

## ACCOUNT TEAM COVERAGE

**Please Deliver To:** Service Managers and Warranty Decision Makers

**FROM:** Cummins Global Warranty Administration Communications

**Subject:** In-Shop Campaign, ISX11.9 CM2250, [REDACTED] Calibration ATC for Units with C2052 OPEN

**Number:** Atc2287

**Date:** 06-Mar-2020

**Expires:** 28-Sep-2023 (U.S./Canada)  
28-Sep-2023 (International)

**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 In-Shop ATC authorizes certified repair locations to re-calibrate the ECM on certain ISX12/ISX11.9 CM2250 engines installed in [REDACTED] that have campaign C2052 OPEN.

**NOTE:** This In-Shop Campaign does **not** reimburse for any SRTs except those that are listed. It is recommended, but **not** required, that this Field Action be performed as part of another Cummins warrantable repair event, C2052 as an example, to allow reimbursement for charges such as travel, troubleshooting, or access issues that are outside the scope of this document.

### 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 as OPEN on QuickServe® Online for this field action.
- 3 **must** have an OPEN status on QuickServe® Online for the C2052 repair.

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

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

- 1 Recalibrate the ECM as described in Procedure 019-032 in Service Manual 2883445 for ISX12/ISX11.9 CM2250. Download the latest calibration available on QuickServe® Online.
- 2 File claim for labor associated with this repair. Provide documentation of the ECM revision codes from before and after the recalibration in the claim narrative.

### MATERIAL DISPOSITION:

There are no materials involved in the field action.

### REIMBURSEMENTS:

#### **Parts:**

There are no parts covered in this field action.

#### **Labor using applicable Access Code and Time:**

SRT Code	Description	Time
19-611	Engine Control Module (ECM) Calibration- Transfer (CM 2250/CM2350)	

#### **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:

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.

Account Code: ..... 27

Pay Code: ..... Distributor = X  
Pay Code: ..... Dealer = D  
Pay Code: ..... International = I  
Failure Code: ..... WXXIPB

Attachments  
atc2287\_esn-list.xlsx