Warranty Field Campaign

Campaign Number: c2191	**Revision**: D	**Released Date**: 21-Feb-2020
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)

This is to revise and replace C2191-B, dated 22-Nov-2019. This revision is to:

1. **Update the Title, and**
2. **update the Description, and**
3. **update the Action, and**
4. **update the Reimbursement, and**
5. **update the SRT list, and**
6. **update the Labor Note.**

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.

Material Disposition

There are no materials involved in the field action.

Reimbursements

Parts

There are no parts covered in this field action.

Note : SRTs listed are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed. Claim Admin and SRT 19-0G5 if the unit DID require an updated calibration. Claim Admin and SRT 17-902 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 **RAPID**SERVE™ Web (rsw.cummins.com). For information regarding **RAPID**SERVE™ 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-c.xlsx

(/service/english/attachments/c2191_esn-list-c.xlsx)

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

Document History

Date	Details
	Document Created - 20-Aug-2019
	Remove SRT access note - 22-Oct-2019 update the Action section
	Change to an In-shop campaign - 22-Nov-2019 narrative and SRT udates
	Update the title; 21-Feb-2020 update the Description, Action, Reimbursements & Labor note.

Last Modified: 21-Feb-2020