



Warranty Field Campaign

Campaign Number: c7263	Revision:	Released Date: 19-May-2026
BES CM2450 EV111B Battery Bracket Replacement Campaign		Expiration Date (U.S. and Canada): 14-May-2031
		Expiration Date (International): 14-May-2031

Attention

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

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

Description

This campaign is being issued to address a quality issue on a select population of BES CM2450 EV111B products. This campaign authorizes the inspection of several points of the High Voltage Battery Pack and authorizes certified service locations to replace the High Voltage Battery Packs as needed, seal points of potential water ingress, retighten specified fasteners, and replace the OEM High Voltage Battery Pack Mounting brackets to an improved style to prevent issue recurrence.

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.

Note : Certified repair locations **must** request approval by emailing the Acceler Campaign Support Team at 111b.Bracket.Support@cummins.com prior to starting any work on this campaign to coordinate necessary logistics outlined in Attachment B. The Campaign Support Team may request the vehicle to be brought back at a scheduled date to complete the campaign.

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

Please refer to Attachment B for detailed instructions on each of the following steps:

1. Inspect High Voltage Battery Packs for Corner Bracket Damage.
2. Remove both HV battery packs from the bus and remove original OEM Brackets.
3. Complete Lid Damage Inspection and repair, if required.
4. Complete Bolt Tightening steps.
5. Complete vent port tightening.
6. Install new OEM Brackets to battery packs.
7. Install new OEM coolant manifold.
8. Reinstall Battery packs into bus following published service manual.

Note : OEM Parts will be utilized in this campaign but will be provided free of charge and all work outlined in this campaign should be charged through the normal Cummins warranty processes.

Material Disposition

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

Reimbursements

Parts

Note : OEM Parts will be utilized in this campaign but will be provided free of charge and all work outlined in this campaign. Please refer to Attachment B for detailed instructions.

There are no parts covered in this field action.

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.**

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90F	Technician Administrative Time - Field Action Service Events	
17-00R	Driveshaft - Reconnect (Automotive) (CMI)	

SRT Code	Description	Time (hrs)
31-03H	High Voltage Battery Pack - Remove and Install, First - BES CM2450 EV111B	
31-03J	High Voltage Battery Pack - Remove and Install, Each Additional - BES CM2450 EV111B	
99-007	INSPECT HIGH VOLTAGE BATTERY PACKS FOR CORNER BRACKET DAMAGE	
99-008	COMPLETE LID DAMAGE INSPECTION AND REPAIR (IF REQUIRED)	
99-009	INSTALL NEW OEM COOLANT MANIFOLD	
99-00A	COMPLETE BOLT TIGHTENING STEPS	
99-901	INSTALL NEW OEM BRACKETS TO BATTERY PACKS	
99-902	COMPLETE VENT PORT TIGHTENING	

Travel

Travel is **not** covered under this field action. Towing is **not** covered under this field action.

Other Claimables

Consumables are covered under this field action.

Note : Additional non-Cummins 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 **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:	WHVHBC

Attachments

[Click here to see c7263_ssn-list.xlsx](#)

(/service/english/attachments/c7263_ssn-list.xlsx) [Click here to see c7263_attachment-b.pdf](#)

(/service/english/attachments/c7263_attachment-b.pdf)

Engine Family	Fuel System
Design Application	Market Application
Automotive	Bus

Document History

Date	Details
	Document Created; 14-May-2026



C7263, Attachment B - BES CM2450 EV111B Battery Bracket Replacement Campaign

Revised: 5/5/2026

Campaign Overview

Due to limited availability of parts; coordination with the Accelera Campaign Support Team is critical to prevent excessive customer downtime

No work outlined in this campaign should be completed without approval from the Support Team
If necessary, buses may be returned to customers to continue operating while the campaign is scheduled for a later date

OEM Parts will be utilized in this campaign but will be provided free of charge and all work outlined in this campaign should be charged through the normal Cummins warranty process

Accelera Campaign Support Team email for this campaign:
111b.Bracket.Support@cummins.com

