



Technical Service Bulletin

Technical Service Bulletin: TSB230162

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Aftertreatment Diesel Particulate Filter (DPF) Plugging Service Direction

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Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- X15 CM2450 X134B

Issue Summary

Repeat instances of aftertreatment fault codes have been observed as well as excessive aftertreatment system regeneration. This TSB is a troubleshooting intervention to help direct the repair.

Verification

Verify unit has one of the listed fault codes or symptom:

- 1921
- 1922
- 1981
- 2639
- 3375
- 3376
- Regeneration Excessive

Service Instructions:

The technician **must** follow the Service Instructions step by step. All actions **must** be completed in order.

Service Instructions Summary: the technician **must**

- Extract ECM data. Refer to step 1.

- Capture ECM image. Refer to step 2.
- Submit form and wait 10 minutes. Refer to step 3.
- **Attention: Must** follow the next steps in TSB for the new troubleshooting direction.

Detailed Instructions:

1. Complete a full data extraction on the engine.

- Verify a good internet connection is available.
- Connect the recommended Cummins® electronic service tool or equivalent to the ECM.
- Select Advanced ECM Data. See Figure 1.

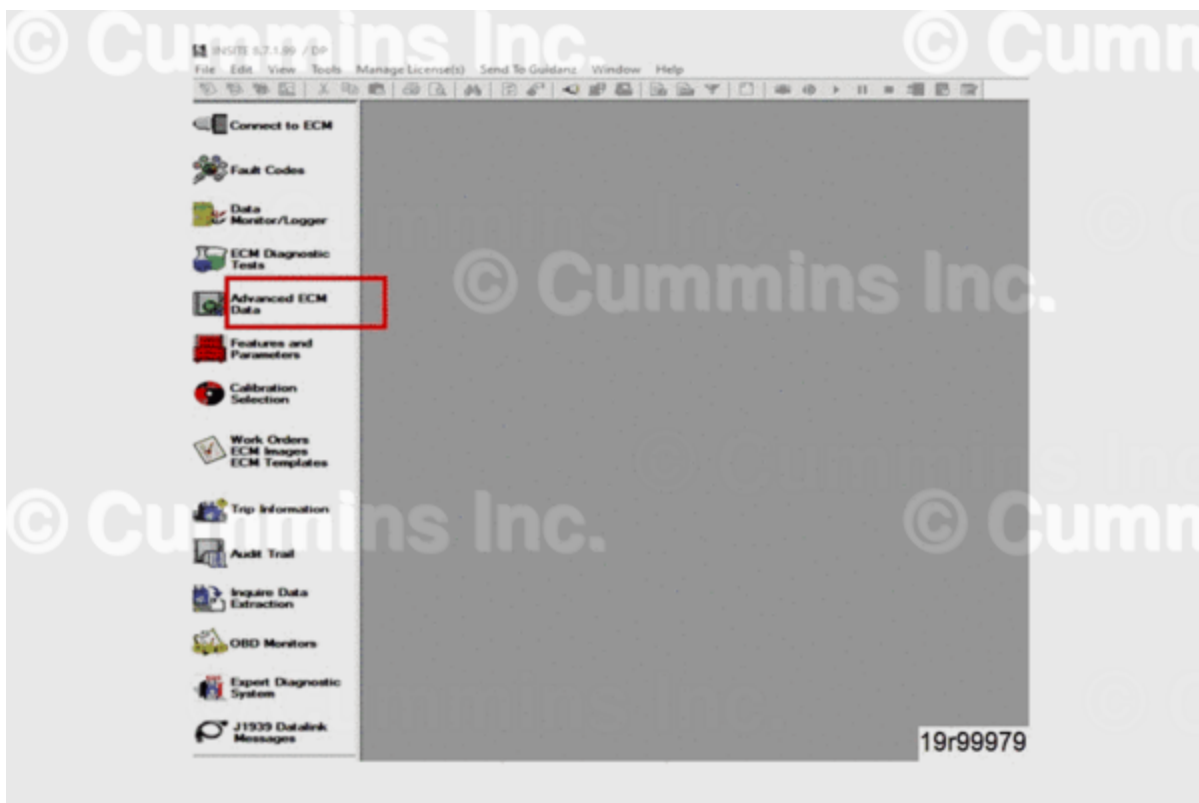


Figure 1, Advanced ECM Data.

