



# Warranty Field Campaign

<b>Campaign Number:</b> c2498	<b>Revision:</b>	<b>Released Date:</b> 28-Sep-2021
<b>L9 CM2350 L116B Dataplate Replacement Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 30-Sep-2022
		<b>Expiration Date (International):</b> 30-Sep-2022

## Attention

- U.S. / Canadian Dealers
- U.S. / Canadian Distr./Branches and Div. Offices
- Worldwide distr./ branches and Div./Reg Offices

**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 L9 CM2350 L116B engines, specifically select PACCAR PX9 units. The dataplates on eligible engines were printed with valve lash settings that are difficult to read due to overlapping text. Certified repair locations are authorized to replace the dataplate.

## 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.

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

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

1. Verify that the ESN is on the attached ESN list. If a location has multiple eligible ESNs, have all ESNs available for Step 2.
2. To obtain a corrected data plate, please refer to Attachment B. Complete the attached Data Plate Request Form (Attachment B). Complete all required fields on the request form. Email a copy of the completed form to [cummins.campaign.administration@cummins.com](mailto: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.

1. 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.

1. File one claim for the labor and travel costs required to complete this campaign.

## Material Disposition

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

## 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)
00-114	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.

### 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
Pay Code:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WBZDTB

## Attachments

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[Click here to see c2498\\_esn-list.xlsx](#)

(/service/english/attachments/c2498\_esn-list.xlsx) [Click here to see c2498\\_cummins\\_dataplate\\_replacement\\_request\\_form\\_attachment-b.xlsx](#)

(/service/english/attachments/c2498\_cummins\_dataplate\_replacement\_request\_form\_attachment-b.xlsx)

Engine Family	Fuel System
Design Application	Market Application
All	All

## Document History

Date	Details
	Document Created; 28-Sep-2021

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**Last Modified: 28-Sep-2021**

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