

CUMMINS WARRANTY MEMO

Subject: Notification Regarding a Safety Defect for certain ReCon Electronic Control Modules of Part Number 3684275RX

Number: m1934 **Date:** 22-Nov-2019

Attention: Worldwide Distributors/Branches and
Division/Regional Offices
U.S./Canada Warranty Dealers (Engine)

If additional information is required, contact your local Warranty FE Lead or Warranty Operations Group Leader.

This Memo is for information only and will not result in a change to the Warranty Administration Manual.

PURPOSE:

The purpose of this memo is to notify repair locations that Cummins Inc. is initiating a safety recall for certain ReCon Electronic Control Modules, part number 3684275RX, with serial numbers having a prefix of A or B. This recall also affects remanufactured ISX engines having part numbers DR6437-RX, DR6439-RX, DR6932-RX, DR6980-RX and DR6986-RX that have these ECMs installed.

DISCUSSION:

An internal component within the remanufactured ECM may have cracked solder joints that mount the component to the circuit board, which may result in an engine stall.

Products in Inventory

Check the serial number of any remanufactured ECMs Part Number 3684275RX in your inventory to identify any ECMs having a serial number with a prefix of A or B. See **Figure 1** to locate the serial number. To assist you in identifying these ECMs, those having a serial number with a prefix of A or B have a "W-Bend". ECMs having a serial number with a prefix of C (not included in the recall) have a "U-Bend". See **Figure 2** below to distinguish between the two.



Figure 1 - Location of ECM Serial Number

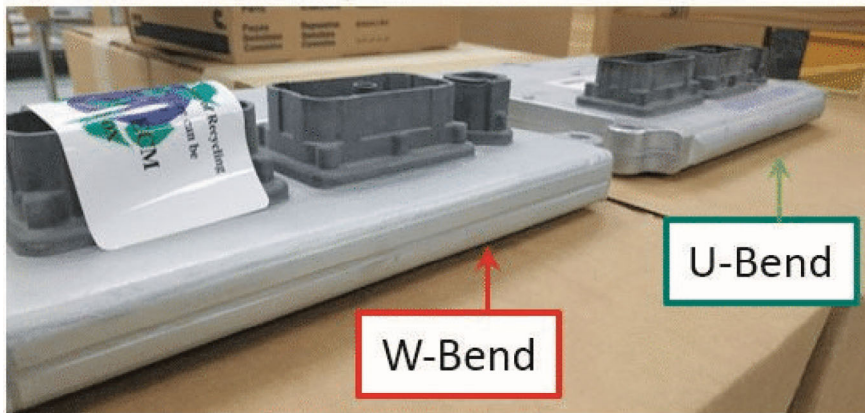


Figure 2 - W-Bend vs U-Bend Configuration

If you find any ECMs having a serial number with a prefix of **A** or **B**, follow the Return Goods Process under **CSCO-Alert-2019-0030**.

Also check any of the remanufactured engines in your inventory having the part numbers identified above to identify if any of them contain any ECMs having a serial number with a prefix of A or B. See **Figure 3** for the location of the ECM on the engine and **Figure 4** for the location of the ECM serial number.

