

From: [Redacted]
Subject: RE: Customer Support - ESN Stamp Discrepancy
Date: Wednesday, July 22, 2020 1:28:42 PM
Attachments: ESN Suspect List wCustomerNames 22Julv2020.xlsx
 image001.png

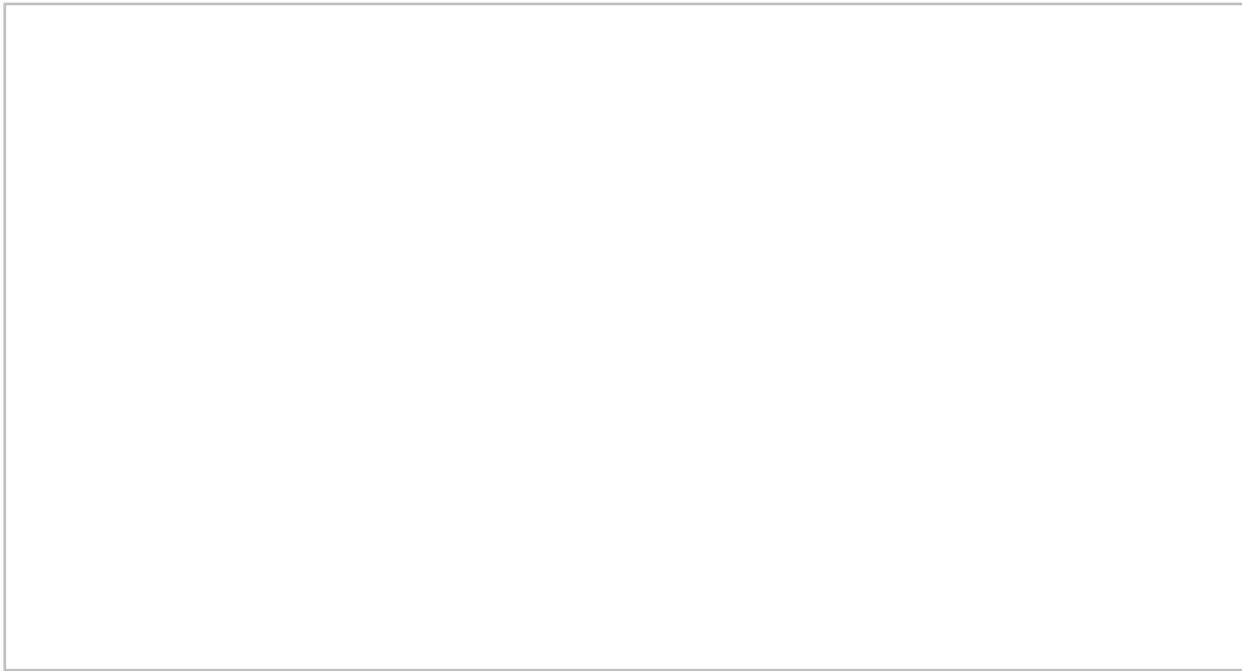
Team,

We will need to send out a request to inspect engines for stamped ESN legibility. The issue reported is that the 6th character instead of a 1 has an indistinguishable character. (see below picture for example of bad SN).

We will need your help to reach out to the different ship to locations and see if the ESNs are still onsite. If so please request they be inspected visually for the issue. If it is detected it will need to be reworked by sanding the ESN off and carefully stamping the SN again. We will need to know which engines are inspected and Ok and which cannot be found to be able to provide data to service on engines already past the OEM. We may have to send that list to the service team to action these engines.

Below is the list of Customers and number of ESNs. In the attached spreadsheet you will find the specific ESNs. Please let me know if you have any questions.

Row Labels	Count of ESN
[Redacted] LLC	69
1310	2
1485	33
3044	34
[Redacted]	44
8425	2
8588	42
[Redacted]	28
2758	28
[Redacted]	17
1608	17
[Redacted]	14
9147	14
[Redacted]	10
8875	10
[Redacted]	5
2759	5
[Redacted]	4
1123	4
[Redacted]	2
76998	2
[Redacted]	1
1501	1
[Redacted]	1
2728	1
[Redacted]	1
77801	1
[Redacted]	1
9299	1
[Redacted]	1
8870	1
Grand Total	198



Customer Quality Assurance Manager
Cummins Inc.
Rocky Mount Engine Plant
9377 N US Highway 301
[Redacted]