



# Warranty Field Campaign

<b>Campaign Number:</b> c1996	<b>Revision:</b>	<b>Released Date:</b> 20-Mar-2018
<b>ISX12 and ISX15 CM2350 INSITE Features and Parameters Update Campaign for PACCAR</b>		<b>Expiration Date (U.S. and Canada):</b> 30-Sep-2019
		<b>Expiration Date (International):</b> 30-Sep-2019

## ISX12 and ISX15 CM2350 INSITE Features and Parameters Update Campaign for PACCAR

### Attention

- Steve [REDACTED] - steve.[REDACTED]@cummins.com
- Ron [REDACTED] - ron.[REDACTED]@cummins.com
- U.S / Canadian Distr./Branches and Div. Offices
- U.S / Canadian Dealers (Automotive & CIHR - HD)

**If additional information is required, please contact your Cummins Warranty Operations Group Leader.**

### Description

This Campaign is being issued to address incorrect INSITE Features and Parameters related to greenhouse gas parameters on certain PACCAR ISX12 CM2350 and ISX15 CM2350 engines. This Campaign authorizes certified repair locations to verify the targeted parameters and, if necessary, update the incorrect INSITE Features and Parameters according to the instructions detailed on Attachment B.

## Action

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In order to qualify for repair under this field action, an engine:

1. will be covered In the Base Engine Warranty period, and
2. **must** show as OPEN on QuickServe® Online for this field action.

**Note** : The ESN list is attached for reference.

After verifying that the engine meets the above requirements, perform the following actions:

1. Connect to ECM via INSITE.
2. Select Features and Parameters.
3. Expand the Idle Shutdown or Road Speed Governor to review the GHG parameters.

**Note** : For detailed instructions, target settings and parameters, please refer to Attachment B - INSITE Features and Parameters.

4. If the chassis has GHG Idle Shutdown Enabled, verify that the parameters are set to the ECM default values as defined in the related section in Attachment B.
5. If the chassis has GHG Vehicle Speed Limiter Enabled, verify that the parameters are set to the ECM default values as defined in the related section in Attachment B.
6. If the parameters all match the default settings defined in Attachment B, NO FURTHER action is required. File one claim for the appropriate labor to complete this inspection. In this case, **only** Admin and 17-902 Campaign Check should be claimed.
7. If any of these parameters do **not** match the ECM values defined in Attachment B or a Calibration Conflict Warning message pops up, please contact the appropriate GHG Aftermarket Team listed below.

**Note** : Kenworth Division - KW. [REDACTED]@PACCAR.COM  
Phone: 425-828-[REDACTED]

**Note** : Peterbilt Division -  
PB. [REDACTED]@PACCAR.COM Phone: 940-591-[REDACTED]

**Note** : KEY OPERATIONAL NOTE: These targeted parameters are locked. A laptop with a network connection and remote log-In capabilities (Cisco WebEx link will be provided) are required in order to re-program the locked ECM.

8. File one claim for all appropriate labor to complete the repair. **Only** Admin and 99-902 time should be claimed.

## Material Disposition

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There are no materials involved in the field action.

## Reimbursements

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### Parts

There are no parts covered in this field action.

**Note** : SRTs to gain access that are required to complete the repair, that are sufficiently explained in the claim narrative, may also be claimed on this action.

### Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
17-902	CAMPAIGN CHECK (OPTIONAL)	
99-902	GHG PARAMETERS REPROGRAMMING (OPTIONAL - QTY 4)	

### Travel

Travel is **not** covered under this field action Towing is **not** covered under this field action.

### Other Claimables

Consumables are **not** covered under this field action.

## Claim Instructions

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For Cummins Dealers, claims for this Field Campaign **must** be filed via **RAPIDSERVE™** Web (rsw.cummins.com). For information regarding **RAPIDSERVE™** Web, please reference the "Warranty" tab in QuickServe Online. If there are additional questions, please contact your local Cummins Distributor.

Claim Codes	
Description	Code
Account Code:	65

Claim Codes	
Description	Code
Pay Code:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WEQPER

## Attachments

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Click here to see c1996\_esn-list.xls



(/service/english/attachments/c1996\_esn-list.xls) Click here to see c1996\_insite-features\_and\_parameters\_attach-b.pdf

(/service/english/attachments/c1996\_insite-features\_and\_parameters\_attach-b.pdf)

Engine Family	Fuel System
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX11.9	
Design Application	Market Application
Automotive	Automotive
Automotive	Automotive
Automotive	Automotive
Automotive	Automotive

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**Last Modified: 20-Mar-2018**

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- 1) Connect to ECM via INSITE.
- 2) Click Features and Parameters.
- 3) Expand the Idle Shutdown or Road Speed Governor to review the GHG parameters below.

<b>Idle Shutdown</b>	<b>Enable</b>
Idle Shutdown Coolant Temperature Threshold	30 °F
Percent Engine Load	35 percent
Time Before Shutdown	00:05:00 HH:MM:SS
<b>Ambient Temperature Override</b>	<b>Enable</b>
Cold Ambient Air Temperature	40.0 °F
Hot Ambient Air Temperature	80.0 °F
Intermediate Ambient Air Temperature	60.0 °F
<b>Hot Ambient Air Temperature Automatic Override</b>	<b>Enable</b>
<b>Manual Override Inhibit</b>	<b>Disable</b>
<b>Greenhouse Gas Idle Shutdown</b>	<b>Enable</b>
Distance Threshold	500000 mi

If the chassis has GHG Idle Shutdown Enabled, the default ECM values shall be:

Idle Shutdown:	<b>Enable</b>
Percent Engine Load:	<b>35 percent</b>
Time Before Shutdown:	<b>5 minutes</b>
Cold Ambient Air Temperature:	<b>40°F</b>
Hot Ambient Air Temperature:	<b>80°F</b>
Intermediate Ambient Air Temperature:	<b>60°F</b>

<b>Road Speed Governor</b>	<b>Enable</b>
Maximum Accelerator Vehicle Speed	65 mph
Maximum Vehicle Speed	75 mph
Road Speed Governor Lower Droop	5 mph
Road Speed Governor Upper Droop	9 mph
<b>Greenhouse Gas Vehicle Speed Limiter</b>	<b>Enable</b>
Distance Threshold	500000 mi
<b>Maximum Vehicle Speed</b>	<b>64 mph</b>
Override Distance	1243 mi
Reset Interval	435 mi

If the chassis has GHG Vehicle Speed Limiter Enabled, the default ECM values shall be:

Greenhouse Gas Vehicle Speed Limiter	<b>Enable</b>
Distance Threshold:	<b>Value shall NOT be 0 mi</b>
Maximum Vehicle Speed:	<b>64mph</b>

If any of these parameters do not match the ECM values shown above or a Calibration Conflict Warning message pops up, please contact the GHG Aftermarket Team at the email addresses below.

Kenworth Division - [KW.██████████@PACCAR.COM](mailto:KW.██████████@PACCAR.COM) Phone: 425-828-██████████

Peterbilt Division - [PB.██████████@PACCAR.COM](mailto:PB.██████████@PACCAR.COM) Phone: 940-591-██████████

- 4) A laptop with a network connection and remote log-In capabilities (Cisco WebEx link will be provided) are required in order to re-program the locked ECM.