Technical Service Bulletin

Technical Service Bulletin: TSB230102	**Released Date**: 21-Feb-2024
Cummins Field Action Campaign #4776: Repair of PowerPact L 250A-600A Molded Case Circuit Breakers, from Schneider Electric.	

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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

- C70D2RE
- C100D2RE

Issue

Schneider Electric has notified Cummins Inc. that a population of PowerPact L 250-600A Molded Case Circuit Breakers (MCCB) may contain a nonconforming component in the mechanism that may result in the circuit breaker **not** operating as intended under certain conditions. Cummins Inc. is campaigning these generator sets and transfer switches to implement a Product Notice PRB-233066 issued by Schneider Electric.

Verification/Confirmation

For verification and confirmation of this issue, refer to TSB230101

Resolution

Impacted breakers will need to be repaired according to the repair procedure provided by Schneider Electric. Refer to Service Instructions section for repair steps.

Before performing a repair on the breaker, complete the CVC training at the URL below.

Training link: https://iam.cumminsvirtualcollege.com/?myCN%3D6480%26myLang%3Den

Figure 1, CVC Training Course

Service Instructions

1. Breakers which are identified as impacted based on the date code will need to be repaired. UTA testers have been sent to branches for breaker repair. See - UTA Tester Rollout/Breaker Remediation Plan below the repair steps.

UTA Tester Rollout/Breaker Remediation Plan:

- Branches receiving a UTA tester will perform the breaker repair/remediation on the same service.
- Once all the repairs for that location are completed, return the UTA tester to Dianne Adubato – see contact details below.
- UTA Testers will be rolled out based on branches having the most affected units
- Only 85 Testers available currently
  - Schneider in process of acquiring more
- UTA tester logistics to be managed by Schneider
  - Contact for UTA testers:
    - Dianne Adubato
    - 980-229-3804
    - dianne.adubato@se.com
- UTA tester will be shipped with a bag of “Hammers”.
  - Contact Dianne to get Test Kit if your branch does **not** have one.
  - Dianne Adubato is also the contact for reordering any hammers.

Table 1, UTA Test Kit Locations

Location	Count of Location Name	UTA Testers
HENDERSON CO BRANCH	512	2

Table 1, UTA Test Kit Locations		
Location	**Count of Location Name**	**UTA Testers**
IRVINE CA POWER GEN	343	2
BRISTOL PA BRANCH	306	2
HOUSTON TX BRANCH	211	1
GRAND RAPIDS MI BRANCH	194	1
DALLAS TX BRANCH	184	1
BRONX NY BRANCH	183	1
MILWAUKEE WI BRANCH	159	1
DEDHAM MA BRANCH	147	1
CINCINNATI OH BRANCH	145	1
NEW HUDSON MI BRANCH	142	1
ROCKY HILL CT BRANCH	125	1
PHOENIX AZ BRANCH	112	1
SUMNER WA BRANCH	112	1
OKLAHOMA CITY OK BRANCH	110	1
NEW ORLEANS LA BRANCH	110	1
MEMPHIS TN BRANCH	106	1
PITTSBURGH PA BRANCH	104	1
ATLANTA GA BRANCH	103	1
GRAND JUNCTION CO BRANCH	101	1
CHICAGO IL BRANCH	96	1
ORLANDO FL BRANCH	93	1
CLEVELAND OH BRANCH	92	1
GREENSBORO NC BRANCH	84	1
JACKSON MS BRANCH	84	1
MISSISSAUGA ON BRANCH	83	1
AUSTIN TX BRANCH	82	1
INDIANAPOLIS IN BRANCH	81	1
SALT LAKE CITY UT BRANCH	78	1
SYRACUSE NY BRANCH	78	1
SURREY BC BRANCH	77	1
ALBUQUERQUE NM BRANCH	76	1
ST PAUL MN BRANCH	76	1
KEARNY NJ BRANCH	74	1
BIRMINGHAM AL BRANCH	72	1
SCARBOROUGH ME BRANCH	70	1

Table 1, UTA Test Kit Locations		
Location	**Count of Location Name**	**UTA Testers**
LAS VEGAS NV BRANCH	67	1
BALTIMORE MD BRANCH	66	1
SAN ANTONIO TX BRANCH	62	1
AMARILLO TX BRANCH	61	1
CHARLESTON SC BRANCH	61	1
PORTLAND OR BRANCH	60	1
SANTA FE SPRINGS CA BRCH	58	1
BUFFALO NY BRANCH	57	1
LOUISVILLE KY BRANCH	57	1
CHARLOTTE NC BRANCH	57	1
OMAHA NE BRANCH	55	1
JACKSONVILLE FL BRANCH	52	1
CHESAPEAKE VA BRANCH	52	1
GREEN BAY WI BRANCH	52	1
ALBANY NY BRANCH	51	1
LAKE CHARLES LA BRANCH	51	1
COBURG OR BRANCH	51	1
HARRISBURG PA BRANCH	50	1
TULSA OK BRANCH	50	1
NORMAL IL BRANCH	50	1
SAVANNAH GA BRANCH	48	1
COLUMBIA SC BRANCH	45	1
COLUMBUS OH BRANCH	44	1
MIAMI FL BRANCH	43	1
LITTLE ROCK AR BRANCH	41	1
CROSS LANES WV BRANCH	40	1
SASKATOON SK BRANCH	38	1
TAMPA FL BRANCH	38	1
CUMMINS CARIBBEAN, LLC.	37	1
SHREVEPORT LA BRANCH	36	1
SUCC. DE CANDIAC	34	1
FENTON MO BRANCH	34	1
SACRAMENTO CA BRANCH	33	1
FRESNO CA BRANCH	32	1
EVANSVILLE IN BRANCH	30	1
SAGINAW MI BRANCH	30	1

