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**FIELD SERVICE CAMPAIGN – 21111**

17 August 2021

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**SUBJECT:**

Parameter Update

**MODELS INVOLVED:**

IC Bus® CE Series models with Cummins® ISB engine only

**DEFECT DESCRIPTION:**

Certain IC Bus® CE Series models may have been programmed with the incorrect parameter setting that may impact regeneration switch functionality.

**ELIGIBILITY:**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with FSC 21111. Also complete any other open campaigns listed on the Service Portal at this time.

**TOOLS REQUIRED:**

Description	Tool Number
Battery Charger 55 Amp	PSC550CC
EZ-Tech® or EST with Cummins INSITE™ installed Software	N/A
Interface cable (RP1210B-compliant supporting J1939 and J1708)	N/A

**Table 1** Tool Information

**PARTS REQUIRED:**

No parts required.

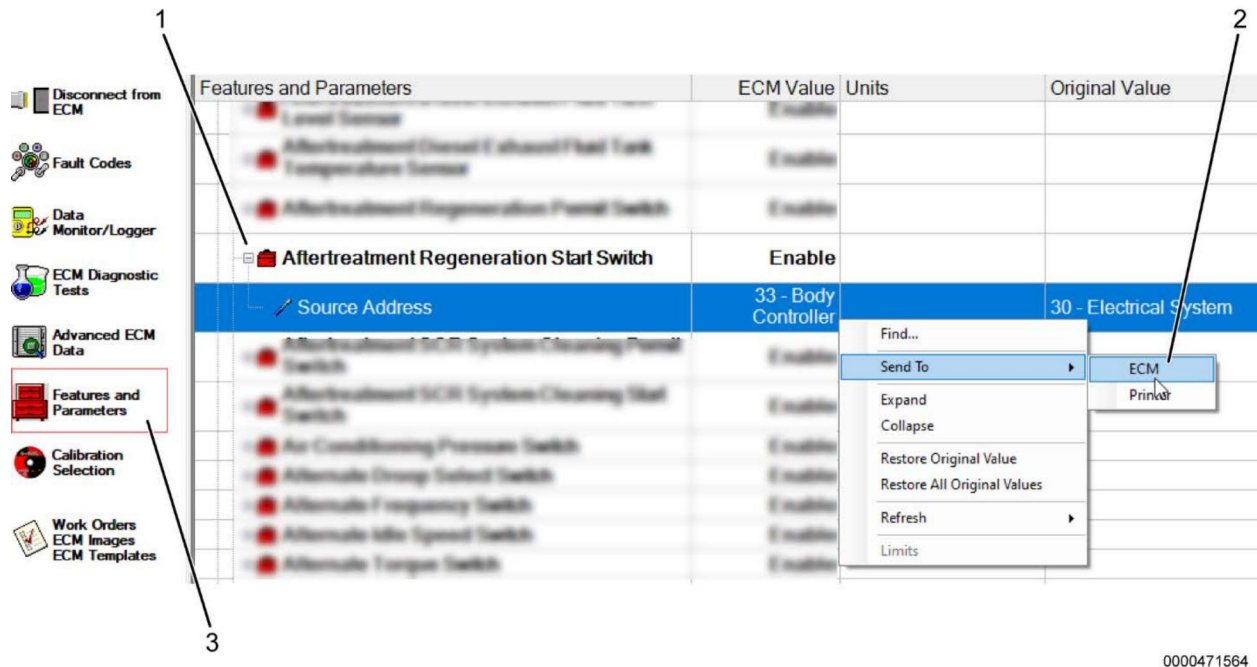
## WORK INSTRUCTIONS

**WARNING!** To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in both directions.

**WARNING!** To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

**WARNING!** To prevent personal injury and / or death, or damage to property, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

1. Park vehicle on a level surface.
2. Shift transmission into Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.
5. Ensure that vehicle's current health report has been captured.
6. Connect battery charger / maintainer to vehicle battery.
7. Using interface cables, connect EZ-Tech® or EST to vehicle.
8. Turn vehicle ignition to Key ON, Engine OFF. Launch Cummins INSITE™ software.
9. Select **CONNECT TO ECM** located on the top left of the screen.
10. Select **CONNECT** in the pop-up window to connect to the ECM.



**Figure 1. Cummins INSITE™**

1. Aftertreatment Regeneration Start Switch
2. ECM
3. Features and Parameters menu item

11. Select **FEATURES AND PARAMETERS** menu item (Figure 1, item 3) and look for **AFTERTREATMENT REGENERATION START SWITCH** (Figure 1, Item 1) under Features and Parameters column on the left side of the screen.
12. Right-click on **AFTERTREATMENT REGENERATION START SWITCH** (Figure 1, Item 1) under Features and Parameters column, select **SENT TO** and select **ECM** (Figure 1, Item 2) to begin updates.
13. Follow the on-screen instructions.
14. Clear any inactive and / or previously active faults that are found after programming. Only perform diagnostics or procedures on active faults.
15. Turn ignition to Key OFF position.
16. Disconnect interface connector from diagnostic port.
17. Disconnect battery charger / maintainer from vehicle battery.
18. Remove wheel chocks.

## LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-21111-1	ECM Reprogram	0.3 hrs

**Table 2** Labor Information

## WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 21111.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the “Other Charges” tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.

To make sure that this important improvement is made in a timely manner, all claims for 21111 activity must be submitted by 17 August 2022 or within the normal warranty period for the component, if after 17 August 2022.

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP — Enter number						
NOUN — Leave blank						
C (CAUSE) — Enter either 1, 2, 3. (See below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY — (Warranty Code) Enter 40.						
TYPE PART — Enter P for type part causing failure.						
PAD — Enter 100						

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