



## Cummins TRP's to be Treated as "Fix As Fail" Service Update #20-0608REVA



# Warranty Memo

### Actions for "non-safety" related Field Actions

Page 2 of this communication references a letter which many operators are receiving concerning "Emissions Improvement" or an "SCR Recall Campaign"

These along with a list of other Field Actions are deemed "Non-Safety" related and are listed in a Warranty Memo (m2010) which was released on April 15, 2020 concerning the appropriate action to be taken due to the COVID-19 global crisis.

PLEASE NOTE – Through October 1, 2020 all proactive campaigns are to be treated as "FIX AS FAIL" TRP's and they are asking that they ONLY be repaired when a vehicle has an active fault code.

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May 1, 2020

Dear Cummins Customer:

Our records indicate that you possibly own a product that requires emission recall. Your engine may be releasing air pollutants which exceed California and federal standards. Please refer to the attached table for engines that may be affected by this issue.

Cummins Inc. has launched campaigns that may affect your ISB CM2350 Model Year 2014, and the parts and labor for these repairs will be provided to you at no cost:

1. Emission Improvement Calibration Campaign for certain engine ratings; and
2. SCR Recall Campaign;

Your engine also may be eligible for extended emissions warranty repairs for turbocharger actuators for 10 years / 185,000 miles, whichever occurs first.

Retroactive coverage has been extended for this repair. If you previously paid for repairs to the SCR, or turbocharger actuators, on your vehicle, you may be eligible for reimbursement. To start the reimbursement process, please contact Cummins Care and have a copy of your invoice available or information related to where and when the service was performed.

**California residents: The State of California may require the completion of emission campaign repairs prior to vehicle registration renewal.** Your Authorized Cummins Repair location will provide you with an Emission Campaign Proof of Correction Form after the campaign is performed. **Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the campaign has been performed. In order to ensure your full protection under the emission warranty provision, it is recommended that you have your engine serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your engine. Please help update our records if you have sold the engine to another owner with the included product registration card or by visiting <https://prodreg.cummins.com>.**

This recall action is set to expire on February 21, 2025. The retroactive coverage for the SCR and turbocharger actuator will expire on February 21, 2021. To learn more, confirm your eligibility and schedule a service appointment, please call your local Cummins certified service location or Cummins Care by visiting us on the web at <https://care.cummins.com> or you are welcome to contact us at 1-800-CUMMINS. If you have already had this recall performed, no further action is required. Please disregard this notification.

Sincerely,

Cummins Campaign Administration

Cummins Inc.  
Box 3005  
Columbus, IN 47202-3005 USA  
Mail Code: 40011  
Phone: 1 800 CUMMINS  
[care.cummins.com](https://care.cummins.com)

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# Warranty Memo

|                                     |                    |   |
|-------------------------------------|--------------------|---|
| <b>Number:</b> m2010                | <b>Revision:</b> A | <b>Released Date:</b> 23-Jun-2020                     |
| <b>COVID-19 Field Action Notice</b> |                    | <b>Expiration Date (U.S. and Canada):</b> 23-Jun-2021 |
|                                     |                    | <b>Expiration Date (International):</b> 23-Jun-2021   |

## Attention

- Worldwide Distributors/Branches and
- Division/Regional Offices
- U.S./Canada Warranty Dealers (Engine)
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- If additional information is required, contact your local Warranty FE Lead or Warranty Operations Group Leader.
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- This Memo is for information only and will not result in a change to the Warranty Administration Manual.
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- This is to revise and replace Memo 2010, dated 15-Apr-2020. This revision is to:
  - 1. Change effective date to October 1, 2020, and
  - 2. Update the Proactive Campaign Table. Campaigns numbers 2192, 2137, 2136, 2133, 2190, 2189, 2135, 2134, 2267, 2094, 2034 and 2052 have been removed from the list of impacted campaigns and proactive repairs can now be scheduled for these campaigns.

## Purpose

This memo announces suggested actions for non-safety related Field Actions.

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## Discussion

Due to the COVID-19 global crisis, Cummins is closely monitoring supply chain disruptions and providing guidance on scheduling proactive repairs.

Effective April 15th, 2020 through to October 1st, 2020, all proactive campaigns referenced below should be treated as **FIX AS FAIL** TRP's. When a vehicle has an active fault code as referenced below, repair as per campaign instructions.

This list of field actions will be updated and communicated as and when deemed necessary.

| Auth No. | Action Description   | Fault Code |
|----------|--|------------|
| 2053     | ISX12 CM2350 EMISSION RECALL CAMPAIGN                        | 3151, 3582 |
| 2112     | ISC AND ISL CM2250 365HP AND HIGHER EMISSION RECALL CAMPAIGN | 3151, 3582 |
| 2113     | ISL CM2350 365HP AND HIGHER EMISSION RECALL CAMPAIGN         | 3151, 3582 |
| 2114     | ISB CM2250 265HP AND HIGHER EMISSION RECALL CAMPAIGN         | 3151, 3582 |
| 2115     | ISB CM2350 265HP AND HIGHER EMISSION RECALL CAMPAIGN         | 3151, 3582 |
| 2116     | ISC AND ISL CM2250 360HP AND LOWER EMISSION RECALL CAMPAIGN  | 3151, 3582 |
| 2117     | ISL CM2350 360HP AND LOWER EMISSION RECALL CAMPAIGN          | 3151, 3582 |
| 2118     | ISB CM2250 260HP AND LOWER EMISSION RECALL CAMPAIGN          | 3151, 3582 |
| 2119     | ISB CM2350 260HP AND LOWER EMISSION RECALL CAMPAIGN          | 3151, 3582 |

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Safety and calibration only actions shall continue as normal and as defined in the action document.

A Cummins Temporary Repair Practice (TRP) is a set of repair instructions to be followed on a specified population of products if those products have failures or complaints consistent with the ones identified in the TRP document. They are typically released to reduce Customer downtime and warranty costs associated with multiple failures from the same cause. TRPs are generally fix as fail. The TRP instructions may include steps to correct the failure itself, instruct replacement of associated components, and/or give updated maintenance procedures to be used to avoid future problems.

## Action

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Effective April 15th, 2020 through to October 1st, 2020, all proactive campaigns referenced above should be treated as **FIX AS FAIL** TRP's. When a vehicle has an active fault code as referenced above, repair as per campaign instructions. Please distribute to all personnel involved in performing Cummins Field Actions.

| Engine Family      | Fuel System        |
|--------------------|--------------------|
| All                | All                |
| Design Application | Market Application |
| All                | All                |

## Document History

| Date      | Details  |
|-----------|--|
| 2020-4-15 | Document Created   |
|           | Change effective date and update the proactive campaign table; 2020-6-23 |

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Last Modified: 23-Jun-2020

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**CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY QUESTIONS**

**SERVICE**

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