

SERVICE BULLETIN

Original Issue Date: **11/10**

Model: **14RES, 14RESL, 20RES and 20RESL Generator Sets used with the Model RRT Transfer Switch**

Market: **Residential/Commercial**

Subject: **Generator Exercise with Model RRT Transfer Switch**

Introduction

Kohler Co. has discovered the following software issues with the 14RES/RESL and 20RES/RESL generator set controllers when used with the Model RRT transfer switch.

- When the exercise time is set on the RDC or DC controller on the generator set, the exercise will run the next week but not run again on subsequent weeks.
- The old exercise schedule is retained after the user initiates an exercise on a new date and time.

Kohler has also observed fluctuations in the utility voltage display on RDC and DC controllers when connected to Model RRT transfer switches. The voltage display fluctuation does not affect the functionality of the system.

Affected Models

Model 14RES, 14RESL, 20RES, and 20RESL generator sets listed on the warranty system in the unit update section.

Solution

Revised controller firmware version 2.06 has been released to resolve the exercise issue and to improve the accuracy of the utility voltage display. Kohler® SiteTech™ software version 2.2 has been released to support utility voltage calibration.

Service Procedure

Install revised RDC/DC controller firmware version 2.06 or higher on affected units.

Use a personal computer (PC or laptop) running Kohler® SiteTech™ software **version 2.2 or higher** to update the firmware on the RDC or DC controller. Distributors can download SiteTech software and the controller firmware file from TechTools. Dealers, contact your distributor for the SiteTech software and controller firmware file. See TP-6701, SiteTech Software Operation Manual, for instructions to update the controller firmware.

After the controller firmware has been updated, SiteTech software **version 2.2 or higher** can be used to calibrate the utility voltage display, if desired. See TP-6701, SiteTech Software Operation Manual, and TP-6735, 14/20RES/RESL Service Manual, for calibration instructions.

For assistance, please contact the Kohler Power Systems Generator Field Service Department at 920-459-1775 or email: generatorfieldservice@kohler.com.

Warranty Claim Information

A flat rate of 0.5 hours will be allowed for this software update.

Note: Warranty claims will not be paid for updating generator sets that are not used with Model RRT transfer switches. No travel time or mileage will be allowed for units in inventory or installed after the release date of this bulletin.

See the next page for more information.

Routing	Service Manager	Sales Manager	Parts Manager	Technician No. 1	Technician No. 2	Technician No. 3	Return This to
Initial Here							

- For registered units, please make an appointment with the owner to update the RDC or DC controller at the earliest convenience. Travel time and mileage will be allowed for units registered prior to the release of this bulletin.
- For generator sets being placed into service, update the controller firmware during installation.
- For generator sets in inventory, update the controller firmware before shipment to the customer or during the startup process.

A list of affected serial numbers has been entered into the Kohler online Warranty System as a unit update. To check whether the unit update is applicable, start drafting a warranty repair claim. If the unit has not been registered, click on the stock unit box under the serial number. Entering a warranty claim on an affected unit will bring up the unit update. Enter a check next to the applicable unit update to prepopulate the warranty claim for this repair.

This unit update will expire on January 31, 2014.