



VISA S.p.A. – GENERATING SETS and POWER SOLUTIONS

HEADQUARTERS & HEAD OFFICE

via I Maggio, 55 · Fontanelle (TV) 31043 · ITALY
tel: +39 0422 5091 · visa@visa.it · www.visa.it

MILAN area – LOCAL OFFICE

via Luigi Galvani, 12 · Zelo Buon Persico (LO) 26839 · ITALY
tel: +39 334 6387211

 VISA RENT – RENTAL DEPT. GENERATOR SETS ON HIRE tel: +39 0422 818633 rent@visa.it	 VALMEC – METALWORKS DEPT. METALWORKS tel: +39 0422 5093 info@valmec.it
 NETTUNO* – WATER DEPT. IRRIGATION SOLUTIONS AND MOTORPUMPS tel: +39 0422 5092 info@nettuno-irrigazione.com	 METEOR* – SOUNDPROOF DEPT. SOUNDPROOF MATERIALS and SOUND INSULATION SYSTEMS tel: +39 0422 509411 info@insonorizzanti.it

Fontanelle 26th October 2023

TECHNICAL RECALL CAMPAIGN

Dear Customer,

We wish to inform you that Visa S.p.A., in its ongoing pursuit of enhancing the quality and safety standards of its machinery, has voluntarily undertaken a product update as detailed below.

SUBJECT:

Excitation Wiring of Battery Charging Alternator

POTENTIAL MALFUNCTION:

While it is important to note that no actual malfunctions have been reported at this time, during a testing campaign, we have identified that, in rare cases, the battery charging alternator may not operate at its full capacity due to a lack of excitation. This situation may occur in instances where the machine is used in a mobile capacity with a discharged battery and irregular usage patterns. In such cases, the engine may start, but the battery charging alternator may fail to excite and consequently not provide voltage output. This, in turn, leads to a complete battery discharge, rendering the machine unusable for subsequent start-ups.

MACHINES INVOLVED:

Onis Visa generating sets with DOOSAN stage V engines (models D18/D24/D34), including the following genset models:

DS35 - DS45 - DS65

HEADQUARTERS & HEAD OFFICE

via I Maggio, 55 · Fontanelle (TV) 31043 · ITALY
tel: +39 0422 5091 · visa@visa.it · www.visa.it

MILAN area – LOCAL OFFICE

via Luigi Galvani, 12 · Zelo Buon Persico (LO) 26839 · ITALY
tel: +39 334 6387211

INSTRUCTIONS FOR MODIFICATION



Safety Notes:

Any work on the Generator Set should be carried out by qualified personnel.
Before making modifications, please read the Generator Set manual and refer to the accompanying documents (electrical diagram, controller manual).
It is necessary to turn off the generator set and disconnect the battery before proceeding.

Required tools:

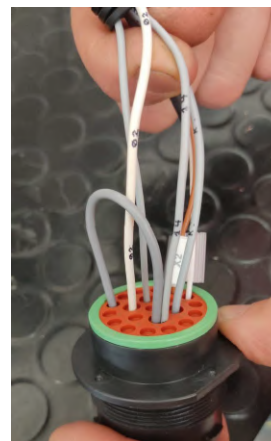
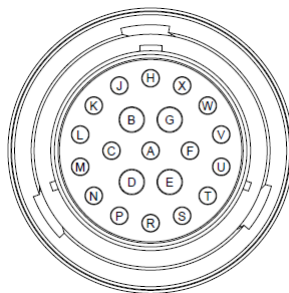
- Scissors
- Flat-head screwdriver
- Crimping pliers
- Insulated connector
- Insulated cap



1. Identify the X2 connector on the exterior of the electrical panel (highlighted in red in the photo below) and disconnect it to work without power.
Consider the connector on the panel side (in the photo on the left)



2. Identify the jumper between pin J and D



HEADQUARTERS & HEAD OFFICE

via I Maggio, 55 - Fontanelle (TV) 31043 - ITALY
tel: +39 0422 5091 - visa@visa.it - www.visa.it

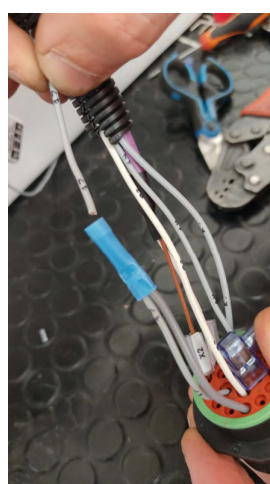
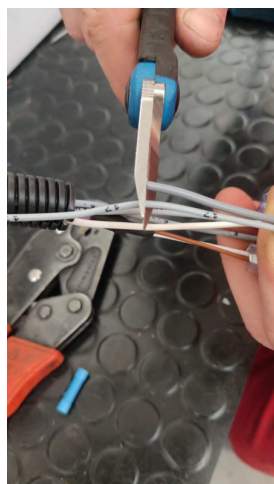
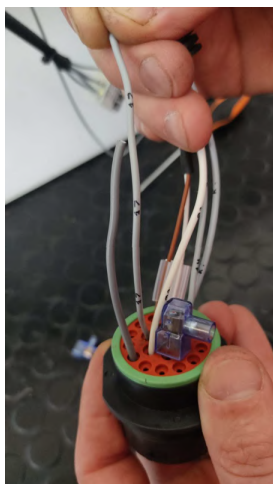
MILAN area - LOCAL OFFICE

