



# Warranty Field Campaign

<b>Campaign Number:</b> c2713	<b>Revision:</b> A	<b>Released Date:</b> 16-Apr-2024
<b>L9N Engine Dataplate Replacement Campaign for Volvo Europe</b>		<b>Expiration Date (U.S. and Canada):</b> 01-Sep-2024
		<b>Expiration Date (International):</b> 01-Sep-2024

## Attention

- Worldwide distr./ branches and Div./Reg Offices (Automotive)

**This is to revise and replace Campaign 2713, dated 11-Jul-2023. This revision is to:**

- Update the narrative to align with Volvo objectives**
- update the SRT list.**

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

## Description

This campaign is being issued to address incorrect dataplates on certain L9N 320HP engines for Volvo located in Europe. The new dataplates should have a suffix update of 01E to 00E, a format update of E5 to e5, and a labelling of gas type update from HLT to H. See Attachment B for further details. This document authorizes certified repair locations to replace the dataplate.

## Action

In order to qualify for repair under this field action, an engine:

- will be covered Regardless of coverage status, and
- 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:

- Remove the old engine data plate, clean the area 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. Please refer to service procedure 001-057 in the appropriate service manual.

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

## Material Disposition

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Datatypes removed as a result of this field action **must** be destroyed.

## Reimbursements

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### Parts

The engine certificate labels are available at your Market Company. Contact your Field Service Engineer to get it when needed.

**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	
00-90F	Administrative time	

### 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

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For Cummins Dealers, claims for this Field Campaign **must** be filed via **RAPIDSERVE™** Web ([rsw.cummins.com](http://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

Claim Codes	
Description	Code
Pay Code:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WBZDTZ

## Attachments

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Click here to see [c2713\\_esn-list.xlsx](#)

([/service/english/attachments/c2713\\_esn-list.xlsx](#)) Click here to see [c2713\\_attachment-b.pdf](#)

([/service/english/attachments/c2713\\_attachment-b.pdf](#))

Engine Family	Fuel System
L Gas Plus ISL Gas	
Design Application	Market Application
All	All

## Document History

Date	Details
	Document Created; 11-Jul-2023
	Update the narrative to align with Volvo objectives, update SRT list; 16-Apr-2024

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**Last Modified: 16-Apr-2024**

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