ACCOUNT TEAM COVERAGE

Please Deliver To: Service Managers and Warranty Decision Makers

FROM: Cummins Global Warranty Administration Communications

Subject: 1980, ISX15 CM2350 Fuel Pump Tappet -EDS Guided -ATC-Multiple Customer

Number: Atc1980 **Date:** 05-Nov-2019

Expires: 31-Jan-2020 (U.S./Canada)
31-Jan-2020 (International)

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

This is to revise and replace ATC 1980-B, dated 03-May-19. This revision is to:

1 Extend the expiration date to: 31-Jan-2020.

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

DESCRIPTION:

This field action 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.

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 for this field action on QuickServe® Online.

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

NOTE: Data is needed from each ESN that is either campaigned or repaired in the field. Enter "data request" in to the search field in EDS or Guidanz and follow the solution to provide the data necessary.

- 1. Remove and inspect the fuel pump tappets. Please refer to Fuel Pump Head Procedure 005-227 in Service Manual 4310641
  - **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 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 further repairs are necessary due to finding damaged components, those repairs **must** be filed to applicable coverage.

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
00-400	Steam Clean - Single Component Repair	
00-90X	Administrative time	
05-176	Fuel Pump Head - Remove and Install	
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)	

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 **RAPID**SERVE™ Web (rsw.cummins.com). For information regarding **RAPID**SERVE™ Web, please reference the "Warranty" tab in QuickServe® Online. If there are additional questions, please contact your local Cummins Distributor.

Account Code: 27
Pay Code: ..... Distributor = X
Pay Code: ..... Dealer = D
Pay Code: ..... International = I
Failure Code: ..... WFHASD

Attachments
atc1980_esn-list.xlsatc1980_tappet_guide_pin_warning-attach-b.pdfatc1980_fuel_pump_head_marking_attach-c.pdf