



Warranty Field Campaign

Campaign Number: c2491	Revision:	Released Date: 30-Sep-2021
BES CM2450 EV101B Shutdown Override Safety Campaign		Expiration Date (U.S. and Canada): 31-Dec-2035
		Expiration Date (International): 31-Dec-2035

Attention

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

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

Description

This Safety Campaign is being issued to address an issue in certain BES CM2450 EV101B SCMs that may, under certain circumstances, cause the high voltage shutdown override switch to not function, without warning the driver, when a system shutdown fault occurs. If the vehicle shuts down sooner than the driver expects, the driver may have insufficient opportunity to move the vehicle to safe location, increasing the risk of a crash. This is the subject of NHTSA Recall 21E-083. The improvement consists of connecting the Cummins INSITE Service Tool to the SCM, verifying the parameter settings for the Hybrid System Protection Override Switch, and updating the parameter settings where necessary.

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 SSN list is attached for reference.

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

1. Connect to the SCM using Insite.
2. Navigate to Features and Parameters within Insite.

3. Navigate to SAE J1939 Multiplexing.
4. Confirm the Hybrid System Protection Override Switch is set to Enable and Source Address is set to 33-Body Controller.
5. If the parameter(s) is(are) **not** set to these values, update the parameter(s) accordingly and save changes to the SCM.

Material Disposition

There are no materials involved in the field action.

Reimbursements

Parts

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. Claim **ONLY** SRTs 19-1JP and Admin if the unit DID require an updated calibration. **Only** SRT 17-902 and Admin should be claimed if the unit DID **NOT** require calibration.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
17-902	CAMPAIGN CHECK (OPTIONAL)	
19-1JP	SYSTEM CONTROL MODULE CALIBRATION CODE - TRANSFER (CMI) (OPTIONAL)	

Travel

Travel is covered under this field action. Towing is **not** 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 or towing is required, travel or towing can be filed to **ONLY** one (1) ESN.

Other Claimables

Consumables are covered under this field action.

Note : 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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WCLPCA

Attachments

Click here to see c2491_ssn-list.xlsx

(/service/english/attachments/c2491_ssn-list.xlsx)

Engine Family	Fuel System
Design Application	Market Application
Automotive	Bus

Document History

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