

Part 573 Safety Recall Report

19E-074

Manufacturer Name : Cummins Inc.

Submission Date : NOV 22, 2019

NHTSA Recall No. : 19E-074

Manufacturer Recall No. : C2253



Manufacturer Information :

Manufacturer Name : Cummins Inc.

Address : Box 3005, Mail Code 41303

Columbus IN 47202-3005

Company phone : 812-377-5000

Population :

Number of potentially involved : 2,608

Estimated percentage with defect : 93 %

Equipment Information :

Brand / Trade 1 : Cummins Inc.

Model : CM871

Part No. : 3684275RX

Size : NR

Function : Engine Control

Descriptive Information : Remanufactured Engine Control Modules (ECMs) sold exclusively for installation as replacement parts in Cummins ISX engines (truck and bus applications) and in remanufactured ISX engines. The recall covers the entire population of this part number ECM (P/N 3684275RX) that were remanufactured with core ECMs having a serial number prefix of A or B; remanufactured ECMs having a serial number prefix of C are not affected and are excluded from the recall.

Production Dates : FEB 05, 2019 - AUG 02, 2019

Description of Defect :

Description of the Defect : An internal component within the remanufactured ECM may have cracked solder joints that mount the component to the circuit board, which may result in an engine stall.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An engine stall without warning and without the ability to restart may increase the risk of a crash.

Description of the Cause : The remanufacturing process did not adequately inspect the ECMs for cracked solder joints.

Identification of Any Warning that can Occur : None.

Supplier Identification :

Component Manufacturer

Name : N/A

Address : NR

NR

Country : NR

Chronology :

May 2019 – Cummins noticed an increase in warranty returns of the subject ECMs and began an investigation into the cause.

May – August 2019 – Cummins investigated this issue, including efforts to increase the return of failed ECMs for failure analysis.

August 2, 2019 – Cummins stopped remanufacturing the suspect ECMs.

August 15, 2019 – Cummins requested the field parts dealer network to quarantine the subject ECMs pending further evaluation of the issue.

August 15 – September 20, 2019 – Cummins analyzed warranty claims and gathered additional field information to understand the failure symptoms.

September 20, 2019 – Cummins conducted a Product Safety Hazard Analysis.

September 20, 2019 – October 14, 2019 – Cummins conducted an investigation to consider the impact of cracked solder joints on the original production population on which the subject remanufactured ECMs were built as new product (approximately 92,000 engines built with the subject modules between 2007 and 2009).

October 22, 2019 - Based upon the results of the investigation and evaluation of the issue, Cummins decided to conduct a safety recall to address this condition. To date, there have been no reports of accidents or injuries related to this condition.

November 19, 2019 – Cummins submitted Amendment 1 of this Defect Notification with, among other updates, a revised quantity (revised from 1,929 to 2,608). While reviewing records to identify product shipments, Cummins identified inconsistencies in the data. After further investigation and reconciliation of these inconsistencies, Cummins determined the updated quantity reported in the amendment.

Description of Remedy :

Description of Remedy Program : The remedy program is to replace the suspect ECMs (serial number prefix A or B) with the same part number ECM having serial number prefix C.

Pursuant to 49 CFR 577.11(e), Cummins requests that it be exempt from providing notification of a reimbursement plan. Any pre-notification product failure would have been replaced under the manufacturer's limited warranty. Accordingly, no person would be eligible for reimbursement pursuant to 573.13.

How Remedy Component Differs from Recalled Component : The remedy component has serial number prefix C and the recalled component has serial number prefix A or B. In addition, the ECMs have different physical characteristics.

Identify How/When Recall Condition was Corrected in Production : Remanufacturing of the suspect ECMs was stopped on August 2, 2019.

Recall Schedule :

Description of Recall Schedule : Cummins expects to issue a Warranty Memo on November 22, 2019, informing the field service network that Cummins is initiating a Safety Campaign for this issue. Cummins expects to mail a letter to all distributors and dealers that received the suspect parts and engines by November 27, 2019 informing them of the recall and informing them of the remedy instructions. Cummins expects to publish a Safety Campaign with the remedy instructions by December 6, 2019 and Cummins expects to send letters to purchasers (owners) of the suspect parts by December 20, 2019, pending receipt of owner contact information from distributors and dealers by December 13, 2019. Cummins will continue to notify purchasers (owners) as additional contact information is provided by distributors and dealers.

Planned Dealer Notification Date : NOV 27, 2019 - NOV 27, 2019

Planned Owner Notification Date : DEC 20, 2019 - NR

Purchaser Information :

The following manufacturers purchased this defective/noncompliant equipment for possible use or installation in new motor vehicles or new items of motor vehicle equipment:

Name : NR

Address : NR

NR

Country : NR

Company Phone : NR

* NR - Not Reported