Campaign Parts

High Voltage Battery Pack



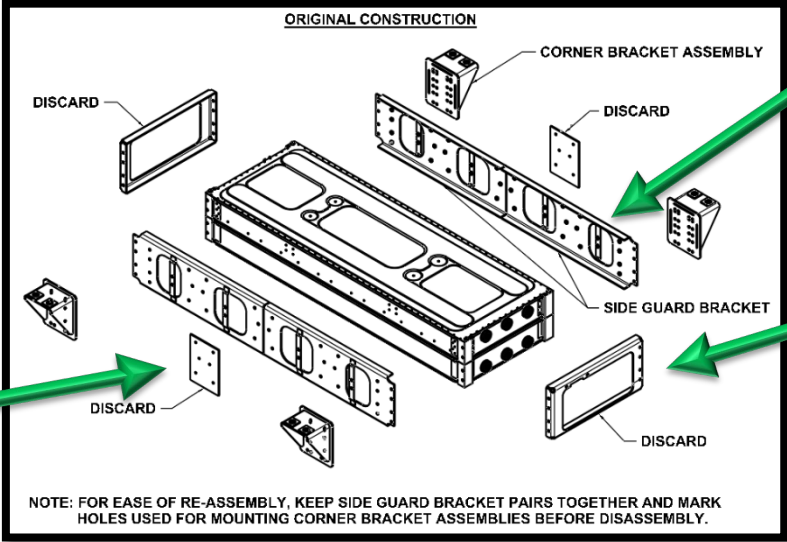
Corner Bracket



OEM Parts kit



Original OEM Brackets

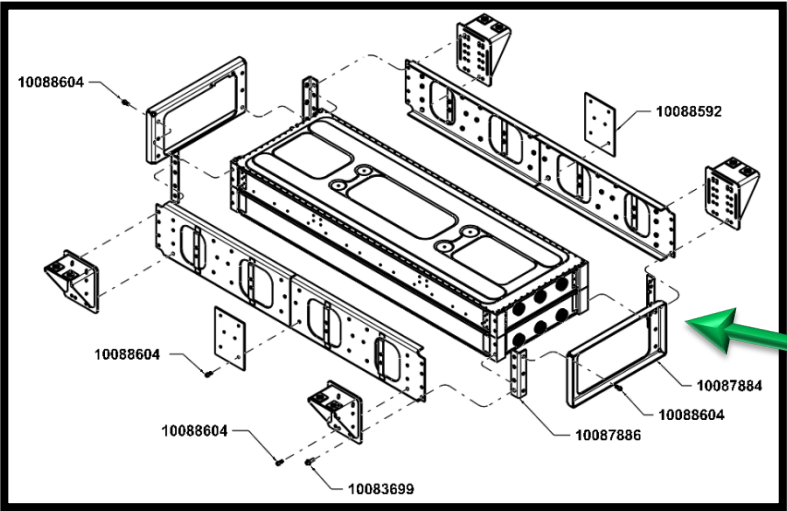


“Side Guard”

“Picture Frame”

“Center Connector Plate”

New OEM Brackets



“L Bracket”

Campaign Steps

Step 1: Inspect high Voltage Battery Packs for Corner Bracket Damage (SRT 99-007)

***** Do not proceed until informing Accelera Campaign Support of Inspection Results *****

Include: Pack Serial #1 (Front pack, 8352****) -
Pack Serial #1 (Rear pack, 8352****) -
Pack #1 Inspection Results (Pass/Fail) -
Pack #2 Inspection Results (Pass/Fail) -

Step 2: Remove both HV battery packs from bus and remove original OEM Brackets

Step 3: Complete Lid Damage Inspection and Repair (If required) (SRT 99-008)

Step 4: Complete Bolt Tightening steps (SRT 99-00A)

