



Temporary Repair Practice

TRP Number: t2490	Revision:	Released Date: 23-Sep-2021
ECM Calibration for DEF Header Sensor Failures due to Parts Shortage TRP for Daimler Vehicles		Expiration Date (U.S. and Canada): 31-Dec-2021
		Expiration Date (International): 31-Dec-2021

Attention

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

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

Description

This TRP is being issued to address certain Daimler (Freightliner, Thomas Built Bus, Western Star) vehicles with DEF header sensor failures in which DEF header replacement parts are **not** available. Due to DEF header part shortages, an ECM calibration is being released that reduces inducement levels to allow for continued operation of the vehicle until DEF header parts become available for a final repair. This TRP authorizes certified repair locations to download an ECM calibration, reducing the inducement levels when DEF header datalink communication faults are detected, if all criteria are met in the Action section outlined below.

Note : This Temporary Repair Practice (TRP) is intended to reimburse for the work directed and described in this document **ONLY**. This TRP is **NOT** intended to cover costs associated with repairing progressive damage, access issues encountered when doing the work, or any other additional items **NOT SPECIFICALLY ALLOWED** by the document. Please review the failure, remaining coverage on the engine, coverage limitations, and warranty administrative procedures to determine if repair costs are outside of those allowed by this TRP, and may be reimbursable under another Cummins program.

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 as OPEN on QuickServe® Online for this field action, and
3. **Must** have one or more DEF header sensor fault code(s) 3868, 4572, and/or 4677 active or has more than one inactive count within the last 25 engine operating hours, and
4. **Must** have followed TSB210187 and determined DEF header sensor fault codes(s) are a result of a failed DEF header sensor(s), and
5. A DEF header replacement part is **not** available.

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

1. Download and print the attached: Customer Letter and provide to the customer.
2. Download the applicable ECM code onto the ECM. The applicable ECM codes can be found using the ECM code lookup tool or ECM code list referenced in the Customer Communication section of TSB210187.

Material Disposition

There are no materials involved in the field action.

Reimbursements

Parts

The following parts are covered under this field action:

Part Number	Quantity	Description
388639600	1	ELECTRONIC FLEET COUNT

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
19-0G5	Engine Control Module Calibration Code - Transfer (CMI)	
99-008	Troubleshooting Per TSB210187 (QTY 1)	

Travel

Travel is **not** 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 TRP **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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WEQPEN

Attachments

Click here to see customer_letter.pdf

(/service/english/attachments/customer_letter.pdf)

Engine Family	Fuel System
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
Design Application	Market Application
All	All
All	All
All	All

Document History

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