SERVICE BULLETIN
SB2028A

ADDRESSEES	:	Owners and operators of vehicles listed under “Application” ABC Customer Care and Parts Source
VEHICLE MODEL	:	CX35, CX45, TX45, TD925US, TDX25US, AG300
MANUAL CHAPTER	:	02.10 Engine – Fuel system
BULLETIN TYPE	:	**Safety Recall NHTSA 21V-385**
DATE	:	March 02nd, 2022
SUBJECT	:	**High pressure fuel rail assembly may leak fuel**
CONDITIONS	:	-

APPLICATION:

The safety recall campaign, subject of this bulletin, is applicable to the vehicles below:

Model	VIN	Number of vehicles
AG300 (Cummins L9)	62923→62926	4
CX35 (Cummins L9)	49710 49787→49999, 83001→83020, 83023→83039	247
CX45 (Cummins ISX12)	49620→49639, 49771→49785, 81121→81200, 81239→81258, 81291→81295, 81336→81360, 81391→81410, 81436→81455, 81466→81470	210
TX45 (Cummins ISX12)	41391, 41571, 41597→41613, 41634→41635, 41709→41717, 41722→41723	32
TD925US (Cummins ISX12)	42889	1
TDX25US (Cummins ISX12)	42950→42953, 42955→42963, 42965→42988, 89001→89145 89186→89190	187
		Total: 681

DESCRIPTION:

Cummins, manufacturer of combustion engines, has informed Van Hool about a problem with the high pressure fuel rail on certain L9 engines built at Rock Mount Engine Plant and ISX12 engines built in Jamestown Engine Plant.

To address this problem, Cummins organises a safety recall.

Cummins, apologises for the inconvenience caused by this safety recall and wishes to thank you in advance for your cooperation and attention to this matter.

Continued on next page

WHAT DO WE EXPECT FROM CUMMINS?

- Cummins will contact you to make an appointment with regard to Safety Recall "SB2028".
- Cummins will execute the work according to their own service bulletin.
- Cummins will inform ABC Companies after having executed the modification.

WHAT DO WE EXPECT FROM ABC COMPANIES?

ABC Companies will register the execution on the Van Hool customer portal in order to guarantee a correct follow-up and administration.

WHAT DO WE EXPECT FROM YOU?

We expect you to cooperate with this Safety Recall when contacted about this subject. If you fail to do so, you risk to be held totally responsible.

HELP DESK

If there are any questions, please call ABC Customer Care & Parts Source toll-free for guidance on 1-877-427-7278. Listen for the prompts for warranty and select that option.

DISCLAIMER:

The procedures contained herein are not exclusive. Van Hool cannot possibly know, evaluate, or advise the transportation industry of all conceivable ways in which a procedure may be undertaken or of the possible consequences of each such procedure. Other procedures may be as good, or better, depending upon the particular circumstances involved.
Each carrier who uses the procedures herein must first satisfy itself thoroughly that neither the safety of its employees or agents, nor the safety or usefulness of any products, will be jeopardized by any procedure selected.

VAN HOOL CUSTOMER PORTAL:

Consult the customer portal regularly for the latest service documentation. In addition to the maintenance manual, you will also find the operating manual and the spare parts catalogue of your vehicle on the customer portal. The customer portal is accessible through www.vanhool.be, and only with a code (password) from Van Hool. If you do not have a password yet, request it by using the link on the Van Hool website.

INFORMATION HANDLING:

Important additions and modifications regarding technical information not yet included in the manual will be communicated through Service Bulletins.

