



Warranty Field Campaign

Campaign Number: c2191	Revision:	Released Date: 20-Aug-2019
B6.7 CM2350 MY17-MY18 Product Improvement Calibration Campaign		Expiration Date (U.S. and Canada): 20-Aug-2024
		Expiration Date (International): 20-Aug-2024

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 field action authorizes certified repair locations to recalibrate the Engine Control Module on certain B6.7 CM2350 engines with a product improvement calibration for improved reliability of the Cummins Engine(s), if the engine meets the criteria listed below.

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 revision is installed, download the latest calibration available on QuickServe® Online. Recalibrate the ECM with calibration revisions released in July 2019 or later. Use the calibration revision history date to identify the latest calibration revision available. Please refer to Procedure 019-032 in the appropriate Service Manual.
3. Complete "Label Authorized Change," Cummins Part Number 5297400. Clearly print or type "ECM Calibration 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. 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. The form cost and appropriate SRT time can be claimed per the Campaign guidelines.

Note : Certified repair locations outside of California, who elect to perform this campaign on engines installed in vehicles that are registered in the state of California, are authorized to do so if they have the two items noted above 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 QSOL.

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

The following parts are covered under this field action:

Part Number	Quantity	Description
431062100	1	PROOF OF CORRECTION - OPTIONAL
529740000	1	LABEL - AUTHORIZED - 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. Claim **ONLY** SRTs 19-0G5 and Admin if the unit DID require an updated calibration. **Only** SRT 17-902 and Admin should be claimed if the unit DID **NOT** require calibration.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
17-902	CAMPAIGN CHECK - OPTIONAL	
19-0G5	ENGINE CONTROL MODULE CALIBRATION CODE - TRANSFER (CMI) - OPTIONAL	

Travel

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

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:	WEQPE3

Attachments



Click here to see c2191_esn-list.xls

(/service/english/attachments/c2191_esn-list.xls)

Engine Family	Fuel System
ISBe4 (6 Cylinder) QSB6.7 ISB ISDe, ISD4.5, ISD6.7 ISBe, ISB4.5, ISB6.7	
Design Application	Market Application
Automotive	Automotive

Last Modified: 20-Aug-2019
