



Campaign Number	Revision Level	Date	Group Number
C1437	B	07-FEB-2014	
Expiration Date (U.S. and Canada)		Expiration Date (International)	
31-DEC-2015		01-MAR-2016	
Engine Family	Fuel System	Plant	Build Date
			From
ISX, QSX15ISX15	CM2250		
ISX11.9	CM2250		



## Warranty Campaign

### ISX11.9/12 and ISX15 CM2250 Updated ECM Calibration and Emissions Campaign

#### Attention

- ε U.S / Canadian Distr./Branches and Div. Offices
- ε U.S / Canadian Dealers

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

#### Description

This is to revise and replace Campaign 1437-A, dated 21-Jan-2014. This revision is to:

1. Make this Campaign retroactive to 07-Nov-2013.

This Campaign is being issued to improve engine and aftertreatment reliability on the EPA2010 ISX11.9, ISX12, and ISX15 CM2250 product. It provides authorization for certified repair locations to recalibrate the engine with improved software.

This Campaign is retroactive to 07-Nov-2013, as this is the date the minimum calibration

revision level was available on QuickServe® Online.

## Action

---

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

1. will be covered Regardless of coverage status, and
2. **must** be on one of the attached ESN lists, A or B.

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

All Engines will require an ECM calibration. Please refer to Attachments A and B for the ESN lists. If vehicles are listed in Attachment B and are still registered in the state of California, there are new requirements which are detailed at the end of this section.

1. Calibrations for this Campaign are currently available from QSOL and will also be on the December 2013 or later INCAL DVD. To obtain a calibration via QSOL, enter the Engine Serial Number into QSOL, click on the Service Tab, then go to the "Calibration Downloads" tab and enter the requested information to obtain a Zip file to recalibrate the ECM. Instructions for downloading INCAL files are also included on this link.

**NOTE: Please refer to Attachment C for minimum calibration revision level for this Campaign.**

**NOTE: If engine satisfies minimum calibration requirement, do not recalibrate the engine. Please file for only the Administration Time and the Campaign Check in the claim.**

2. Recalibrate the ECM as described in Procedure 019-032 in the ISX15 CM2250 Service Manual (Service Bulletin 4022250) on QuickServe.

**NOTE: Cummins recommends updating to at least INSITE 7.6.1 SP4 before performing the calibration transfers.**

**NOTE: Cummins strongly recommends use of the engine mounted 3-pin Deutsch connector for all ECM calibration downloads associated with this Campaign. Failure to use the 3-pin Deutsch connector could result in a failure of the calibration transfer.**

3. Provide documentation of ECM revision codes from before and after the recalibration in the claims section.
4. If vehicles are listed in Attachment B and are still registered in the state of California, there are additional requirements which are detailed below:
  - a. A "Label, Authorized Change," Cummins part number 5297400, must be filled out per the attachment. Refer to attachment B. Clearly print or type "ECM Recalibration" in the center box. Fill in the Campaign Number, Distributor or Dealer Code, and Date information per the attachment. 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.

- b. An "Emissions Campaign - Proof of Correction" form, Bulletin # 4310621, must be filled out per attachment C 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.

**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 above in their inventory.**

## Material Disposition

---

There are **no** materials involved in the field action.

## Reimbursements

---

### Parts

**NOTE: These parts will only be used on engines installed in vehicles registered in the state of California.**

The following parts are covered under this field action:

Part Number	Quantity	Description
431062100	1	PROOF OF CORRECTION FORM
529740000	1	LABEL, AUTHORIZED CHANGE

**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: These parts will only be used on Engines installed in vehicles registered in the state of California.**

**NOTE: For California registered vehicles ONLY, SRT 17-901 for up to 0.1 hours can be claimed for completing the "Label - Authorized Change" and the "Emissions Campaign - Proof of Correction" forms.**

**NOTE: \*17-902 should only be claimed if the unit did not require calibration.**

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

---

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
19-611	Engine Control Module (ECM) Calibration- Transfer (CM 2250/CM2350)	
17-901	Stamp Engine Data Plate/Apply Emission Sticker	
17-902	Campaign Check*	

## 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.

Claim Codes	
Description	Code
Account Code:	65
Pay Code:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WEQPEG

## Attachments

[Click here to see c1437-a\\_esn-list\\_a.xls](#)

[Click here to see c1437\\_esn-list\\_b.xls](#)

[Click here to see c1437\\_cal\\_crossreference-attach-c.xls](#)

**Last Modified: 07-Feb-2014**

Copyright © 2000-2010 Cummins Inc. All rights reserved.