



Warranty Field Campaign

Campaign Number: c1794	Revision: F	Released Date: 08-Sep-2017
ISX15 CM2350 Fuel Pump Tappet Campaign		Expiration Date (U.S. and Canada): 01-Dec-2017
		Expiration Date (International): 01-Dec-2017

ISX15 CM2350 Fuel Pump Tappet Campaign

Attention

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

This is to revise and replace Campaign 1794-E, dated 30-May-17. This revision is to:

- 1. Extend expiration date to 01-Dec-2017.**

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

Description

This Campaign is being issued to upgrade certain ISX15 CM2350 High Pressure Fuel Pump Tappets. This field action provides authorization for certified repair locations to replace the brass roller pin tappets in the high pressure fuel pump with new diamond-like coated roller pin tappets.

Note : Necessary parts **must** be on hand before beginning this field action.

Note : This field action provides for retroactive coverage for repairs, including customer billable repairs, completed by Cummins authorized repair locations prior to the release date of this field action. Repairs made on or after 2 June 2015 may be eligible for reimbursement.

Note : Cummins North American Dealers attempting to file claims for retroactive repairs beyond 365 days can email RAPIDSERVE@CUMMINS.COM for assistance. Cummins Distributor claims for retroactive repairs beyond 365 days must be filed to Account Code 61.

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 on QuickServe® Online.

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

- 1. Remove and inspect the fuel pump tappets. Please refer to Fuel Pump Head Procedure 005-227 in Service Manual 4310641. Based on inspection results, follow the appropriate repair direction outlined below.
 - **If no damage is found:**
- 2. Complete installation of new fuel pump tappets. Please refer to Fuel Pump Head Procedure 005-227 in Service Manual 4310641.

Note : Warning! The tappet guide pins may rotate during the removal of the tappet. The tappet cannot be correctly installed if the tappet guide pin is out of position. Please refer to Attachment B for the proper orientation of the tappet guide pin.

Note : Use care when handling the roller tappet as the diamond-like coated tappet roller pin can fall out, resulting in damage to either the tappet roller or the pin. If the tappet roller pin does fall out during inspection, but the tappet roller and roller pin are **not** damaged, the roller pin can be reinserted.

- 3. Mark the fuel pump head forging number with white paint, as illustrated in Attachment C, to signify completion of this field action.
- 4. File **one** claim for **only** the applicable parts and labor listed in this field action.
 - **If the tappets or fuel pump cam are found damaged:**
- 2. Refer to TSB140019 for repair direction.

Note : Repairs done in accordance with TSB140019 **cannot** be filed to this field action and **must** be filed to applicable coverage. Per the TSB, there is a cost effective option to use a fuel pump short block service kit.

- 3. Mark the fuel pump forging number with white paint, as illustrated in Attachment C, to signify completion of this field action.

- 4. File two claims:
 - File **one** claim to this campaign for **only** the applicable parts and labor listed in this field action.
 - The remainder of the repair cost directed by TSB140019 should be filed to applicable Coverage, customer billed, or requested through Policy.

Material Disposition

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

Reimbursements

Parts

Note : In accordance with fuel system clean care, sealing washer Part Number 3963988 **MUST** be replaced regardless of repair path. Please refer to TSB140159 for information regarding effects of **not** following clean care practices and failure to replace sealing washer Part Number 3963988.

The following parts are covered under this field action:

Part Number	Quantity	Description
287251300	1	GSK,PMP (OPTIONAL)
396398800	2	WSH,SNG
396399000	2	WSH,SNG (OPTIONAL)
435913400	2	TPT,PMP (OPTIONAL)
498828000	1	GSK,PMP (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.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-400	Steam Clean - Single Component Repair	
00-90X	Administrative time	
05-176	Fuel Pump Head - Remove and Install	

SRT Code	Description	Time (hrs)
17-138	Power Steering Pump - Move for Access	
17-162	Power Steering Reservoir - Move for Access	
99-902	FUEL PUMP TAPPET REMOVE AND REPLACE (QTY 2)	.2 hrs

Travel

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

Attachments



Click here to see c1794-s_esn-list.xls

(/service/english/attachments/c1794-s_esn-list.xls)



Click here to see c1794_fuel_pump_head_marking_attach-c.pdf

(/service/english/attachments/c1794_fuel_pump_head_marking_attach-c.pdf)



