



***** IMPORTANT SAFETY RECALL *****
NHTSA Recall No. 23E-025
Cummins Campaign #C2677
2nd Notice

November 17, 2023

Dear Cummins Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain PowerDrive 7000 BES CM0904 EV104B electric drives that were manufactured between June 1, 2018 and October 30, 2021.

This notice applies to your electric drives listed on the enclosed table.

WHY IS A RECALL BEING CONDUCTED?

Due to a software calibration issue, if the driver releases the brake while the vehicle is in reverse pointing downhill on a grade greater than approximately 7%, the System Control Module may activate the anti-rollback feature, causing the vehicle to move backwards uphill at a rate that may exceed the driver's expectations, increasing the risk of a crash.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Cummins has released field Safety Campaign C2677 "Vehicle Roll-Back Safety Campaign" to correct this condition by updating the software calibration in the System Control Module. The new calibration is currently available at Cummins Distributors and authorized Warranty Dealers. The repair will be completed free of charge (parts and labor) and most applications will require approximately 1 hour to complete.

WHAT SHOULD YOU DO?

Contact the nearest Cummins Distributor or authorized Warranty Dealer to arrange to have this campaign performed on your electric drive. The distributor or dealer will work with you to schedule the best date to complete this repair.

In the meantime, Cummins advises drivers to use caution when reversing the vehicle on a hill.



If you have not registered your Cummins product, please complete the enclosed registration card or register your product at <https://prodreg.cummins.com/prodreg/#/webform/contactInfo>.

If you are no longer the owner, please forward this notice to the new owner or provide the new owner's contact information to Cummins at cummins.campaign.administration@cummins.com so that we can notify them of this recall.

If you previously paid to have this recall performed on your vehicle, you may be eligible for reimbursement. Please contact Cummins Care at the number below for more information.

Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver new vehicle or equipment covered by this recall notice under a sale or lease until the defect has been remedied.

WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?

If you have questions or concerns about this recall, please contact your local Cummins Distributor or authorized warranty dealer. You may also contact Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at care.cummins.com.

If you have a complaint relative to this recall, you may report it to the following:

Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Cummins is taking this action in the interest of safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Campaign Administrator
Cummins Inc.