Table 1, UTA Test Kit Locations		
Location	**Count of Location Name**	**UTA Testers**
CORPUS CHRISTI TX BRANCH	30	1
FAIRMONT BRANCH	30	1
REGINA SK BRANCH	30	1
WICHITA KS BRANCH	29	1
KENLY NC BRANCH	29	1
MOBILE AL BRANCH	28	1
ROANOKE VA BRANCH	28	1
FARGO ND BRANCH	27	1
DARTMOUTH NS BRANCH	27	1
BOISE ID BRANCH	27	1

2. Follow the steps below to perform repairs as soon as the CVC training is complete and UTA tester becomes available. If a UTA tester is **not** available, contact Dianne Adubato. See contact below under “UTA Tester Rollout/Breaker Remediation Plan”.

2a. Lock out tag out (LOTO) the unit

2b. Open the plastic guard on the breaker and place the breaker in manual.

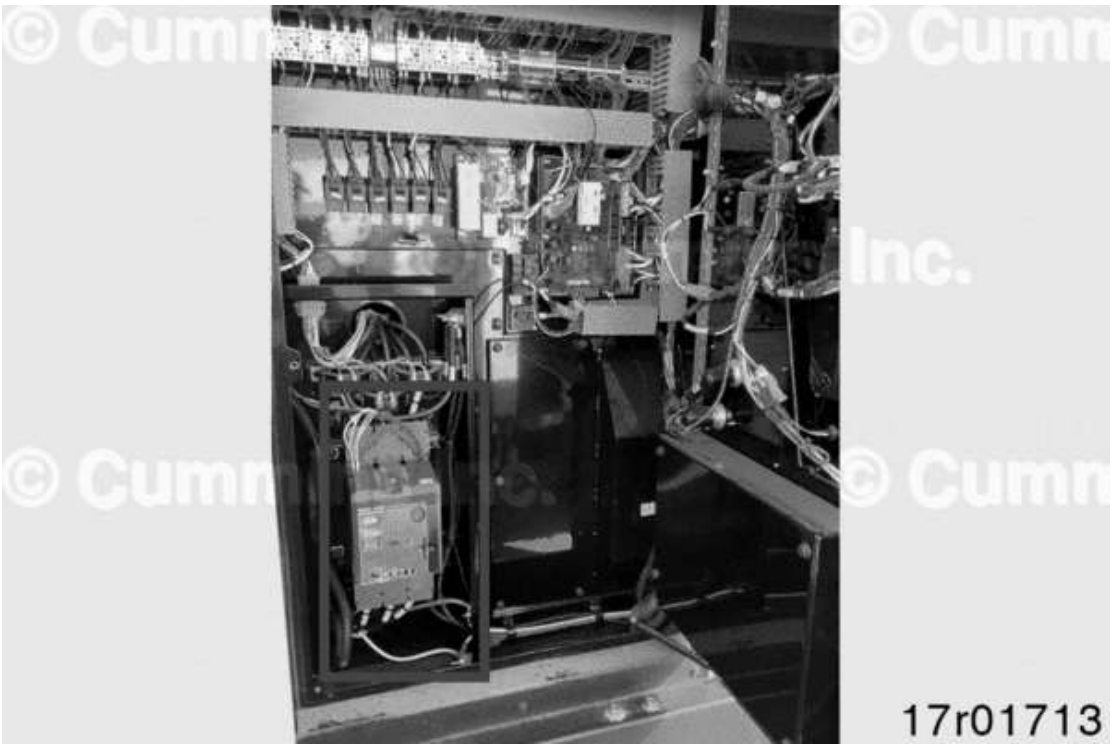

Figure 2, MCCB Location

2c. Loosen screw and allow breaker to open.

