



Technical Service Bulletin: TSB260107

Released Date: 23-Jul-2026

High Voltage Battery Pack Replacement Approval Process for Fault Codes 11412, 11413, 11414, and 4555

High Voltage Battery Pack Replacement Approval Process for Fault Codes 11412, 11413, 11414, and 4555

Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- BES CM2450 EV101B
- BES CM2450 EV117B

Issue

Symptom:

- Fault Code 4555
- Fault Code 11412
- Fault Code 11413
- Fault Code 11414

Root Cause:

- Fault Codes 11412, 11413, 11414, and 4555 are Battery Management Controller (BMC) pointer fault codes that indicate battery-related faults are present within the high-voltage battery system.
- These fault codes do **not** independently determine that high voltage battery pack replacement is required.
- High voltage battery pack replacement without additional review can result in unnecessary parts replacement and increased vehicle downtime.

- Service Engineering or Level 3 Technical Support review is required before replacing a high voltage battery pack.

Verification/Confirmation

- Connect to the recommended Cummins® electronic service tool or equivalent.
- Verify that Fault Code 11412, 11413, 11414, or 4555 is active or recently active.

Resolution

- Create a Service Request (SR).
- Attach the following information to the SR:
 - CAN5 trace
 - Internal CAN trace from the affected high voltage battery pack
 - Relevant fault code information and troubleshooting results
- Escalate the SR to Level 3 Technical Support or Service Engineering.
- Obtain approval before replacing any high voltage battery pack.
- Follow the recommendation provided through the escalation process.

Document History

Date	Details
2026-7-16	Module Created

Last Modified: 23-Jul-2026
