



Warranty Field Campaign

Campaign Number: c2347	Revision: A	Released Date: 09-Mar-2021
X15 CM2350/CM2450 Oil Dipstick Campaign		Expiration Date (U.S. and Canada): 13-Aug-2022
		Expiration Date (International): 13-Aug-2022

Attention

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

This is to revise and replace C2347, dated 10-Sep-20. This revision is to:

1. Update the Title, and
2. update the Description, and
3. update the Action, and
4. update the SRT list,
5. update the Other Claimables.

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

Description

This Campaign is being issued to address dipstick failures in certain X15 CM2350/CM2450 engines. This document authorizes certified repair locations to replace the dipstick on eligible X15 CM2350/CM2450 engines. All eligible engines will require a replacement dipstick. Please note that there are certain restrictions on reimbursements.

Note : Please refer to Attachment B for a visual of the physical difference in the original dipstick and the replacement dipstick, authorized by this Campaign.

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, as Attachment A. The listing provides the correct dipstick assignments.

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

Note : All eligible units will require a replacement dipstick.

1. There are two dipstick options available for this field action. Please refer to the attached ESN listing, Attachment A, to identify the correct dipstick assignment.

Note : If there is a dipstick blade failure there is no need to remove the failed part from the oil pan.

2. Remove the original dipstick from the dipstick tube and install the correct dipstick per the attached ESN listing. Please refer to Attachment B for a visual comparison of the original and the replacement dipstick.

Material Disposition

Materials removed as a result of this field action **must** be scrapped.

Reimbursements

Parts

The following parts are covered under this field action:

Part Number	Quantity	Description
566395900	1	DIPSTICK (OPTIONAL)
566396000	1	DIPSTICK (OPTIONAL)

Note : Standard Admin time is **not** appropriate and cannot be claimed on this action. File **ONLY** one instance of 99-907 (.2 hrs) for stock retrieval and order close out.

Labor Using Applicable Access Code and Time

SRT Code	Description	Time (hrs)
99-007	PROCESSING AND HANDLING REIMBURSEMENT (QTY 1)	

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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WLNSDB

Attachments

Click here to see c2347_esn-list.xlsx

(/service/english/attachments/c2347_esn-list.xlsx) Click here to see c2347_visual_representation_of_dipstick_ends_attachment-b.pdf

(/service/english/attachments/c2347_visual_representation_of_dipstick_ends_attachment-b.pdf)

Engine Family	Fuel System
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
Design Application	Market Application
Automotive	All
Automotive	All
Automotive	All

Document History

Date	Details
	Document Created; 10-Sep-2020
	Title Change, update the Description, update the action, update SRT list, update Other Claimables; 09-Mar-2021

Last Modified: 09-Mar-2021