- Select ECM Data Extraction. See Figure 2.



Figure 2, ECM Data Extraction.

- Select Start Button at the bottom of the screen.
- A progress bar will appear.
- Once the data extraction is complete the status window will show the extraction was completed. See Figure 3.

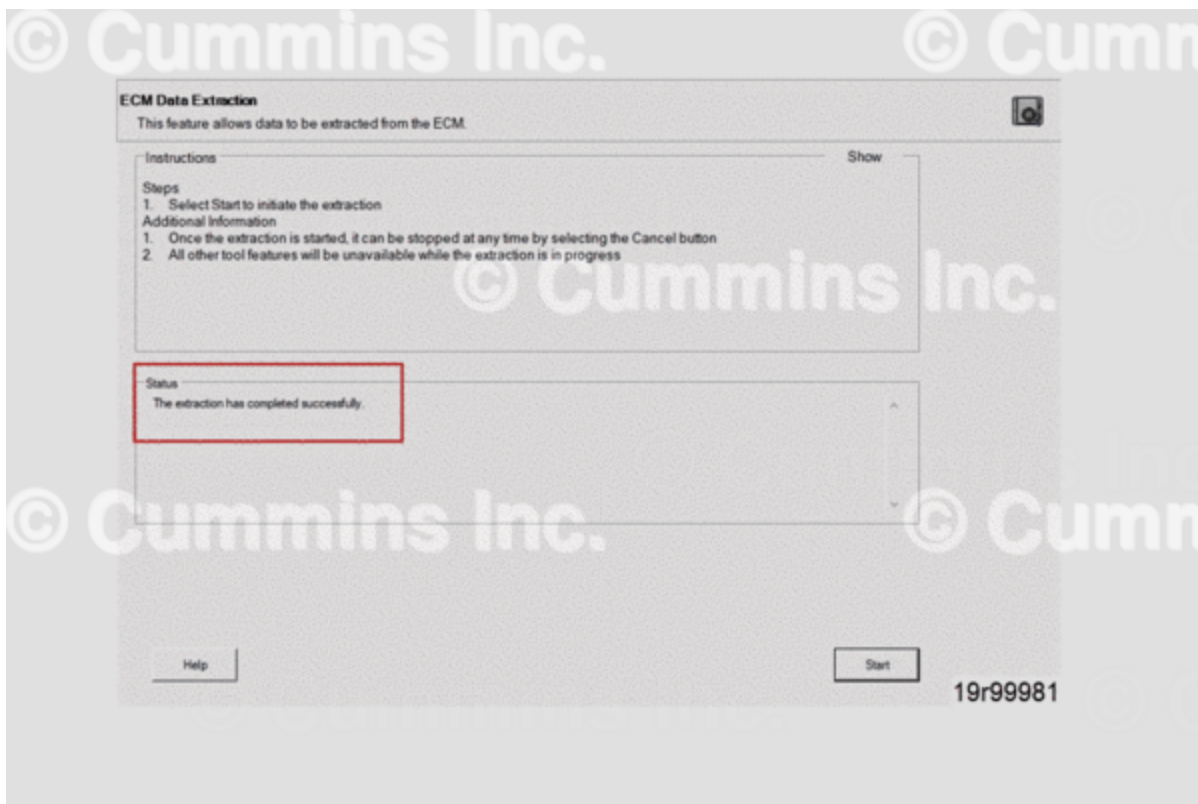


Figure 3, Status Window.

- Once the extraction has completed, proceed to the next step.

