

## **A CUMMINS FIELD CAMPAIGN**

**Please Deliver To:** Service Managers and Warranty Decision Makers

**FROM:** Cummins Global Warranty Administration Communications

**Subject:** ISB6.7/B6.7 CM2350 Dataplate and Calibration Update Safety Campaign for DTNA EMERGENCY VEHICLES

**Number:** C2403

**Date:** 06-Feb-2025

**Expires:** 10-Jul-2056 (U.S./Canada)  
10-Jul-2056 (International)

**Attention:** U.S. / Canadian Dealers  
U.S. / Canadian Distr./Branches and Div. Offices (Automotive)

This is to revise and replace Campaign 2403, dated 10-Jul-2024. This revision is to:

- 1 Update the Title, and
- 2 Extend the Expiration date to: 10-Jul-2056, and
- 3 update the Description.

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

### **DESCRIPTION:**

This Safety Campaign is being issued to address certain ISB6.7/B6.7 CM2350 engines in DTNA emergency vehicle chassis with automotive ratings and applicable dataplates. This field action authorizes certified repair locations to update the ECM calibration to the correct emergency vehicle rating. A new dataplate with the applicable emergency vehicle rating information will also be required. Instructions on securing corrected dataplates are detailed below.

DTNA has reported this issue to the U.S. National Highway Traffic Safety Administration (NHTSA), which has assigned it Recall Number 24V-924 and DTNA Campaign Number F1012.

### **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 installed in a DTNA Emergency Vehicle application, and
- 3 **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 DATAPLATE REPLACEMENT:
  - 1a) As required, to obtain a corrected dataplate, please refer to Attachment B. The new dataplate **MUST** be ordered through completing the steps on <http://replacementdataplate.cummins.com>.
  - 1b) As required, remove the old engine dataplate, clean the area with denatured alcohol or other acceptable solvent, and install the new engine dataplate. The new dataplate **must** be placed in the correct location with the same orientation as the original engine dataplate.

**NOTE:** All removed engine dataplates **must** be destroyed.

- 1 ECM CALIBRATION CODE UPDATE:
  - 2a) Please refer to Attachment C. Verify that your registered base ECM calibration code is found in the referenced table.
  - 2b) Identify the new base ECM calibration code as indicated in Attachment C.
  - 2c) As required, update the ECM calibration to the latest revision of the new base ECM calibration code. If the ECM already contains the new ECM code and the most recent calibration revision, **DO NOT** recalibrate the engine, no further calibration action is needed. File a claim for Admin and 17-902 Campaign Check to close the eligibility of the engine.

**NOTE:** If this ESN has open Extended Coverage, notify the customer to connect with nearest DTNA service provider as any existing Truck Extended Coverage will **not** be applicable for Emergency Vehicles. To update the Cummins Engine Coverage appropriate for Emergency Vehicles, please refer to Attachment D, complete and return the Engine Modification Form to [warranty@cummins.com](mailto:warranty@cummins.com). Please reference C2403 - Engine Modification Form in the email subject line.

**MATERIAL DISPOSITION:**

Where applicable, items removed should be returned to ReCon for core credit. Unless otherwise indicated, items with no core liability can be scrapped.

**REIMBURSEMENTS:**

**Parts:**

The following parts are covered under this field action:

Part Number	Quantity	Description
388639600	1	FLEET COUNT (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 the appropriate Calibration SRT and Admin if the unit DID require an updated calibration. The SRT 17-902 should **ONLY** be claimed if the unit DID **NOT** require calibration.

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

SRT Code	Description	Time
00-114	Dataplate, Engine - Remove and Install (OPTIONAL)	
00-902	TECHNICIAN ADMINISTRATIVE TIME - ROAD/FIELD REPAIR (OPTIONAL)	
00-90F	Technician Administrative Time - Field Action Service Events (OPTIONAL)	
17-902	CAMPAIGN/ATC CHECK (OPTIONAL)	
19-0G5	ENGINE CONTROL MODULE CALIBRATION CODE - TRANSFER (CMI) (OPTIONAL)	
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 covered under this field action.

**NOTE:** Additional parts, such as o-rings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed in Other Claimables. Please consolidate all consumables and claim them as one line item in Other Claimables titled CAMPAIGN SUPPLIES or other appropriate selections. Please include brief summaries on the details of items claimed. A lack of documentation in the narrative may result in a reduction in claim reimbursement or claim denial.

**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.

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: ..... WEQPEN

**Attachments**

c2403\_esn-list-a.xlsxc2403\_attachment-b.pdfc2403\_attachment-c.pdfc2403\_attachment-d.xlsx