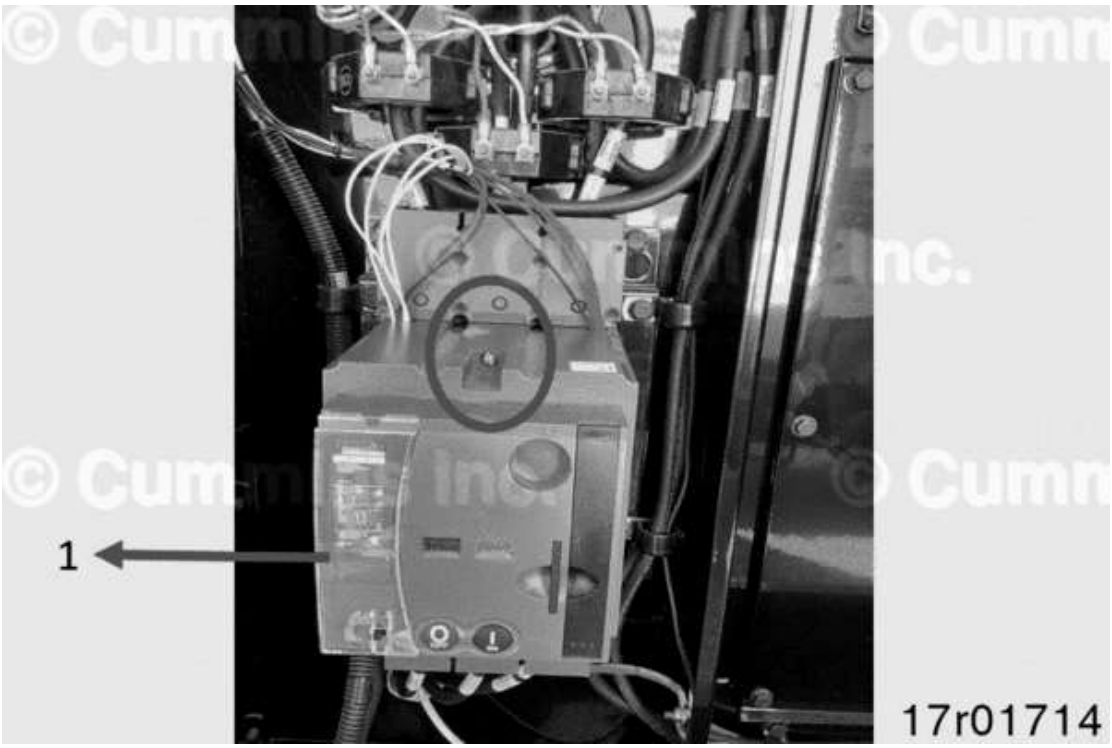

Figure 3, Mounting Screw Location

1. Plastic Cover

2d. Insert a small flat screwdriver and remove SDE terminal block.

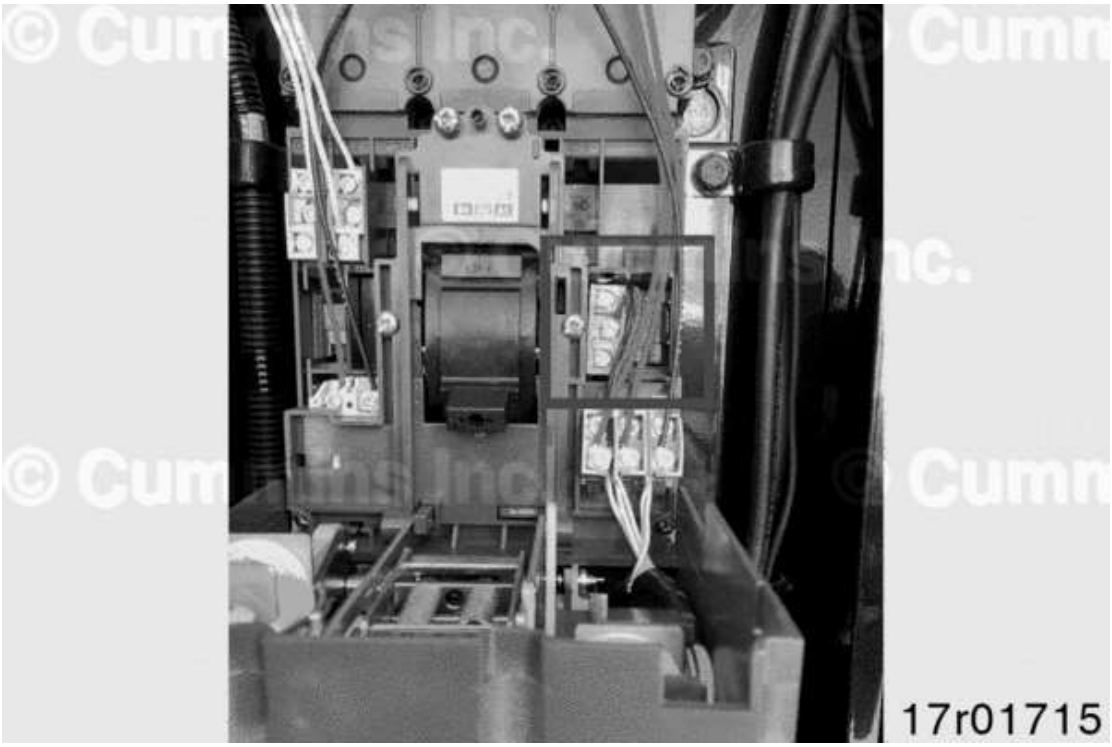

Figure 4, SDE Terminal Block Location

2e. Remove all six screws and set the assembly to the side.

