Warranty Field Campaign

Campaign Number: c2577	**Revision**: D	**Released Date**: 23-Mar-2023
BES CM2450 EV101B Prox 2 Connectivity Module Update Campaign		**Expiration Date (U.S. and Canada)**: 01-Jan-2025
		Expiration Date (International): 01-Jan-2025

Attention

- U.S. / Canadian Distr./Branches and Div. Offices (Automotive)

This is to revise and replace Campaign 2577-C, dated 07-Mar-2023. This revision is to:

1. **Update the Description, and**
2. **update the Reimbursements, and**
3. **update the Parts list.**

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

Description

This Campaign is being issued to address connectivity module (5615689), wiring harness (5628700) and GPS antenna (5628701) being replaced with a new connectivity module (5661267) and wiring harness (6380022) on certain BES CM2450 EV101B units. The cellular antenna (5628702) is common between the new and old connectivity module, and should be inspected for reuse where appropriate. There is no GPS antenna needed with the new Prox 2 Connectivity Module, and can be discarded.

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:

Remove Prox 1 and Replace with Prox 2:

- 1) Verify installed connectivity module. Check if unit has a Prox 1 (5615689) or Prox 2 (5661267) connectivity module.
- 1a) If a Prox 2 module is installed, no campaign is needed, no further action required. File an Admin **ONLY** Claim to close the action for the unit.
- 1b) If a Prox 1 module is installed, continue with campaign as indicated below. Please refer to Attachment B supporting information.
- 2) Remove the Prox 1 connectivity module. Please refer to the BES CM2450 EV101B Service Suite for detailed instructions.
- 3) Remove bracket (5615691) from the panel.
- 4) Mount the Prox 2 connectivity module to the bracket according to instructions in Attachment B.
- 5) 5. Install the new wiring harness (6380022) and re-connect the cellular antenna (5628702).
- 6) Record the Prox 2 MAC ID and the bus VIN in the campaign claim.

Verify Connectivity:

- 1) Ensure SSN/VIN are correct in SCM.
- 1a) Connect to INSITE and navigate to System ID and Dataplate.
- 1b) Under Engine Information ensure SSN matches dataplate on HVJB, change value if necessary.
- 1c) Under Vehicle/OEM Information ensure VIN matches OEM dataplate above driver seat, change value if necessary.
- 2) Turn on the vehicle for 15 minutes in an area of good cell reception.
- 3) Search by SSN in pdservice.ev.cummins.com.

  Note : This is not a live link, you will need to key the URL into your browser.

- 4) The vehicle should populate and indicate a Last Sync status of ~1 minute ago.
- 4a) If a vehicle does **not** populate, ensure the SSN/VIN are correct in the SCM. If they are, contact connectedsol.support@cummins.com with the Device ID (Number after the (S) on the box label), SSN, VIN.

- 4b) If the vehicle does populate and does **not** indicate a Last Sync status, ensure the cell antenna is securely installed and the green light on the Connectivity Module is flashing. If so, contact connectedsol.support@cummins.com with the Device ID (Number after the (S) on the box label), SSN, VIN.

Material Disposition

Where applicable, items removed should be returned to ReCon for core credit. Unless otherwise indicated, items with no core liability can be scrapped.

Reimbursements

Parts

The following parts are covered under this field action:

Note : All parts listed are OPTIONAL. Claim **only** the parts required to complete the repair. Both individual components and the top level assembly part numbers are listed. The intent of this Campaign is to update the system to the new Prox 2 Connectivity Module and related components. Where possible and appropriate for the upfit, individual components should be inspected and reused.

PART #	QUANTITY	DESCRIPTION
562870200	1	ANT (OPTIONAL)
566126700	1	MDL,ACS (OPTIONAL)
638002200	1	HAR,WRG (OPTIONAL - REQUIRED FOR UPDATE)
638214000	1	MDL, ACS (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.

Note : All SRTs listed are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed. If the Connectivity Module does **not** need changed, file an Admin **ONLY** claim to close the field action.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
19-1G4	Connectivity Module - Remove and Install - BES CM2450 EV101B (OPTIONAL)	
99-00A	DRILL HOLES FOR NEW MODULE (QTY 1) (OPTIONAL)	
99-901	FEATURES AND PARAMETERS TRIM UPDATES (QTY 1) (OPTIONAL)	

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 : 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. A lack of documentation in the narrative may result in a reduction in claim reimbursement or claim denial.

Claim Instructions

For Cummins Dealers, claims for this Field Campaign **must** be filed via **RAPID**SERVE™ Web (rsw.cummins.com). For information regarding **RAPID**SERVE™ 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

Claim Codes	
Description	**Code**
Pay Code:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WDSCMB

Attachments

Click here to see c2577_esn-list.xlsx

(/service/english/attachments/c2577_esn-list.xlsx) Click here to see c2577_prox2_upfit_instructions_attachment-b.pdf

(/service/english/attachments/c2577_prox2_upfit_instructions_attachment-b.pdf)

Engine Family	Fuel System
Design Application	**Market Application**
Automotive	Bus

Document History

Date	Details
	Document Created; 15-Mar-2022
	Updated the Action, update Attachment B; 10-May-2022
	Updated the Parts List; 19-May-2022
	Update the Description, update the Action, update the Parts List, update the SRT list; 07-Mar-2023
	Update the Description, update the Reimbursements, update the Parts list; 23-Mar-2023

Last Modified: 23-Mar-2023