



Warranty Field Campaign

Campaign Number: c2133	Revision: C	Released Date: 16-Jun-2020
ISB6.7 CM2350 B101 MY13-14 VGT Actuator Campaign for Transit		Expiration Date (U.S. and Canada): 14-Jun-2024
		Expiration Date (International): 14-Jun-2024

Attention

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

This is to revise and replace C2133-B, dated 13-Mar-2020. This revision is to:

- 1. Update the Action, and**
- 2. update the Part list.**

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

Description

This campaign is being issued to address Variable Geometry Turbocharger Actuator failures on certain ISB6.7 CM2350 B101 engines in Transit applications. This campaign authorizes certified repair locations to replace the Variable Geometry Turbocharger Actuator on eligible units.

Note : This field action also allows retroactive coverage of repairs, including customer billable repairs, completed by Cummins authorized repair locations prior to the release date of this field action. Previous repairs may be eligible for reimbursement of **ONLY** the work defined in this publication. Service providers should have invoice documentation of original repair ready for support of the retroactive claim. All Service Providers attempting to file claims for retroactive repairs should reference Warranty Memo M1825 for instructions.

Note : Retroactive Coverage has an expiration date. As indicated in Warranty Memo #1825, retroactive claims will **only** be accepted for a period of one (1) year from the original publication date, unless otherwise noted. Retroactive claims will **NOT** be accepted AFTER 14 June 2020.

Note : If original repair was **not** completed by a Cummins authorized repair location, the labor amount is **not** reimbursable. **ONLY** parts will be reimbursed.

Action

In order to qualify for repair under this field action, an engine:

1. will be covered if the failure occurred within 10 years in service and 185,000 miles, 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. Remove and replace the Variable Geometry Turbocharger Actuator. Please refer to Service Procedure 010-134 in Cummins Service Manual 2883567 for ISB6.7 CM2350 B101 engines.

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

The following parts are covered under this field action:

Part Number	Quantity	Description
560377700RX	1	KIT, ACTUATOR

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.

Note : All SRTs listed are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
00-90X	Administrative time	
10-021	Actuator - Variable Geometry Turbocharger Electric - Remove and Install	

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 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
Failure Code:	WTHACD

Attachments



Click here to see c2133_esn-list.xls

(/service/english/attachments/c2133_esn-list.xls)

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

Document History

Date	Details
	Document Created 13-Jun-2019

Date	Details
	Add a note to the description 08-Oct-2019 Change the expiration date to: 14-Jun-2024 update the material disposition.
	Add limits to the qualification parameters and update SRT list; 13-Mar-2020
	Update the Action and Part list; 16-Jun-2020

Last Modified: 16-Jun-2020
