



Warranty Field Campaign

Campaign Number: c2221	Revision:	Released Date: 12-Nov-2019
In-Shop Campaign, ISB6.7 CM2350 B101 MY15/16 Transit Bus Coolant Level Sensor Replacements		Expiration Date (U.S. and Canada): 25-Sep-2021
		Expiration Date (International): 25-Sep-2021

Attention

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

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

Description

This In-Shop Campaign is being issued to address potential concerns with coolant level sensors installed in certain ISB6.7 CM2350 B101 MY 2015 and 2016 engines. This In-Shop Campaign authorizes certified repair locations to replace the coolant level sensors.

Note : This In-Shop Campaign does **not** reimburse for any SRTs except those that are listed.

Note : This In-Shop Campaign CANNOT be performed as a stand alone service event. This In-Shop Campaign can **ONLY** be performed as part of a turbo actuator campaign event or another Cummins warrantable repair event that includes a partial or full coolant drain, allowing the reimbursement for charges such as admin, travel, troubleshooting, coolant drains, or access issues that are outside the scope of this document.

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.

Note : This In-Shop Campaign CANNOT be performed as a stand alone service event.

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

1. Please refer to Procedure 019-017 Engine Coolant Level Sensor in Service Manual, #2883567, ISB6.7 CM2350 B101 Service Manual. Please follow the specific steps provided below.
2. Verify that the correct Coolant Level Sensors are installed. Refer to TSB190040 for sensor identification. If coolant sensor does **not** have Cummins part number contact customer and/or OEM for repair direction and authorization. Please refer to Attachment B for additional information on the Coolant Level Sensor.
3. If correct sensors are installed, no further action is needed. File a claim for 17-902 Campaign Check to close the action.
4. If sensors need to be replaced, replace the sensors and claim SRTs 19-220 and 99-907 (Qty of 1). Admin and 17-902 are **NOT** claimable with Coolant Level Sensor replacements.

Material Disposition

Where applicable, items removed should be returned to ReCon for core credit. Unless otherwise indicated, items with no core liability can be scrapped.

Reimbursements

Parts

Note : All parts listed are optional. Claim **only** the parts required to complete the repair.

The following parts are covered under this field action:

Part Number	Quantity	Description
546159900	2	SWH,LVL (OPTIONAL)
546160000	2	SWH,LVL (OPTIONAL)

Note : All SRTs listed are OPTIONAL. Select **ONLY** the appropriate SRTs and quantities for the repair performed. **Only** 99-007 (.2hrs) can be claimed if the Coolant Level Sensors were removed and replaced. Only SRT 17-902 should be claimed if the unit DID **NOT** require the Coolant Level Sensor replacements.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
17-902	CAMPAIGN CHECK - COOLANT LEVEL SENSOR, CORRECT PARTS (QTY 1 - SRT OPTIONAL)	

SRT Code	Description	Time (hrs)
99-007	ENGINE COOLANT LEVEL SENSORS - REMOVE AND REPLACE 2 (QTY 1 - SRT OPTIONAL)	

Travel

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

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.

Claim Codes	
Description	Code
Account Code:	65
Pay Code:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WEDCBC

Attachments

Click here to see c2221_esn-list.xlsx

(/service/english/attachments/c2221_esn-list.xlsx)  Click here to see c2221_attachment-b.pdf

(/service/english/attachments/c2221_attachment-b.pdf)

Engine Family	Fuel System
ISBe4 (6 Cylinder) QSB6.7 ISB ISDe, ISD4.5, ISD6.7 ISBe, ISB4.5, ISB6.7	
Design Application	Market Application

Design Application	Market Application
Automotive	All

Last Modified: 12-Nov-2019