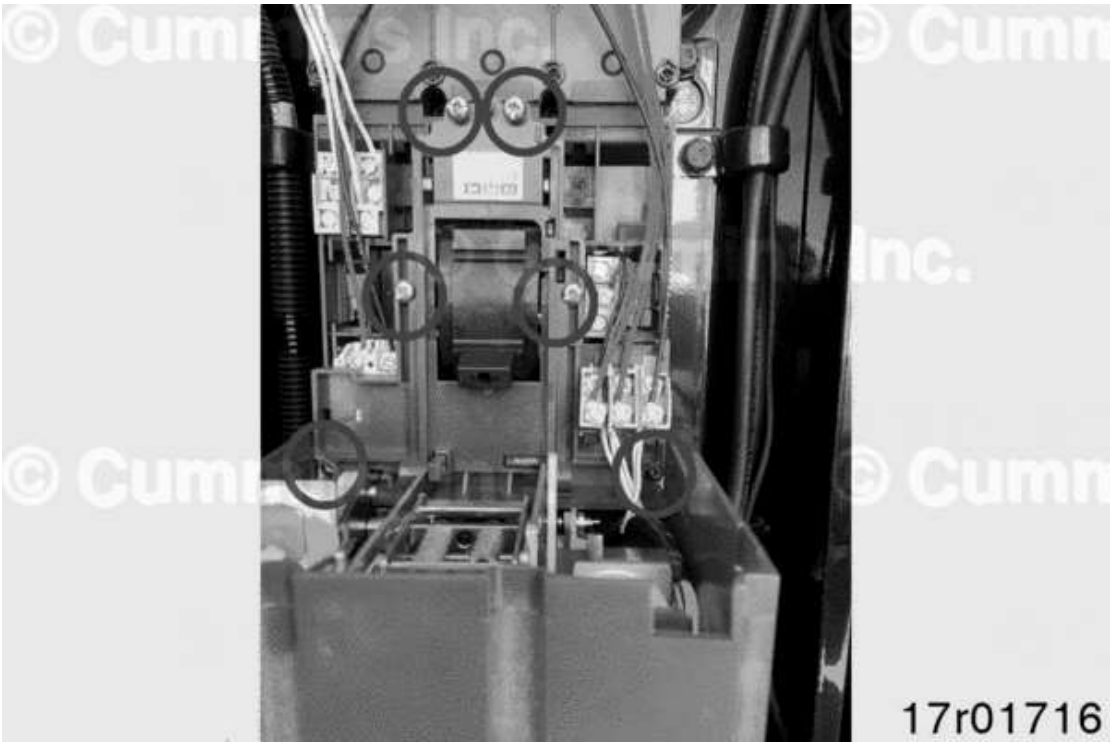

Figure 5, MCCB Mounting Screw Locations

Note: For the below steps reference Schneider's PowerPact L Hammer Replacement Instructions at this URL:
https://articulateusercontent.com/rise/courses/QH9nxmrrKAI_ywc7134xwIczQcbaLqK6/H6wS_vXaU4h8S5uZ-Powerpact%2520L%2520-%2520NAM%2520Orchid%2520V3%2520Instructions%252011_9_2021.pdf

2f. Remove SDE adapter by following instructions on page 8 of Schneider's PowerPact L Hammer Replacement Instructions located in the training and at the URL below.

2g. Remove Hammer by following instructions on page 10 of Schneider's PowerPact L Hammer Replacement Instructions located in the training.

Note: No loose pieces allowed inside the circuit breaker. If the hammer does not come out in one piece, the circuit breaker **MUST** be replaced.

2h. Install the new hammer and reinstall the SDE adapter by following instructions on page 11 through 13 of Schneider's PowerPact L Hammer Replacement Instructions located in the training.

2i. Carefully remove the low voltage trip coil, make sure not to lose the red clip.

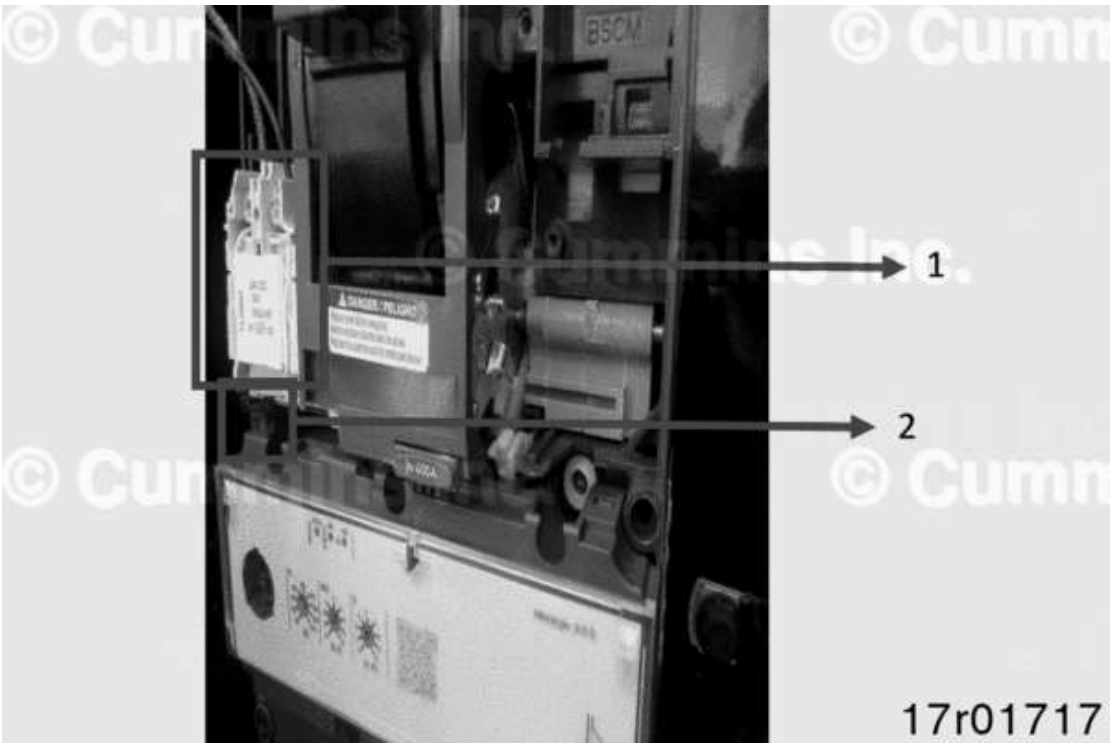

Figure 6, Low Voltage Trip Coil and Red Clip Locations

1. Voltage Trip Coil
2. Red Clip

2j. Perform the trip test by following instructions on pages 14 and 15 of Schneider's PowerPact L Hammer Replacement Instructions.