2. Capture an ECM Job Image with INSITE™ electronic service tool or Guidanz Diagnostic Tool Kit (DTK) in .eif Format.

- See Technical Service Bulletin, Instructions to Capture an ECM Job Image with INSITE™ Electronic Service Tool in .eif Format, TSB110081
- Attach .eif ECM image to Guidanz Service Event Management (SEM) Session for review.

3. Follow the preferred link below and fill out the questions appropriately.

*****IMPORTANT*****

Attention: After the Form is submitted the technician **must** complete the following steps to get to new troubleshooting steps. This TSB **must** be followed to the end.

Note: A Cummins CARE Service Request for this TSB will **only** be created when the diagnostic system can **not** verify fuel injector performance. If a service request is **not** created follow the new diagnostic steps.

English:

Note : <https://forms.office.com/r/T1skE31gSx>
(<https://forms.office.com/r/T1skE31gSx>)

French:

Note : <https://forms.office.com/r/3pcgJ1vYeA>
(<https://forms.office.com/r/3pcgJ1vYeA>)

- If using QSQL for diagnostics, continue with the published troubleshooting.
 - If a response is **not** received by the time published troubleshooting has been completed, escalate to Cummins® Care.

If using Guidanz™ SEM:

- Submit the Microsoft Form and wait 10 minutes before proceeding.
 - This allows time for the extracted data to be analyzed and for diagnostic steps to be optimized.
 - Entering the next step too early will result in inaccurate diagnostic guidance.
- After 10 minutes, follow this path in Guidanz SEM (See Figures 4 and 5):

