

## **A CUMMINS FIELD CAMPAIGN**

**Please Deliver To:** Service Managers and Warranty Decision Makers

**FROM:** Cummins Global Warranty Administration Communications

**Subject:** B6.7 Engine-Mounted Fuel Heater Safety Campaign

**Number:** C2302

**Date:** 09-Jul-2020

**Expires:** 01-May-2045 (U.S./Canada)  
01-May-2045 (International)

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

This is to revise and replace Campaign 2302, dated 01-May-20. This revision is to:

- 1 Add Parts ordering narratives.

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, internal electrical heating within the fuel heater may create sufficient heat inside the fuel heater to cause plastic in the fuel heater to melt and potentially catch fire.

This Safety Campaign supersedes campaigns C2127, C2128, and ATC2278. The remedy described in this Safety Campaign **must** be performed on your engine, even if your engine was remedied under one of the prior campaigns.

Cummins has reported this issue to the U.S. National Highway Traffic Safety Administration (NHTSA), which has assigned it Recall Number 20E-018.

This Safety Campaign authorizes certified repair locations to disable the fuel heater, to remove the fuse powering the fuel heater circuit, and to cap and secure the fuel heater wiring harness connector on certain B6.7 CM2350 B121B units.

### **ACTION:**

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 If a non-disabled fuel heater is currently installed in the fuel filter module and does **not** show signs of a fuel leak or melted plastic, refer to the Scenario 1 service instructions within Attachment B to disable the fuel heater, to remove the fuse powering the fuel heater circuit, and to cap and secure the fuel heater wiring harness connector using kit part number 5633457.
- 2 If a fuel heater is currently installed and shows signs of a fuel leak and/or melted plastic, refer to the Scenario 2 service instructions within Attachment B to install a fuel heater plug and to cap and secure the fuel heater wiring harness connector using kit part number 5579133.
- 3 If the fuel filter module is damaged, refer to the Scenario 3 service instructions within Attachment B to install a plugged fuel filter module and to cap and secure the fuel heater wiring harness connector using kit part numbers 5661486 and 5633457.
- 4 If a fuel heater plug is currently installed, no further repair is needed. Refer to the service instructions within attachment B to confirm that the fuse powering the fuel heater circuit has been removed and that the fuel heater wiring harness connector has been properly capped and secured. Claim **ONLY** Administrative Time and SRT 17-902 (Campaign/SCR Check) to close the field action.

### **MATERIAL DISPOSITION:**

Where applicable, 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 parts 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:** Parts covered by the Field Action are to be returned to the Cummins Service Support Center. Please include a copy of the claim paperwork and a material return tag with the returned parts. Include the ESN number, the Campaign #2302, 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:**

**Parts:**

The following parts are covered under this field action:

**NOTE:** Only Customer Down Orders or Warranty Orders will be released for this field action at this time.

**NOTE:** Ordering all 3 parts per one ESN#/unit is not required and **not** allowed. The vast majority (95% or greater) of repairs will **only** require part number 5633457. **Only** order one of the other 2 parts if damage is found when performing Scenario 1. Customer Order Management **must** be given confirmation of damage with the order of either part 5579133 or 5661486. Please state in dealer PO field in Cumpas and BMS "Damage to XX part confirmed". If confirmation of damage is **NOT** given, the order will be canceled.

Part Number	Quantity	Description
557913300	1	PLUG/ HARNESS CAP (OPTIONAL, SEE NOTE ABOVE)
563345700	1	HARNESS CAP ONLY (OPTIONAL, SEE NOTE ABOVE))
566148600	1	FLTR MDL WITH PLUG (OPTIONAL, SEE NOTE ABOVE)

**NOTE:** Please refer to Attachment B for more details around repairs scenarios.

**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. Claim **ONLY** SRTs 99-007 and Admin if the unit DID require a repair. **Only** SRT 17-902 and Admin should be claimed if the unit DID **NOT** require a repair.

**Labor using applicable Access Code and Time:**

SRT Code	Description	Time
00-90X	Administrative time	
17-902	CAMPAIGN CHECK - OPTIONAL	
99-007	REMOVE FUSE, DISABLE HEATER OR INSTALL PLUG, CAP HARNESS (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:** Please consolidate all consumables and claim them as one item in Other Claimables titled "CAMPAIGN SUPPLIES".

**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.

Account Code: ..... 65  
Pay Code: ..... Distributor = X  
Pay Code: ..... Dealer = D  
Pay Code: ..... International = I  
Failure Code: ..... WFEHTE

**Attachments**

c2302\_esn-list.xlsx;c2302\_attachment-b.pdf