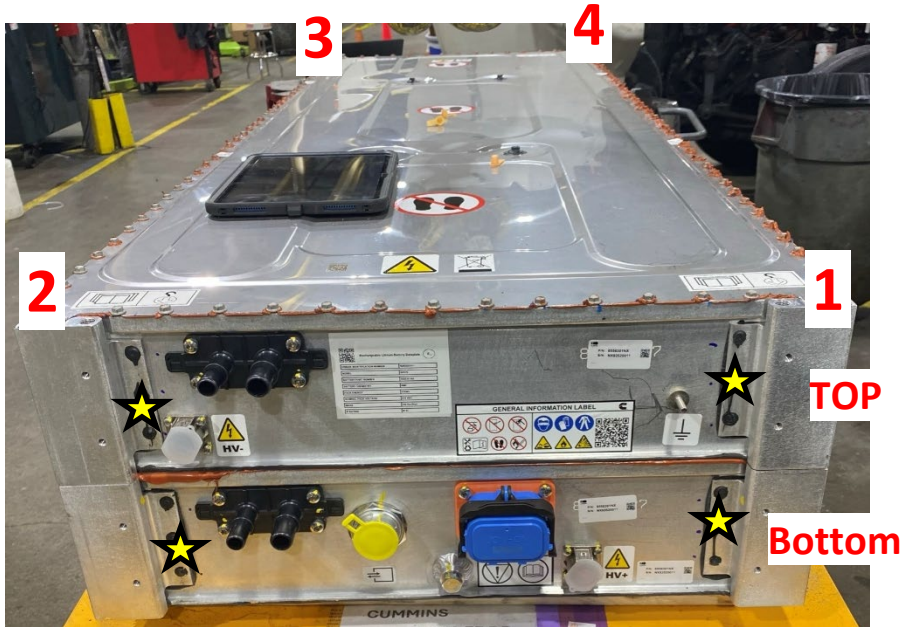
Step 5: Complete vent port tightening (SRT 99-902)

Step 6: Install new OEM Brackets to battery packs (SRT 99-901)

Step 7: Install new OEM coolant manifold (SRT 99-009)

Step 8: Reinstall Battery packs into bus ***following published service manual***

Step 1: Corner Bracket Separation Inspection



This Inspection can be completed while the batteries are still in the bus. See "Step 2" slide if you plan to remove packs for inspection

There are two corner brackets per corner of the battery pack – Total of 8 corner brackets per pack

Inspect all 4 corners of the battery pack for separation between the battery pack casing and the corner brackets and note the ones that have fail

Confirm separation by using a feeler gauge (0.008") **between the Adhesive and corner bracket** or **the Adhesive and the battery pack** and document the corners with separation based on the corner numbering shown to the left

Note: The adhesive may not reach the edge of bracket which allows the feeler gauge to minimally slide between the bracket and Battery pack (shown in Example 3). **If the feeler can not pass the start of the adhesive; this does not count as a failure**

Separation on the Top and/or Bottom brackets of the same corner should be considered as 1 failed corner. (IE: the Max failed corners per pack only be 4)

Failure Example 1



Failure Example 2



Example 3:
Not a Failure



Step 1: Corner Bracket Repair

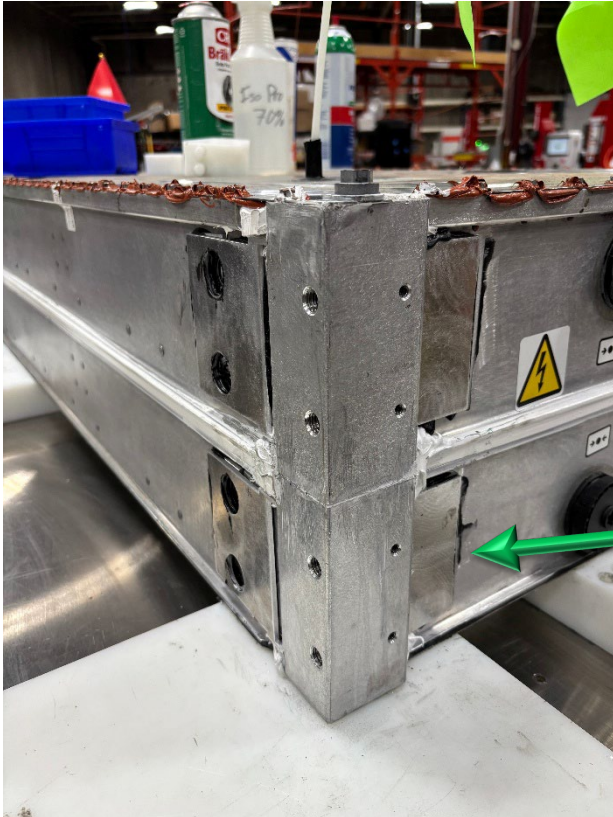
Repairs to the corner bracket separation will be performed at a centralized location