REVISION RECORD	
Description	**Date**
Initial release	2021-08-19
Edition A (83017, 83018, 83019 and 83020 added in VIN list on page 1)	2022-03-02

*** IMPORTANT SAFETY RECALL***
NHTSA Recall No. 21E-032
Cummins Campaign #C2423

July 30, 2021

****AUTO**ALL FOR AADC 150
[redacted] VOLNTR FIRE DEPT
[redacted] SON RD
[redacted]-1046

Engines eligible for Cummins Campaign #C2423

Engine Serial Number	Vehicle Model	Vehicle Identification Number
74303423	T440/T470	3BKBLJ0X9KF[redacted]

Cummins Inc.
Box 3005
Columbus, IN 47202-3005 USA
Mail Code: 40911
Phone: 1 800 CUMMINS
care.cummins.com

*** IMPORTANT SAFETY RECALL***
NHTSA Recall No. 21E032
Cummins Campaign #C2423

July 30, 2021

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 Cummins L9 and ISX12 engines manufactured between January 2, 2017 and October 16, 2020 and installed in buses, school buses, emergency vehicles, recreational vehicles and certain trailer-mounted generator sets.

This notice applies to your engines/vehicles listed on the enclosed table.

WHAT IS THE PROBLEM?

The fuel rail assembly may develop leaks, which may result in an undetected prolonged diesel fuel spray. A leak involving spraying/misting fuel in the presence of an ignition source may increase the risk of fire.

WHAT ARE WE DOING ABOUT THE PROBLEM?

Cummins has released field Safety Campaign #C2423 “L9/ISX12 Fuel Rail Safety Campaign for Selective North America On-Highway Applications” to correct this condition by inspecting the rail threads for damage and, if damage is found, replacing the rail and fuel lines. If no damage is found, new crush washers will be installed in the rail assembly using a special tool. 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 2.5 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.

In the meantime, Cummins advises you to periodically check the fuel rails for signs of leaking and seek repairs if leaks are identified. If a leak occurs, the operator may see or smell diesel fuel and, in some cases, the check engine lamp may illuminate.

Cummins Inc.
Box 3005
Columbus, IN 47202-3005 USA
Mail Code: 40911
Phone: 1 800 CUMMINS
care.cummins.com

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.

If you previously paid to have this recall performed on your vehicle, you may be eligible for reimbursement. Please contact Cummins Care at the number below for more information.

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

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 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.

Technical Service Bulletin

Technical Service Bulletin: TSB210113	**Released Date**: 30-Jul-2021
Fuel Rail Assembly Inspection and Repair Procedure: External Fuel Leaks	

Fuel Rail Assembly Inspection and Repair Procedure: External Fuel Leaks

Warranty Statement

The information in this document authorizes specific changes to the repair practice for failures covered under product warranty coverages.

Contents

Product Affected

- ISL CM2150 (**Only** ReCon® versions)
- ISL9 CM2250 (**Only** ReCon® versions)
- ISL9 CM2350 L101 (**Only** ReCon® versions)
- ISL9 CM2350 L111
- ISL9 CM2350 L111 (**Only** ReCon® versions)
- ISX12 CM2350 X102
- L9 CM2350 L116B
- L9 CM2350 L119B
- L9 CM2350 L123B
- QSL9 CM2350 L107
- QSL9 M CM2250 L106

Issue

Symptom:

- External Fuel Leak from the pressure relief valve or the high-pressure fuel fitting on the fuel rail.

Root Cause:

- The rail end sealing bores in the high-pressure fuel rail may have undersized pilot bores for the sealing washer, thus preventing the washer from properly seating, potentially resulting in inadequate load for the joint to remain properly sealed in service.

Verification

- Remove the pressure relief valve and the high-pressure fuel fitting from the fuel rail.

