



Warranty Field Campaign

Campaign Number: c2139	Revision:	Released Date: 09-Apr-2019
ISX12N CM2380 X120B Dataplate Replacement Campaign		Expiration Date (U.S. and Canada): 04-Mar-2021
		Expiration Date (International): 04-Mar-2021

Attention

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

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

Description

This Campaign is being issued to replace the engine dataplate(s) on certain ISX12N CM2380 X120B Engines. The dataplates on eligible engines were printed with wrong family name. Certified repair locations are authorized to replace the dataplate with factory provided corrected plates.

Note : To obtain a corrected dataplate, please refer to the instructions below.

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:

Note : If a customer has multiple eligible ESNs, have all ESNs available for Step 1.

1. Obtain a corrected data plate, please refer to Attachment B. Complete the attached Data Plate Request Form (Attachment B). All fields on the request form are mandatory. Email a copy of the completed form to cummins.campaign.administration@cummins.com.

Note : Please note the Campaign number in the subject line of the email. All email requests will be processed as rapidly as possible and in the order they are received.

- Remove the old engine data plate, clean the area where the new plate will go with denatured alcohol or other acceptable solvent, and install the new engine data plate. The new data plate **must** be placed in the correct location with the same orientation as the original engine data plate.

Note : All removed engine data plates **must** be destroyed.

- File one claim for **only** the labor detailed in this campaign.

Material Disposition

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

Reimbursements

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)
00-114	Dataplate, Engine - Remove and Install	
00-90X	Administrative time	

Travel

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

Note : Please schedule the Technician's time to maximize the number of units that can be repaired on a single visit. When filing claims for multiple ESNs, where travel is required and authorized, travel can be filed to **ONLY** one (1) ESN.

Other Claimables

Consumables are covered under this field action.

Note : Please consolidate all consumables and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES". Please include brief summaries on the details of items claimed.

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:	WBZEPF

Attachments



Click here to see c2139_esn-list.xls



(/service/english/attachments/c2139_esn-list.xls) Click here to see c2139_cummins_dataplate_replacement_request_form_attach-b.xls

(/service/english/attachments/c2139_cummins_dataplate_replacement_request_form_attach-b.xls)

Engine Family	Fuel System
Design Application	Market Application
All	All

Last Modified: 09-Apr-2019
