



# SERVICE BULLETIN

**TO:** AUTHORIZED NORTH AMERICAN STANDBY DEALERS  
**BULLETIN:** DSB-1115 Rev. A  
**DATE:** SEPTEMBER 2020  
**SUBJECT:** GC-1031 CONTROLLER I/P SENSE LOSS FAILURES  
**MODELS:** 12KW, 17KW, 20KW  
**SERIAL NUMBERS:** SEE MODELS CHART

- ACTION REQUIRED
- IF ENCOUNTERED
- INFORMATION ONLY

- ENGINE
- EQUIPMENT
- BOTH

**CONDITION:**

Dealers have encountered I/P Sense Loss failures on GC-1031 controllers, which could cause generators to shutdown.

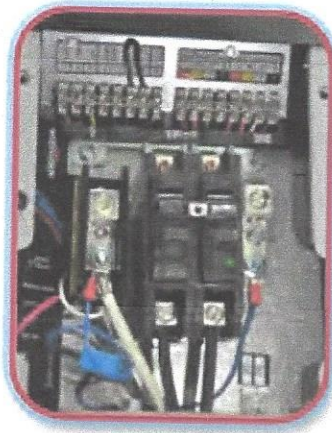
The chart that follows identifies the first serial number of each generator model manufactured with the GC-1031 controller. Generators with serial numbers that precede this will have an earlier version of firmware:

AFFECTED MODELS	BRAND	GENERATOR MODEL	SERIAL NUMBER
12KW	Briggs & Stratton	040590	4001027132
	Fortress	040591 040608	4000982570 4000994550
17KW	Briggs & Stratton	040610	4001110478
20KW	Fortress	050587	4000986188
		040589	4001037902
	Briggs & Stratton	040609	4001040575
		040586	4000995966
		040588	4000828655

**CORRECTIVE ACTION:**

If you have encountered this condition:

- Check the sense wire by the generator circuit breaker to make sure a good connection is made. Check that the wire insulation is not pinched in the circuit breaker screw.



- Upgrade the firmware to the latest version (revision 7.04). Please follow the instructions found at <http://www.thepowerportal.com>. [Click here](#) to be rerouted to the GC-1031 controller firmware page. The usual warranty will apply for this update.

**NOTE:** If the generator does not have an I/P Sense Loss failure during exercise, the firmware update will not be included under the warranty. You can update the firmware during regularly scheduled maintenance as an extra service provided on your maintenance plan.

**WARRANTY:** File warranty claims as specified by the correct guidelines. Labor allowance to install the firmware upgrade is 30 minutes or less. When you complete a warranty claim, select the following drop-down options on the claim form:

- Key Part Identification Category – Standby Generator – Standby Generator Electrical Group
- Key Part Identification Code – Wiring (C77)
- Condition Code – SP (Special Program)

**BRIGGS & STRATTON CORPORATION**