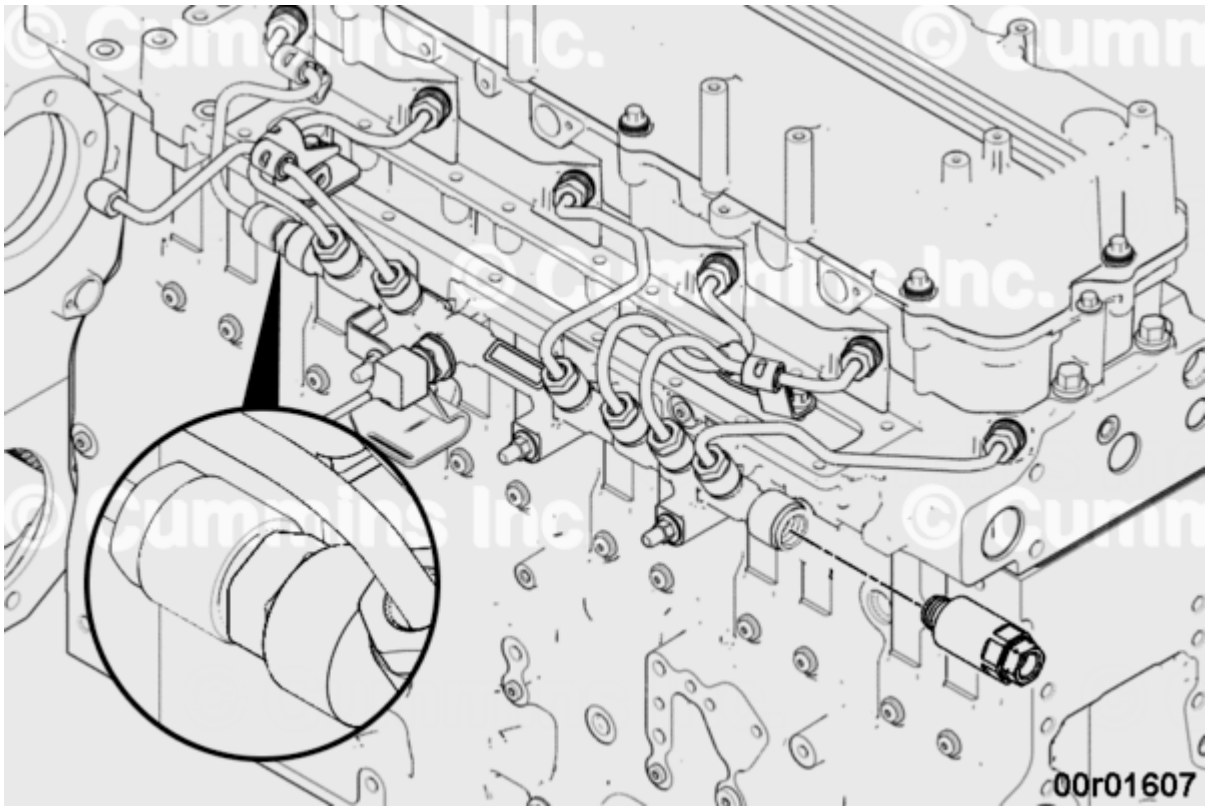


Figure 1, Removing the pressure relief valve and the high pressure fuel fitting.

- Remove and discard the sealing washers. The procedure below outlines how to remove the sealing washers.

⚠ CAUTION ⚠

Special care should be taken to avoid damage to threads during removal process.

- A special tool **must** be created for the removal of the sealing washers by grinding a 45 degree angle on the short leg of a 1/8-inch or 3/16-inch Allen wrench, so that the wrench is no longer than 13 mm [½ in] long (measured from the outside of the long leg.)
- This tool acts as a mini heel bar to pry out the sealing washer without damaging the back of the hole.
- Use the modified Allen wrench to pry out the old sealing washer from the threaded hole in the fuel rail. Considerable force is required to remove the sealing washer.

Note : If unable to create the tool, contact a local Cummins® Distributor branch for assistance.

