

SB-10032575-8165

Countries: AUSTRALIA, BRAZIL, CANADA, UNITED STATES, MEXICO, PUERTO RICO, SOUTH AFRICA
Availability: ISIS
Major System: EXHAUST
Current Language: English
Other Languages: [Français](#), [Español](#),
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Author: Keith Kierzek

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Coding Information

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Title: ISX CM871 Navistar Exhaust System and Aftertreatment Inlet Campaign C0957

Applies To: ProStar Trucks with sleepers Built between August 1, 2008 and August 1, 2009 with Cummins ISX Engines - Check attached Engine Serial Number list for affected vehicles.

DESCRIPTION

The information contained in this article is duplicated information from Cummins Engine QuickServe® Online. This is in regards to a campaign that Cummins has released to address cracking at the DOC inlet. This information is for reference only.

For the most up to date information access this document on Cummins QuickServe® :

<https://quickserve.cummins.com/qs2/pubsys2/xml/en/campaign/2009/c0957.html?q=c0957>

Cummins QuickServe® Online - <https://quickserve.cummins.com/qs2/portal/index.html>

UPDATE NOTE 1/14/10:

- [Click here for Customer Letters and VIN list by Customer - \(Large File PDF\)](#)
- For vehicles that are not included in the list of affected vehicles, contact your local Cummins Distributor or Navistar Customer Service Engineer (CSE) for instructions.

Campaign Number	Revision Level	Date	Group Number
C0957		13-NOV-2009	

Expiration Date (U.S. and Canada)

31-DEC-2011

Expiration Date (International)

31-DEC-2011

Engine Family

Fuel System

Plant

Build Date

From

To

ISX, QSX15ISX15

CM871

Design Application

Market Application

All

All



WARRANTY CAMPAIGN

ISX CM871 Navistar Exhaust System and Aftertreatment Inlet Campaign

Attention

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

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

Description

This Campaign is being released to address an Aftertreatment Inlet failure on Navistar ProStar chassis equipped with ISX CM871 engines. Completion of this Campaign includes an Aftertreatment Inlet support bracket as well as a Vehicle Exhaust pipe support bracket between the Turbo Outlet and the Aftertreatment Inlet.

This Campaign will direct for applicable ESN's, a pro-active check of the Aftertreatment Inlet/DOC for cracking and replacement as required, as well as the installation of additional exhaust support brackets to prevent additional failures.

Action

In order to qualify for repair under this field action, an engine:

1. will be covered Regardless of coverage status, and
2. **must** be on the attached ESN list.

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

1. Use Attachment B (Campaign Work Instructions) to determine whether the Campaign has already been completed.
2. Use Attachment C (Chassis VIN Matrix) to identify the appropriate Campaign kit part number required to complete the Campaign.
3. Complete the Work Instructions provided in Attachment B.

Material Disposition

If during the execution of the Campaign the Aftertreatment Inlet/DOC is found to be failed the part **must** be returned to Cummins using the following instructions:

- The Inlet/DOC **must** be returned to ReCon through the normal core distribution channel for core credit. Failure to return these parts will result in a \$170 core charge.
- The packaging from the replacement part **must** be used for the return of the failed Inlet/DOC. The Inlet/DOC **must** be packaged separately from all other core and **must** be on a separate RID (please review with your core administrator for assistance). The core part number for the Inlet/DOC will be 496528500BD.

NOTE: All core packages sent to ReCon must be identified with Campaign number C0957 .

Reimbursements

Parts

The following parts are covered under this field action:

Part Number	Quantity	Description
287145300	1	INLET/DOC GASKET
288808400	1	PROSTAR CAMPAIGN KIT
496509800	1	INLET/DOC BAND CLAMP
496972100KX	1	AFTERTREATMENT INLET/DOC

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	
11-034	Aftertreatment Inlet Section - Remove and Install	
99-999	Check for Aftertreatment Inlet Cracking, Install Exhaust Pipe Support Bracket, Install Aftertreatment Inlet Support Bracket	1.0

Travel

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

NOTE: Travel to customer location will be reimbursed if a minimum of 5 units are Campaigned.

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.

Description	Code
Account Code:	65
Pay Code:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WNYINB

Document Links on Cummins QuickServe®

[Click here to see_c0957_esn-list.xls](#)

[Click here to see_c0957_campaign_work_instructions_attach-b.pdf](#)

[Click here to see_c0957_chassis_vin_matrix_attach-c.xls](#)

Campaign work Instruction Local iKnow Link :

[C0957 Campaign Work Instructions](#)

Last Modified: 13-Nov-2009

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