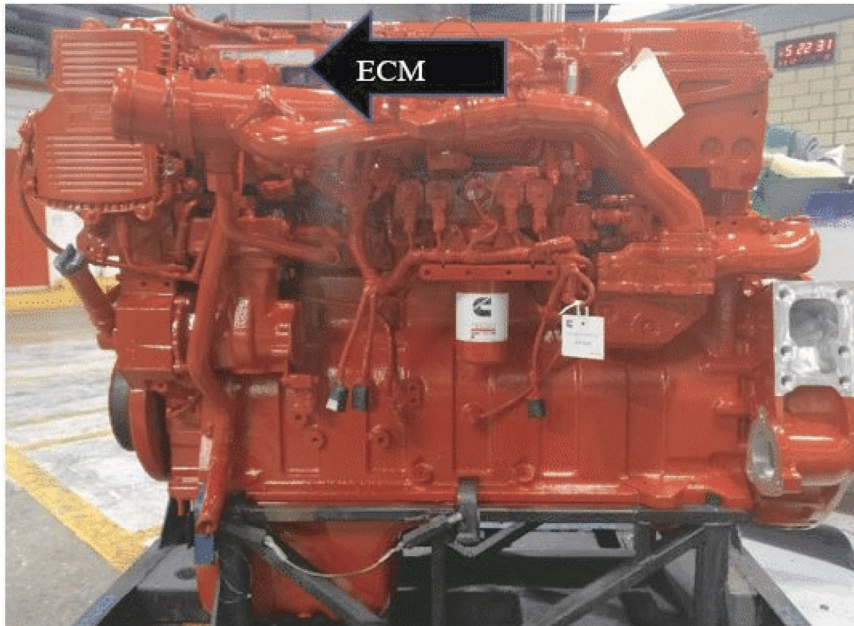


Figure 3 – Location of ECM on Engine

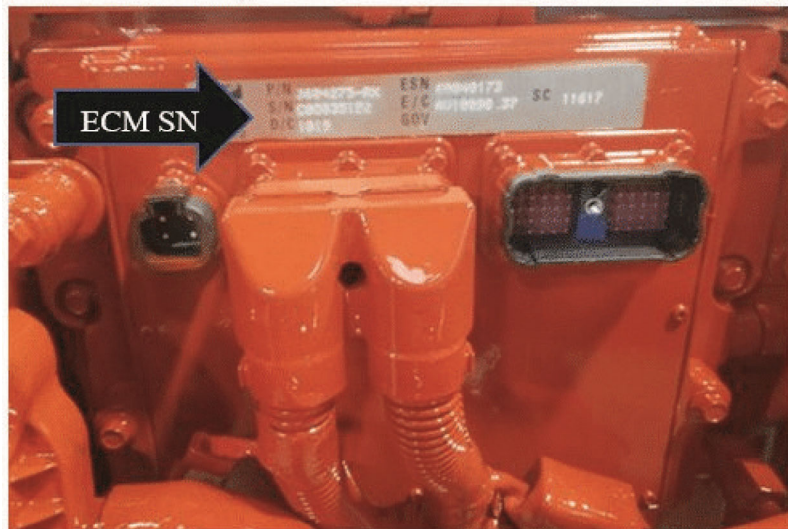


Figure 4 – Location of the ECM serial number on the remanufactured engines.

If you find any ECMs having a serial number with a prefix of **A** or **B** on the Recon Engines, follow the instructions in **CSCO-Alert-2019-0073**. Repair and reimbursement instructions will be detailed in Safety Campaign #**C2253** "ISX CM871 Engine Control Module Safety Campaign," which will be published on QuickServe® Online.

NOTE: It is a violation of United States Federal law to sell these recalled ECMs or engines equipped with these ECMs.

Product in the hands of your customers and owners.

Distributors and Dealers that received the suspect ECMs or engines equipped with the suspect ECMs will receive a separate letter with additional information, including instructions for notifying reselling customers and end users who may have purchased the recalled products.

Plans for the Safety Campaign are currently under development and **Safety Campaign Number C2253** will be published on QuickServe Online later.

ACTION:

Please apply these guidelines where applicable. Customers and repair locations with questions may contact Cummins Care at 1-800-CUMMINS (1-800-286-6467).

To [REDACTED]
Cc [REDACTED]
 [REDACTED]
Bcc Auto.CSCO.PartsAlert
 Auto.MDC.PartsAlerts
Part Number and Part Description 368427500RX
Suspect Date From
Suspect Date To
Suspect Serial Numbers
Description of Problem Solder cracking issues with the BGA component on the W style module.

Clean Point Date

Inspection Plan

Disposition Plan

This part number has two different types of housing (W-bend and U-bend). Only W-Bend type model type module is affected by this condition.

Serial numbers for W-Bend start as 6EC871B and square shaped back edge (Review attached PPT slide for more information).

Put on hold and put part qtys in the Response field below.

Await for updates to this parts alert. Contact [REDACTED] or [REDACTED] for questions.