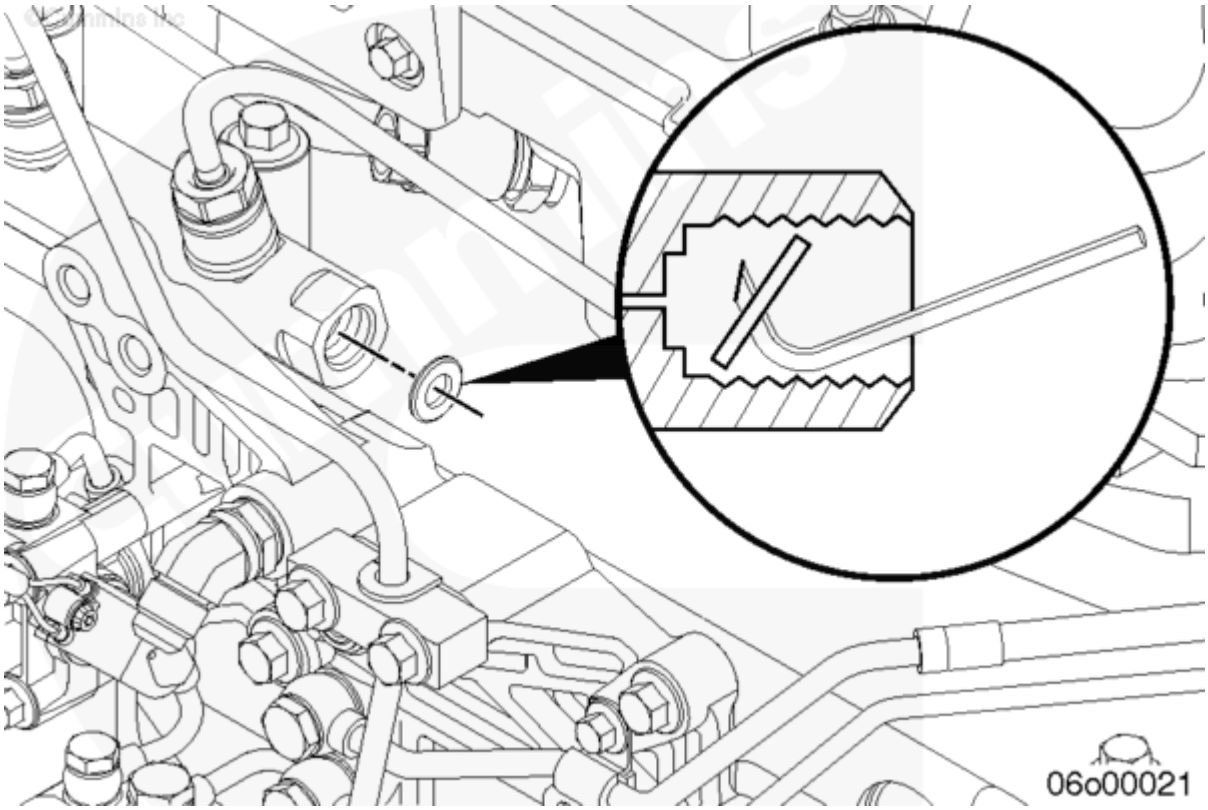


Figure 2, Removing Sealing Washer from Fuel Rail.

- Visually inspect the thread surfaces of the fuel rail, fuel pressure relief valve and the high-pressure fuel fitting for damage. Review Figures 3 and 4 below for guidance.
- Do **not** reuse components if the threads or sealing surfaces are damaged.