2k. Reinstall the low voltage trip coil.

2l. Reinstall the powered breaker cover.

2m. Reinstall all six screws.

2n. Reinstall the SDE terminal block.

2o. Rotate powered breaker cover back into position making sure that the breaker lever tab aligns with the slot in the cover as shown in figure 7.

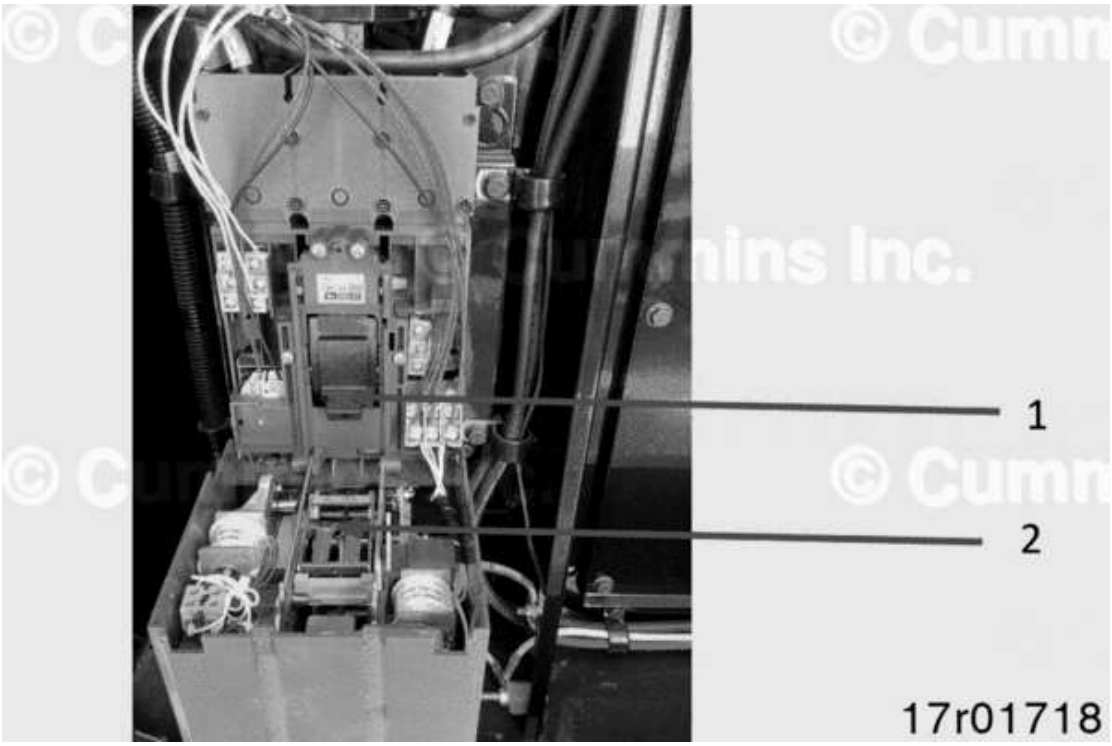

Figure 7, Cover Reinstallation

1. Breaker Lever Tab
2. Cover Slot/Opening

2p. Reinstall plastic cover mounting screw

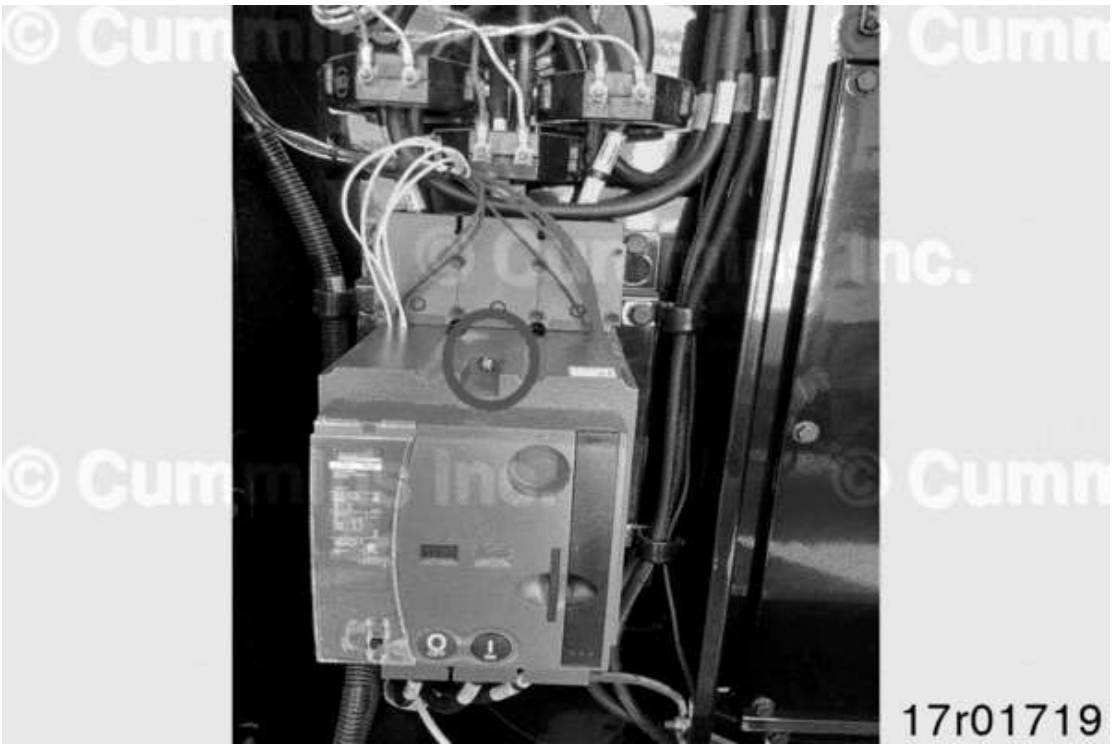

Figure 8, Cover Screw Reinstallation

2q. Press the ON button. The breaker should trip immediately when you press the ON button.

