



# Warranty Field Campaign

<b>Campaign Number:</b> c2253	<b>Revision:</b>	<b>Released Date:</b> 06-Dec-2019
<b>ISX CM871 ReCon Engine Control Module Safety Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 31-Dec-2050
		<b>Expiration Date (International):</b> 31-Dec-2050

## Attention

- U.S. / Canadian Dealers
- U.S. / Canadian Distr./Branches and Div. Offices
- Worldwide distr./ branches and Div./Reg Offices (Automotive)

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

## Description

This Safety Campaign is being issued to address a product issue where under certain conditions, an internal component within the re-manufactured ECM may have cracked solder joints that mount the component to the circuit board, which may result in an engine stall. An engine stall without warning and without the ability to restart may increase the risk of a crash. This Safety Campaign authorizes certified repair locations to replace the Engine Control Modules ( ECMs) for eligible engines and ECM serial numbers on ISX CM871.

Cummins has reported this issue to the U.S. National Highway Traffic Safety Administration (NHTSA), which has assigned it Recall Number 19E074.

**Note :** This field action provides retroactive coverage for repairs made in anticipation of and prior to the release of this publication.

## Action

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In order to qualify for repair under this field action, an engine:

1. will be covered Regardless of coverage status, and
2. **must** show as OPEN on QuickServe® Online for this field action.

**Note** : The ESN list is attached for reference.

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

- 1. Replace the ECM according to the applicable procedure:
- A. For loose parts, please visit a Cummins Certified Dealer or Distributor to get a replacement ECM and follow the Return Good Process under CSCO-Alert-2019-0030
- A1. Please refer to Attachment B for inspection instructions of ECM parts and Attachment C for a listing of affected part serial numbers beginning with an A or a B for W-bend units.
- B. For ReCon engines not installed in chassis:
- B1. Please refer to Attachment B for inspection instructions of ECM parts and Attachment C for a listing of affected part serial numbers beginning with an A or a B for W-bend units.
- B2. Remove and replace the ECM and re-calibrate. Please refer to the appropriate Service Manual for instructions.
- C. For Installed ECM in chassis, please follow the below repair instruction:
- C1. Please refer to Attachment B for inspection instructions of ECM parts and Attachment C for a listing of affected part serial numbers beginning with an A or a B for W-bend units.
- C2. Remove and replace the ECM and re-calibrate. Please refer to the appropriate Service Manual for instructions.
- 2. File one claim for all labor associated with this repair.
- 3. Return the ECM per the Material Disposition Instructions below.

## Material Disposition

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For parts removed from the chassis and ReCon engines, follow the instructions provided below:

Materials removed as a result of this field action **must** be returned to Cummins. Parts flagged via the Cummins Enhanced Parts Return (EPR) process should be returned following the stated instructions. Please return the ECM to:

Cummins Service Support Center

910 S. Marr Road, Receiving Location 35

Columbus, IN 47201

Attn: Service Support Center Manager

Email: ssc@cummins.com

**Note** : Please include a copy of the claim paperwork and a material return tag with the returned ECM. Include the ESN number, the Campaign #2253, and the claim number on the material return tag. For Cummins returns, record WebCumpas# on the outside of the box. For PACCAR returns, record CRA# or Eztrac#.

## Reimbursements

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### Parts

The following parts are covered under this field action:

Part Number	Quantity	Description
368427500RX	1	MDL, TMG

**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 below are OPTIONAL. Select **ONLY** the appropriate SRTs for your engine model.

### Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
17-902	CAMPAIGN CHECK - ECM VERIFICATION (QTY 2)	
19-108	ENGINE CONTROL MODULE (ECM) - REMOVE AND INSTALL (OPTIONAL)	

SRT Code	Description	Time (hrs)
19-601	ELECTRONIC CONTROL MODULE (ECM) CALIBRATION - TRANSFER (OPTIONAL)	
19-602	PROGRAMMABLE PARAMETERS - READ AND ADJUST (OPTIONAL)	

### Travel

Travel is covered under this field action. Towing is covered under this field action.

**Note :** Please schedule the Technician's time to maximize the number of units that can be repaired on a single visit. When filing claims for multiple ESNs, where travel is required and authorized, travel can be filed to **ONLY** one (1) ESN.

### Other Claimables

Consumables are covered under this field action.

**Note :** Up to \$30 may be claimed for consumables that are sufficiently explained in the claim narrative. 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.