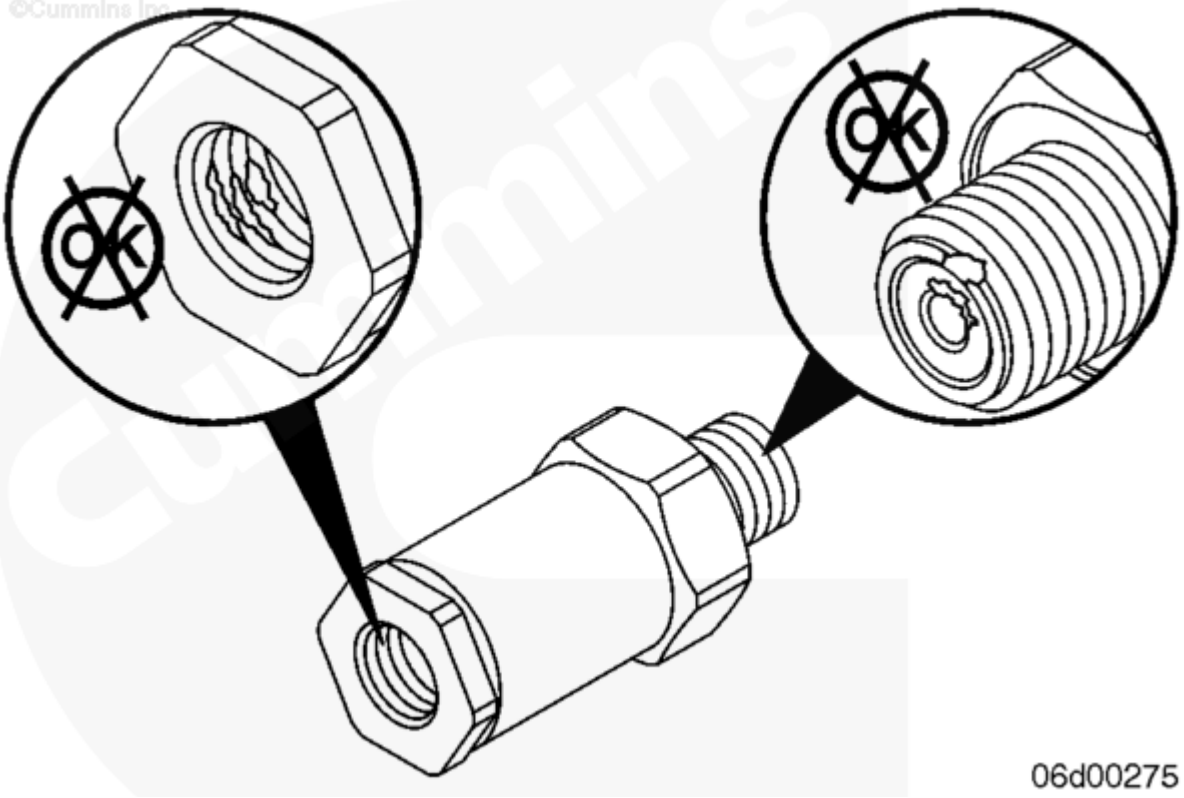


Figure 3, Threads That Do Not Meet Reuse Guidelines.



Figure 4, Left: Not Acceptable For Reuse, Right: Acceptable For Reuse.

Resolution

- A new seal installer tool, Part Number 5573487, is now available for this repair.



Figure 5, New Seal Installer Tool, Part Number 5573487.

- The new seal installer tool **must** be available for all repairs requiring the installation of pressure relief valve or the high pressure fuel fitting on the fuel rail. See Service Instructions section below.

⚠ CAUTION ⚠

Do not perform the repair if the seal installer tool is not available or is damaged as damage to components can result.

Service Instructions

- If the threads or sealing surfaces are damaged, replace the fuel rail assembly. See corresponding Service Manual. Reference Procedure 006-060, 006-061 in Section 6 and Technical Service Bulletin, New Fuel Rail, High Pressure Injector Supply Lines, Fuel Supply Line, and Fuel Supply Line Braces, TSB210055 for directions.
- If the threads or sealing surfaces are **not** damaged, install the pressure relief valve and the end fitting with the following procedure:

1. Inspect the seal installer tool for damage on the threads or sealing surfaces. Do **not** use the seal installer tool if the threads or sealing surfaces are damaged.



Figure 6, Seal Installer Tool Threads Not Acceptable for Use.

2. Install a new sealing washer on the pressure relief valve bore in the fuel rail. Use assembly lubricant, Part Number 3163087, or equivalent, on the threads and the face of the seal installer tool. Use seal installer tool, Part Number 5573487, to seat the sealing washer fully in the fuel rail bore.

3. Torque the seal installer tool.

Torque Value: 81 n•m [60 ft-lb]

