


FCAN CARD IMMUNITY ON ACS380

TA21-312-C

Product Improvement Program (PIP) :		Service bulletin :		Instructions :	
Crane family : GMA		Range : HUP		Model : HUP40/30 and 32/27	
C	Technical Support	July 30th, 2021	Code change 84115199, page 6		
B	Technical Support	July 1st, 2021	Modification		
A	Technical Support	June 24th, 2021	Creation		
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DIAGNOSIS	<p>The slewing ACS380 drive stops during a deceleration phase of the slewing motion, the drive indicates a 5091 status (CAUTION, this status is not always due to a CAN card fault). EMC disturbances corrupt the exchange between the CAN card and its drive. In this case the ACS380 drive stops. This fault can be identified by losses in the steering converter device only.</p>
SOLUTION	<p>To this date, we have identified that the more sensitive FCAN-01-M ACS380 cards have a serial number starting with 026:</p> <div style="text-align: center;">  </div>

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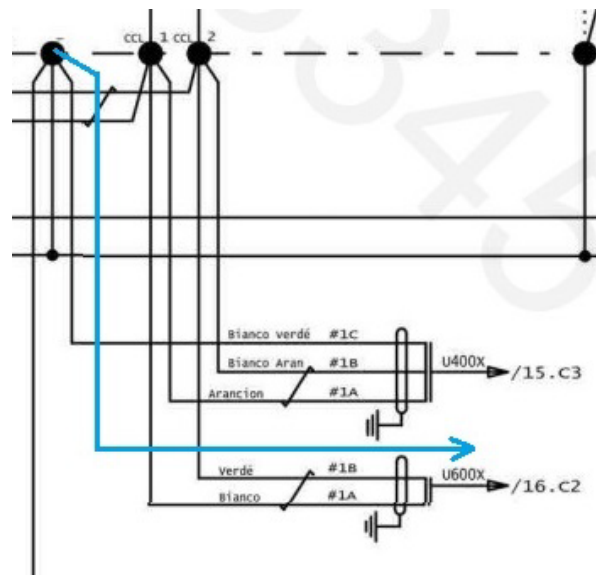
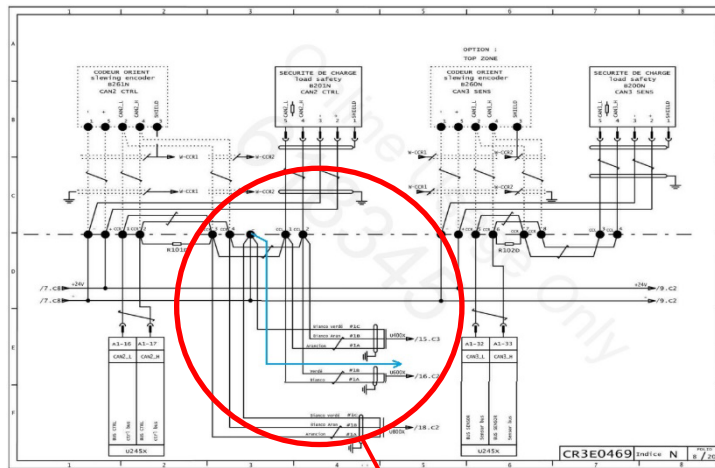
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Solution 1:

To restore robustness, terminal 3 of the FCAN connector must be referenced to the 0V of the crane.

Diagram HUP 40/30 :



