



# Warranty Field Campaign

<b>Campaign Number:</b> c2053	<b>Revision:</b>	<b>Released Date:</b> 28-Sep-2018
<b>ISX12 CM2350 Emissions Recall Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 28-Sep-2023
		<b>Expiration Date (International):</b> 28-Sep-2023

## ISX12 CM2350 Emissions Recall Campaign

### Attention

- U.S / Canadian Dealers
- U.S / Canadian Distr./Branches and Div. Offices (Automotive)

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

### Description

This field action authorizes certified repair locations to upfit certain ISX12 CM2350 engines with an improved SCR Catalyst. For the MY2013 engines, a calibration update will be required.

**Note :** This field action provides for retroactive coverage of repairs, including customer billable repairs, completed by Cummins authorized repair locations prior to the release date of this field action. Previous repairs may be eligible for reimbursement of **ONLY** the work defined in this publication. Service providers should have invoice documentation of original repair ready for support of the retroactive claim. All Service Providers attempting to file claims for retroactive repairs should call 1-800-CUMMINS for assistance.

### Action

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

1. will be covered Regardless of coverage status, and
2. **must** show an OPEN status for this field action on QuickServe® Online.

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

1. For ISX12 CM2350 (Model Year 2013 Product) engines only, the SCR catalyst must be inspected per TSB130099 prior to performing the campaign. If the SCR catalyst does not have the dimples shown in the TSB, install a new SCR catalyst. If the SCR catalyst has the dimples shown in the TSB, the SCR catalyst does not need to be replaced. File only the ADMIN Time (00-90x) and the Campaign Check (17-902) to close the eligibility for the subject ESN.
2. Refer to procedure SCR Catalyst Remove and Install in section 011-036 of manual 4310646 (ISX12 CM2350 X102).

**Note** : FOR ISX12 CM2350 product only, ECM Calibration and SCR Catalyst Compatibility **must** be checked after replacing the SCR. Use the Calibration Selection Tool referenced in TSB130099 to select the correct Calibration ECM base code compatible with the new SC catalyst. Update the calibration and base code if directed by the calibration selection tool.

3. If applicable, complete "Label, Authorized Change," Cummins Part Number 5297400. Clearly print or type "SCR Catalyst Update" in the center box. Fill in the Campaign Number, Distributor or Dealer and Date information. Peel off the backing material and install the label on the engine valve cover near the engine data plate. There is a clear protective cover on this label. Peel the backing off of this cover and push the clear cover over the printed material.
4. As required, an "Emissions Campaign - Proof of Correction" form, Bulletin #4310621, **must** be filled out and provided to the Customer. Inform the Customer to retain this certificate as proof that the Emissions Campaign has been performed. This form may be required as proof of an Emissions Campaign by the State of California, for vehicles registered in that state, the next time the vehicle registration is renewed.

**Note** : Certified repair locations outside of California, who elect to perform this campaign on engines installed in vehicles that are registered in the state of California, are authorized to do so if they have the two items noted above in their inventory. Please note that the Label, Authorized Change and the Proof of Correction Form **must** be order through standard parts processes. They are **not** available on QSOL.

5. File one claim for **only** the applicable parts and labor listed in this document. Any other labor or parts for diagnostics or repairs **not** listed in the parts and labor

sections above cannot be filed to this field action. Provide documentation of the ECM calibration revision codes from before and after the recalibration in the claim narrative.

## Material Disposition

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Materials removed as a result of this field action **must** be scrapped.

## Reimbursements

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### Parts

**Note** : All SCRs are listed as OPTIONAL. Claim **only** the parts required to complete the repair. Please refer to Attachment B for Replacement SCR part numbers. Additional parts, such as orings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed if sufficiently explained in the claim narrative.

The following parts are covered under this field action:

Part Number	Quantity	Description
286633700	1	GASKET,AFM DEVICE (OPTIONAL)
286663600	1	GASKET,AFM DEVICE (OPTIONAL)
288021400	1	GASKET,EXH OUT CNN (OPTIONAL)
288021500	1	GASKET,AFM DEVICE (OPTIONAL)
388639600	1	LIT,ELE (FLEET COUNT - OPT.)
431062100	1	LIT,SER (PROOF OF CORRECTION )
529740000	1	TAG (LABEL, AUTHORIZED CHANGE)

**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.

**Note** : All SRTs listed are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
11-07K	AFTERTREATMENT SELECTIVE CATALYTIC REDUCTION (SCR) CATALYST, (VERTICAL) - REMOVE AND INSTALL - ISX12 CM2350 X102 (OPTIONAL)	
11-07L	AFTERTREATMENT SELECTIVE CATALYTIC REDUCTION (SCR) CATALYST, (SWITCHBACK) - REMOVE AND INSTALL - ISX12 CM2350 X102 (OPTIONAL)	
11-07M	AFTERTREATMENT SELECTIVE CATALYTIC REDUCTION (SCR) CATALYST, (HORIZONTAL) - REMOVE AND INSTALL - ISX12 CM2350 X102 (OPTIONAL)	
17-901	APPLY EMISSION STICKER (OPTIONAL)	
17-902	CAMPAIGN CHECK (SCR INSPECTION) (QTY1) (OPTIONAL)	