Any battery packs with corner bracket separation will need to be replaced with a new/repared battery pack that will be supplied through coordination with the **Accelera Campaign Support Team**

Do not order a new battery pack through the normal process to replace a battery pack with corner bracket separation as the only failure mode

The replacement pack may have reinforcement plates installed but will not change any steps of the repair process

If there is a battery with a failure mode that is not outlined in these instructions, order a replacement battery pack through the normal Battery ordering process



Step 2: Remove HV Battery Packs from Bus

If corner bracket separation was **NOT** found:

- Follow normal removal process outlined in published service manuals
- **Removal:** <https://quickserve.cummins.com/qs3/service/suite/xml/en/purpose/46/46-116-19386.html#s117863>
- **Lifting:** <https://quickserve.cummins.com/qs3/service/suite/xml/en/purpose/46/46-116-2194.html#s74572>

If corner bracket separation **WAS** found:

- Before removing battery pack from bus, place 2 heavy duty lifting straps on battery lift table
- **Recommend Straps:** <https://www.grainger.com/product/DAYTON-Web-Sling-Type-3-2MJW7>
- Orient the straps to ensure they will not be pinched between the battery pack and shipping crate supports
- When moving the battery pack to the shipping crate to be returned, utilized a spreader bar and lift by the lifting straps. **Do not lift the battery using the lifting points as they may be weakened by the corner bracket separation**
- Leave the lifting straps under the battery in the shipping crate as they will be needed to remove the battery pack from the shipping crate

Spreader Bar Example



Lifting Strap Example



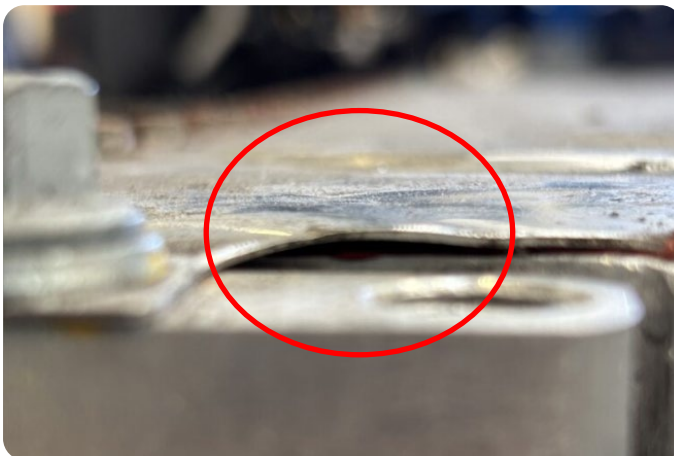
Step 3: Lid Damage Inspection



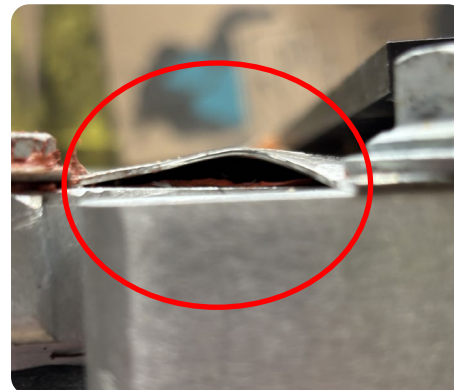
Inspect the top 4 corners of the battery pack for damage to the lid that looks like the examples below