Customer Impact – Failure Mode with End Customer

Update :

1. Removing 368427500 per request from [REDACTED]
2. Return W-Bend type modules to MDC.
3. Notify to [REDACTED]@cummins.com and [REDACTED]@cummins quantities shipped to MDC

 CM871 (3684275) Wbend and Ubend.pptx

Action Plan / Update

- [REDACTED] (9/17/2019 4:55 AM):
>>> No stock available at IPDC .
- [REDACTED] (9/10/2019 4:07 PM):
>>> I now have a second W-bend ECM in Yakima Wa.
- [REDACTED] (8/28/2019 5:31 PM):
>>> >>> 1-3684275RX with W-Bend in stock at Syracuse, NY branch (W1). Serial number 6EC8871B05009174, Build date July 24, 2019. It is isolated from inventory awaiting further instructions.
- [REDACTED] (8/25/2019 7:32 PM):
>>> 14 with W-bend in CSP.

- [REDACTED] (8/21/2019 9:09 AM):
>>> I have (2) in stock, serial numbers B04010975 and B05028714. Buffalo NY Branch.
- [REDACTED] (8/21/2019 8:26 AM):
>>> Regina, SK (BY) one in stock/pulled. SN# B05072417
- [REDACTED] (8/20/2019 4:49 PM):
>>> Dearborn 02853 has (2) 3684275RX
- [REDACTED] (8/20/2019 12:58 PM):
>>> 1 W-bend in stock at CWC Surrey branch S/N B050404.
- [REDACTED] (8/20/2019 12:31 PM):
>>> >>> 1-3684275RX in stock at (BR)Hinton, Alberta . S/N 6EC8871B04004801/ B4004801. it has been pulled from inventory awaiting instructions.
- [REDACTED] (8/20/2019 9:21 AM):
>>> Saginaw 2854 has 1 3684275RX that falls under this Parts Alert
- [REDACTED] (8/20/2019 8:47 AM):
>>> [REDACTED]
>>> W-Bend in stock at Hazard branch. Serial number 6EC8871B05075178, Build date March 29 2019. It is isolated from inventory awaiting further instructions
>>>
- [REDACTED] (8/20/2019 7:47 AM):
>>> 1 W-Bend in stock at Indianapolis branch. Serial number B04007920, build date June 14th, 2019. On-hold pending further instructions.
- [REDACTED] (8/20/2019 7:08 AM):
>>> Fort Wayne Branch have 0 inventory of this part.
- [REDACTED] (8/19/2019 5:41 PM):
>>> 2 in stock at Edmonton, Alberta PDC. S/N B05046115 & B05037202. Both have been pulled from inventory awaiting instructions.
- [REDACTED] (8/19/2019 4:27 PM):
>>> 3 in stock in Kearny,NJ G2. 1 B04 and 2 B05 Serial numbers.
- [REDACTED] (8/19/2019 4:00 PM):
>>> Calgary branch has (2) W-Bend in stock ... on hold awaiting instructions .
- [REDACTED] (8/19/2019 2:56 PM):
>>> Good Afternoon Lloydminster has 1 part number 3684275RX W-Bend dated 30-May-19 S/N B0503384. It will be put on hold awaiting further instructions.
- [REDACTED] (8/19/2019 11:33 AM):
>>> Bakersfield Branch Y8 has 3684275RX qty 1 W-Bend. S/N starts B0400
- [REDACTED] (8/19/2019 10:42 AM):
>>> We have 2 x 3684275RX in stock in Montréal. They are U-Bend style so they are good to use. Thanks
- [REDACTED] (8/19/2019 9:57 AM):
*>>> Below actions have been taken by GPL Rumst
368427500RX: qty 1 blocked for inspection --> IF activated
368427500: no stock --> IF activated.*
- [REDACTED] (8/19/2019 9:39 AM):

>>> Tulsa has 1x 3684275RX affected. Serial begins with B0400 and will be put on hold awaiting further instructions. Thank you!

[REDACTED] (8/19/2019 8:33 AM):

>>> Stock 0 in BGPL.

[REDACTED] (8/19/2019 12:56 AM):

>>> IPDC have no inventory record for these parts.

[REDACTED] (8/16/2019 1:10 PM):

>>> San Leandro PDC BR Y9 has 13 that are W-Bend.