SRT Code	Description	Time (hrs)
19-611	ENGINE CONTROL MODULE (ECM) CALIBRATION- TRANSFER (CM 2250/CM2350) (OPTIONAL)	

### Travel

Travel is 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

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
Pay Code:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WUSSCG

## Attachments



Click here to see c2053\_esn-list.xls



(/service/english/attachments/c2053\_esn-list.xls) Click here to

see c2053\_epa2013\_hd\_affected\_part\_numbers\_attach-b.xls

(/service/english/attachments/c2053\_epa2013\_hd\_affected\_part\_numbers\_attach-b.xls)

<b>Engine Family</b>	<b>Fuel System</b>
ISX11.9	
<b>Design Application</b>	<b>Market Application</b>
Automotive	All

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**Last Modified: 28-Sep-2018**

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# Technical Service Bulletin

<b>Technical Service Bulletin:</b> TSB130099	<b>Released Date:</b> 15-Apr-2015
<b>Engine Control Module (ECM) Calibration and Aftertreatment Selective Catalytic Reduction (SCR) Catalyst Compatibility</b>	

## Engine Control Module (ECM) Calibration and Aftertreatment Selective Catalytic Reduction (SCR) Catalyst Compatibility

### Core Issue

Engine control module (ECM) calibrations released after June 21, 2013 are only compatible with specific aftertreatment selective catalytic reduction (SCR) catalyst part numbers. Downloading newer versions of an ECM calibration may require the aftertreatment SCR catalyst to be replaced. To determine the appropriate repair direction, use the ISX12/15 CM2350 Calibration Selection Tool. See link provided below.

### Confirmation

#### Product Affected

- ISX12 CM2350 X102
- ISX15 CM2350 X101

Use the ISX12/15 CM2350 Calibration Selection Tool below to determine if a replacement SCR catalyst is required following an ECM calibration download or if an alternate ECM calibration is available to address the issue on the subject engine. An alternate ECM calibration that does not require an SCR catalyst replacement may be available.

#### Note :

[https://quickserve.cummins.com/qs3/portal/service/scr\\_evaluator/index.html](https://quickserve.cummins.com/qs3/portal/service/scr_evaluator/index.html)  
([https://quickserve.cummins.com/qs3/portal/service/scr\\_evaluator/index.html](https://quickserve.cummins.com/qs3/portal/service/scr_evaluator/index.html))

In addition, check the ECM calibration revisions history on QuickServe® Online under My Applications section for the specified ECM base code. See link below.

**Note :**

[https://quickserve.cummins.com/qs3/portal/ecm/spreadsheet\\_display.html?header=false](https://quickserve.cummins.com/qs3/portal/ecm/spreadsheet_display.html?header=false)

([https://quickserve.cummins.com/qs3/portal/ecm/spreadsheet\\_display.html?header=false](https://quickserve.cummins.com/qs3/portal/ecm/spreadsheet_display.html?header=false))

Aftertreatment SCR catalyst compatibility with ECM Calibrations released after June 21, 2013 can be found in Table 1.

Aftertreatment SCR catalysts that are compatible with ECM calibrations released after June 21, 2013 can also be visually identified by dimples in the aftertreatment SCR catalyst heat shield. These dimples go around the circumference of the aftertreatment SCR catalyst heat shield and can be found in three different locations equidistant around the circumference. See Figure 1.