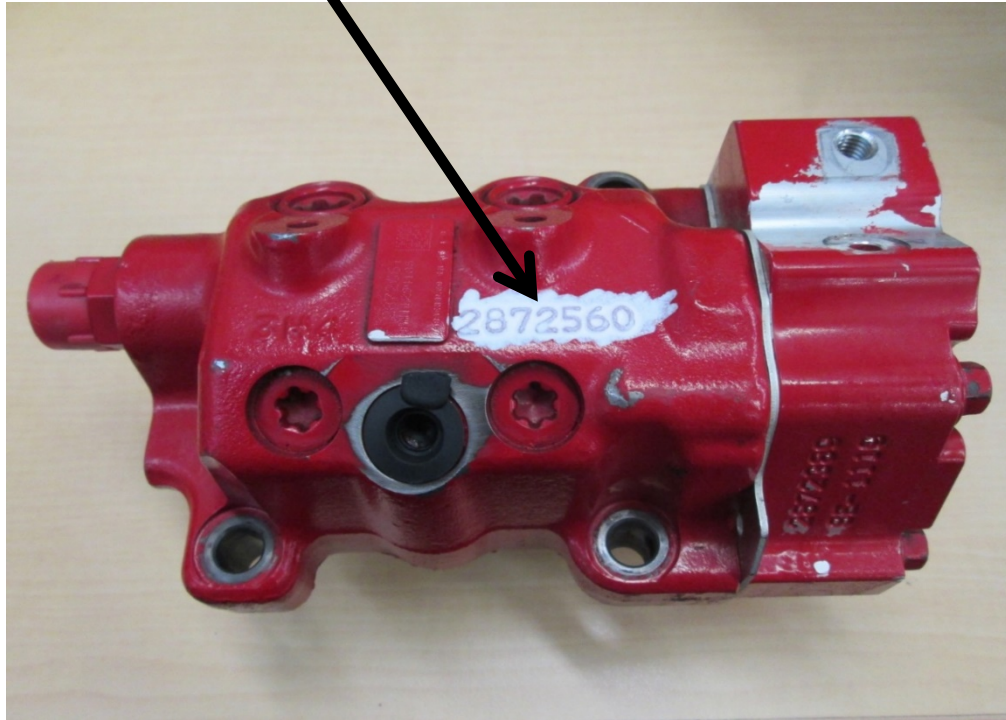
Click here to see c1794_tappet_guide_pin_warning-attach-b.pdf

(/service/english/attachments/c1794_tappet_guide_pin_warning-attach-b.pdf)

Engine Family	Fuel System
ISX, QSX15 ISX15	
Design Application	Market Application
Automotive	All

Last Modified: 08-Sep-2017

Mark the Fuel Pump Head forging number with a white paint marker after completing the repair.



Warning! Tappet Guide Pin May Rotate

The tappet guide pin is a floating pin and plug design, as shown in Figure 1 below. The floating pin has a rectangular end that engages the groove on the tappet. Refer to Figures 2 and 3. The pin can be rotated by hand. Be certain the pin engages the tappet properly before installing the fuel pump head.

