



Warranty Field Campaign

| | | |
|---|--------------------|---|
| Campaign Number: c2096 | Revision: B | Released Date: 11-Apr-2019 |
| ISV 5.0L Belt Slip Safety Campaign for Tiffin RV | | Expiration Date (U.S. and Canada): 15-Jan-2045 |
| | | Expiration Date (International): 15-Jan-2045 |

Attention

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

This is to revise and replace C2096-A, dated 22-February-2019. This revision is to:

- 1. Updated the parts for the Tiffin supplied Freon Compressor and adds the Crimping Tool to the Tiffin supplied Service Kit, and remove the Manifold Requirement due to the change in the Freon Compressor.**

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

Description

This Safety Campaign is being issued on certain ISV5.0 engines installed in Tiffin RV applications equipped with Accessory Drive Option CP80007. The accessory drive may experience belt slippage, resulting in decreased air compressor output and may impact vehicle air brake performance.

The action authorizes certified repair locations to replace the existing refrigerant compressor with a new low mount refrigerant compressor configuration.

Note : This field action provides retroactive coverage for repairs made in anticipation of and prior to the release 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 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:

Note : Please refer to TSB180058, Belt Noise and Front Engine Accessory Drive Belt Re-routing: Tiffin Recreational Vehicles, for detailed repair instructions.

1. Move refrigerant compressor from high mount to low mount position.
2. Change belt options to CP80008 and WP80038 for increased belt wrap on plane two belt around the air compressor.
3. Install AC Hose service kit using provided AC Crimp Tool and re-route compressor harness.
4. File one claim for all parts, labor, travel and other expenses required to complete the repair.

Material Disposition

Materials removed as a result of this field action **must** be scrapped.

Reimbursements

Parts

Note : For Tiffin parts, please contact Heath Thorne by phone at (256) 356-8661, ext 3385, or via email at Heath.thorne@tiffinmotorhomes.com. The repair location will need to provide the last six digits of the chassis VIN number and a PO when placing the order for Tiffin parts. It is advised that invoices be retained for potential claims adjudication reviews. Tiffin components **MUST** be claimed in the other claimables section of the file. Please consolidate all consumables and claim them as one item in Other Claimables titled "CAMPAIGN SUPPLIES".

The following parts are covered under this field action:

| Part Number | Quantity | Description |
|--------------------|----------|--|
| 433560500 | 1 | BLT,RIB (WP80038) |
| 439101500 | 1 | BLT,RIB (CP80008) |
| TIFFIN - INFO ONLY | 1 | U4520 FREON COMPRESSOR (TIFFIN) |
| TIFFIN - INFO ONLY | 1 | 5073825, BRACKET LOWER (TIFFIN) |
| TIFFIN - INFO ONLY | 1 | 5073826, BRACKET UPPER (TIFFIN) |
| TIFFIN - INFO ONLY | 1 | 5076278, A/C HOSE SERVICE KIT (TIFFIN) |

| Part Number | Quantity | Description |
|--------------------|----------|-------------------------------------|
| TIFFIN - INFO ONLY | 1 | 71500A, AC HOSE CRIMP TOOL (TIFFIN) |

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 listed are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed.

Labor Using Applicable Access Code and Time

| SRT Code | Description | Time (hrs) |
|----------|---|------------|
| 00-90X | Administrative time | |
| 08-01F | Drive Belt, Cooling Fan - Remove and Install - ISV5.0 CM3230 V104 | |
| 08-138 | Fan Shroud Assembly - Remove and Install | |
| 17-103 | Air Conditioner System - Evacuate and Recharge | |
| 17-124 | Floorboard - Remove and Install (Automotive, Bus, and Recreational Vehicle Applications only) | |
| 17-190 | Slide out- Extend and Retract (RV Only) | |
| 99-901 | COMPRESSOR MOVE TO LOW MOUNT POSITION (QTY 4) | |

Travel

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

Other Claimables

Consumables are covered under this field action.

Note : TIFFIN parts are listed on this field action as **INFO ONLY**, and can **only** be claimed in other claimables. A limit of \$1095 USD can be claimed for the TIFFIN parts and any other consumables needed to complete the repair, and should be summarized in a single line entry in the Other Claimables section titled "CAMPAIGN SUPPLIES". Freight will be reimbursed as invoiced up to, but **not** to exceed \$100. Please retain all invoicing for possible future reference.

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: | WKHBLB |

Attachments



Click here to see c2096_esn-list.xls

(/service/english/attachments/c2096_esn-list.xls)

| Engine Family | Fuel System |
|--------------------|----------------------|
| Design Application | Market Application |
| Automotive | Bus |
| Automotive | Recreational Vehicle |

Last Modified: 11-Apr-2019
