



# Warranty Field Campaign

<b>Campaign Number:</b> c2716	<b>Revision:</b>	<b>Released Date:</b> 18-Aug-2023
<b>B6.7 Rear Lifting Bracket Safety Campaign</b>		<b>Expiration Date (U.S. and Canada):</b> 09-Sep-2043
		<b>Expiration Date (International):</b> 09-Sep-2043

## Attention

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

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

## Description

This Safety Campaign covers certain Cummins B6.7 engines that are equipped with lifting bracket Option Number LA9181 and were built during the identified production date range and sold exclusively to Navistar for installation in trucks and buses. The subject engines may have been built with an insufficiently torqued (or loose) bolt attaching the rear lifting bracket to the cylinder head. The rear lifting bracket may detach from the cylinder head while the engine is being lifted, possibly causing the engine to swing or fall, potentially resulting in personal injury. This field publication authorizes certified service locations to complete the necessary checks and/or repairs on the subject population.

## 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. Please refer to Attachment B for detailed repair instructions. Perform the procedure outlined within Attachment B.

## Material Disposition

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

## Reimbursements

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### Parts

**Note :** The part numbers listed are on manual allocation and may incorrectly show no inventory when checking availability in CUMPAS. The parts orders will be released once an eligible ESN is provided. Distributors and Dealers should order replacement parts as per normal process. An eligible ESN **MUST** be provided with the order to secure replacement parts. ALL eligible ESNs **MUST** be provided to secure multiple replacement part order requests. If the repair is a unit-down situation, contact Cummins Care to expedite the release of the parts. An SR may be required from the distributor to further work the process.

The following parts are covered under this field action:

Part Number	Quantity	Description
390399000	2	SCR,CAP
493323200	1	BKT,LFT

**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. If the lifting bracket bolt is torqued and parts do **not** need changed, Claim **ONLY** Admin and 99-007-00 to close the field action. ALL SRTs can be claimed **ONLY** if the lifting bracket needs to be replaced per the guidelines within Attachment B.

### Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90F	Administrative time	
99-007	CONFIRM BOLT IS TORQUED	
99-901	REMOVE AND INSTALL LIFTING BRACKET AND INSPECT FOR PROGRESSIVE DAMAGE (QTY 1 -OPTIONAL)	

## Travel

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

## Other Claimables

Consumables are covered under this field action.

**Note :** Additional parts, such as o-rings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed in Other Claimables. Please consolidate all consumables and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES" or other appropriate selections. Please include brief summaries on the details of items claimed. A lack of documentation in the narrative may result in a reduction in claim reimbursement or claim denial.

## Claim Instructions

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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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WCHLBA

## Attachments

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[Click here to see c2716\\_esn-list.xlsx](#)

[\(/service/english/attachments/c2716\\_esn-list.xlsx\)](/service/english/attachments/c2716_esn-list.xlsx) [Click here to see c2716\\_attachment-b.pdf](#)

[\(/service/english/attachments/c2716\\_attachment-b.pdf\)](/service/english/attachments/c2716_attachment-b.pdf) [Click here to see c2716\\_attachment-c.xlsx](#)

[\(/service/english/attachments/c2716\\_attachment-c.xlsx\)](/service/english/attachments/c2716_attachment-c.xlsx)

<b>Engine Family</b>	<b>Fuel System</b>
ISBe4 (6 Cylinder) QSB6.7 ISB ISDe, ISD4.5, ISD6.7 ISBe, ISB4.5, ISB6.7	
ISBe4 (6 Cylinder) QSB6.7 ISB ISDe, ISD4.5, ISD6.7 ISBe, ISB4.5, ISB6.7	
<b>Design Application</b>	<b>Market Application</b>
Automotive	Automotive
Automotive	Bus

## Document History

<b>Date</b>	<b>Details</b>
	Document Created; 17-Aug-2023

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**Last Modified: 18-Aug-2023**

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# C2716 - Rear Lifting Bracket Campaign – Attachment B – Repair Instructions

Date: 8/7/2023

The purpose of this safety campaign is to address a potential issue with the rear lifting bracket for certain B6.7 powered applications by inspecting the rear lifting bracket cap screws, and rear lifting bracket on certain B6.7 engines. If any cap screw is observed not properly torqued, the bracket and both cap screws will be replaced.

## 1. Verification

Check if both rear lifting brackets cap screws are properly torqued. Use a torque wrench set at 46 N-m (34 ft-lb) to check both cap screws. If torque wrench clicks for both cap screws, they are properly torqued. Refer below to Section 2.

If either of the cap screws are found to be not properly torqued, refer below to Section 3

## 2. Service Instructions – Properly Torqued Rear Lifting Bracket Cap Screws

- 2.1 Complete the Questionnaire in Attachment C and submit to the email address provided.
- 2.2 No further safety action is needed at this time.

## 3. Service Instructions – At Least One Rear Lifting Bracket Cap Screw Not Properly Torqued

- 3.1 Complete the Questionnaire in Attachment C and submit to the email address provided.
- 3.2 Remove and destroy the rear lifting bracket and the rear lifting bracket cap screws.
- 3.3 Inspect cylinder head for any cracks, fracture, or broken cap screws where the rear lifting bracket was mounted. If no damage is found, move to Step 3.4. Otherwise follow the steps below before moving to Step 3.4.
  - 3.3.1 Replace the cylinder head. Refer to 002-004 Cylinder Head in Service Manual 5613229.
  - 3.3.2 Inspect #6 High Pressure Injector Supply line near the rear lifting bracket mounting location for any damage. Replace if needed. Refer to 006-051 Injector Supply Lines (High Pressure) in Service Manual 5613229.
  - 3.3.3 Inspect Air Compressor coolant return line for any damage. Replace if needed. Refer to 012-004 Air Compressor Coolant Lines in Service Manual 5613229.
- 3.4 Install new rear lifting bracket and new rear lifting bracket cap screws. Refer to 016-001 Engine Lifting Brackets in Service Manual 5613229.