



Warranty Field Campaign

Campaign Number: c1847	Revision: A	Released Date: 11-Aug-2017
ISB6.7 G Thomas Bus Calibration Campaign		Expiration Date (U.S. and Canada): 11-Aug-2017
		Expiration Date (International): 11-Aug-2017

ISB6.7 G Thomas Bus Calibration Campaign

Attention

- U.S / Canadian Distr./Branches and Div. Offices
- U.S / Canadian Dealers (Automotive)

This is to revise and replace C1847, dated 8-Nov-2017. This revision is to:

- 1. Expire C1847, Campaign C1923 was launched on 28-Jul-2017. The remaining ESNs on C1847 will now be covered by C1923.**

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

Description

This Campaign is being issued to address a calibration update in certain ISB6.7 G CM2180 engines in Thomas Built buses. This document enables authorized repair locations to re-calibrate the engine control module (ECM) to the latest revision.

Note : A claim with multiple ESNs is acceptable and encouraged.

Note : This Campaign is considered effective 02-Nov-2016 and covers work performed on or after 02-Nov-2016.

Action

In order to qualify for repair under this field action, an engine:

1. Will be covered In the Base Engine Warranty period, and
2. **Must** be on the attached ESN list.

After verifying that the engine meets the above requirements, perform the following actions:

1. All engines will require an ECM calibration. To obtain a calibration via QuickServe Online (QSOL), enter the Engine Serial Number into QSOL, click on the "Service" tab, then "Related Information", then click on "Calibration Downloads" link and enter the requested information to obtain a Zip file to recalibrate the ECM.
2. Recalibrate the ECM as described in Procedure 019-032 in the Service Manual Bulletin 5411104 on QSOL. Provide documentation of ECM revision codes from before and after the recalibration in the claims section.

Material Disposition

There are no materials involved in the field action.

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)
00-90X	Administrative Time - Open and Close Repair Order (Road Repairs)	
19-601	Electronic Control Module (ECM) Calibration - Transfer	

Travel

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

Note : NOTE: Please schedule the Technician's time to maximize the number of units that can be repaired on a single visit. When filing claims for multiple ESNs, where travel is required and authorized, travel 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.

Claim Codes	
Description	Code
Account Code:	65
Pay Code:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WEQPEP

Attachments



Click here to see c1847_esn-list.xls

(/service/english/attachments/c1847_esn-list.xls)

Engine Family	Fuel System
Design Application	Market Application
Automotive	All

Last Modified: 11-Aug-2017
