



Warranty Field Campaign

Campaign Number: c7015	Revision:	Released Date: 09-Apr-2024
6C and L Capscrew Torque Check/Correction Safety Campaign		Expiration Date (U.S. and Canada): 15-Jan-2050
		Expiration Date (International): 15-Jan-2050

Attention

- Worldwide distr./ branches and Div./Reg Offices
- 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 is being issued due to a quantity of 695, C and L Series engines produced at DEP between 27 September 2021 and 7 November 2023 that may have been assembled with Front Damper capscrews that were **not** torqued to specification. This condition may result in the damper coming loose and possibly separating from the engine. If this occurs, it could result in personal injury.

This Safety Campaign authorizes certified service locations to verify the torque of the Front Damper capscrews and, if required, re-torque them to the correct specification and repair any related damage.

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 : Visually inspect the Vibration Damper capscrews. If there are NO capscrews missing or there is no damage, please move to Repair Option A. If there are ANY capscrews missing or damaged, please move to Repair Option B.

- Repair Option A (No missing or damaged capscrews)
- A.1. Overcheck all of the Vibration Damper capscrews to 95 Nm. If ALL of the capscrews pass the overcheck (they DO **NOT** move), the correct capscrew torque has been applied during engine assembly. No further action is required. Claim the appropriate Admin time and the SRT 99-008 to close the campaign for the unit inspected.
- A.2. If ANY of the capscrews fail the overcheck (they DO in fact move), the correct capscrew torque was **NOT** applied during engine assembly. One by one loosen and re-tighten each capscrews. Please refer to the appropriate Service Manual for the correct tightening method. Replace capscrews as is appropriate. Claim the appropriate parts, Admin time and the SRT 99-008 to close the campaign for the unit inspected.
- Repair Option B (Missing or damaged capscrews):
- B.1. Remove the Vibration Damper and follow the Clean and Inspect for Reuse guidelines in the appropriate Service Manual.
- B.2. Additionally, inspect the Crankshaft to Vibration Damper mating surfaces for damage. Remove and replace ANY parts that are found to be worn or damaged as a result of the lose Front Vibration Damper.
- B.3. Install the Front Vibration Damper ensuring all the capscrews are correctly tightened. Please refer to the appropriate Service Manual for detailed instructions and capscrew tightening method.
- B.4. Claim the appropriate parts, Admin time, and any applicable SRT to close the campaign for the unit inspected.

Note : The results of the inspection and re-torque **MUST** be recorded in the claim narrative.

Material Disposition

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

Reimbursements

Parts

Note : All parts listed are OPTIONAL. Select **only** the parts required to complete the repair.

The following parts are covered under this field action:

Part Number	Quantity	Description
317171300	4	SCR,CAP (OPTIONAL)
390673300	5	SCR,CAP (OPTIONAL)
391411800	5	SCR,CAP (OPTIONAL)
391412000	1	PUL,CRS (OPTIONAL)
391995100	4	SCR,CAP (OPTIONAL)
392556100	1	DPR,VIB (OPTIONAL)
392557000	1	DPR,VIB (OPTIONAL)
393908800	1	ADP,CRS (OPTIONAL)
394366000	1	PUL,CRS (OPTIONAL)
394366100	1	PUL,CRS (OPTIONAL)
394483200	1	ADP,CRS (OPTIONAL)
396406300	1	DMP,VIB (OPTIONAL)
396701400	1	DMP,VIB (OPTIONAL)
494080900	1	PUL,CRS (OPTIONAL)
494762700	1	ADP,CRS (OPTIONAL)
499549300	1	PUL,CRS (OPTIONAL)
525921400	1	DPR,VIB (OPTIONAL)
526816800	1	PUL,CRS (OPTIONAL)
529754700	1	PUL,CRS (OPTIONAL)
534301300	1	SHM,EHG (OPTIONAL)
556670000	1	SHM,EHG (OPTIONAL)
566216000	1	SHM,EHG (OPTIONAL)

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)
00-902	TECHNICIAN ADMINISTRATIVE TIME - ROAD/FIELD REPAIR (OPTIONAL)	
00-90F	Technician Administrative Time - Field Action Service Events (OPTIONAL)	

SRT Code	Description	Time (hrs)
01-0NJ	Vibration Damper - Remove and Install - L9 CM2350 L119B (OPTIONAL)	
01-13N	Vibration Damper - Remove and Install - L9 CM2350 L120C (OPTIONAL)	
01-156	Vibration Damper - Remove and Install (OPTIONAL)	
01-1MD	Vibration Damper - Remove and Install - L9 CM2350 L129C (OPTIONAL)	
01-1WM	Vibration Damper - Remove and Install - L9N CM2380 L130B (OPTIONAL)	
01-1XL	Vibration Damper - Remove and Install - L9 CM2350 L133C (OPTIONAL)	
01-3D7	Vibration Damper - Remove and Install - L9 CM2350 L151C (OPTIONAL)	
99-008	VIBRATION DAMPER CAPSCREW - TORQUE VERIFICATION (QTY 1) (OPTIONAL)	

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 : 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

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:	WBEDVA

Attachments

Click here to see c7015_esn-list.xlsx

(/service/english/attachments/c7015_esn-list.xlsx)

Engine Family	Fuel System
6C, C8.3 ISC, ISCe, QSC8.3	All
	All
L Gas Plus ISL Gas	
Design Application	Market Application
All	All
All	All
All	All

Document History

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