



Warranty Field Campaign

Campaign Number: c1989	Revision: B	Released Date: 23-Mar-2018
ISX12 G EMD Plus Calibration Campaign		Expiration Date (U.S. and Canada): 31-Dec-2023
		Expiration Date (International): 31-Dec-2023

ISX12 G EMD Plus Calibration Campaign

Attention

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

This is to revise and replace c1989-A, published on 08-Feb-2018, to:

- 1. Update the calibration release date to 03-Mar-2018, and**
- 2. Update expiration date to 31-Dec-2023.**

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

Description

This Campaign is being issued to address a calibration update in certain ISX12 G CM2180EJ engines. This document enables authorized repair locations to calibrate the engine control module (ECM) to the latest revision.

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

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 an OPEN status on QuickServe® Online.

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 the ECM already contains a calibration released 3-Mar-2018 or later, DO **NOT** calibrate the engine. No further action is needed.
2. For all engines requiring an ECM calibration, obtain a calibration via QuickServe® Online (QSOL). Enter the Engine Serial Number into QSOL, click on the Service tab, then click on Related Information, then click on Calibration Downloads and enter the requested information to obtain a Zip file to calibrate the ECM.
3. For all engines requiring an ECM calibration, calibrate the ECM as described in Procedure 019-032 in the Service Manual Bulletin 4310682 on QSOL. Provide documentation of ECM revision codes from before and after the calibration 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.

Note : SRT17-902 should only 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/ATC Check	

SRT Code	Description	Time (hrs)
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 : 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:	WEQPEC

Attachments



Click here to see c1989_esn-list.xls

(/service/english/attachments/c1989_esn-list.xls)

Engine Family	Fuel System
	CM2180
Design Application	Market Application
Automotive	All

Last Modified: 23-Mar-2018