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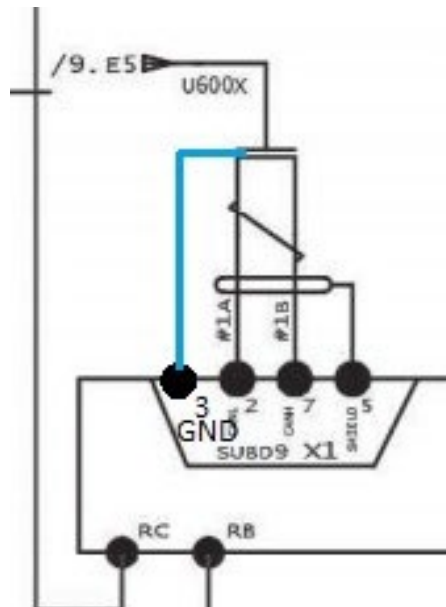
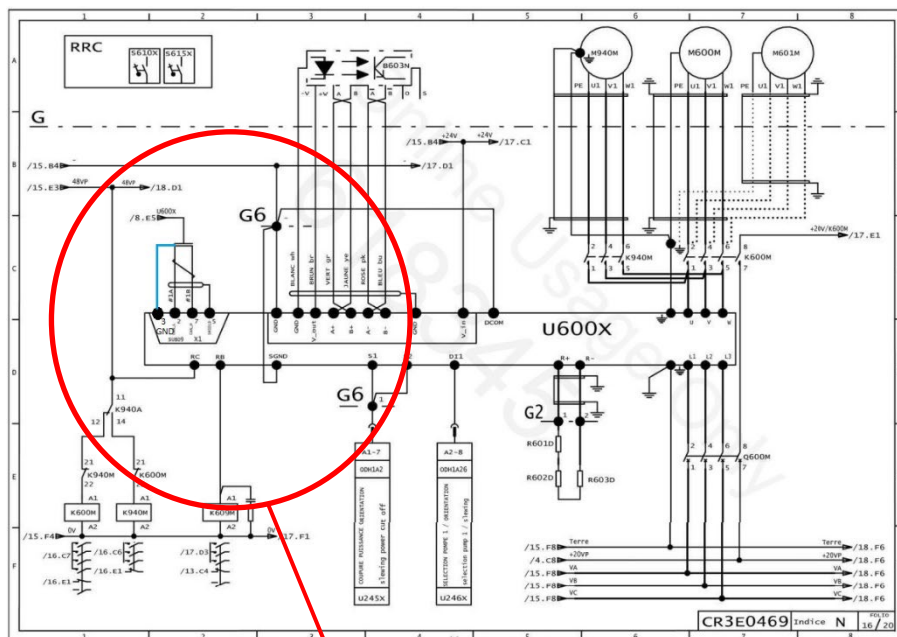
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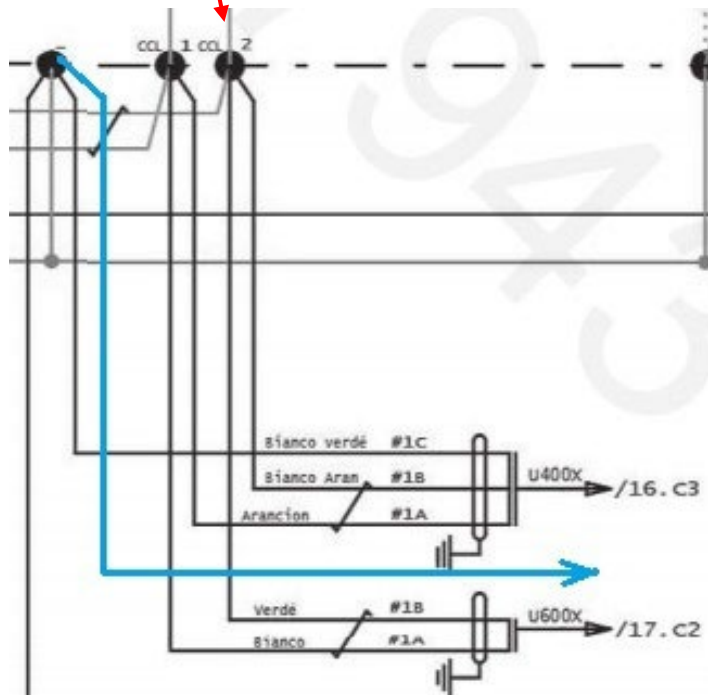
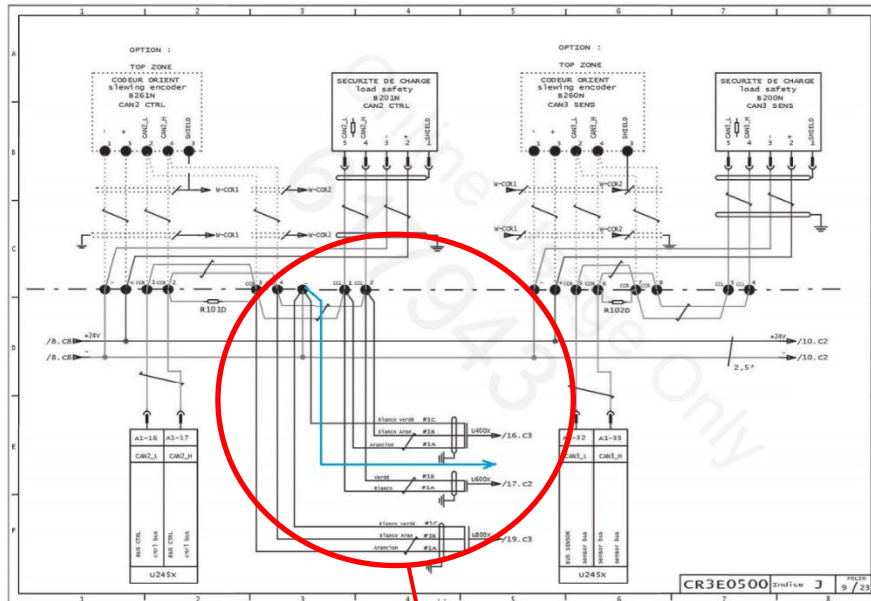
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Diagram HUP 28/22 :



