

A CUMMINS FIELD CAMPAIGN

Please Deliver To: Service Managers and Warranty Decision Makers

FROM: Cummins Global Warranty Administration Communications

Subject: ISX CM871 ReCon Engine Control Module Safety Campaign

Number: C2253

Date: 17-Apr-2020

Expires: 31-Dec-2045 (U.S./Canada)
31-Dec-2045 (International)

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

This is to revise and replace C2253-A, dated 24-Jan-2020. This revision is to:

- 1 Update the Expiration date to: 31-Dec-2045.

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, an internal component within the re-manufactured ECM may have cracked solder joints that mount the component to the circuit board, which may result in an engine stall. An engine stall without warning and without the ability to restart may increase the risk of a crash. This Safety Campaign authorizes certified repair locations to replace the Engine Control Modules (ECMs) for eligible engines and ECM serial numbers on ISX CM871.

Cummins has reported this issue to the U.S. National Highway Traffic Safety Administration (NHTSA), which has assigned it Recall Number 19E074.

NOTE: This field action provides retroactive coverage for repairs made in anticipation of and prior to the release of this publication.

NOTE: The ECM serial number list (Attachment C) is attached for reference.

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.

NOTE: The ECM serial number list is attached for reference.

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

- 1. Replace the ECM according to the applicable procedure:
 - A. For loose parts, regardless of location or source, please visit a Cummins Certified Dealer or Distributor to get a replacement ECM and follow the Inventory Return Good Process.
 - A1. Please refer to Attachment B for inspection instructions of ECM parts and Attachment C for a listing of affected part serial numbers beginning with an A or a B for W-bend units. Serial numbers beginning with a C for U-Bend units DO **NOT** need to be removed, returned, nor replaced.
 - B. For ReCon engines not installed in chassis:
 - B1. Please refer to Attachment B for inspection instructions of ECM parts and Attachment C for a listing of affected part serial numbers beginning with an A or a B for W-bend units. Serial numbers beginning with a C for U-Bend units DO **NOT** need to be removed, returned, nor replaced.
 - B2. Remove and replace the ECM and re-calibrate. Please refer to the appropriate Service Manual for instructions.
 - C. For Installed ECM in chassis, please follow the below repair instruction:
 - C1. Please refer to Attachment B for inspection instructions of ECM parts and Attachment C for a listing of affected part serial numbers beginning with an A or a B for W-bend units. Serial numbers beginning with a C for U-Bend units DO **NOT** need to be removed, returned, nor replaced.
 - C2. Remove and replace the ECM and re-calibrate. Please refer to the appropriate Service Manual for instructions.

- 2. File one claim for all costs associated with this repair. Select the best claim filing Option outlined as follows:
 - Option A. For loose parts, regardless of location or source, labor recovery is not reimbursable. Refer to the Inventory Return Good Process to secure a replacement part. In the absence of a Return Good Process, refer to Option C below.
 - Option B. For ECMs installed on Recon Engines listed as OPEN on QuickServe® Online, follow normal claims processes and file a claim for all appropriate costs against the eligible ESN.
 - Option C. For ECMs installed on non-listed engines, either ReCon or Production units, file a single claim for all appropriate costs against the ESN 10000000, Auth Code 2253, Acct Code 65.

NOTE: With the exception of Option A above (the return of loose parts), **BOTH** the Engine Serial Number (ESN) and the ECM Serial Number **MUST** be recorded in the claim narrative. Failure to provide both the ESN and the ECM SN will result in a denied claim.

NOTE: Serial numbers beginning with a C for U-Bend units **DO NOT** need to be removed, returned nor replaced.

- 3. Return the ECM per the Material Disposition Instructions below.

MATERIAL DISPOSITION:

For parts removed from the chassis and ReCon engines, follow the instructions provided below:

Materials removed as a result of this field action **must** be returned to Cummins. Parts flagged via the Cummins Enhanced Parts Return (EPR) process should be returned following the stated instructions. Please return the ECM to:

Cummins Service Support Center
 910 S. Marr Road, Receiving Location 35
 Columbus, IN 47201
 Attn: Service Support Center Manager
 Email: ssc@cummins.com

NOTE: Please include a copy of the claim paperwork and a material return tag with the returned ECM. Include the ESN number, the Campaign #2253, and the claim number on the material return tag. For Cummins returns, record WebCumpas# on the outside of the box. For PACCAR returns, record CRA# or Eztrac#.

REIMBURSEMENTS:

Parts:

The following parts are covered under this field action:

Part Number	Quantity	Description
368427500RX	1	MDL, TMG

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.

NOTE: All SRTs listed below are OPTIONAL. Select **ONLY** the appropriate SRTs for your engine model.

Labor using applicable Access Code and Time:

SRT Code	Description	Time
00-90X	Administrative time	
17-902	CAMPAIGN CHECK - ECM VERIFICATION (QTY 2)	
19-108	ENGINE CONTROL MODULE (ECM) - REMOVE AND INSTALL (OPTIONAL)	
19-601	ELECTRONIC CONTROL MODULE (ECM) CALIBRATION - TRANSFER (OPTIONAL)	
19-602	PROGRAMMABLE PARAMETERS - READ AND ADJUST (OPTIONAL)	

Travel:

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

NOTE: Please schedule the Technician's time to maximize the number of units that can be repaired on a single visit. When filing claims for multiple ESNs, where travel is required and authorized, travel can be filed to **ONLY** one (1) ESN.

Other Claimables:

Consumables are covered under this field action.

NOTE: Up to \$30 may be claimed for consumables that are sufficiently explained in the claim narrative. Please consolidate all consumables and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES" or other appropriate selections. Please include brief summaries on the details of items claimed.

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: WEICMZ

Attachments

c2253_esn-list.xlsx
c2253_cm871_recon_ecm_safety_campaign_attach-b.pdf
c2253_affect_serial_numbers_attach-c.xlsx