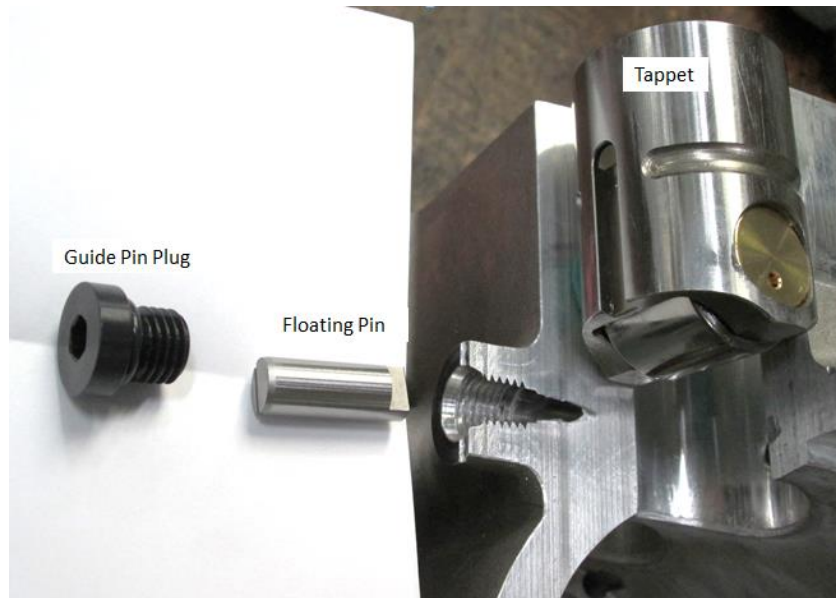
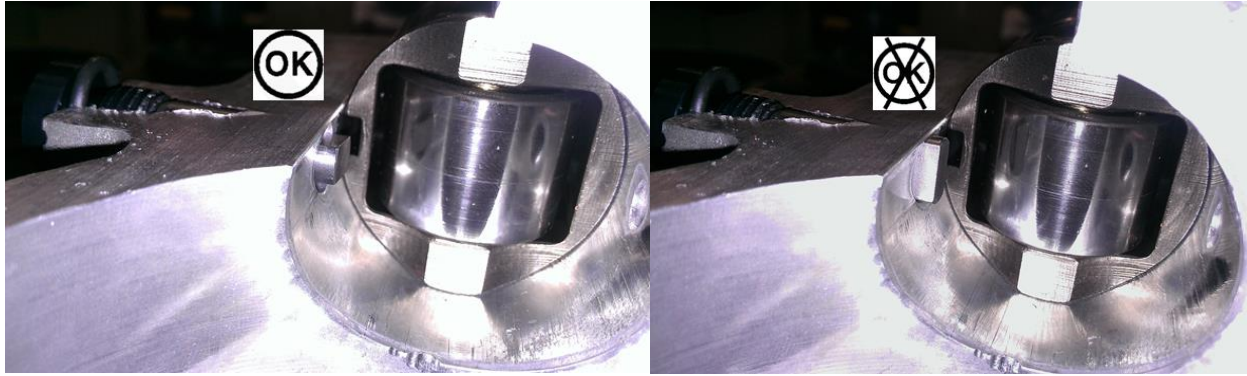


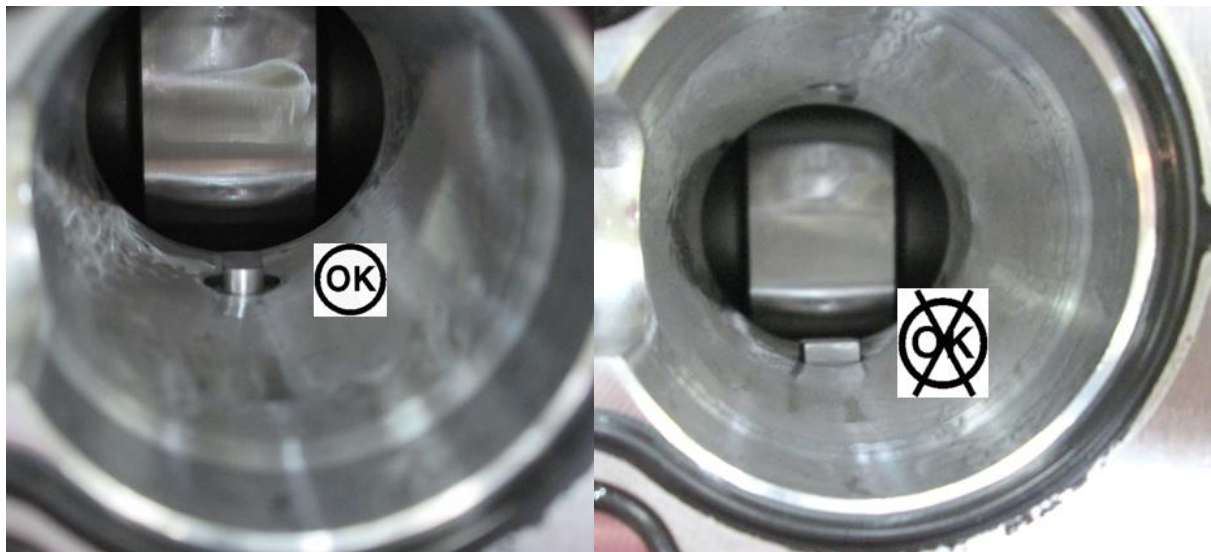
Figure 1: Tappet guide plug, floating pin, and the tappet roller with guide slot.



(a)

(b)

Figure 2: Bottom view using cut-away cam housing. (a) Tappet guide pin correctly oriented within the bore. (b) Tappet guide pin incorrectly oriented within the bore.



(a)

(b)

Figure 3: Top view looking down into bore. (a) Tappet guide pin correctly oriented within the bore. (b) Tappet guide pin incorrectly oriented within the bore.