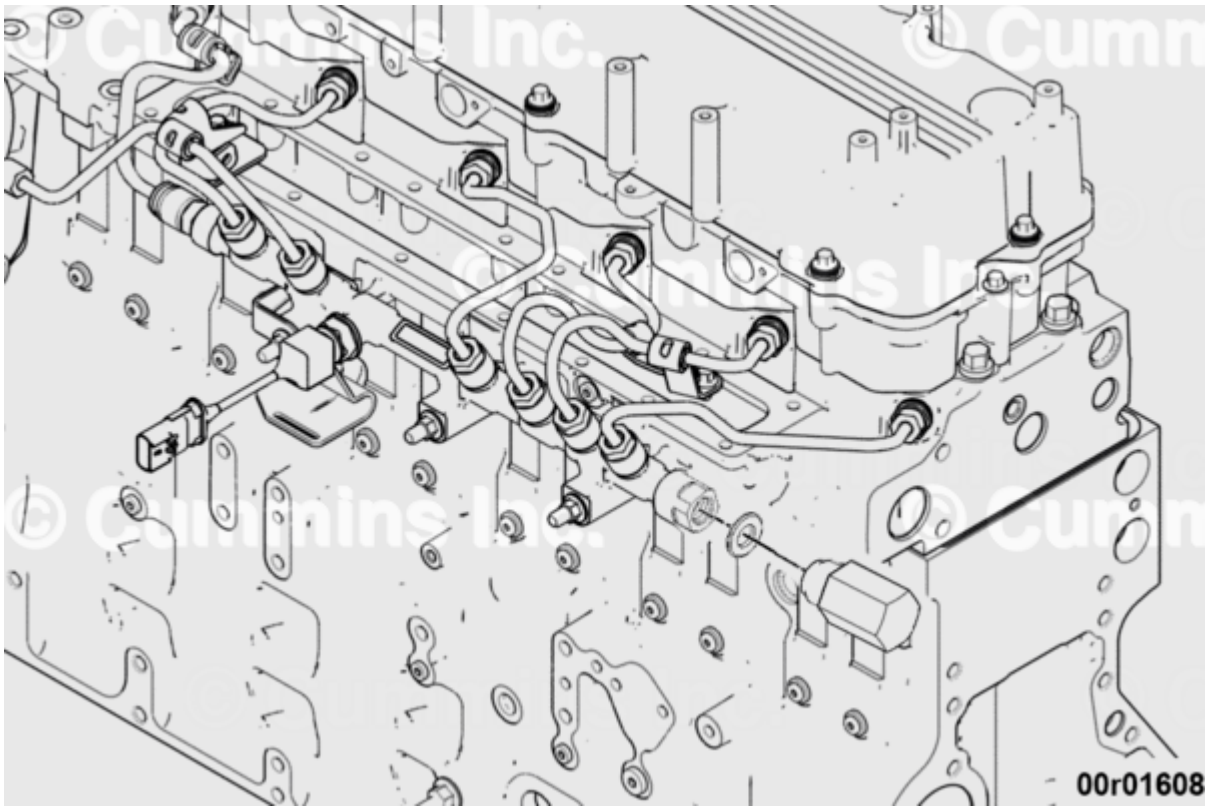


Figure 7, Installing Sealing Washer with The Seal Installer Tool.

4. Remove the seal installer tool after the sealing washer has been installed. Verify that the sealing washer remains seated inside the fuel rail after the seal installer tool is removed.