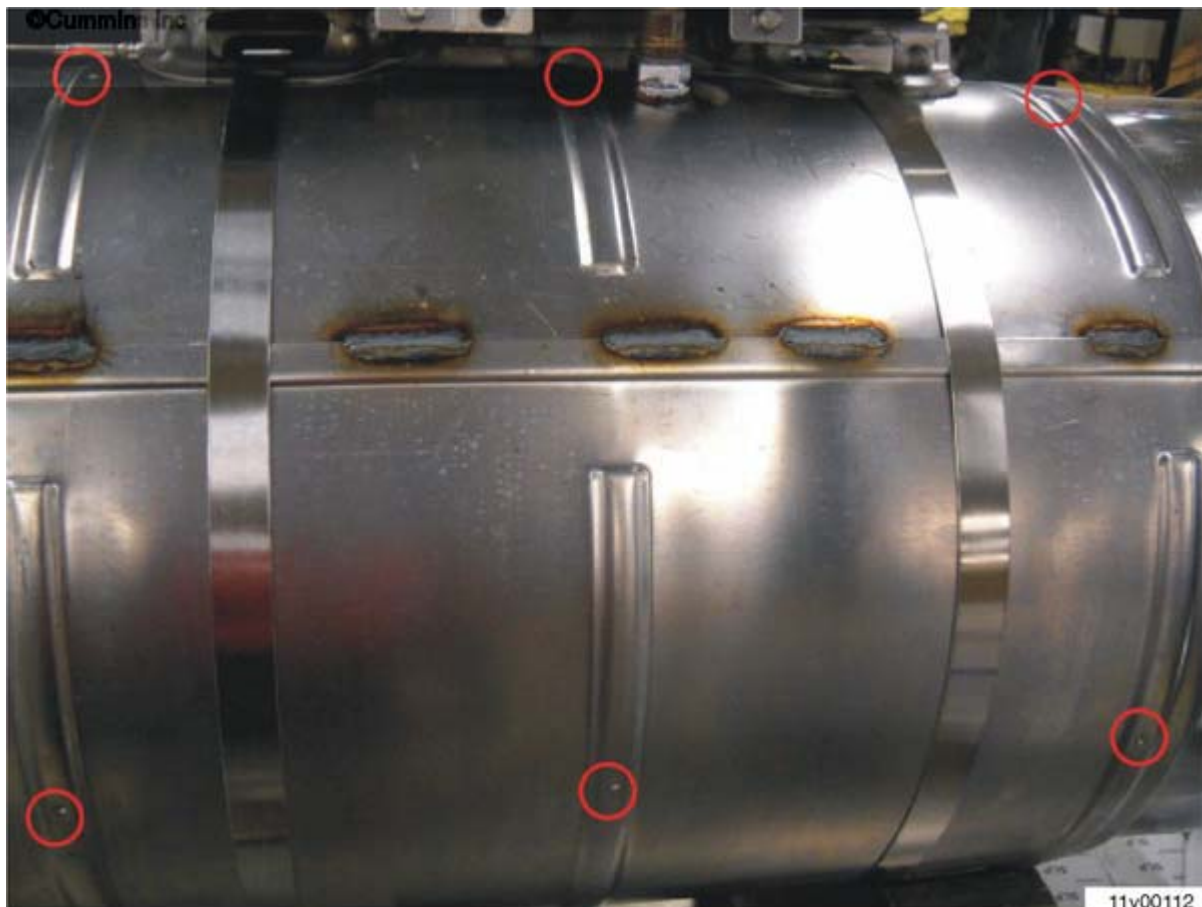


Figure 1, Aftertreatment SCR Catalyst Heat Shield Dimples

## Resolution

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Prior to performing any resolution which includes an ECM calibration and SCR catalyst part number update, troubleshoot any fault codes or symptoms included in the original complaint.

Follow the verification steps outlined above to determine an appropriate ECM calibration and aftertreatment SCR catalyst dependent on the level of repair being performed.

In addition, reference QuickServe® Online under the Service tab for any applicable Temporary Repair Practices (TRP) or Campaigns for the subject engine.

If the ISX12/15 CM2350 Calibration Selection Tool directs replacement of the aftertreatment SCR catalyst, the compatible part numbers are located in Table 1.

<b>Table 1, Aftertreatment SCR Catalyst Compatibility with ECM Calibration Revisions Released After June 21, 2013</b>	
<b>Non-Compatible</b>	<b>Compatible</b>
5303895	4328791
5303897	4328792
5303893	4328793
5303865	4328794
5303910	4328795
5308328	4328796
5308330	4328797
5303914	4328798
5303912	4328799
5303917	4328800
4328765	4328801
5303811	4328802
5303813	5313981
4328754	5313982
4328755	5313983
4328756	5313984
4328757	5313985
4328758	5313986
4328767	5313987
5309391	5313988
5309557	5313989

<b>Table 1, Aftertreatment SCR Catalyst Compatibility with ECM Calibration Revisions Released After June 21, 2013</b>	
<b>Non-Compatible</b>	<b>Compatible</b>
5308460	5313990
5308401	5313991
5308405	5313992
5309247	5313993
5312174	5313995
5308417	5313996
5308439	5313997
5311483	5313998
5309396	5313999
5309546	5314000
5309552	5314001
5309903	5314002
5308703	5314003
5308705	5314004
5308707	5314005
5311261	5314006
5310478	5314007
5310482	5314008
5310298	5314009
5308450	5314010
5308452	4328804
5309243	4328780
5308360	4328781
5311785	4328782
5310179	4328783
5308395	4328784
5312382	4328785
5312171	4328786
5312342	4328787

<b>Table 1, Aftertreatment SCR Catalyst Compatibility with ECM Calibration Revisions Released After June 21, 2013</b>	
<b>Non-Compatible</b>	<b>Compatible</b>
5310474	4328789
4328775	4328790
Stand-alone Part Numbers	5308751
	4328788
	5308454
	5309911
	5311328
	5311330
	4329551
	4353331
	4353333
	4323335
	4353337
	4353339
	4353341
4353343	
4353345	

## Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

## Document History

<b>Date</b>	<b>Details</b>
2013-6-21	Module Created
2013-7-3	Added part number cross reference
2014-7-7	none
2014-10-6	Work Order 64494

Date	Details
2015-1-19	Added references to Calibration Selection Tool and updated Table 1.
2015-4-9	Updated language.

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**Last Modified: 15-Apr-2015**

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