2r. Pull the recharge lever downwards to manually recharge the breaker.

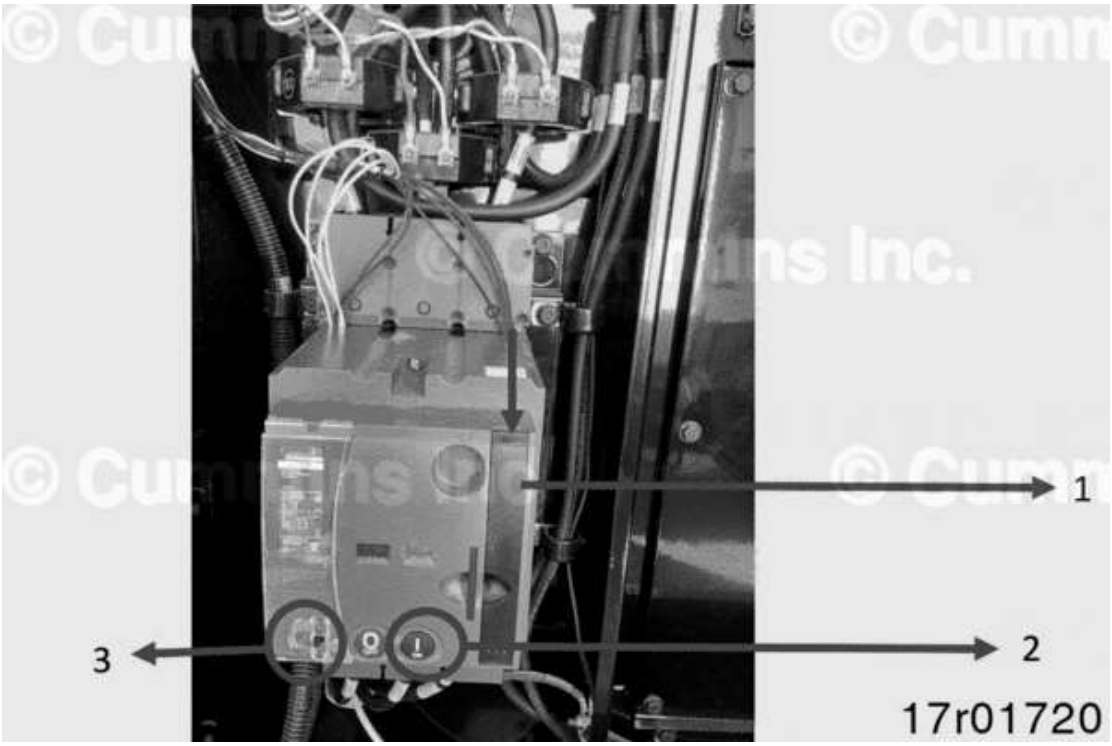

Figure 9, Recharging the Breaker

1. Manual Recharge Level
2. On button
3. Auto/Manual Switch

2s. Repeat steps 2q and 2r two additional times to make sure the breaker operates properly.

2t. If the breaker does **not** operate properly, repeat steps f – r.

2u. Make sure that the breaker displays off and charged.

2v. Set the Auto/Manual switch back to Auto and close the cover.

2w. Close the control cover and reinstall the three bolts located in figure 10.

Figure 10, Control Cover Installation

2x. If the breaker is still faulty, contact Schneider Electric directly. Refer to Table 7 for Schneider contacts. Schneider Electric will provide information on repair procedure and parts required.

2y. Once the breaker is repaired, remove LOTO and test-run the generator set to check for its normal operation after the repair work is completed.

2z. Place a green OK sticker or blue round dot sticker on the circuit breaker to represent repaired or inspected.

Note: The Date Code of the circuit breaker MUST be mentioned in the claim complaint section and entered in the Go Canvas mobile app. See Go Canvas use instructions in step 4 of the service instructions section below .

