



Warranty Field Campaign

Campaign Number: c2250	Revision:	Released Date: 22-Oct-2019
X15/ISX15, QSX15 Lubricating Pump Replacement Campaign		Expiration Date (U.S. and Canada): 10-Oct-2021
		Expiration Date (International): 10-Oct-2021

Attention

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

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

Description

This campaign is being issued to provide coverage for labor and travel associated with replacing lube oil pumps on certain X15 CM2350 X116B, ISX15 CM2250 SN automotive applications and QSX15 CM570 genset applications. This campaign authorizes certified repair locations to replace the lube oil pumps and filters on eligible engines.

Note : This campaign provides for retroactive coverage on repairs completed prior to and in anticipation of 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:

1. Please refer to the appropriate Service Manual, Procedure #007-031 for detailed instructions on the removal and installation of the lube oil pump.

Material Disposition

Materials removed as a result of this field action **must** be returned to Cummins, per the instructions outlined in the Cummins Enhanced Return (EPR) process. Please refer to the QuickServe® Online, Warranty Section, Parts Return Tab. Please return the removed Lube Pump to:

Cummins Service Support Center

910 S. Marr Road, Receiving Location 35

Columbus, IN 47201

Attn: Service Support Center Manager

Phone: (812)314-9999

Note : Please include a copy of the claim paperwork and a material return tag with the returned Lube Pump. Include the ESN number, the Campaign #2250, and the claim number on the material return tag. For Cummins returns, record WebCumpas# on the outside of the box.

Reimbursements

Parts

Note : Claim **only** the parts required to complete the repair. Additional parts, such as o-rings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed if sufficiently explained in the claim narrative. ReCon (RX) parts should be used and claimed when performing all Cummins Field Actions. New or NX parts should **only** be used when making before-in-service repairs. Additionally, due to local laws, RX/PX parts may **not** be available for use in the repair. If this is the case for your region, use the New part equivalent of the appropriate ReCon part. Further, if RX/PX parts are **not** readily available to complete the repair in a timely fashion, the new part equivalent can be secured and used for the repair.

The following parts are covered under this field action:

Part Number	Quantity	Description
402668400	1	GSK,PAN
553249200RX	1	PMP,OIL (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	

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
07-08B	LUBRICATING OIL PUMP - REMOVE AND INSTALL - X15 CM2350 X116B (OPTIONAL)	
07-08E	LUBRICATING OIL FILTER (SPIN-ON) - REMOVE AND INSTALL - X15 CM2350 X116B (OPTIONAL)	
07-113	LUBRICATING OIL PUMP - REMOVE AND INSTALL (OPTIONAL)	
07-301	LUBRICATING OIL FILTER, SPIN-ON TYPE - REPLACE, EACH (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 : Please consolidate all consumables, parts and labor, overtime, etc., (and items **not** listed in this field action) and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES". Please include brief summaries on the details of items claimed.

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

Claim Codes	
Description	Code
Failure Code:	WLPBOS

Attachments

Click here to see c2250_esn-list.xlsx

(/service/english/attachments/c2250_esn-list.xlsx)

Engine Family	Fuel System
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	CM570
ISX, QSX15 ISX15	
Design Application	Market Application
Automotive	Automotive
Generator Unit	Generator Set
Automotive	Automotive

Document History

Date	Details
	Document Created - 10/22/19

Last Modified: 22-Oct-2019
