



# Warranty Field Campaign

<b>Campaign Number:</b> c1983	<b>Revision:</b> A	<b>Released Date:</b> 29-Mar-2018
<b>L9 CM2350 MY2017 Transit Calibration Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 01-Feb-2020
		<b>Expiration Date (International):</b> 01-Feb-2020

## L9 CM2350 MY2017 Transit Calibration Campaign

### Attention

- U.S / Canadian Dealers
- U.S / Canadian Distr./Branches and Div. Offices
- Worldwide distr./ branches and Div./Reg Offices (Automotive & CIHR-MR)

**This is to revise and replace C1983, dated 09-Feb-2018. This revision is to:**

1. Adding SRTs, and
2. adding a campaign check, and
3. updating the narrative.

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

### Description

This Campaign authorizes certified repair locations to re-calibrate the ECM on certain L9 CM2350 MY2017 engines.

**Note :** This field action provides retroactive coverage for repairs completed by Cummins authorized repair locations prior to the release date of this document.

## Action

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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. Recalibrate the ECM as described in Procedure 019-032 in Service Bulletin 4310787 for L9 CM2350. Download the latest calibration available on Quickserve® Online.
2. File claim for labor associated with this repair. Provide documentation of the ECM revision codes from before and after the recalibration in the claim narrative.

## Material Disposition

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There are no materials involved in the field action.

## Reimbursements

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### 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.

**Note** : All SRTs are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed. Claim **ONLY** SRTs 19-0G5 and the appropriate Admin if the unit DID require an updated calibration. Only SRT 17-902 and the appropriate 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	
00-90X	Administrative Time - Open and Close Repair Order (Road Repairs)	

SRT Code	Description	Time (hrs)
17-902	Campaign check (Optional)	
19-0G5	Engine Control Module Calibration Code - Transfer (EPA 2017) (Optional)	

## Travel

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

**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. NOTE: Technician travel for this Transit action is authorized at 10 vehicles per trip.

## 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:	WEQPED

## Attachments



Click here to see c1983\_esn-list.xls

(/service/english/attachments/c1983\_esn-list.xls)

<b>Engine Family</b>	<b>Fuel System</b>
<b>Design Application</b>	<b>Market Application</b>
Automotive	All

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**Last Modified: 29-Mar-2018**

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