



# Warranty Field Campaign

<b>Campaign Number:</b> c2110	<b>Revision:</b> A	<b>Released Date:</b> 15-Jan-2020
<b>ISL CM2350 Fire Truck Emissions Recall Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 14-Jun-2024
		<b>Expiration Date (International):</b> 14-Jun-2024

## Attention

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

**This is to revise and replace Campaign 2110, dated 13-Jun-2019. This revision is to:**

1. Update the narrative, and
2. close of Retroactive Coverage and parts disposition, and
3. change the expiration date to: 14-Jun-2024.

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

## Description

This field action authorizes certified repair locations to upfit certain ISL CM2350 engines with an improved SCR Catalyst, if the engine meets the criteria listed below. For MY2013 thru MY2014 engines that qualify for a new SCR Catalyst, a wiring harness connector plug and a calibration update will be required.

**Note :** For a limited time, as noted in Warranty Memo #1825, 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 reference Warranty Memo M1825 for instructions.

**Note :** If original repair was **not** completed by a Cummins authorized repair location, the labor amount is **not** reimbursable. **ONLY** parts will be reimbursed.

**Note :** Retroactive Coverage has an expiration date, As indicated in Warranty Memo #1825, retroactive claims will **only** be accepted for a period of one (1) year from the original publication date. Retroactive claims will **NOT** be accepted AFTER 14 JUNE 2020.

## 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.

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

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

1. If all qualifying parameters detailed above are met, please refer to Warranty Memo #1925 to verify eligibility and to determine the replacement SCR to use for the repair. If the unit is fitted with an eligible SCR, **only** the identified replacement SCR **must** be used in completing this field action. The verification and selection tool takes precedence over any other prior published service/part guidelines, for the duration of this field action.

**Note** : For eligible ISL CM2350 (Model Year 2013 thru 2014 Product) the SCR catalyst **must** be replaced. Refer to procedure SCR Catalyst Remove and Install in section 011-036 of Service Manuals 4310787 (ISL9 CM2350 L101). New SCRs delete the NH3 Sensor and move from a three (3) sensor to a NEW two (2) sensor configuration. This action provides coverage for a wiring harness connector plug to cap and secure the NH3 sensor connector that will no longer be used. The installation of a wiring harness connector plug in the NH3 sensor connector will require an ECM calibration update. Please refer to Attachment C for a table of ECM base codes and CPLs for your consideration. Please refer to Attachment D for instructions on installing and securing the wiring harness connector plug.

2. Download the latest calibration available on QuickServe® Online. Recalibrate the ECM as described in Procedure 019-032 of Service Manuals 4310787 (ISL9 CM2350 L101).
3. As required, 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 Code 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 "Emission 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 Emission Campaign has been performed. This form may be required as proof of an Emission Campaign by the State of California, for vehicles registered in that state, the next time the vehicle registration is renewed. Please refer to Attachment E for a representative sample of the Emissions Campaign - Proof of Correction Bulletin.

**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.

5. File one claim for **only** the applicable parts and labor listed in this document. Any 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 code after the recalibration in the claim narrative.

## Material Disposition

Where applicable, items removed should be returned to ReCon for core credit. Unless otherwise indicated, items with no core liability can be scrapped.

## Reimbursements

### Parts

**Note :** Please refer to Warranty Memo #1925 for a link to the SCR PN Tool to identify SCR eligibility and the correct Replacement SCR. All parts listed are OPTIONAL. Claim **only** the parts required to complete the repair.

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	FLEET COUNT (OPTIONAL)
431062100	1	PROOF OF CORRECTION FORM (OPTIONAL)
529740000	1	LABEL, AUTHORIZED CHANGE (TAG-OPTIONAL)
550686600	1	SERVICE KIT, WIRING HARNESS

**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. If the SCR does **NOT** require and SCR replacement, claim **ONLY** Admin and SRT 17-902 (Campaign/SCR Check) to close the field action.

### Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	

SRT Code	Description	Time (hrs)
11-803	AFTERTREATMENT SCR CATALYST - REMOVE AND INSTALL (OPTIONAL)	
17-901	STAMP ENGINE DATA PLATE/APPLY EMISSION STICKER (OPTIONAL)	
17-902	CAMPAIGN/SCR CHECK (OPTIONAL)	
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 covered under this field action.

**Note :** Where retroactive claims are appropriate, please consolidate all appropriate invoiced items and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES". Please include brief summaries on the details of items claimed.

**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.

**Note :** Additional parts, such as o-rings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed in Other Claimables. Please consolidate all consumables and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES" or other appropriate selections. 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


Claim Codes	
Description	Code
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WUSSCU


## Attachments




Click here to see c2110\_esn-list.xls



(/service/english/attachments/c2110\_esn-list.xls)  Click here to see c2110\_isb\_and\_isl\_cm2350\_esm\_base\_calibration\_and\_cpl\_table\_attach-c.pdf

(/service/english/attachments/c2110\_isb\_and\_isl\_cm2350\_esm\_base\_calibration\_and\_cpl\_table\_attach-c.pdf)  Click here to see c2110\_nh3\_sensor\_wiring\_harness\_plug\_and\_fir\_tree\_installation\_attach-d.pdf

(/service/english/attachments/c2110\_nh3\_sensor\_wiring\_harness\_plug\_and\_fir\_tree\_installation\_attach-d.pdf)  Click here to see c2110\_proof-of-correction\_attach-e.pdf

(/service/english/attachments/c2110\_proof-of-correction\_attach-e.pdf)

Engine Family	Fuel System
Design Application	Market Application
Automotive	All

## Document History

Date	Details
	Document Created; 13-Jun-2019
	Update narrative; 13-Dec-2019 Close Retroactive coverage and parts disposition update the expiration date.

**Last Modified: 15-Jan-2020**



**ISB (All Displacements) CM2350 (B101, B103, and B104) ECM Base Calibrations and CPLs**

Existing ECM Base Code	New ECM Base Code	New CPL
DT90082	DT90443	CPL4784
DT90083	DT90447	CPL4786
DT90084	DT90445	CPL4784
DT90085	DT90355	CPL4782
DT90086	DT90352	CPL4782
DT90087	DT90353	CPL4782
DT90008	DT90357	CPL4783
DT90015	DT90358	CPL4783
DT90043	DT90359	CPL4783
DT90044	DT90360	CPL4783
DT90059	DT90361	CPL4783
DT90009	DT90364	CPL4784
DT90016	DT90365	CPL4784
DT90001	DT90366	CPL4783
DT90017	DT90367	CPL4783
DT90045	DT90368	CPL4783
DT90046	DT90369	CPL4783
DT90060	DT90370	CPL4783
DT90002	DT90373	CPL4784
DT90018	DT90374	CPL4784
DT90019	DT90384	CPL4783
DT90020	DT90385	CPL4783
DT90047	DT90386	CPL4783
DT90048	DT90387	CPL4783
DT90061	DT90388	CPL4783
DT90021	DT90391	CPL4784
DT90022	DT90392	CPL4784
DT90023	DT90393	CPL4783
DT90024	DT90394	CPL4783
DT90049	DT90395	CPL4783
DT90050	DT90396	CPL4783
DT90062	DT90397	CPL4783
DT90025	DT90400	CPL4784
DT90026	DT90401	CPL4784
DT90003	DT90402	CPL4783
DT90011	DT90403	CPL4783
DT90027	DT90404	CPL4783
DT90051	DT90405	CPL4783
DT90052	DT90406	CPL4783
DT90063	DT90407	CPL4783
DT90075	DT90408	CPL4783
DT90004	DT90411	CPL4784

