



Warranty Field Campaign

Campaign Number: c2746	Revision:	Released Date: 07-Mar-2024
DEF Header Correction and Calibration Rollback Campaign		Expiration Date (U.S. and Canada): 07-Mar-2029
		Expiration Date (International): 07-Mar-2029

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 Emissions Campaign enables authorized repair locations to install new DEF header and recalibrate the ECM on certain engines where appropriate. The DEF header calibrations on eligible units will be obsoleted and superseded back to the original calibration, at the latest revision level.

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:

Note : The DEF header is an OEM component, and **not** available through normal Cummins parts channels. To obtain the appropriate DEF header parts, follow the steps outlined in the parts ordering section, Table 2 of TSB210187 to order the correct part specific to the OEM application

1. If the unit already has updated DEF header parts, verify the ECM code and update as needed. Please refer to TSB210187 to obtain the correct ECM code and the latest revision level. If the

unit is **NOT** fitted with updated DEF header parts, follow the steps outlined in the parts installation section of TSB210187 to install the DEF header

2. To update the ECM code, follow the steps outlined in the resolution section of TSB210187 to download the applicable ECM calibration. The applicable ECM code can be found using the ECM code lookup tool or ECM code list, referenced in the resolution section of TSB210187. If the ECM already contains the new ECM code and the most recent calibration revision, DO **NOT** recalibrate the engine, no further calibration action is needed.

Note : Certified repair locations outside of California, who elect to perform this campaign on engines installed in vehicles which are registered in the state of California, are authorized to do so if they have the two items noted below in their inventory. Please note that the Label, Authorized Change and the Proof of Correction Form **must** be ordered through standard parts processes. They are **not** available on QuickServe® Online.

3. If applicable, a "Label Authorized Change," Cummins part number 5297400, **must** be filled out and affixed to the engine. Clearly print or type "DEF header 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. This will help protect the label during engine operation. Label cost and appropriate SRT time can be claimed per Campaign guidelines.
4. If applicable, 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. Form cost and appropriate SRT time can be claimed per the Campaign guidelines.
5. File one claim for the listed parts and required labor associated with this repair. There are restrictions to claimables based on the OEM application and DEF header and calibration status. Claim **ONLY** the SRTs required to complete the repair.

Material Disposition

Materials removed as a result of this field action **must** be scrapped. Follow the OEM specific instructions where appropriate.

Reimbursements

Parts

Note : All parts listed are OPTIONAL. Claim **only** the parts required to complete the repair. The part numbers 4310621 and 5297400 are **only** required for use on engines

installed in vehicles registered in the state of California. They are **OPTIONAL** for all other applications. DEF header and/or Sensors are **not** claimable under the parts section of the claim. Where appropriate, please review the Other Claimables section of this publication for details.

1. Gillig has proactively shipped parts to customers. If the part is **not** provided by the customer, contact your Gillig representative for replacement parts. For these cases, a maximum of \$1800 is claimable under the Other Claimables section of this program.
2. For Tiffin applications, please contact your Tiffin representative to secure the needed parts to complete the repair, free of charge. Parts supplied by Tiffin are **NOT** claimable under this publication.

The following parts are covered under this field action:

Part Number	Quantity	Description
431062100	1	PROOF OF CORRECTION FORM (OPT)
529740000	1	LABEL, AUTHORIZATION (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. The SRT 17-902 and Admin should **ONLY** be claimed if the unit **DID NOT** require calibration, and has already had the DEF header and related components replaced. Where required for registration purposes, SRT 17-901 can be claimed for the application of the Label Authorized Change and the completion of the Proof of Correction form, required for units registered in California, optional for all others.

Note : The use of SRT 99-901/99-00A is limited based on specific application as indicated in the TSB210187. Please refer to Table 4 for claimable hours. The SRT 99-00A is **ONLY** claimable for Tiffin - Allegro Bus applications. Please indicate vehicle application in the claim narrative.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90F	Technician Administrative Time - Field Action Service Events (OPTIONAL)	
17-901	STAMP ENGINE DATA PLATE/APPLY EMISSION STICKER (CALIFORNIA REGISTERED UNITS ONLY) (OPTIONAL)	
17-902	CAMPAIGN CHECK (OPTIONAL)	

SRT Code	Description	Time (hrs)
19-0G5	Engine Control Module Calibration Code - Transfer (CMI) (OPTIONAL)	
19-611	Engine Control Module (ECM) Calibration- Transfer (CM 2250/CM2350) (OPTIONAL)	
99-00A	SUPPLEMENTAL DEF HEADER REMOVE AND INSTALL FOR ALLEGRO ONLY (QTY - 1) (OPTIONAL)	
99-901	DEF HEADER REMOVE AND INSTALL (OPTIONAL QTY - UP to QTY 3)	

Travel

Travel is **not** covered under this field action. Towing is **not** covered under this field action.

Other Claimables

Consumables are covered under this field action.

Note : DEF header replacements are OEM specific and cannot be source via normal Cummins parts channels. Please refer to TSB210187, Table 2 to secure the correct DEF header and/or sensor. 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 where appropriate OEM components **NOT** provided Free of Charge, and claim them as a single line item in Other Claimables titled "CAMPAIGN SUPPLIES" or other appropriate selections. Please include brief summaries on the details of items claimed. A lack of documentation in the narrative or failure to provide adequate invoicing may result in a reduction in claim reimbursement or claim denial. A maximum of \$1800 is allowed for Gillig applications for components **NOT** provided Free of Charge.

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
Pay Code:	International Dealer = R
Failure Code:	WEQPEN

Attachments

Click here to see c2746_esn-list.xlsx

(/service/english/attachments/c2746_esn-list.xlsx)

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

Document History

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