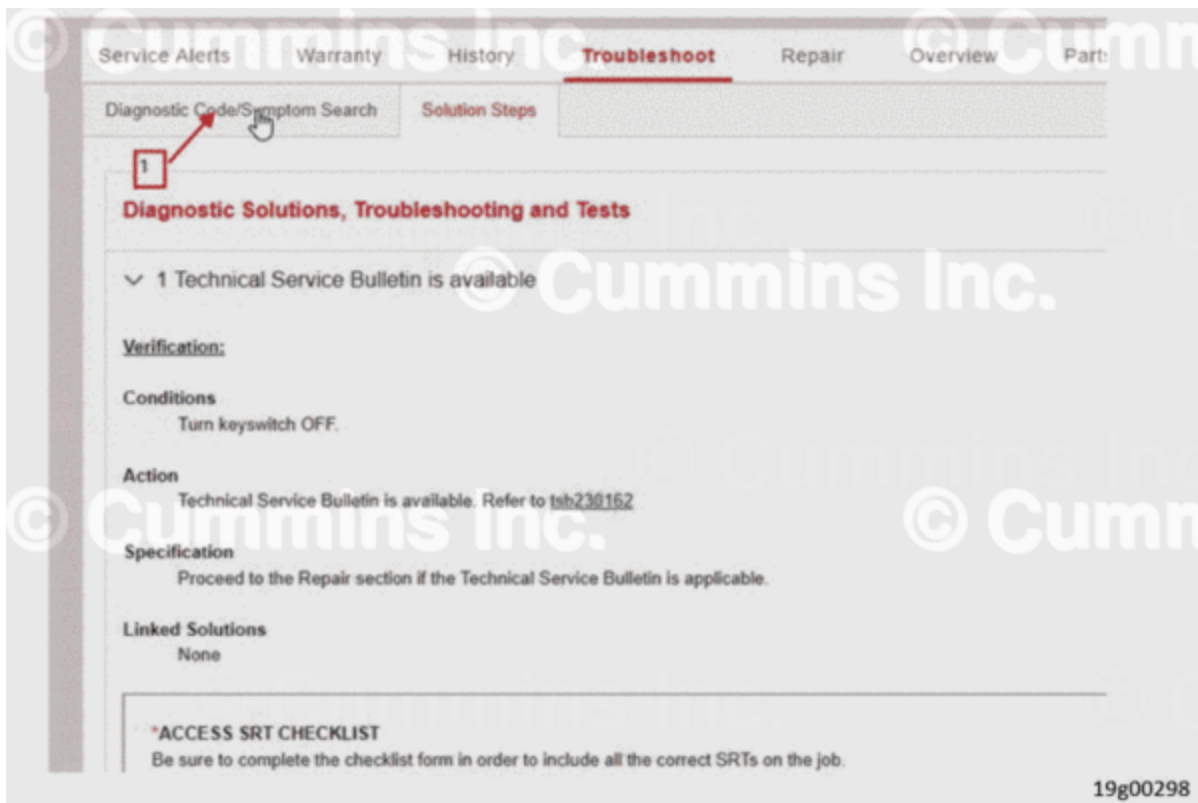


Figure 4, Guidanz Symptom Search

- 1: Select Diagnostic Code/Symptom Search



Figure 5, Guidanz Symptom Search

- 2: Select Symptom Category- Diagnostic Test Symptom
- 3: Select Symptom- Field Action for Injector
- 4: Select Go
- 5: Under Diagnose, select Field Action for Injector

In the Field Action for Injector symptom, follow the new troubleshooting steps.

If you see the solution in Figure 6, the fuel injector data analysis found the fuel injectors are out of specification.

If you see the solution in Figure 7, the fuel injectors are found to be within specification, and the TRP does **not** apply. Continue with published troubleshooting.

