

## CDM Ignition Systems

Over the past two years, there have been warranty claims filed on CDM ignition components which, when inspected and tested, were not defective. The percentage of these good components in relation to the total number submitted was over 90%! There is a need to emphasize that the troubleshooting procedures as outlined in the service manuals for the respective horsepower models should be followed. In most cases, the proper defective component can be found in less time than replacing various components.

One of the major contributors to this problem is the lack of understanding the CDM ignition system. To help address this, two new Q-Care training videos were released at the end of April and should be at your dealership. One is: CDM Ignition Update - Part 1: Inside the CDM (90-823732-62). The other is: CDM Ignition Update - Part 2: Troubleshooting (90-823732-63). These videos do an excellent job in simplifying the understanding of the ignition system as well as the procedures for troubleshooting. Enclosed with this bulletin is a copy of the CDM Troubleshooting pocket guide (90-856964) from the CDM troubleshooting video.

It is important to emphasize that the **ground connection** from the **ignition components plate to the engine block is critical** (refer to Service Bulletin 98-18). A bad connection can lead to trigger, voltage regulator, and/or multiple CDM failures. As stated in the service manuals and videos, it is one of the primary checks.

Because of the high percentage of CDM ignition system components submitted for warranty which have no defects, all of the returned components will continue to be inspected and tested. CDM ignition system components, which are found to have no defects, will have the **warranty denied** and the parts **returned**.