>>> 11 of them starts with B050 and 2 starts with B040.

>>> All 13 of them will be put on hold.

[REDACTED] (8/16/2019 11:07 AM):

>>> We have a 3684275RX (x1) in Milwaukee, WI. W-Bend within the build date time range - Serial # B05006502 - Item has been put on hold

[REDACTED] (8/16/2019 8:33 AM):

>>> No units at BRDC

[REDACTED] (8/16/2019 2:10 AM):

>>> SPDC have no inventory and purchase record for these parts last 2 years

[REDACTED] (8/15/2019 9:16 PM):

>>> CPDC and RDC have no inventory and purchase record for these parts

[REDACTED] (8/15/2019 8:00 PM):

>>> Avondale AZ has 4 3684275RX that are W-Bend and start with EC6871B all built within the specified dates

[REDACTED] (8/15/2019 7:04 PM):

>>> We have 1 W-bend in Yakima, Wa

[REDACTED] (8/15/2019 6:27 PM):

>>> Have one with W Bend in Downey Ca. Placing part on hold.

[REDACTED] (8/15/2019 6:18 PM):

>>> I have two with the Wbend at location Y5. West Sacramento, CA

[REDACTED] (8/15/2019 6:16 PM):

>>> Spokane has a shelf count of 1 with serial number starting with B050. This part remains available.

[REDACTED] (8/15/2019 5:31 PM):

>>> XBUSLP has 11 pieces all in hold

>>> We'll create the RMA to return to MDC

[REDACTED] (8/15/2019 5:16 PM):

>>> Williston has (1) 3684275RX with a Ubend

[REDACTED] (8/15/2019 4:38 PM):

>>> PRDC has a shelf count of 7. All starting with a serial number B050. The parts remain as available.

>>>

[REDACTED]

Parts Alert Leader

Contact Person To Help DBU

Year

2019

SendNotificationTrigger

No

Create Date (EST)

Days Open

Status

In Progress

Parts Alert#

CSCO-Alert-2019-0030

Content Type: Item

Version: 81.0

Created at 8/15/2019 3:46 PM by [REDACTED]

Last modified at 9/17/2019 4:56 AM by Workflow on behalf of [REDACTED]

Close

GPL Responses

✓ Site Part Number & Quantity Are Parts On Hold Quantity Found Acceptable (by PN) Stick Parts Alert Return Label Quantity Found With Defects (by PN) Comments/Questions |

There are no items to show in this view of the GPL Responses list

DBU Responses

✓ Site Part Number & Quantity Are Parts On Hold Quantity Found Acceptable (by PN) Stick Parts Alert Return Label Quantity Found With Defects (by PN) Comments/Questions |

There are no items to show in this view of the DBU Responses list

CM871 (3684275)