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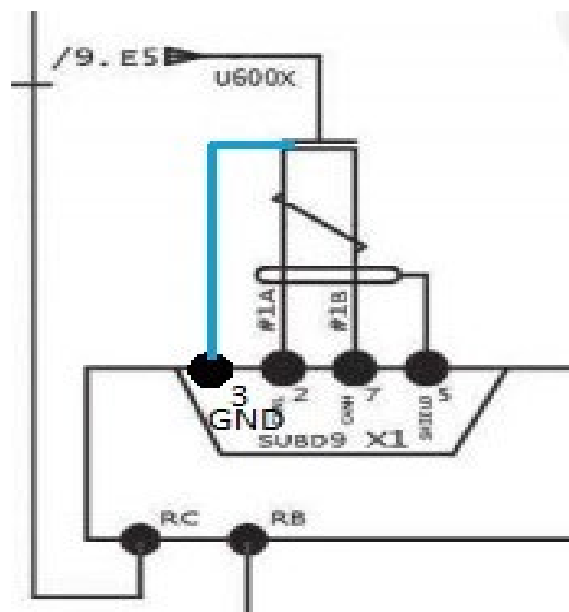
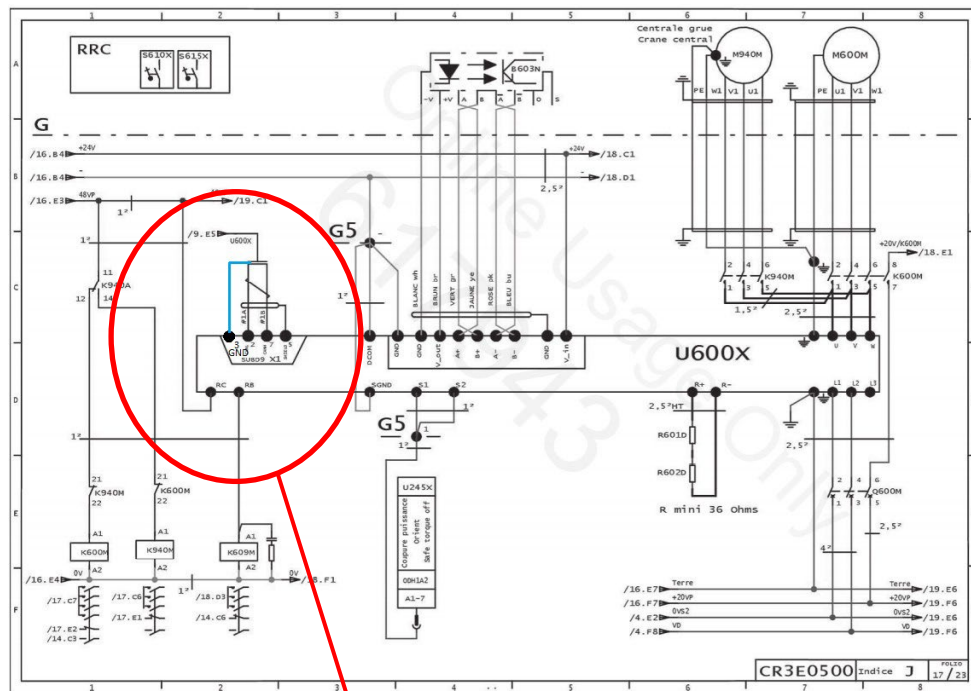
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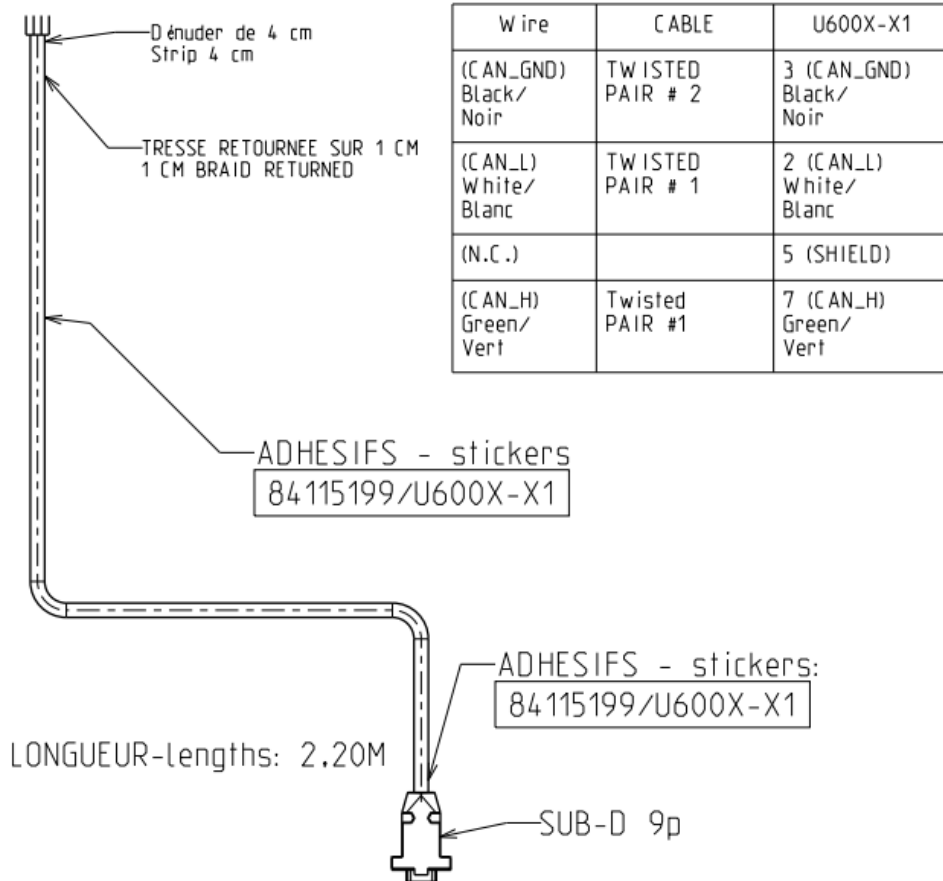
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Modify the CAN cable present on the crane. It will be necessary to unsheathe it to find an available wire, and to solder it on the pin 3 of the SUBD socket.

Solution 2:

The 84115199 cable available in PR can be used temporarily:



Connect the wires:

- White => CAN_H => CCL2
- Brown => CAN_L => CCL1
- Yellow => GND => 0V

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Solution 3: Change the FCAN01 card either by ordering code 84060800 (few less sensitive models in stock) or by getting one from another drive (ACS880 or 380). With a FCAN-01 card from an older model ACS880 drive, the ACS380 drive cover will not close properly but will allow troubleshooting while waiting for a final solution.

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- Excel sheet from and to Technical Support team
- Pdf sheet shared in Potain e-Tech

Additional information for Technical Support team:

Origin (customer ticket, claim, mail): Ticket CS0010901

AMT or ECN number:

Other origin:

Author : Bruno Dardon