



C. E. Niehoff & Co.
BRUSHLESS ALTERNATORS

Service Bulletin

Field Service Tips

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SB Number: SB0002A

Products: C609, C612, C617, C621, C624, C720 Alternators

Problem: Alternator won't charge

Cause: Self-energizing alternator loses residual magnetism. Once an alternator is magnetized at the factory, it should hold its residual magnetic field for the duration of its life. In rare instances, residual magnetism can be lost either during an extended period of inactivity (shelf time) or if the alternator was exposed to a strong external magnetic field.

Solution: **C609:** Disconnect jumper link between E and R terminals. Momentarily (1 sec.) jumper E terminal to the B+ output terminal on alternator. Reconnect the jumper link between E and R. The alternator should operate normally. If not, further troubleshooting is required.

C612, C617, C621, C624: Momentarily (1 sec.) jumper D+ terminal to the B+ output terminal on alternator. The alternator should operate normally. If not, further troubleshooting is required.

C720: Momentarily (1 sec.) jumper D+ terminal to the B+ output terminal on alternator. The alternator should operate normally. If not, further troubleshooting is required.

Please file this CEN Service Bulletin with your CEN Literature.

Please forward a copy of this information to the appropriate people in your company.