W-BEND AND U-BEND

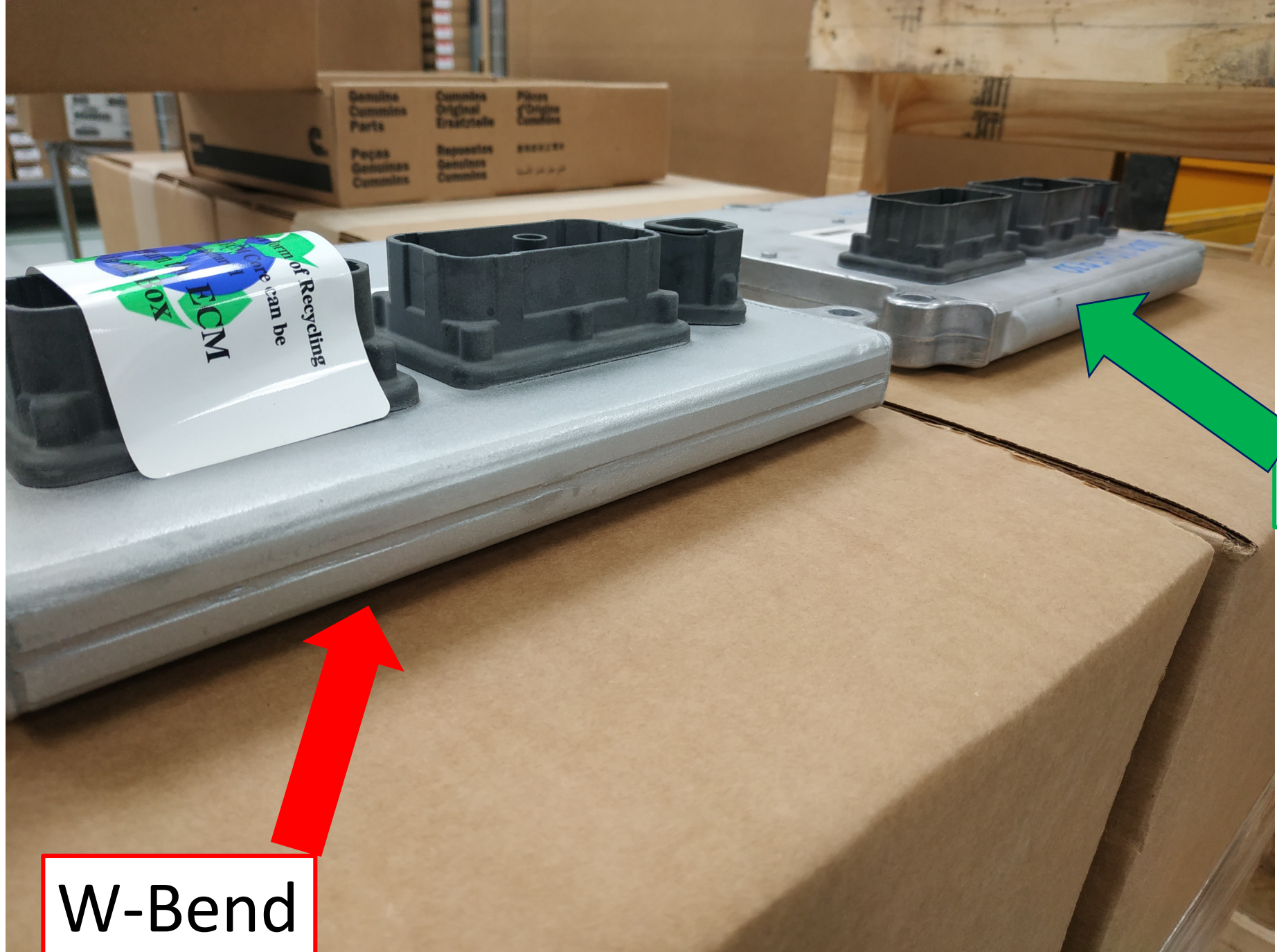
On hold

Good To Use



W-Bend

U-Bend



W-Bend

U-Bend

To [REDACTED]

Cc [REDACTED]
 [REDACTED]
 [REDACTED]

Bcc Auto.CSCO.PartsAlert
 Auto.MDC.PartsAlerts

Part Number and Part Description DR693200RX, DR643900RX, DR643700RX, DR698600RX, DR698000RX

Suspect Date From 5/9/2019

Suspect Date To 8/23/2019

Suspect Serial Numbers Attach a ESN list and ECM plate location to inspect engines. [ESN List.xlsx](#)

Description of Problem Remanufactured Electronic Control Modules (ECMs) built at ReCon Juarez Plant. ECM with part number 3684275RX with W type housing starting with serial number prefix A or B potentially could have an internal component may cracked solder joints that mount the component on the circuit board.

Clean Point Date 8/24/2019

Inspection Plan [ReCon Engines-ECM identification.pptx](#)
 Replace module with a ReCon Electronic Control Module.

Disposition Plan Parts reimbursement will be detail on campaign document C2253.

Customer Impact – Failure Mode with End Customer No Communication with the ECM

Action Plan / Update [REDACTED] (11/11/2019 10:16 AM):
 >>> no inventory here

[REDACTED] (11/5/2019 7:25 AM):
 >>> SARDC have no stock of any of the part numbers related to this parts alert.

[REDACTED] 11/4/2019 8:43 PM):
 >>> Not SPDC purchase part.

