



Warranty Field Campaign

Campaign Number: c2114	Revision: C	Released Date: 07-Apr-2020
ISB CM2250 265HP and Higher Emission Recall Campaign		Expiration Date (U.S. and Canada): 22-Feb-2024
		Expiration Date (International): 22-Feb-2024

Attention

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

This is to revise and replace Campaign 2114-B, dated 13-Dec-2019. This revision is to:

- 1. Extend the Expiration date to: 22-Feb-2024.**

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

Description

This field action authorizes certified repair locations to upfit certain ISB CM2250 engines with an improved SCR Catalyst, if the engine meets the criteria listed below.

Note : For a limited time, as noted in Warranty Memo #1825, this field action provides for retroactive coverage of repairs, including customer billable repairs, completed by Cummins authorized repair locations prior to the release date of this field action. Previous repairs may be eligible for reimbursement of **ONLY** the work defined in this publication. Service providers should have invoice documentation of original repair ready for support of the retroactive claim. All Service Providers attempting to file claims for retroactive repairs should reference Warranty Memo #1825 for instructions.

Note : Retroactive Coverage has an expiration date, As indicated in Warranty Memo #1825, retroactive claims will **only** be accepted for a period of one (1) year from the original publication date. Retroactive claims will **NOT** be accepted AFTER 22 FEBRUARY 2020.

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 an 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. If all qualifying parameters detailed above are met, please refer to Warranty Memo #1925 to verify eligibility and to determine the replacement SCR to use for the repair. If the unit is fitted with an eligible SCR, only the identified replacement SCR must be used in completing this field action. The verification and selection tool takes precedence over any other prior published service/part guidelines, for the duration of this field action.

Note : For eligible ISB CM2250 (Model Year 2010 thru 2012 Product) the SCR catalyst **must** be replaced. Refer to service procedure Aftertreatment Selective Catalytic Reduction (SCR) Catalyst in section 011-036 of service manual 4022254 (ISB6.7 CM2250)

2. As required, complete "Label, Authorized Change," Cummins Part Number 5297400. Clearly print or type "SCR Catalyst 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.
3. As required, an "Emission 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 Emission Campaign has been performed. This form may be required as proof of an Emission Campaign by the State of California, for vehicles registered in that state, the next time the vehicle registration is renewed.

Note : Certified repair locations outside of California, who elect to perform this campaign on engines installed in vehicles that are registered in the state of California, are authorized to do so if they have the two items noted above in their inventory.

4. File one claim for **only** the applicable parts and labor listed in this document. Any other labor or parts for diagnostics or repairs **not** listed in the parts and labor sections above cannot be filed to this field action.

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

Note : Please refer to Warranty Memo #1925 for a link to the SCR PN Tool to identify SCR eligibility and the correct Replacement SCR. 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
286633700	1	GASKET,AFM DEVICE (OPTIONAL)
286663600	1	GASKET,AFM DEVICE (OPTIONAL)
288021400	1	GASKET,EXH OUT CNN (OPTIONAL)
288021500	1	GASKET,AFM DEVICE (OPTIONAL)
431062100	1	PROOF OF CORRECTION (OPTIONAL)
529740000	1	LABEL, AUTHORIZED CHANGE (TAG - 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. If the SCR does **NOT** require and SCR replacement, claim **ONLY** Admin and SRT 17-902 (Campaign/SCR Check) to close the field action.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
11-803	Aftertreatment SCR Catalyst - Remove and Install	
17-901	STAMP ENGINE DATA PLATE/APPLY EMISSION STICKER (OPTIONAL)	
17-902	CAMPAIGN/SCR CHECK (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 : Where retroactive claims are appropriate, please consolidate all appropriate invoiced items and claim them as one line item in Other Claimables titled "CAMPAIGN

SUPPLIES". Please include brief summaries on the details of items claimed.

Note : Please consolidate all consumables and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES". Please include brief summaries on the details of items claimed.

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.

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:	WUSSCX

Attachments

Click here to see c2114_esn-list.xlsx

(/service/english/attachments/c2114_esn-list.xlsx)

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	All

Document History

Date	Details

Date	Details
	Document Created; 22-Feb-2019
	Update the narrative; 19-Mar-2019
	Update the narrative; 13-Dec-2019 Close of Retroactive coverage and parts disposition
	Extend the Expiration date; 07-Apr-2020

Last Modified: 07-Apr-2020
