



November 12, 2009

<< CUSTOMER NAME >>
<< ADDRESS1 >>
<< ADDRESS2 >>
<< CITY >>, << STATE PROVINCE >> << POSTAL CODE >> << COUNTRY >>

***** SAFETY RECALL NOTICE *****

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in emergency vehicles equipped with certain Cummins ISB, ISC/ISL, ISM and ISX emergency vehicle engines manufactured from March 9, 2009 through June 30, 2009. These engines were equipped with faulty electronic control module (ECM) software. Cummins is recalling these engines, as well as previously-built engines that received the faulty ECM software through field service recalibration.

Emergency vehicles are typically designed with a hardwired, dash-mounted switch that enables the vehicle operator to inhibit the diesel particulate filter regeneration in certain operating conditions. The faulty ECM software may cause the switch to function incorrectly, leading the operator to believe that the switch is in "inhibit" mode when, in fact, it is not. As a consequence, hot exhaust gases may unintentionally exit the vehicle tailpipe, increasing the risk of melting or burning of nearby surfaces or personnel, or a fire.

Our records indicate that your Cummins engine listed below was manufactured during the affected production period or received the defective ECM software during service:

<u>Engine Serial Number</u>	<u>Vehicle Manufacturer</u>	<u>Vehicle Serial Number</u>
<< ESN >>	<< VEHICLE MAKER >>	<< VIN >>

If you are no longer the owner of the vehicle containing this engine, please forward this notice to the new owner or provide the new owner's contact information to Cummins.

To correct the defect described above, we urge you to contact the nearest Cummins Distributor or Cummins-authorized Warranty Dealer to arrange to have this campaign performed on your engine. The distributor or dealer will work with you to schedule the best date for your software update. The campaign consists of updating the ECM with new software that does not contain the defect. The software update will be completed free of charge (parts and labor) and will require approximately 1 hour to complete.

Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days.

You may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy related to this recall. If you previously had this condition corrected at your own expense, please contact Cummins Customer Assistance at the telephone number below to determine if you are eligible.



If you have questions or concerns about this campaign, please contact your local Cummins Distributor. You may also contact the Cummins Customer Assistance Center at 1-800-DIESELS (1-800-343-7357).

If you have a complaint relative to this campaign, you may report it to the following:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Or, you may call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for the inconvenience this campaign may cause. Cummins is initiating this action because of the sense of responsibility Cummins has for customer safety and customer satisfaction with our products. Thank you for your attention to this matter.

Sincerely,

Campaign Administrator
Cummins Inc.

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