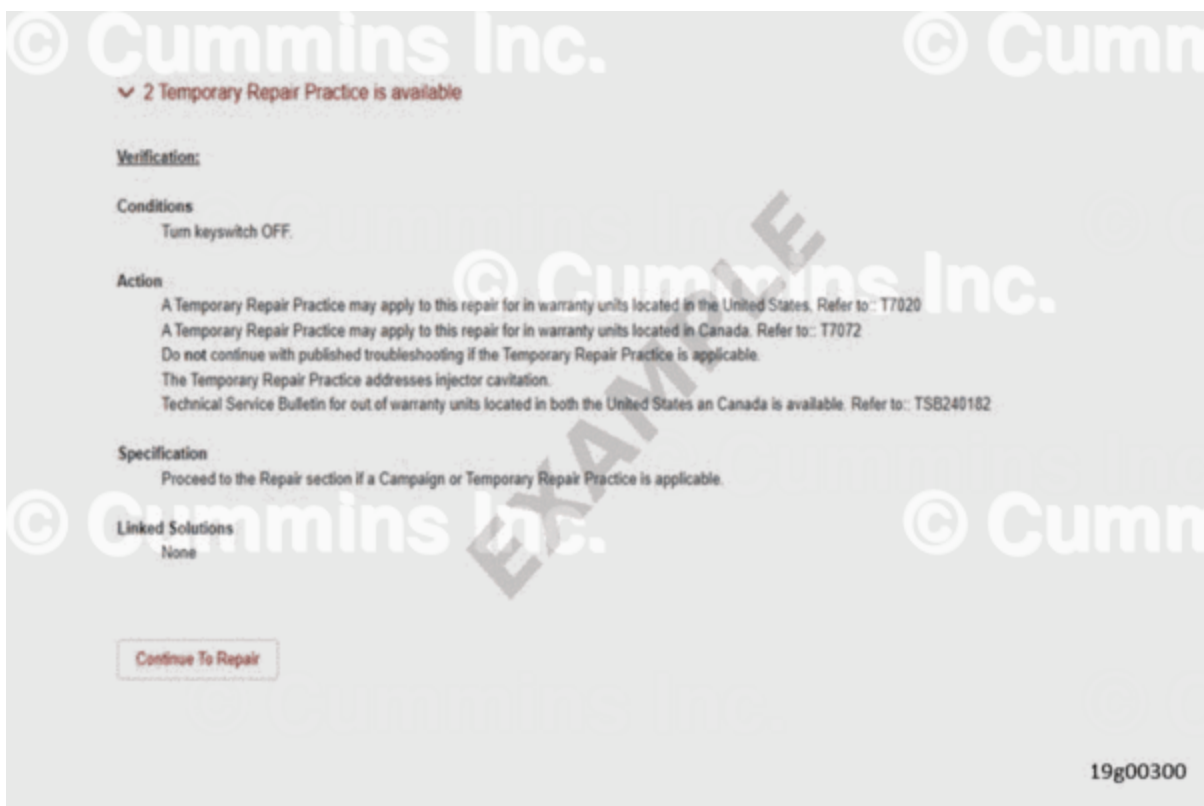


Figure 6, Temporary Repair Practice Solution

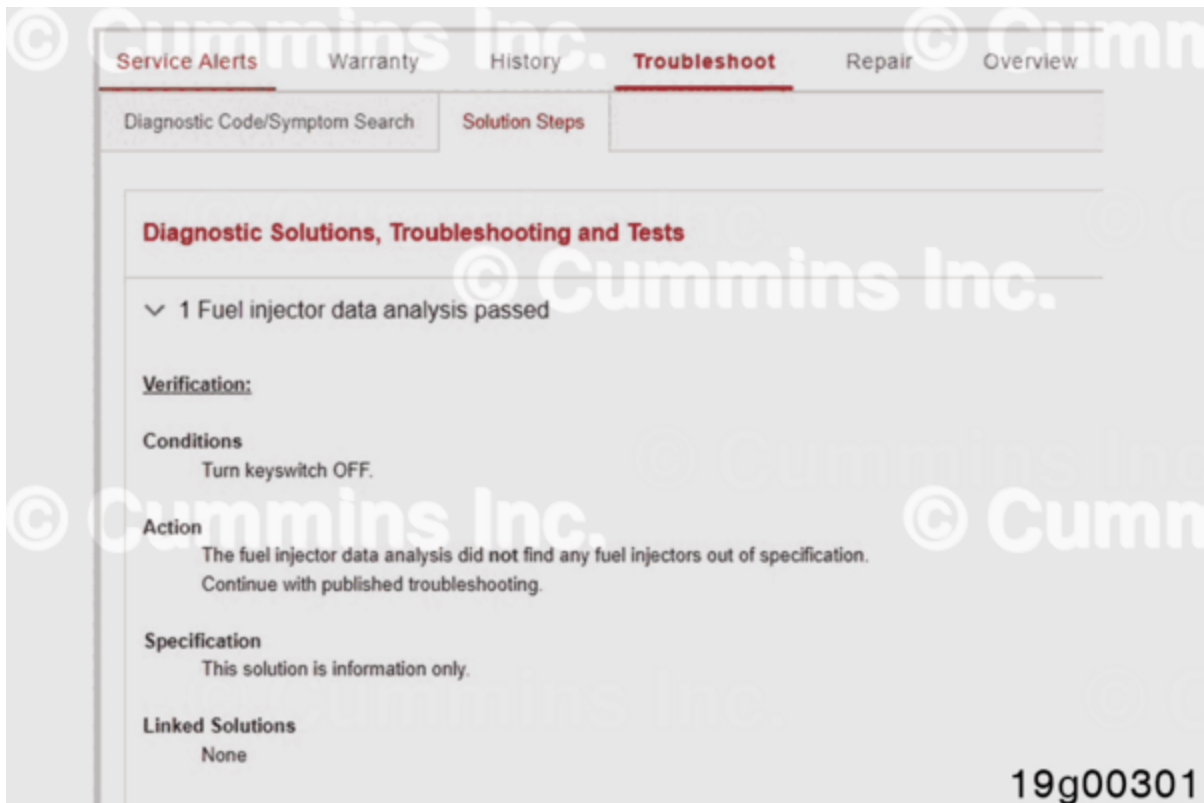


Figure 7, Fuel Injector data analysis passed

Document History

Date	Details
2023-8-25	Module Created
2023-9-19	Minor wording edits made to TSB.
2026-3-2	Updated Service Instructions
2026-3-30	Adding some additional detail to help the field get to correction solution, added Figures 4, 5, and 6.
2026-4-2	Non-Product Problem Solving (PPS)
2026-5-29	Updated Service Instructions.

Last Modified: 27-Jul-2026
