Warranty Field Campaign

Campaign Number: c2643	**Revision**:	**Released Date**: 06-Dec-2022
HD/MR Duplicate ESN Dataplate Correction Campaign		**Expiration Date (U.S. and Canada)**: 01-Dec-2024
		Expiration Date (International): 01-Dec-2024

Attention

- Worldwide distr./ branches and Div./Reg Offices
- 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 Campaign is being issued to address a duplicate ESN issue affecting certain mid range engines. This Campaign authorizes certified service locations to replace the engine dataplate and the Engine Control Module (ECM) dataplate, and update the ECMs through INSITE.

Note : This field action provides retroactive coverage for repairs made in anticipation of and prior to the release of this publication.

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. Please refer to Attachment B: C2643, HD/MR Duplicate ESN Dataplate Correction Campaign for detailed instructions on securing and replacing dataplates, and updating the engines ECM Engine Serial Number parameter. Replacement dataplates will be provided at no cost to the

Service Location. Please refer to Attachment C: Cummins Dataplate Replacement Request form to secure your replacement dataplate.

Note : ESN Series 7500xxxx are CORRECT for HD, ISX12 Gas Plus, ISX12 2010 and QSX12 Tier4 platforms and should **NOT** be changed. Duplicate 7500xxxx series dataplates on MR engines **MUST** be changed.

Note : ESN Series 9970xxxx dataplates will be used to correct errant tagged engines.

Material Disposition

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

Reimbursements

Parts

There are no parts covered in this field action.

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.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-114	Dataplate, Engine - Remove and Install	
00-90X	Administrative time	
99-009	REPLACE ECM DATAPLATE AND UPDATE ESN PARAMETER USING INSITE (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 Field Campaign **must** be filed via **RAPID**SERVE™ Web (rsw.cummins.com). For information regarding **RAPID**SERVE™ 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:	WXXDCW

Attachments

Click here to see c2643_esn-list.xlsx

(/service/english/attachments/c2643_esn-list.xlsx) Click here to see c2643_service_instructions_attachment-b.pdf

(/service/english/attachments/c2643_service_instructions_attachment-b.pdf) Click here to see c2643_cummins_dataplate_replacement_request_form_attach-c.xlsx

(/service/english/attachments/c2643_cummins_dataplate_replacement_request_form_attach-c.xlsx)

Engine Family	Fuel System
ISBe4 (6 Cylinder) QSB6.7 ISB ISDe, ISD4.5, ISD6.7 ISBe, ISB4.5, ISB6.7	
ISBe4 (4 Cylinder) QSB4.5 B4.5 RGT (4 Cylinder)	CM850
6C, C8.3 ISC, ISCe, QSC8.3	CM850
L Gas Plus ISL Gas	
Design Application	**Market Application**
All	All
All	All
All	All

Design Application	Market Application
All	All
All	All
All	All

Document History

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