

# **CUSTOMER SERVICE BULLETIN**

955 0002

Xanbus Network Crossing with AEBus	CSB Number Date	December 14, 2020
URGENCY		
HIGH: Rework needs to be done by immediately MEDIUM: Rework needs to be done by next possible occasion Low: Rework to done if necessar		GENERAL: General Information
PRODUCTS EFFECTED		

AES Batteries with Xanbus Network Connections; 42-48-6650, 44-24-2800.

#### SYMPTOM OBSERVED

If an AEBus connector is installed into the Xanbus port of the battery, a short circuit will occur and may cause the wire connector, the Y connector, or the battery port itself to heat up and deform.

#### POSSIBLE CAUSE

Both networks utilize a different power supply configuration from the other. In this case the Xanbus creates a short circuit across the AEBus power supply and will heat up the connector until a wire or trace opens. (If Y connector is used, the trace internal to the connector is usually the first point of failure). At Discover we have extensively tested to ensure that this issue does not pose a risk to personnel or the rest of the system. While we have observed deformed connectors, none of our testing shows any thermal escape.

#### FIELD CORRECTIVE ACTIONS

If these symptoms have been observed take the following steps:

- 1) Remove ALL cables and connectors in that communication string and discard.
- 2) Review the AEBus network connection on the battery and look for damage. If found contact Discover Battery for repair. (note: this issue is not covered under warranty since it is caused by human error)
- 3) Label all new cables and connectors properly.
- 4) Follow the owner's manual for proper communications connections.



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### **Supporting Information**

CSB	Number	855-0003
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### **REFERENCE DOCUMENTATION AND PROCEDURES**