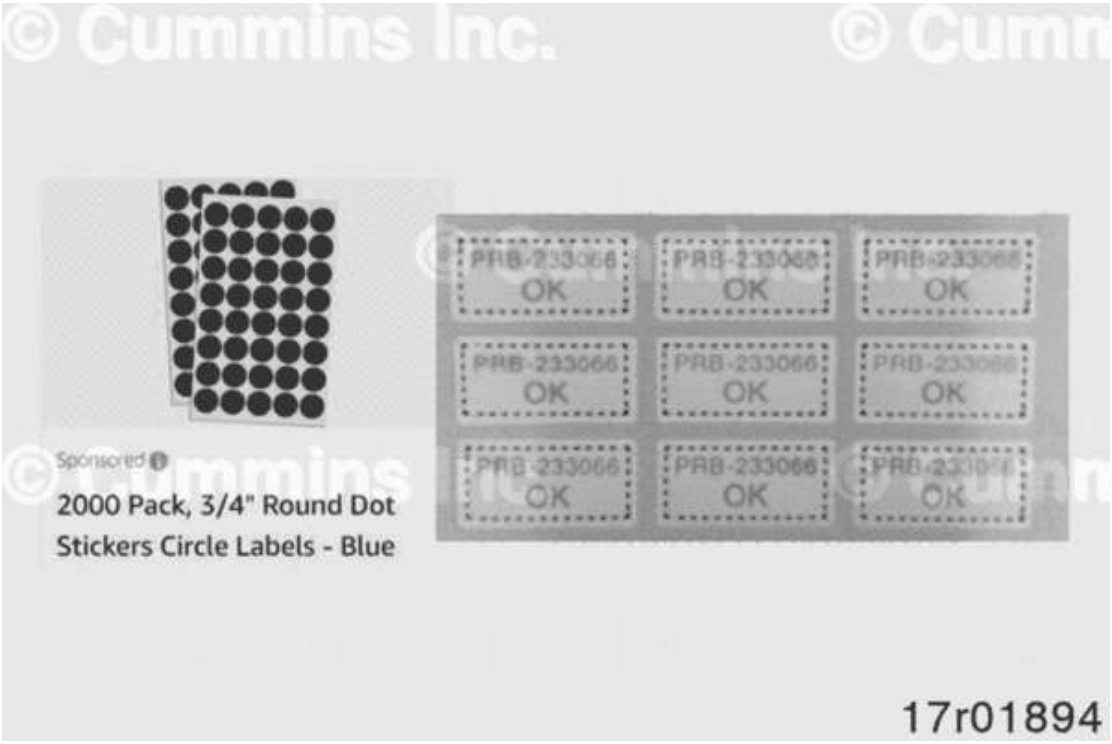

Figure 11, Example of Stickers

3. Submit claim as per below authorization details

Campaign Authorization Details:

- Authorization Code – 4776
- Account code – 65
- Fail code – GK-CB-WP
- Complaint section **MUST** include:
  - Customer Name and Address
  - Breaker date code
  - **Note: Claims with missing breaker date code and customer information will be denied**
- Parts – Provided at no cost (mention PRB-233066).
- Travel – Allowing no more than 1 trip. 1 trip to repair the breaker.
  - Note - Expectation is 1 trip, if an additional trip is required, please provide detailed justification in claim.
- Expiration Date – January 31st, 2027
- If the breaker is impacted, repair of only the breaker is typically required. In an atypical case, however, where removal and replacement of breaker is performed, proof of removal of Affected Breaker from customer site and scrapping certificate of any identified Affected Breaker that has been replaced further to Remediation and scrapped in accordance with the relevant local environmental standards will be needed.

4. Go Canvas Input Instructions

- Download the gocanvas app on your device app store or at this URL https://www.gocanvas.com/m
- Launch app to Log in with below credentials.
  - Email: Cummins_fsr@se.com, Password: Orchid
- Fill out form by selecting top form “Orchid Intervention – PRB-233066”.

Figure 12, Go Canvas PRB-233066

i. Select options below in Figure 13.

Figure 13, Go Canvas Step II

ii. Enter Subcontractor Details

Figure 14, Go Canvas Subcontractor Details Input

iii. Read click ‘Next’ to continue. Cummins technicians are **NOT** required to input all information. **ONLY** the date code on the front of the breaker is required.

Figure 15, PRB-233066 Requirements

iv. Manually enter the 5-digit breaker date code located on the front of the breaker (box 1 in Figure 16) and click ‘Done’ (box 2 of Figure 16).

Note: ONLY the breaker date code needs to be recorded.

Figure 16, Example Date Code Input Format

v. Repeat step IV above for any additional breaker date codes. Once all breaker date codes are entered, click ‘Next’.

Figure 17, Date Code Entered to Intervention Details

vi. Leave text boxes blank and select the appropriate breaker classification in box 1 and appropriate rest result in box 2 of figure 18. Click ‘Done’ when finished.

