

# Cummins NOAT Concerns

## Text of the Cummins' Letter to its Customers



July 16, 1999

To whom it may concern:

This communication is being sent to inform Customers of Cummins Engine Company's position on products not sold or developed by Cummins, specifically the Texaco Extended Life Coolant and its derivatives.

First, based upon available data, Texaco ELC similar formulations supplied by Equilon should not be used in Cummins Engines. These organic acid coolants cause degradation of the silicone seals in our engines after 80,000 to 100,000 miles.

Second, just to be very clear, Cummins does not approve suppliers' products. We require that the products meet accepted industry specifications to enable our customers to use their choice of these types of products. The use of products manufactured by others than Cummins is at the discretion of the customer and any problems of that product is not the responsibility of Cummins Engine Company. This is a common practice used by all major manufacturers.

The resolution of this problem will ultimately come from Texaco who holds the responsibility for the coolant formulations that cause the problem.

Because of our concern for our customers, there is a combined effort by Cummins, our gasket supplier, and the installing OEM to assist Texaco in discovering a reasonable solution. At this point there are many tests und not be available until July 30 when the aging tests have reached their first milestone. These tests will ascertain the effectiveness of certain coolant chemistry changes to slow the degradation effects of the coolant on the silicone seals. It must be understood, however, that this will not be a permanent fix as some degradation has already occurred to the seals.

It needs to be understood that any costs incurred due to draining and refilling will not be the responsibility Of Cummins Engine Company. It is suggested that each customer track drain and fill" expenses for submission to the responsible party at a later date.

The TELC issue will not affect the Cummins Warranty, but failures attributable to the use of these coolants are not the responsibility of Cummins Engine Company. It is the responsibility of the manufacturer of such products to ensure compatibility of their products with engines and cooling Systems in the marketplace.

The information provided will be updated as necessary.

Learn more about NOAT on the Penray website: [www.penray.com/organicacid](http://www.penray.com/organicacid)