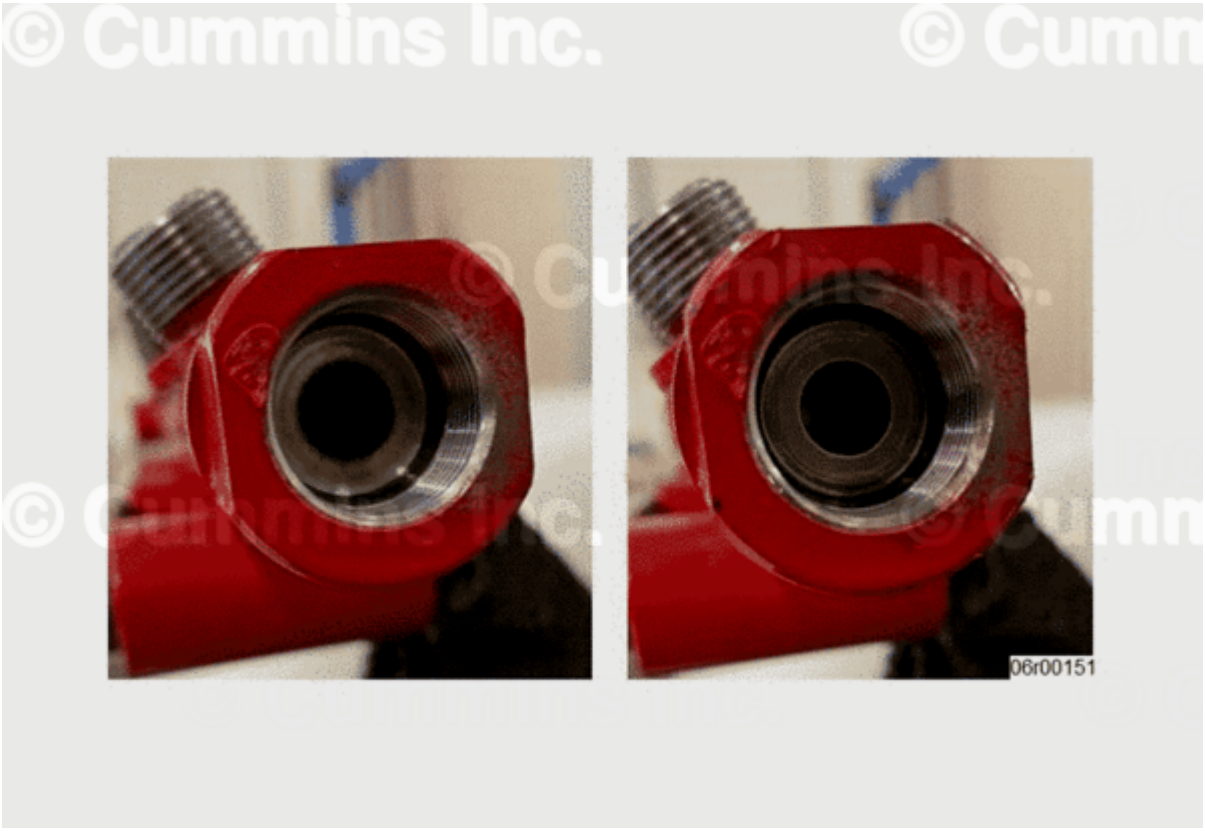


Figure 8, Left: Sealing Washer Not Installed, Right: Sealing Washer Installed Correctly.

5. Inspect the seal installer tool for damage on the threads or sealing surfaces. Do **not** use the seal installer tool if the threads or sealing surfaces are damaged.

6. Install a new sealing washer on the high-pressure fuel fitting bore in the fuel rail. Use assembly lubricant, Part Number 3163087, or equivalent, on the threads and the face of the seal installer tool. Use seal installer tool, Part Number 5573487, to seat the sealing washer fully in the fuel rail bore.

7. Torque the seal installer tool.

Torque Value: 81 n•m [60 ft-lb]

8. Remove the seal installer tool after the sealing washer has been installed. Verify that the sealing washer remains seated inside the fuel rail after the seal installer tool is removed.

9. If either of the sealing washers do **not** remain seated inside the fuel rail after the seal installer tool has been removed, use of seal installer tool is not required. Install washer in bore.

10. Install the pressure relief valve and the high-pressure fuel fitting. Use assembly lubricant, Part Number 3163087, or equivalent, on the threads. Tighten the pressure relief valve and the high-pressure fuel fitting with the torque plus angle method.

Torque Value: 27 n•m [239 in-lb]

Rotate 90 degrees.

11. See corresponding Service Manual. Reference Procedure 006-061 in Section 6 for finishing steps.

Service Parts Availability

Service parts are available. See Table 1 for part numbers.

Table 1, Service Parts				
Part Description	**Existing Part Number**	**Obsolete**	**Superseded**	**New Part Number**
Seal Installer Tool	-	No	No	5573487

Publications Affected

Table 2, Publications Affected			
Manual Type	**Procedure Title**	**Procedure**	**Section**
Service Manual	Fuel Pressure Relief Valve	Procedure 006-061	6

Document History

Date	Details
2021-5-27	Module Created
2021-6-28	Updated Product Affected section.
2021-7-26	Added ISL9 CM2250, ISL9 CM2350 L101, and ISL9 CM2350 L111 Recon versions to the Product Affected list.
2021-7-29	Added note about creation of tool.

Last Modified: 30-Jul-2021