



Warranty Field Campaign

Campaign Number: c2223	Revision:	Released Date: 12-Nov-2019
In-Shop Campaign, L9 CM2350 L123B and B6.7 CM2350 B121B MY17 and MY18 Transit Bus Coolant Level Sensor Replacement		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, please contact your Cummins Warranty Operations Group Leader.

Description

This field action is being issued to address potential concerns with coolant level sensors installed in certain L9 CM2350 L123B and B6.7 CM2350 B121B MY17 and MY18 engines. This Campaign authorizes certified repair locations to replace the coolant level sensors.

Note : It is recommended, but **not** required, that this Field Action be performed as part of another Cummins warrantable repair event to allow reimbursement for charges such as 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.

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

1. Please refer to Procedure 019-017 Engine Coolant Level Sensor. For L9 CM2350 L123B use Service Manual #5411465. For B6.7 CM2350 B121B use Service Manual #5411223. 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 Admin and 17-902 Campaign Check to close the action.
4. If sensors need to be replaced, and the repair is being performed with another Cummins warrantable service event that DOES require a partial coolant drain, SRTs 19-0GB, 19-0GD nor Admin are claimable. Replace the sensors and claim 99-902 a QTY of 2.
5. If sensors need to be replaced, and you performing this repair alone, or performed with another Cummins warrantable service event that DOES **NOT** require a partial coolant drain, replace the sensors. Claim Admin, either SRT 19-0GB or 19-0GD which ever is appropriate, and 99-902 Qty of 1.

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. 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.

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** Admin and SRT 17-902 should be claimed if the unit DID **NOT** require the Coolant Level Sensor replacements. Where appropriate, Admin, either 19-0GB or 19-0GD, and 99-902 QTY of 1 can be claimed if the repair is performed stand alone or performed with another Cummins Warrantable repair **NOT** requiring a partial coolant drain. If performed with another Cummins Warrantable repair that DOES include a partial coolant drain, claim **only** the 99-902 SRT with a Quantity of 2. In this final case, Admin, 19-0GB, 19-0GD CANNOT be claimed.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)

SRT Code	Description	Time (hrs)
00-90X	Administrative time (OPTIONAL)	
17-902	CAMPAIGN CHECK - COOLANT LEVEL SENSOR, CORRECT PARTS (QTY 1) (OPTIONAL)	
19-0GB	ENGINE COOLANT LEVEL SENSOR - REMOVE AND INSTALL - B6.7 CM2350 B121B (OPTIONAL)	
99-902	REMOVE AND INSTALL - ADDITIONAL COOLANT LEVEL SENSOR (SRT OPTIONAL, QTY - OPTIONAL, MAX 2)	
19-0GD	ENGINE COOLANT LEVEL SENSOR - REMOVE AND INSTALL - L9 CM2350 L123B (OPTIONAL)	

Travel

Travel is **not** 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 and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES" or other appropriate selections. 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

Claim Codes	
Description	Code
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WEDCBB

Attachments

Click here to see c2223_esn-list.xlsx

(/service/english/attachments/c2223_esn-list.xlsx)  Click here to see c2223_attachment-b.pdf

(/service/english/attachments/c2223_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
Automotive	All

Document History

Date	Details
	Document Created; 12-Nov-2019

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