



Warranty Field Campaign

Campaign Number: c2036	Revision: B	Released Date: 07-Oct-2021
ISX15 CM2350 Emission Recall Campaign		Expiration Date (U.S. and Canada): 19-Nov-2025
		Expiration Date (International): 19-Nov-2025

Attention

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

This is to revise and replace C2036-A, dated 23-Feb-21. This revision is to:

- 1. Update the Title, and**
- 2. update the Description.**

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

Description

This field action authorizes certified repair locations to upfit certain ISX15 CM2350 X101 engines with an improved SCR Catalyst.

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. This action specifically applies to SCR replacements as result of Cummins published troubleshooting.

Note : Service providers should have invoice documentation of the original repair ready to support the retroactive claim. Previous repairs are eligible for reimbursement **ONLY** to the customer that paid for the previous repair. All Service providers attempting to file claims for retroactive repairs should reference Warranty Memo #1825 for instructions.

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

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, unless otherwise noted. Retroactive claims will **NOT** be accepted AFTER 19 November 2021.

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.

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 : Refer to procedure SCR Catalyst Remove and Install in Procedure 011-036 of the Service Manual 4310641 (ISX15 CM2350 X101).

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 below in their inventory.

2. If applicable, 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 "Emissions 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 Emissions Campaign has been performed. This form may be required as proof of an Emissions Campaign by the State of California, for vehicles registered in that state, the next time the vehicle registration is renewed.
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. Provide documentation of the ECM calibration revision codes from before and after the recalibration in the claim narrative.

Material Disposition

Materials removed as a result of this field action **must** be scrapped.

Reimbursements

Parts

Note : All SCRs are listed as OPTIONAL. Claim **only** the parts required to complete the repair. Additional parts, such as orings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed if sufficiently explained in the claim narrative.

The following parts are covered under this field action:

Part Number	Quantity	Description
286633700	1	AFTERTREATMENT GASKET (OPT)
286663600	1	AFTERTREATMENT GASKET (OPT)
288021400	1	AFTERTREATMENT GASKET (OPT)
288021500	1	AFTERTREATMENT GASKET (OPT)
388639600	1	FLEET COUNT (OPTIONAL)
431062100	1	PROOF OF CORRECTION (OPTIONAL)
529740000	1	AUTHORIZED CHANGE LABEL (OPT)

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.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
11-06Q	AFTERTREATMENT SELECTIVE CATALYTIC REDUCTION (SCR) CATALYST, (HORIZONTAL) - REMOVE AND INSTALL - ISX15 CM2350 X101 (OPTIONAL)	
11-06R	AFTERTREATMENT SELECTIVE CATALYTIC REDUCTION (SCR) CATALYST, (VERTICAL) - REMOVE AND INSTALL - ISX15 CM2350 X101 (OPTIONAL)	

SRT Code	Description	Time (hrs)
11-06S	AFTERTREATMENT SELECTIVE CATALYTIC REDUCTION (SCR) CATALYST, (SWITCHBACK) - REMOVE AND INSTALL - ISX15 CM2350 X101 (OPTIONAL)	
17-901	STAMP ENGINE DATA PLATE/APPLY EMISSION STICKER (OPTIONAL)	
17-902	CAMPAIGN CHECK/SCR INSPECTION (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 : 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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I

Claim Codes	
Description	Code
Pay Code:	International Dealer = R
Failure Code:	WUSSCC

Attachments

Click here to see c2036_esn-list-a.xlsx

(/service/english/attachments/c2036_esn-list-a.xlsx)

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

Document History

Date	Details
	Document Created; 19-Nov-2020
	Update the Action; 23-Feb-2021
	Update the Title and the Description; 07-Oct-2021

Last Modified: 07-Oct-2021