[REDACTED] (11/4/2019 4:01 PM):
 >>> IRDC has 1 affected engine, DR6439RX ESN 6083929
 >>> ECM SN B05062396
 >>> engine has been put on hold

[REDACTED] (11/4/2019 2:48 PM):
 >>> 1. Put Parts on HOLD and Turn on Inspection Flag
 >>> 2. Inspect and replace parts as per the Inspection Plan Document

Parts Alert Leader [REDACTED]

Contact Person To Help DBU [REDACTED]

Year 2019

SendNotificationTrigger No

Create Date (EST) 11/4/2019 9:09 AM

Days Open

Status In Progress
 CSCO-Alert-2019-0073

Parts Alert#

Content Type: Item

Version: 24.0

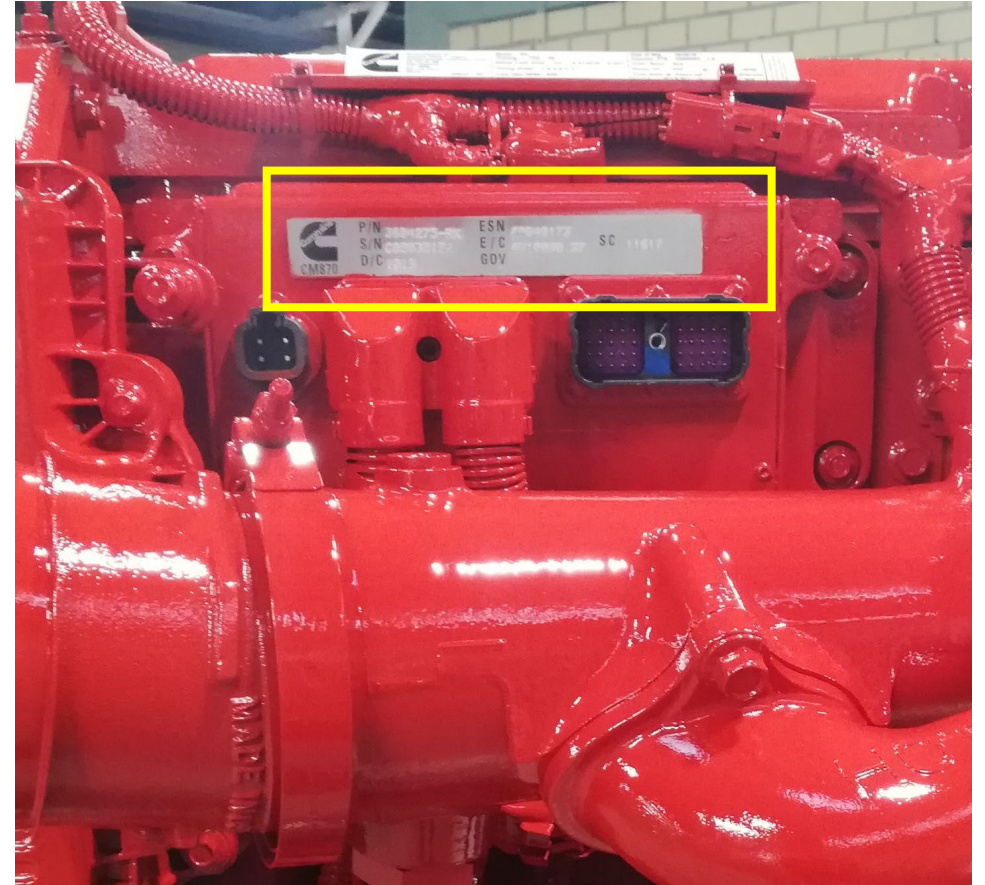
Created at 11/4/2019 9:39 AM by [REDACTED]

Last modified at 11/14/2019 11:49 AM by [REDACTED]

Close

GPL Responses

ECM Serial Number is located in Module data plate



CM870 P/N 3684275-RX ESN 68848173 SC 11617
S/N C65635152 E/C AU10098.37
D/C 1919 GOV

ECM Serial Number affected starts with **A** or **B**

CM870 P/N 3684275-RX ESN 68848173 SC 11617
S/N C65635152 E/C AU10098.37
D/C 1919 GOV

[Yellow box highlighting a small mark on the orange surface]

