

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**  
Freightliner Dealers– U.S. and Canada  
Western Star and Sterling Dealers– U.S. and Canada  
FCCC Dealers– U.S. and Canada  
Thomas Built Buses Dealers– U.S. and Canada  
Direct Warranty Customers– U.S. and Canada  
Detroit Diesel Distributors  
Export Distributors

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090 800-547-0712  
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the **WSC Link on DTNAConnect**

REF #: ICI21-008

Effective: 04/01/2021

Release: 04/01/2021

**SUBJECT: FL875 – Cummins Flywheel Capscrew (Companion Campaign)**

This letter is to inform you that Recall FL875 – Cummins Flywheel Capscrew is a supplier responsible recall.

Cummins has released safety recall **C2402 - Flywheel Capscrew Retorque**

**There is no action for DTNA dealers to take.** The recall will be completed by Cummins Distributors and authorized Warranty Dealers and is currently available. This ICI letter is for your information should the dealership get any questions. For your reference, a copy of the Cummins owner notice concerning recall #C2402 is on the following page

If you have questions or concerns about this recall, please contact your local Cummins Distributor or authorized Warranty Dealer. You may also contact Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at care.cummins.com.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

**\*\*\* IMPORTANT SAFETY RECALL \*\*\***  
**NHTSA Recall No. 21E009**  
**Cummins Campaign #C2402**

Month Day, Year

Dear Cummins Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Cummins Inc. has decided that a defect which relates to motor vehicle safety exists in certain ISX Engines that were manufactured between October 27, 2020 and January 11, 2021.

This notice applies to your engine(s) listed in the table on the enclosed list.

**WHY IS A RECALL BEING CONDUCTED?**

The engine flywheel may be susceptible to detaching from the crankshaft, leading to loss of motive power, which may increase the risk of a crash. Additionally, driveline pieces may be ejected from the engine compartment, which may increase the risk of personal injury.

**WHAT ARE WE DOING ABOUT THE PROBLEM?**

Cummins has released field Safety Campaign #C2402 "ISX15 CM2250 SN and X15 CM2450 X124B/X154B Flywheel Capscrew Retorque Safety Campaign" to correct this condition by properly torquing the subject capscrews and inspecting for possible damage and, if necessary, repairing the damage. This campaign is currently available at Cummins Distributors and authorized Warranty Dealers. The repair will be completed free of charge and most applications will require approximately nine hours to complete.

**WHAT SHOULD YOU DO?**

Contact the nearest Cummins Distributor or authorized Warranty Dealer to arrange to have this campaign performed on your engine. The distributor or dealer will work with you to schedule the best date to complete this repair.

Federal law requires vehicle lessors receiving this recall notice to forward a copy of this notice to the lessee within ten (10) days. Also, it is a violation of Federal law for a dealer to deliver a new vehicle or equipment covered by this recall notice under a sale or lease until the defect has been remedied.

**WHO SHOULD YOU CONTACT IF YOU HAVE FURTHER QUESTIONS OR CONCERNS?**

*The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*

If you have questions or concerns about this recall, please contact your local Cummins Distributor or authorized warranty dealer. You may also contact Cummins Care at 1-800-CUMMINS (1-800-286-6467), or visit our website at [care.cummins.com](http://care.cummins.com).

If you have a complaint relative to this recall, you may report it to the following:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590

You may also call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

If you have not registered your Cummins product, please complete the enclosed registration card or register your product at <https://prodreg.cummins.com/prodreg/#/webform/contactInfo>

If you are no longer the owner of the engine or vehicle listed in the table below, please forward this notice to the new owner or provide the new owner's contact information to Cummins so that we can notify them of this recall.

Cummins is taking this action in the interest of safety and satisfaction with our products. We apologize for any inconvenience and thank you for your attention to this matter.

Sincerely,

Campaign Administrator  
Cummins Inc.

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