Dropping out of Auto and 10 Minute Restarts

Model(s) EC30/G

Background/Description:

Certain EC30/G devices with software version (SWV) prior to 3.15 R6 may have either of 2 separate issues.

The first issue that may be encountered is the EC30/G dropping out of auto mode. The root cause of this issue has been identified as the stop sense line voltage dropping too low during cranking of the generator when the generator starting batteries are at a low state of charge, which the EC30/G recognizes as a stop command. This, in turn, tells the EC30/G to stop cranking and drops the EC30/G into manual mode. A hardware change in the board, part of the SWV3.15 R6 rollout, decreases the sensitivity and increases the tolerance of the EC30/G to the coach battery system during cranking in a state of generator starting batteries at a low state of charge.

The second issue that may be seen is the generator stopping and restarting every 10 minutes. The root cause of this issue stems from a logic change in SWV3.02. The EC30/G will operate correctly if the shore power sense is connected before the transfer switch on the shore power line, but causes the issue if it is self-asserted by the generator running when it is placed after the transfer switch. After discovering the change in SWV3.02, a resolution has been made to SWV3.15 R6 that gives the user the ability to select whether the shore power sense is connected before or after the transfer switch, which will display in the setup menu when the EC30/G is connected and powered up for the first time.

Corrective Actions:

EC30/G's with software prior to SWV3.15 R6 that exhibit the issues discussed above must be updated to the correct SWV and take corrective actions described in PSB #287. This can be done by following the material return process, section 3.11, in the warranty manual (A040W374).

To determine what SWV the device contains, follow the below instructions.

1. Press the 'Up' button a total of 3 times to get to the 'Setup & Info' display.



2. Press the 'Enter' button to display system info.



3. Press the 'Up' button 4 times to display the SWV.



If the EC30/G contains a SWV prior to SWV3.15 R6 and is experiencing one of the issues above, please contact the CPG RV Service Engineer and follow the material return process, addressed to the following.

Mailstop: OU2D
RV Service Engineer
Cummins Power Generation
1400 73rd Avenue NE
Minneapolis, MN 55432

Warranty Statement:

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

For units that require a software update and are under the 90 day accessory warranty period, the following SRT's are covered.

Applicable SRT:

99-999: 0.3 hrs - Removal and Installation of EC30

00-901: 0.4 hrs - Administrative Time

Contact:

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

- 1) Your local Service Manager
- 2) Your CPG DFSE-Counterpart
- 3) The Cummins Distributor Technical Support line at 812-377-6517