

A CUMMINS FIELD CAMPAIGN

Please Deliver To: Service Managers and Warranty Decision Makers

FROM: Cummins Global Warranty Administration Communications

Subject: B6.7 CM2350 B121B Fuel Heater Safety Campaign

Number: C2127

Date: 31-Jan-2020

Expires: 15-Jan-2040 (U.S./Canada)
15-Jan-2040 (International)

Attention: Worldwide distr./ branches and Div./Reg Offices
U.S. / Canadian Distr./Branches and Div. Offices
U.S. / Canadian Dealers (Automotive)

This is to revise and replace C2127-D, dated 14-Jan-2020. This revision is to:

- 1 Update SRT Description, SRT Removal and SRT Update.

If additional information is required, please contact your Cummins Warranty Operations Group Leader.

DESCRIPTION:

This Safety Campaign is being issued to address a product issue where under certain conditions, internal electrical arcing within the fuel heater, due to metallic debris in the fuel that may accumulate in the heater over time, may create sufficient heat inside the fuel heater to cause plastic in the fuel heater to melt and potentially catch fire.

Cummins has reported this issue to the U.S. National Highway Traffic Safety Administration (NHTSA), which has assigned it Recall Number 19E020.

This Safety Campaign authorizes certified repair locations to change the fuel heater wiring harness polarity by switching wiring terminal locations within the fuel heater connector, to install a new fuel heater, and to replace or install a new fuse in the fuel heater circuit on certain B6.7 CM2350 B121B units.

ACTION:

In order to qualify for repair under this field action, an engine:

- 1 Will be covered Regardless of coverage status, and
- 2 **must** show as OPEN on QuickServe® Online for this field action.

NOTE: The ESN list is attached for reference.

After verifying that the engine meets the above requirements, perform the following actions:

- 1 Complete all of the repair instructions included within Attachment B.
- 2 Verify the current status of the fuel heater supply circuit wire locations within the fuel heater connector. If there is no white dot on the fuel heater connector, and/or the polarity has **NOT** been reversed, please refer to Attachment B for further instruction on the verification and/or correction of the fuel heater supply circuit. If there is a white dot and the polarity has already been reversed, continue with the remaining repair instructions.
- 3 Remove the fuel heater or fuel heater plug currently installed in the fuel filter module. Install the new fuel heater included within the fuel heater kit necessary for the appropriate application the engine is installed. Please refer to Attachment B for further instruction on fuel heater or plug removal and fuel heater installation.
- 4 Confirm the correct wiring harness polarity. Please refer to Attachment B for further instruction on verification of the correct terminal locations within the connector that indicate a correctly wired fuel heater circuit.
- 5 Install the new fuse included in the fuel heater kit necessary for the appropriate application the engine is installed. Please refer to Attachment B for further instruction on fuse location and installation within the appropriate application.
- 6 Reconnect the engine fuel heater wiring harness connector to the fuel heater and mark the connector to confirm that the fix has been completed. Place the sticker included within the kit into the fuse box and place the insert included within the kit into the owner's manual. Please refer to Attachment B for further instructions on how to make the proper indication on the connector that the fix has been completed and where to place the appropriate sticker and manual insert.

MATERIAL DISPOSITION:

Materials removed as a result of this field action **must** be scrapped.

REIMBURSEMENTS:

Parts:

NOTE: Refer to Attachment B for application specific information on the proper fuel heater kit part numbers to order. The following parts are covered under this field action:

Part Number	Quantity	Description
557928500	1	KIT,FUEL HEATER (OPTIONAL)
557928600	1	KIT,FUEL HEATER (OPTIONAL)
557928700	1	KIT,FUEL HEATER (OPTIONAL)

NOTE: SRTs to gain access that are required to complete the repair, that are sufficiently explained in the claim narrative, may also be claimed on this action.

Labor using applicable Access Code and Time:

SRT Code	Description	Time
00-400	Steam Clean - Single Component Repair	
00-90X	Administrative time	
99-008	FUSE INSTALLATION, FUEL HEATER REMOVE AND INSTALL, POLARITY REVERSAL AND MANUAL UPDATES - (QTY 1 - 0.3HR)	

Travel:

Travel is covered under this field action. Towing is covered under this field action.

Other Claimables:

Consumables are covered under this field action.

NOTE: Please consolidate all consumables and claim them as one item in Other Claimables titled "CAMPAIGN SUPPLIES".

Claim Instructions:

For Cummins Dealers, claims for this Field Campaign **must** be filed via **RAPIDSERVE™** Web (rsw.cummins.com). For information regarding **RAPIDSERVE™** Web, please reference the "Warranty" tab in QuickServe® Online. If there are additional questions, please contact your local Cummins Distributor.

Account Code: 65
Pay Code: Distributor = X
Pay Code: Dealer = D
Pay Code: International = I
Failure Code: WFEHTB

Attachments

c2127_esn_list-b.xlsx;c2127_fuel_heater_service_instructions_attach-b.pdf