via Luigi Galvani, 12 - Zelo Buon Persico (LO) 26839 - ITALY
tel: +39 334 6387211

3. Cut the wire near pin D of connector X2, leaving about 1 cm of wire, and insulate the wire with an insulated cap.



4. Identify wire 17 connected to pin G of connector X2.
Cut wire 17 approximately 10 cm away from the connector, and connect the two wire 17 terminals together with the previously cut wire connected to pin J



5. The final result should look like this.



6. Reconnect the connector



VISA S.p.A. - GENERATING SETS and POWER SOLUTIONS

HEADQUARTERS & HEAD OFFICE

via I Maggio, 55 - Fontanelle (TV) 31043 - ITALY
tel: +39 0422 5091 - visa@visa.it - www.visa.it

MILAN area - LOCAL OFFICE

via Luigi Galvani, 12 - Zelo Buon Persico (LO) 26839 - ITALY
tel: +39 334 6387211



VISA RENT - RENTAL DEPT.
GENERATOR SETS ON HIRE
tel: +39 0422 818633
rent@visa.it



VALMEC - METALWORKS DEPT.
METALWORKS
tel: +39 0422 5093
info@valmec.it



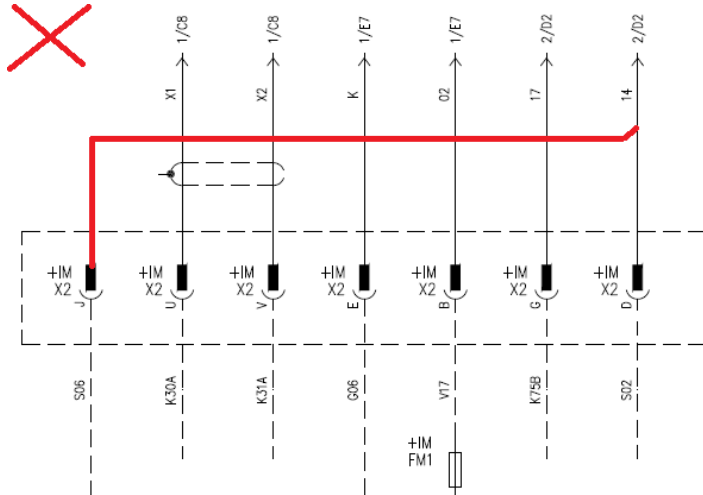
NETTUNO - WATER DEPT.
IRRIGATION SOLUTIONS AND MOTORPUMPS
tel: +39 0422 5092
info@nettuno-irrigazione.com



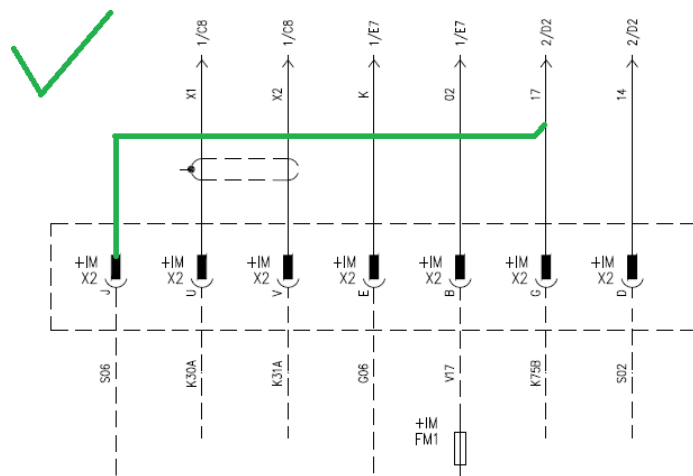
METEOR - SOUNDPROOF DEPT.
SOUNDPROOF MATERIALS and
SOUND INSULATION SYSTEMS
tel: +39 0422 509411
info@insonorizzanti.it

ELECTRICAL DIAGRAM

BEFORE:



AFTER:



FOR ANY HELPS AND ASSISTANCE:

- service@visa.it
- 0039 0422 5091

Mauro Zanuto
VISA S.p.A.