

- 02/04/2020 – Cummins receives the first field report of a melted fuel heater on an engine that had a remedy completed under NHTSA Recall 19E-040.
- 02/05/2020 thru 02/07/2020 – Cummins sent an engineering team to the site of the reported melted fuel heater to investigate the failure. The team confirmed that the remedy had been properly performed. During this investigation, Cummins became aware of two additional reports of melted fuel heaters.
- 02/07/2020 – Navistar was informed of three failures that happened in New York.
- 02/08/2020 thru 02/25/2020 – Cummins investigated the issue, including completing tear-down analysis of the returned fuel heaters. During this time, Cummins received a total of five melted heaters returned from the field.
- 02/26/2020 – Cummins conducted a Product Safety Hazard Analysis and concluded that there was insufficient information to determine that the fuel heaters contained a safety defect. The recommendation was to continue to investigate the issue.
- 02/26/2020 thru 03/10/2020 – Cummins continued the investigation, including analysis of four additional melted fuel heaters returned to Cummins and conducting tests to understand the cause and the potential scope of the issue.
- 03/11/2020 – Cummins revisited the Product Safety Hazard Analysis with the additional information from the investigation.
- 03/24/2020 – Based upon the data collected and evaluation of the issue, Cummins decided to conduct a safety recall to address this condition.
- 03/25/2020 – Cummins reviews their investigation results indicating several reports of melted fuel heaters with Navistar.
- 03/31/2020 – Cummins informed Navistar that a 573 defect report was filed with NHTSA
- 04/07/2020 – Navistar meets with Cummins to review their root cause analysis. Navistar finalizes the suspect vehicle population based on the engine build ranges stated above.
- 04/09/2020 – Navistar declares this a safety issue. The safety recall will be managed by Cummins under NHTSA number 20E-018.