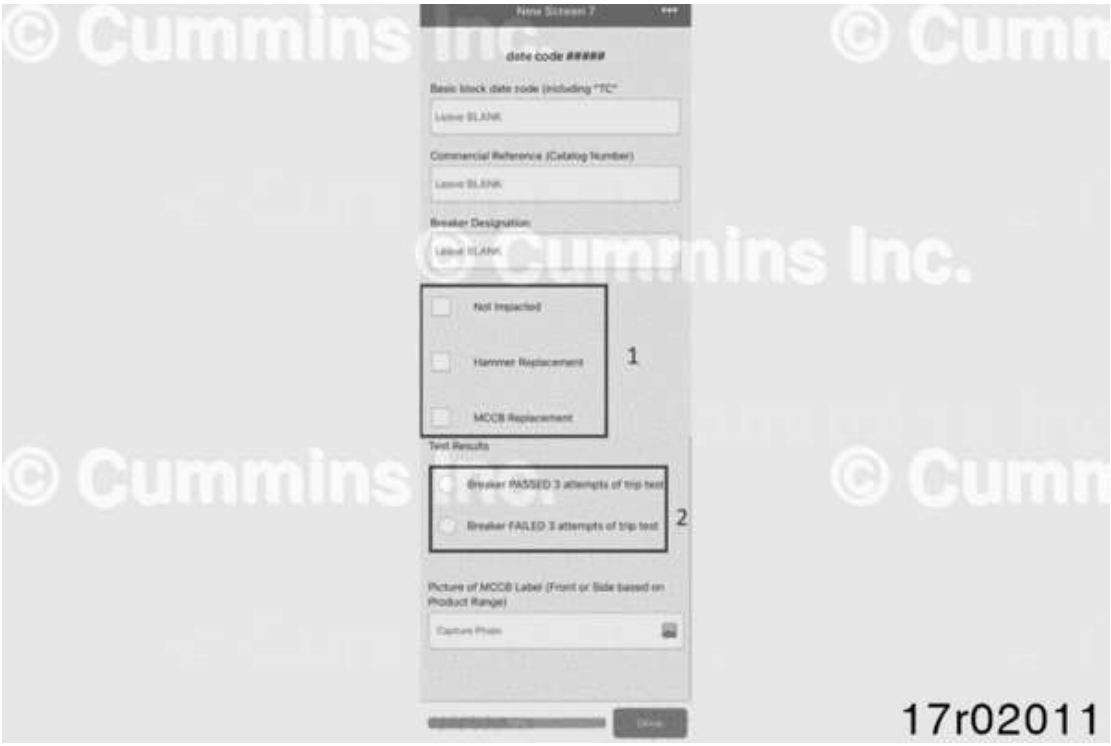

Figure 18, Breaker Action and Test Result Selection

vii. Enter Number of impacted and NOT impacted breakers at site location.

Note: Multiple date code inputs required to input more than one in this section

Figure 19, Breaker Quantity Input

viii. Enter Date the inspection/repair is performed, Travel time to site and labor time for inspection/repair information

Figure 20, Date and Travel Input

ix. Obtain Technician signature and Customer signature. Make best efforts to obtain customer signature.

Note: If customer is not available, write "customer not available" in the signature box.

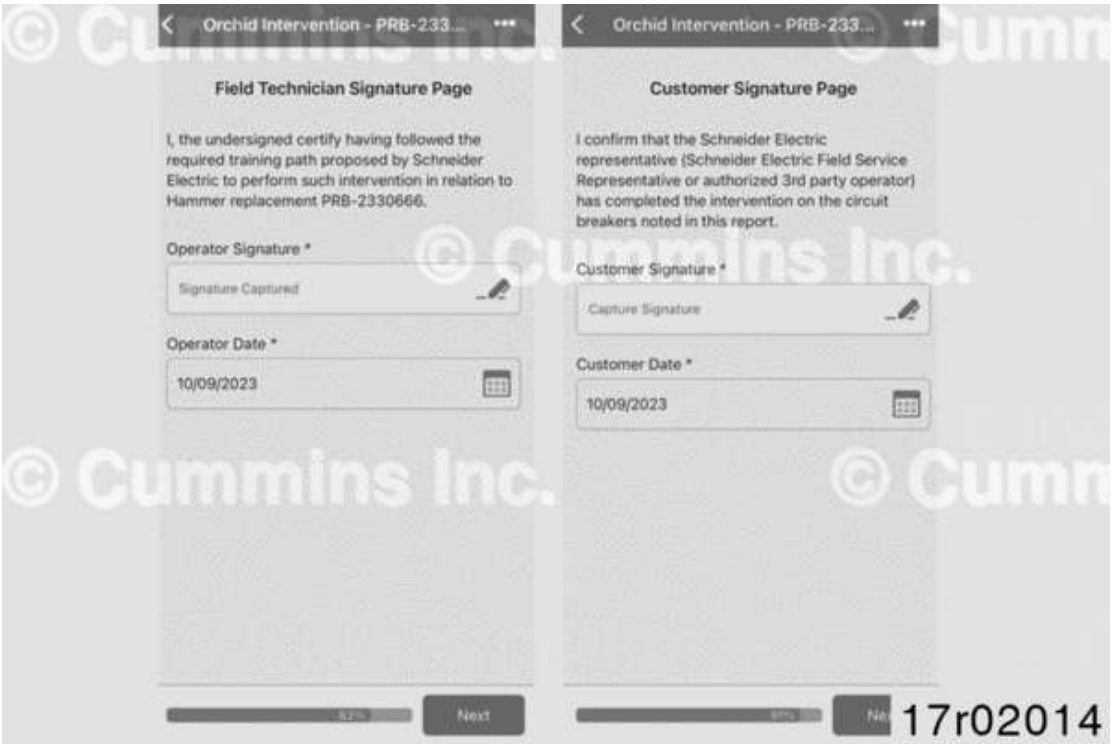

Figure 21, Signatures Required

x. Confirm below selections are made and click ‘Submit’ to complete report.

Figure 22, Submitting Form

5. SRTs

SRTs for inspection of front faceplate date code, block date code, and repair of breaker – 1.9 Hours Total

00-90M – Admin time – 0.2

99-999 – Go Canvas information entering – 0.3 hrs

17-107 – Circuit breaker panel R&I – 0.2

99-999 – Repair the breaker – 1.

14-705 – Generator set – Test run (no load) – 0.2.

SRT for Training

99-999 - Repair Instructions Training - 2 hrs.

Document History

Date	Details
2023-5-11	Module Created
2023-6-7	Non-Product Problem Solving (PPS)
2023-10-30	Non-Product Problem Solving (PPS)
2024-2-8	Non-Product Problem Solving (PPS)

Last Modified: 21-Feb-2024