

A CUMMINS FIELD CAMPAIGN

Please Deliver To: Service Managers and Warranty Decision Makers

FROM: Cummins Global Warranty Administration Communications

Subject: L9 MY21 Transit Bus Calibration Safety Campaign

Number: C2460

Date: 27-Jul-2021

Expires: 15-Jul-2051 (U.S./Canada)
15-Jul-2051 (International)

Attention: Worldwide distr./ branches and Div./Reg Offices
U.S. / Canadian Distr./Branches and Div. Offices
U.S. / Canadian Dealers (Automotive)

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

DESCRIPTION:

This Safety Campaign is being issued to address the potential for excessive ammonia in the engine tailpipe exhaust. Exposure to ammonia at elevated concentrations may cause personal injury. This Safety Campaign authorizes certified repair locations to recalibrate the engine control module (ECM).

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 Use the ECM Calibration Revision History available on QuickServe® Online to confirm the revision date of the calibration currently installed in the engine. If ECM already contains the most recent calibration revision, DO **NOT** recalibrate the engine, no further action is needed. File a claim for Admin and 17-902 Campaign Check to close the eligibility of the engine.
- 2 If a previous calibration revision is installed, download the latest calibration available on QuickServe® Online. Use the calibration revision history date to identify the latest calibration revision available. Please refer to Procedure 019-032 in the appropriate Service Manual.

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 per the attachment. Clearly print or type ECM RECALIBRATION 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. Again, SRT 17-902 should **ONLY** be claimed if the unit DID **NOT** require calibration.

MATERIAL DISPOSITION:

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

REIMBURSEMENTS:

Parts:

NOTE: All parts listed are OPTIONAL. Claim **only** the parts required to complete the repair.

The following parts are covered under this field action:

Part Number	Quantity	Description
388639600	1	LIT,ELE (FLEET COUNT - OPTIONAL)
431062100	1	LIT,SER (PROOF OF CORRECTION - OPTIONAL)
529740000	1	TAG (LABEL, AUTHORIZED CHANGE - OPTIONAL)

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: SRTs listed are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed. 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: Select the appropriate OPTIONAL SRT for the repair performed. Claim either SRT 19-0G5, 17-901 and Admin should be claimed if the unit DID require calibration. SRT 17-902 and Admin should **only** be claimed if the unit DID **NOT** require calibration.

Labor using applicable Access Code and Time:

SRT Code	Description	Time
00-90X	Administrative time	
17-901	Stamp Engine Data Plate/Apply Emission Sticker (OPTIONAL)	
17-902	Campaign/ATC Check (OPTIONAL)	
19-0G5	Engine Control Module Calibration Code - Transfer (CMI) (OPTIONAL)	

Travel:

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

NOTE: Please schedule the Technicians time to maximize the number of units that can be repaired on a single visit. When filing claims for multiple ESNs, where travel or towing is required, travel or towing can be filed to **ONLY** one (1) ESN.

Other Claimables:

Consumables are **not** covered under this field action.

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.

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: WEQPEP

Attachments
 c2460_esn-list.xlsx