



# Warranty Field Campaign

<b>Campaign Number:</b> c2451	<b>Revision:</b>	<b>Released Date:</b> 30-Sep-2021
<b>BES CM0904 EV104B Communication Harness Safety Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 30-Sep-2051
		<b>Expiration Date (International):</b> 30-Sep-2051

## Attention

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

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

## Description

This Safety Campaign is being issued to resolve intermittent communication issues with the Power Steering, Air Compressor and Thermal Management Systems on certain BES CM0904 EV104B products. This authorizes the replacement and upfit of several harnesses and HV AC cable.

**Note :** If a vehicle already has an updated part, that part does **not** need to be replaced. Replace **ONLY** the parts needing an upfit.

## Action

In order to qualify for repair under this field action, a drivetrain system:

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

**Note :** The SSN list is attached for reference.

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

**Note :** Campaign C2444, LOTO Panel Update, is required to be complete before performing the work below.

Please refer to Attachment B for detail instructions, perform the following:

1. Check Low Voltage Jumper Harness for Air Compressor Inverter. Replace if **not** labeled 5678412.
2. Check Low Voltage Jumper Harness for Power Steering Inverter. Replace if **not** labeled 5678412.
3. Check High Voltage AC Cable 200175 for Power Steering Inverter. Replace if **not** built by COBO.
4. Check for TMS Harness 5678413 or TMS Overlay Harness 5678734. If neither are installed or labeled then upfit 5678734.
5. File one claim for one or more SSNs updated at the same time.

## Material Disposition

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

## Reimbursements

### Parts

**Note :** The parts listed are OPTIONAL, select **only** the parts required to complete the repair.

The following parts are covered under this field action:

Part Number	Quantity	Description
020017500	1	WRE,VOL (OPTIONAL)
630056800	1	KIT, WIRING HARNESS (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 (hrs)
00-90X	Administrative Time - Open and Close Repair Order (Shop Repairs)	
99-00A	HARNESSING AND CABLE REPLACEMENTS - QTY 1	

### Travel

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

**Note :** Travel to customer site is preferred if C2444 is already completed. Please arrange with customer to repair all units during one trip when possible.

Other Claimables

Consumables are covered under this field action.

**Note :** Additional parts, such as o-rings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed in Other Claimables. 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.

Claim Codes	
Description	Code
Account Code:	65
Pay Code:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WHAMHA

Attachments

Click here to see c2451\_ssn-list.xlsx

(/service/english/attachments/c2451\_ssn-list.xlsx) Click here to see c2451\_pd7000\_can3\_shield\_ground\_upfit\_attachment-b.pdf

(/service/english/attachments/c2451\_pd7000\_can3\_shield\_ground\_upfit\_attachment-b.pdf)

Engine Family	Fuel System
Design Application	Market Application
All	All

Document History

Date	Details
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Date	Details
	Document creation; 30-Sep-2021

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**Last Modified: 30-Sep-2021**

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