If there is no Lid damage present; skip the “Lid Damage Repair” Slide

Failure Example 1



Failure Example 2

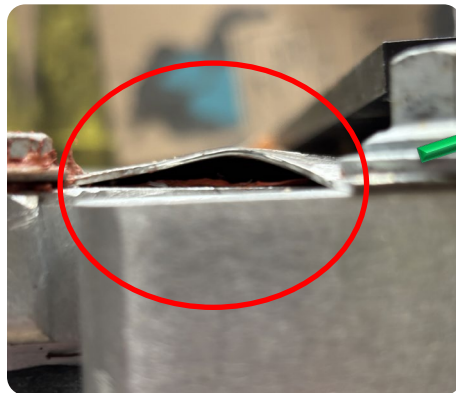


Step 3 Continued: Lid Damage Repair

Apply Loctite PL Marine Fast Cure Adhesive Sealant to the top corner of the pack to cover the opening

Apply an adequate amount to fully cover the opening

*Caution – Do not inject sealant directly into opening



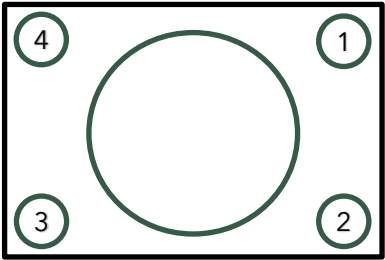
Step 4: Bolt Tightening Overview



Low Voltage
Connector

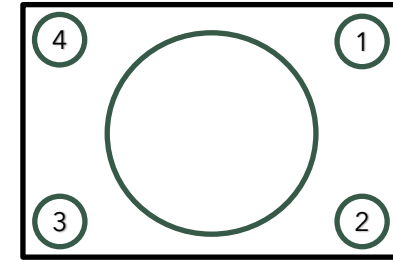
- Top Coolant Port
- HV Negative PowerLok
- Bottom Coolant Port
- HV Positive PowerLok

Bolt Pattern for all 4
Connectors above

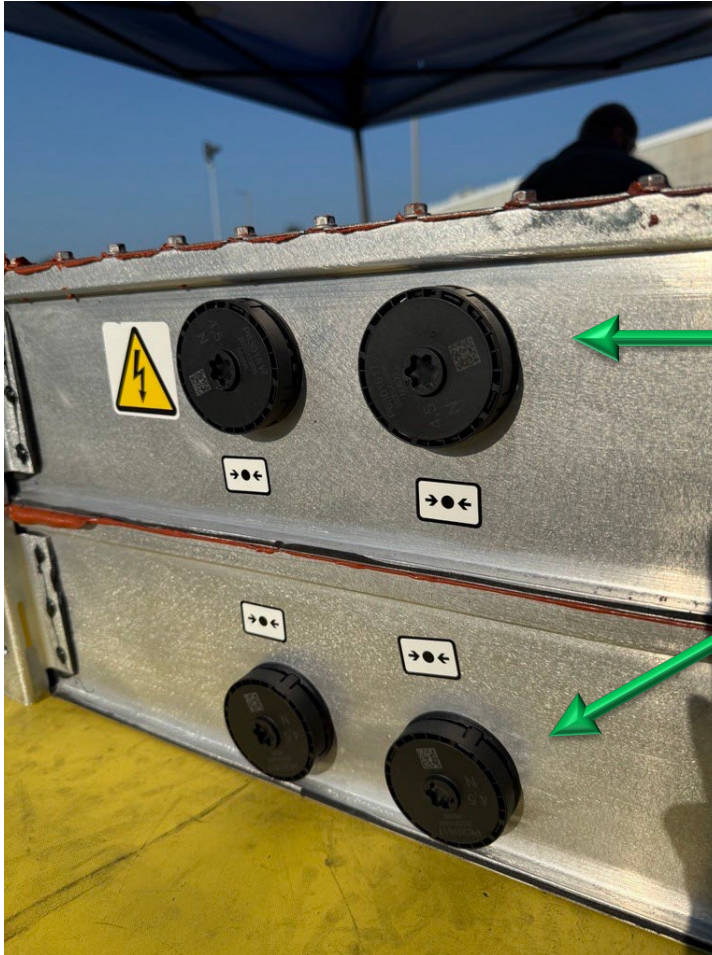


Step 4 Continued:

