



# Warranty Field Campaign

<b>Campaign Number:</b> c2241	<b>Revision:</b> A	<b>Released Date:</b> 17-Jan-2023
<b>ISB6.7 MY13-16 Hybrid Bus ECM Calibration Campaign for Engines with BAE Transmissions</b>		<b>Expiration Date (U.S. and Canada):</b> 13-Oct-2027
		<b>Expiration Date (International):</b> 13-Oct-2027

## Attention

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

**This is to revise and replace Campaign 2241, dated 13-Oct-2022. This revision is to:**

- 1. Update Step 5 in the Action section.**

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

## Description

This campaign is being issued to recalibrate the Engine Control Module (ECM) and update the ECM Code on certain MY2013 - 2016, ISB6.7 CM2350 engines in True Series Hybrid bus applications with BAE Transmission systems. This campaign enables authorized repair locations to update the ECM Code and calibrate the engine control modules to the latest revision. This calibration update may provide improvements to the monitoring frequency of certain on-board diagnostics in order to meet the in-use monitor performance ratio (IUMPR) requirements.

## 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, and
3. **must** be coupled with BAE Transmission system. See Notes below if this condition is **not** met.

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

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

**Note** : If upon physical check, a non-BAE transmission is found, please check if this engine is eligible for Campaign C2418. If so, file an Admin **ONLY** claim to close the eligibility of the engine for C2241. Please refer C2418 for further action in this case.

If BAE Transmission found:

1. Refer to Attachment B. Verify that current ECM Code is found in the referenced table of the Attachment B.
2. Identify the new base ECM calibration code as indicated in Table 1 of the Attachment B.
3. Update the ECM Code, and download the latest calibration revision of the new ECM Code using Procedure 019-032 in the appropriate Service Manual.
4. If the ECM already contains the new ECM code and the most recent calibration revision, DO **NOT** recalibrate the engine. No further action is needed. File a claim for Admin and 17-902 Campaign Check to close the eligibility of the engine.

**Note** : A complete reset of master power may be required to resolve any transmission-related faults, if any, after ECM Code and calibration update.

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

5. If applicable, a "Label Authorized Change", Cummins part number 5297400, must be filled out and affixed to the engine. Clearly print or type "ECM RECALIBRATION 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. This will help protect the label during engine operation. Label cost and appropriate SRT time can be claimed per Campaign guidelines.
6. If applicable, 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. Form cost and appropriate SRT time can be claimed per the Campaign guidelines.
7. File one claim for the listed parts and required labor associated with this repair. Again, SRT 17-902 should **ONLY** be claimed if the unit DID **NOT** require calibration.

## Material Disposition

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There are no materials involved in the field action.

## Reimbursements

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### Parts

**Note** : 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
388639600	1	FLEET COUNT - OPTIONAL
431062100	1	PROOF OF CORRECTION - OPTIONAL
529740000	1	LABEL, AUTH. CHANGE - OPTIONAL

**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. Claim **ONLY** the appropriate calibration SRT and Admin if the unit DID require an updated calibration. **Only** SRT 17-902 and Admin should be claimed if the unit DID **NOT** require calibration.

### Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Technician Administrative Time - Road/Field Repair	
17-901	STAMP ENGINE DATA PLATE/APPLY EMISSION STICKER - OPTIONAL	
17-902	Campaign/ATC Check	
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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WEQPEM

## Attachments

[Click here to see c2241\\_esn-list.xlsx](#)

[\(/service/english/attachments/c2241\\_esn-list.xlsx\)](/service/english/attachments/c2241_esn-list.xlsx) [Click here to see c2241\\_b6.7\\_my13-16\\_bae\\_ecm\\_code\\_lookup\\_attachment-b.pdf](#)

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Engine Family	Fuel System
ISBe4 (6 Cylinder) QSB6.7 ISB ISDe, ISD4.5, ISD6.7 ISBe, ISB4.5, ISB6.7	
Design Application	Market Application
Automotive	Bus

## Document History

Date	Details
	Document Created; 13-Oct-2022
	Update Step 5 in the Action; 17-Jan-2023

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**Last Modified: 17-Jan-2023**

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