



Campaign Number	Revision Level	Date	Group Number
C1262		07-AUG-2012	
Expiration Date (U.S. and Canada)		Expiration Date (International)	
31-DEC-2014		31-DEC-2014	
Engine Family	Fuel System	Plant	Build Date
			From
ISX, QSX15ISX15	CM2250		
ISX11.9	CM2250		



Warranty Campaign

ISX11.9, ISX12 and ISX15 Updated Calibration Campaign

Attention

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

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

Description

This Campaign is being issued to improve engine and aftertreatment reliability on the ISX11.9/12/15 CM2250 product. It provides authorization for certified repair locations to recalibrate the engine with improved software.

NOTE: This Campaign is retroactive to July 16, 2012. All units calibrated with the calibration described below will qualify for Campaign completion.

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 the attached ESN list, and

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

NOTE: All Engines will require an ECM calibration. Please refer to Attachment A for the ESN list

1. Calibrations for this Campaign are currently available from QSOL and will also be on the August 2012 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.
2. Recalibrate the ECM as described in Procedure 019-032 in the ISX15 CM2250 Service Manual (Service Bulletin 4022250) on QuickServe™ Online.

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. File one claim for all labor and travel costs associated with this repair.
5. For repairs that require travel, minimize travel expense by performing the Campaign work on as many engines as possible during the trip to the repair location. Travel cost can **only** be filed for one ESN per visit.

NOTE: If an ISX11.9/12/15 CM2250 ESN is not listed for this Campaign and is built before July 19, 2012, please refer to Campaign 1175. The latest available calibration that will satisfy C1175 also has the improvements included in this Campaign.

Material Disposition

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

Reimbursements

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)

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:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WEQPEE

Attachments

[Click here to see c1262-d_esn-list.xls](#)

[Click here to see c1262_cal_crossreference.xls](#)

Last Modified: 30-Oct-2012