



Warranty Field Campaign

Campaign Number: c2119	Revision: A	Released Date: 07-Apr-2020
ISB CM2350 260HP and Lower Ratings Emission Recall Campaign		Expiration Date (U.S. and Canada): 21-Feb-2025
		Expiration Date (International): 21-Feb-2025

Attention

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

This is to revise and replace C2119, dated 21-Feb-2020. This revision is to:

- 1. Extend the Expiration date to: 21-Feb-2025.**

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 CM2350 engines with an improved SCR Catalyst and to update the Engine Control Module (ECM) to the latest calibration revision if the engine meets the criteria listed below. For MY2013 thru MY2014 engines that qualify for a new SCR Catalyst, a new wiring harness connector plug and a calibration update will be required. If the SCR Catalyst has been replaced under a previous repair, the Engine Control Module calibration must still be updated to the latest revision.

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 21 February 2021.

Note : If original repair was **not** completed by a Cummins authorized repair location, the labor amount is **not** reimbursable. **ONLY** parts will be reimbursed.

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 status for this field action on QuickServe® Online.

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 CM2350 (Model Year 2013 thru 2014 Product) the SCR catalyst **must** be replaced. Refer to procedure SCR Catalyst Remove and Install in section 011-036 of Service Manuals 2883567 (ISB6.7 CM2350 B101). New SCRs delete the NH3 Sensor and move from a three (3) sensor to a NEW two (2) sensor configuration. This action provides coverage for a wiring harness connector plug to cap and secure the NH3 sensor connector that will no longer be used. The installation of a wiring harness connector plug in the NH3 sensor connector will require an ECM calibration update. Please refer to Attachment C for a table of ECM base codes and CPLs for your consideration. Please refer to Attachment D for instructions on installing and securing the wiring harness connector plug.

2. Download the latest calibration available on QuickServe® Online. Recalibrate the ECM as described in Procedure 019-032 of Service Manuals 2883567 (ISB6.7 CM2350 B101). Each engine eligible for this campaign **MUST** have the Engine Control Module calibration updated to the latest revision.
3. 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.
4. 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.

5. File one claim for **only** the applicable parts and labor listed in this document. Any labor or parts for diagnostics or repairs **not** listed in the parts and labor sections above cannot be filed to this field action. Provide documentation of the ECM calibration revision code after the recalibration in the claim narrative.

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. ReCon (RX) parts should be used and claimed when performing all Cummins Field Actions. New or NX parts should **only** be used when making before-in-service repairs. Additionally, due to local laws, RX/PX parts may **not** be available for use in the repair. If this is the case for your region, use the New part equivalent of the appropriate ReCon part. Further, if RX/PX parts are **not** readily available to complete the repair in a timely fashion, the new part equivalent can be secured and used for 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)
388639600	1	FLEET COUNT (OPTIONAL)
431062100	1	PROOF OF CORRECTION FORM (OPT)
529740000	1	LABEL, AUTHORIZED CHANGE (TAG)
550686600	1	KIT, WIRING HARNESS (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	
17-902	CAMPAIGN/SCR CHECK	
19-611	Engine Control Module (ECM) Calibration- Transfer (CM 2250/CM2350)	

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.

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


Claim Codes	
Description	Code
Pay Code:	International = I
Failure Code:	WUSSCQ


Attachments

Click here to see c2119_esn-list.xlsx

(/service/english/attachments/c2119_esn-list.xlsx)  Click here to see c2119-isb_and_isl_cm2350_ecm_base_calibration_and_cpl_table_attach-c.pdf

(/service/english/attachments/c2119-

isb_and_isl_cm2350_ecm_base_calibration_and_cpl_table_attach-c.pdf)  Click here to see c2119_nh3_sensor_wiring_harness_plug_and_fir_tree_installation-attach-d.pdf

(/service/english/attachments/c2119_nh3_sensor_wiring_harness_plug_and_fir_tree_installation-attach-d.pdf)  Click here to see c2119_proof-of-correction_attach-e.pdf

(/service/english/attachments/c2119_proof-of-correction_attach-e.pdf)

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
	Document Created; 21-Feb-2020
	Extend the Expiration date and; 07-Apr-2020

Last Modified: 07-Apr-2020