## 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:	Distributor = X
Pay Code:	Dealer = D

Claim Codes	
Description	Code
Pay Code:	International = I
Failure Code:	WEICMZ

## Attachments

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Click here to see [c2253\\_esn-list.xlsx](#)

(/service/english/attachments/c2253\_esn-list.xlsx)  Click here to see [c2253\\_cm871\\_recon\\_ecm\\_safety\\_campaign\\_attach-b.pdf](#)

(/service/english/attachments/c2253\_cm871\_recon\_ecm\_safety\_campaign\_attach-b.pdf)  
Click here to see [c2253\\_affect\\_serial\\_numbers\\_attach-c.xlsx](#)

(/service/english/attachments/c2253\_affect\_serial\_numbers\_attach-c.xlsx)

Engine Family	Fuel System
ISX, QSX15 ISX15	
Design Application	Market Application
All	All

## Document History

Date	Details
	Document Created; 06-Dec-2019

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**Last Modified: 06-Dec-2019**

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## Attachment-B C2253 CM871 RECON ECM Safety Campaign

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

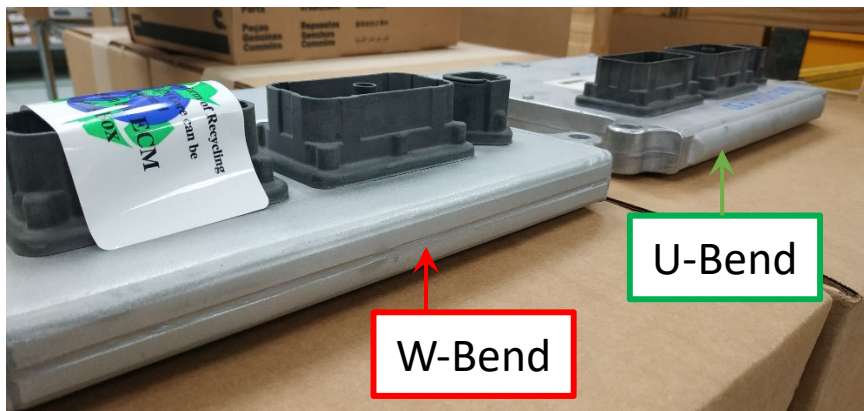


Figure 2 - W-Bend vs U-Bend Configuration

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.

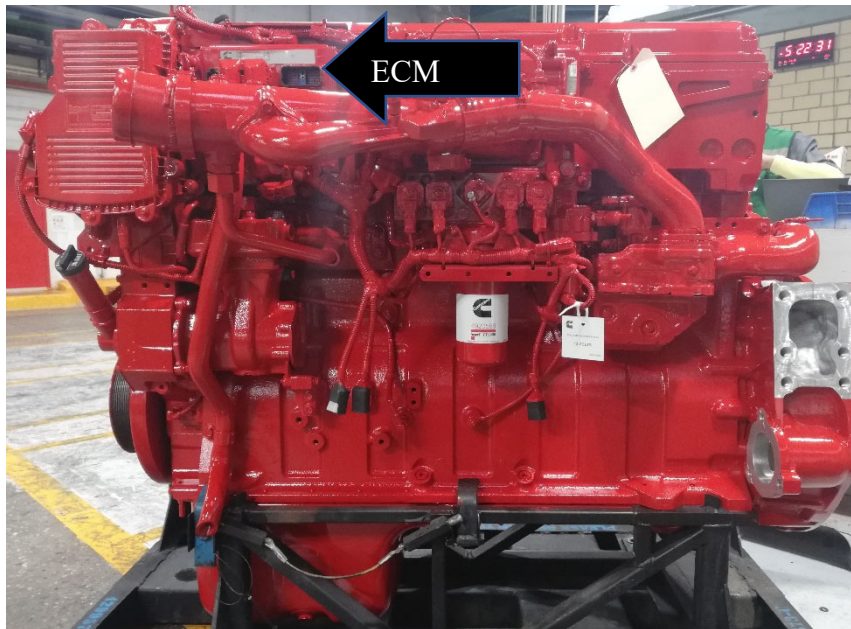


Figure 3 – Location of ECM on Engine



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, or on customer owned units, follow the instructions in detailed in Safety Campaign #2253 "ISX CM871 Engine Control Module Safety Campaign".