DT90028	DT90412	CPL4784
DT90005	DT90413	CPL4785
DT90012	DT90414	CPL4785
DT90029	DT90415	CPL4785
DT90053	DT90416	CPL4785
DT90054	DT90417	CPL4785
DT90064	DT90418	CPL4785
DT90006	DT90419	CPL4786
DT90030	DT90420	CPL4786
DT90031	DT90421	CPL4785
DT90032	DT90422	CPL4785
DT90033	DT90423	CPL4785
DT90055	DT90424	CPL4785
DT90056	DT90425	CPL4785
DT90065	DT90426	CPL4785
DT90034	DT90427	CPL4786
DT90035	DT90428	CPL4786
DT90036	DT90429	CPL4785
DT90037	DT90430	CPL4785
DT90038	DT90431	CPL4785
DT90057	DT90432	CPL4785
DT90058	DT90433	CPL4785
DT90066	DT90434	CPL4785
DT90039	DT90435	CPL4785
DT90040	DT90436	CPL4785
DT90041	DT90437	CPL4786
DT90076	DT90438	CPL4786
DT90007	DT90439	CPL4785
DT90042	DT90440	CPL4785
DT90013	DT90441	CPL4786
DT90077	DT90442	CPL4786
DT90164	DT90362	CPL4783
DT90174	DT90363	CPL4783
DT90161	DT90371	CPL4783
DT90175	DT90372	CPL4783
DT90162	DT90389	CPL4783
DT90176	DT90390	CPL4783
DT90163	DT90398	CPL4783
DT90177	DT90399	CPL4783
DT90165	DT90409	CPL4783
DT90178	DT90410	CPL4783
DT90166	DT90375	CPL4783
DT90167	DT90376	CPL4783
DT90168	DT90377	CPL4783
DT90169	DT90378	CPL4783



DT90170	DT90379	CPL4783
DT90171	DT90380	CPL4783
DT90172	DT90382	CPL4784
DT90173	DT90383	CPL4784
DT90014	DT90354	CPL4782
DT90081	DT90356	CPL4782
DT90078	DT90444	CPL4784
DT90079	DT90448	CPL4786
DT90080	DT90446	CPL4784

ISL9 CM2350 L101 ECM Base Calibrations and CPLs		
Existing ECM Base Code	New ECM Base Code	New CPL
EB90001	EB90192	CPL4779
EB90002	EB90193	CPL4779
EB90031	EB90194	CPL4779
EB90042	EB90195	CPL4779
EB90023	EB90196	CPL4779
EB90024	EB90197	CPL4779
EB90032	EB90198	CPL4779
EB90043	EB90199	CPL4779
EB90051	EB90207	CPL4779
EB90005	EB90203	CPL4779
EB90006	EB90204	CPL4779
EB90033	EB90205	CPL4779
EB90044	EB90206	CPL4779
EB90007	EB90213	CPL4780
EB90008	EB90214	CPL4780
EB90034	EB90215	CPL4780
EB90045	EB90216	CPL4780
EB90010	EB90221	CPL4781
EB90009	EB90220	CPL4781
EB90052	EB90218	CPL4781
EB90014	EB90232	CPL4781
EB90013	EB90231	CPL4781
EB90025	EB90200	CPL4779
EB90026	EB90201	CPL4779
EB90035	EB90239	CPL4779
EB90046	EB90240	CPL4779
EB90015	EB90209	CPL4780
EB90016	EB90210	CPL4780
EB90036	EB90211	CPL4780
EB90047	EB90212	CPL4780
EB90027	EB90222	CPL4780
EB90028	EB90223	CPL4780
EB90037	EB90224	CPL4780
EB90050	EB90225	CPL4780
EB90017	EB90227	CPL4780
EB90018	EB90228	CPL4780
EB90038	EB90229	CPL4780
EB90048	EB90230	CPL4780
EB90019	EB90233	CPL4780
EB90020	EB90234	CPL4780
EB90039	EB90235	CPL4780
EB90021	EB90237	CPL4780

