



# Warranty Field Campaign

<b>Campaign Number:</b> c1909	<b>Revision:</b>	<b>Released Date:</b> 04-Aug-2017
<b>X15 CM2350 X116B - Fuel Pump Drive Gear Safety Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 31-Dec-2030
		<b>Expiration Date (International):</b> 31-Dec-2030

## X15 CM2350 X116B - Fuel Pump Drive Gear Safety Campaign

### Attention

- U.S / Canadian Dealers
- Worldwide distr./ branches and Div./Reg Offices

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

### Description

This Safety Campaign is being issued to replace the fuel pump on certain X15 CM2350 X116B engines. The drive gear on the fuel pump may spin loose on the drive shaft, resulting in loss of pumping function. If this occurs, the engine may stall without warning and cannot be restarted. Certified repair locations are authorized to replace the fuel pump on eligible engines.

**Note :** This Safety Campaign is retroactive and covers repairs performed prior to the release date of this publication.

### 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 for this field action on QuickServe Online.

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

1. Complete the preparatory steps in Fuel Pump Procedure 005-016 in Service Manual 5411186. Rotate the crankshaft clockwise until the insert pin mark on the outside diameter of the engine vibration damper is aligned with the mark on the gear housing. Refer to Procedure 000-017 in Section 9.
2. Remove the fuel pump per Fuel Pump Procedure 005-016 in Service Manual 5411186.
3. Install the fuel pump per Fuel Pump Procedure 005-016 in Service Manual 5411186. Make sure the crankshaft insert pin mark on the outside diameter of the engine vibration damper is aligned with the mark on the gear housing. Rotate the pump until the timing mark on the fuel pump gear (1) lines up with the top left bolt hole on the high-pressure fuel pump housing (2). Please refer to the Install Section of Procedure 005-016.
4. File one claim for **only** the applicable parts and labor listed in this document.

## Material Disposition

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Materials removed as a result of this field action must be returned to Cummins.

## Reimbursements

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### Parts

The following parts are covered under this field action:

Part Number	Quantity	Description
438438700	1	PUM,FUE
498828000	1	GSK,PMP
541404900	1	GSK,PMP

**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	
05-02Y	Fuel Pump - Remove and Install - X15 CM2350 X116B	
17-018	Power Steering Pump - Move for Access (EPA 2017)	
17-019	Power Steering Reservoir - Move for Access (EPA 2017)	

### Travel

Travel is covered under this field action. Towing is 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:	WFHASQ

## Attachments

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Click here to see c1909\_esn-list.xls

(/service/english/attachments/c1909\_esn-list.xls)

<b>Engine Family</b>	<b>Fuel System</b>
ISX, QSX15 ISX15	
<b>Design Application</b>	<b>Market Application</b>
All	All

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**Last Modified: 04-Aug-2017**

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