1. Cover the connector openings to prevent anything from entering the port throughout this process using tape or "clean care" covers
2. Remove bolt 1 (Only 1 bolt should be removed at a time to ensure connector stays rigidly mounted)
3. Apply Loctite 262 thread locker on the bolt
 - Caution: Use appropriate amount as mentioned in the user manual to avoid over/under application of the thread locker.
4. Tighten the bolt the torques referenced below
 - PowerLok connector bolts - 2Nm
 - Coolant port bolts - 7.5Nm
5. Remove bolt 2, Repeat steps 3 & 4
6. Remove bolt 3, Repeat steps 3 & 4
7. Remove bolt 4, Repeat steps 3 & 4
8. Retighten bolts to 2Nm again in order of 1,3,4,2
9. Repeat steps 1- 8 for all 4 connectors shown on the right side of the "Bolt tightening Overview" Slide
10. Confirm the Low Voltage connector is tight (10Nm)



Step 5: Vent Port Tightening



Hand tighten each of the 4 vent ports on the rear of the pack

If the port is loose at the start of the check, you should hear/feel a click when it reseats

Step 6: Install new OEM Brackets/Coolant manifold

OEM instruction documents have been provided with the OEM campaign upfit kit that was sent to the repair location.

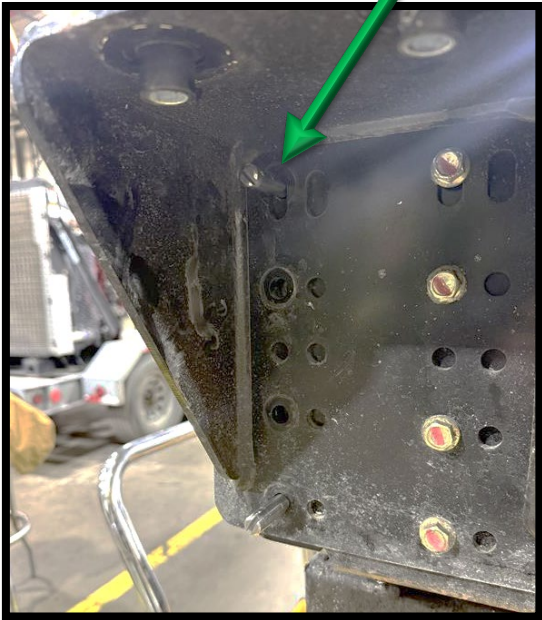
Utilize that provided document as the primary instructions for upfitting new OEM Brackets. The next slide will have additional upfit pictures for reference to help as an aid

If this instruction sheet was lost or not included in the kit, reach out to the Accelera Campaign support team to be provided an electronic copy

Review the entire document but at this point of the campaign you should have already completed Steps 1 -11 of the OEM instruction document and the reinstallation steps will start at Step 12

Step 6 Continued

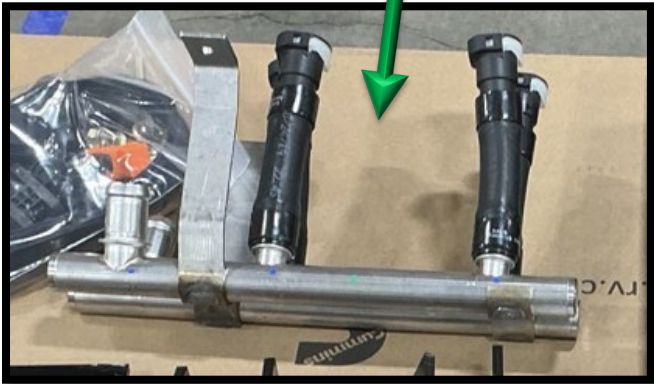
Alignment pins



Shim/Spacer
Remove after
torquing bolts



Coolant Manifold
and Hoses



Completed Front Side

L Bracket
with
Alignment
pins installed
into bolt
holes



Step 7: Reinstall HV battery packs

Follow normal removal process outlined in published service manuals

- **Install:** <https://quickserve.cummins.com/qs3/service/suite/xml/en/purpose/46/46-116-19386.html#s117863>
- **Lifting:** <https://quickserve.cummins.com/qs3/service/suite/xml/en/purpose/46/46-116-2194.html#s74572>