EB90022	EB90238	CPL4780
EB90029	EB90241	CPL4779
EB90030	EB90242	CPL4779
EB90041	EB90243	CPL4779
EB90049	EB90202	CPL4779
EB90149	EB90217	CPL4780
EB90150	EB90226	CPL4780
EB90003	EB90208	CPL4779
EB90012	EB90219	CPL4781

## Service Instruction

# Aftertreatment Ammonia (NH<sub>3</sub>) Sensor Wiring Harness Plug and Fir Tree Installation

### Product

- ISB6.7 CM2350
- ISL9 CM2350

The purpose of this document is to guide the user through the steps involved in plugging off the NH<sub>3</sub> sensor wiring harness electrical connector and mounting to the harness connector to the sensor table on the SCR (Selective Catalyst Reduction).

### Parts Required

The material required to plug and mount Ammonia Sensor Wiring Harness is provided in Table 1. This is the only item approved for this procedure.

Table (1.) Required Parts	
Part Description	Part Number
Kit, Electrical Connector Plug (FIR Tree and Connector)	5506866

### Personal Protection Equipment (PPE)

- Completing a Job Safety Assessment (JSA) prior to performing work helps identify job safety hazards and prevent incidents.
- To reduce the possibility of personal injury, personal protective equipment (PPE) must be utilized. Reference General Safety Instructions Procedure 204-006 in Section I of the corresponding Service Manual.

### Installation Tools

No special service tools are required to install Ammonia Sensor Harness Wiring Plug.

**WARNING**

**Wait for the Aftertreatment system to cool down before working on the hot exhaust or exhaust components. Failure to do so could result in personal injury.**

**Preparation Steps:**

1. Refer to NH3 sensor and module service procedures to remove NH3 Module from sensor table, **Aftertreatment Selective Catalytic Reduction (SCR) Intermediate NH3 Sensor, Procedure 019-479.**



**SCR Overview  
Figure 1**

**Installation:**

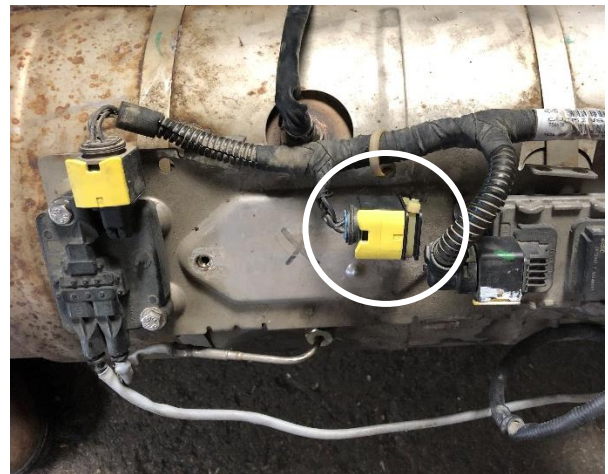
1. Install Ammonia Sensor Harness Plug into open wiring harness connector and attach the FIR Tree and zip tie to the outer rim of the plug to match the side view in **Figure 2**.

**NOTE:** Ensure the zip tie's self-locking mechanism is oriented to a corner. This will guarantee its secured and properly placed.

2. Insert FIR Tree into NH3 Module mounting location as shown in **Figure 3**.
3. Ensure the excess zip tie material has been removed before installation of the heat shield.



Side View                      Top View  
Plug and FIR Tree Installation  
**Figure 2**



Harness Mounting Location  
**Figure 3**

## **Finishing Steps**

2. Refer to service procedures to install the heat shield, **Heat Shield Procedure 011-032**.

## Emissions Campaign - Proof of Correction

Engine Serial Number

Vehicle Identification Number

Manufacturer: Cummins Inc.

Campaign Number: **C2110**

The above described engine has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.

Authorized Repair Location Name

Address, City, State and Zip

Date

Authorized Repair Location Signature

Retain this certificate as proof that the emissions campaign has been performed.



Bulletin 4310621 Printed in U.S.A. 9/11

For this Field Action, ensure to correctly capture "C2110" in the Campaign Number for the Proof of Correction form