# ACCOUNT TEAM COVERAGE

**Please Deliver To:** Service Managers and Warranty Decision Makers

**FROM:** Cummins Global Warranty Administration Communications

**Subject:** X15 OUT OF WARRANTY COVERAGE DUE TO PROGRESSIVE DAMAGE ON ATC2405

**Number:** Atc2443 **Date:** 22-Nov-2022

**Expires:** 01-Dec-2023 (U.S./Canada)
01-Dec-2023 (International)

**Attention:**

This is to revise and replace ATC 2443-A, dated 17-Feb-2022. This revision is to:

1 Extend the Expiration date to: 01-Dec-2023.

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

## DESCRIPTION:

This ATC (formed as a Temporary Repair Practice) is being issued to address out of coverage failures as a result of dust ingestion through the air compressor inlet plumbing system on certain X15 engines. This ATC/TRP authorizes certified repair locations to repair applicable components if all criterion are met in the Action section.

**NOTE:** Warranty claim may be charged back if pre-authorization via Cummins Care Request (CCR) is **NOT** obtained. CCR number **must** be included in claim narrative.

**NOTE:** Necessary parts **must** be on hand before beginning this field action.

**NOTE:** Engines with existing Cummins Coverage are **not** eligible for this field action. In the event that a Cummins coverage exists, **ONLY** Admin and a Campaign Check (SRT 17-902) should be filed, removing the unit from eligibility for this ATC/TRP. As coordinated with Cummins Care, file all repair cost to the appropriate existing coverage.

**NOTE:** ATC2443 is not eligible if repair date is more than 3 months past ATC2405 repair date.

## ACTION:

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

- 1. **must** have NO existing coverage for the failed component, and
- 2. **must** show as OPEN on QuickServe® Online for this field action, and
- 3. **must** have completed ATC2405 within 3 months (ATC2443 Repair Date - ATC2405 Repair Date is less than or equal to 92 days), and
- 4. **must** experience a symptom (high blow-by or oil consumption) as a result of dust ingestion through the air compressor inlet system. Symptom **must** be confirmed:
  - 4a. for high blow-by: Confirmed FC555 or FC556 on the improved calibration revision downloaded for ATC2405, and/or
  - 4b. for oil consumption: Confirmed Fail on the Oil Consumption Evaluator (Reference the Oil Consumption Evaluator under Service Tools on the Service tab in QuickServe® Online). **Must** have supporting Engine Lubricating Oil Consumption Report, and
- 5. **must** complete the diagnostics outlined in the instructions below prior to obtaining pre-authorization from Cummins Care (1-800-Cummins).

**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 Service Bulletin 5613318 and follow the appropriate instructions list below:
  - 1a. Follow section **Prior to any part disassembly or removal, check the air intake system for the following:**, then
  - 1b. Follow section **Disassembly of the Air Intake System**, then
  - 1c. Capture photos similar to figures 1, 2, and 3 in SB 5613318.
- 2. Upload the following to a new EDS or Guidanz data session:

- 2a. ECM image in .EIF format. (If high blow-by **must** include record of FC555 or FC556 with ECM code)
- 2b. Screen shot of the result from Oil Consumption Evaluator: Fail, if applicable.
- 2c. Completed Engine Lubricating Oil Consumption Report, if applicable.
- 2d. Photos clearly documenting any dust entry paths.
- 2e. Photos similar to figures 1, 2, and 3 in SB 5613318.

- 3. Call 1-800-Cummins to secure pre-authorization before continuing repairs.
- 4. After obtaining pre-authorization, repair engine per Cummins Care repair direction.
- 5. When filing claim, include your Cummins Care Request (CCR) Number in the claim narrative documenting your pre-authorization.

**MATERIAL DISPOSITION:**

Where applicable, materials removed as a result of this field action must be returned to Cummins. Parts flagged via the Cummins Enhanced Parts Return (EPR) process should be returned following the stated instructions. Please return the parts to:

Cummins Service Support Center

910 S. Marr Road, Receiving Location 35

Columbus, IN 47201

Attn: Service Support Center Manager

Email: ssc@cummins.com

**NOTE:** Parts covered by the Field Action are to be returned to the Cummins Service Support Center. Please include a copy of the claim paperwork and a material return tag with the returned parts. Include the ESN number, the Campaign #2443, and the claim number on the material return tag. For Cummins returns, record WebCumpas# on the outside of the box. For PACCAR returns, record CRA# or Eztrac#. Items not flagged for EPR 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 and the list provided is to be used for reference. Please repair with the applicable parts for each engine based on Parts.Cummins.com. Additional parts are allowed if authorized by Cummins Care and must be sufficiently documented in the claim narrative. A lack of documentation in the narrative may result in a reduction in claim reimbursement or claim denial.

**NOTE:** Since the level of repair will depend on the directive and authorization from Cummins Care, source the lowest cost parts available (Recon, Parts Kit vs. Individual Components, etc.)

The following parts are covered under this field action:

| Part Number | Quantity | Description |
|---|---|---|
| 288208700 | 6 | CON ROD BEARING KIT (OPTIONAL) |
| 368964900 | 1 | AIR COMPRESSOR (OPTIONAL) |
| 437409100RX | 1 | RX CYL HEAD X114B (OPTIONAL) |
| 540582800 | 6 | PISTON KIT X116B (OPTIONAL) |
| 540582900 | 6 | PISTON KIT X114B (OPTIONAL) |
| 540611000 | 1 | MAIN BEARING KIT (OPTIONAL) |
| 540618700 | 1 | UPPER ENG GSKT KIT (OPTIONAL) |
| 547297000 | 6 | CYLINDER LINER KIT (OPTIONAL) |
| 557927700 | 6 | PISTON KIT X124B (OPTIONAL) |
| 557930800 | 1 | OVERHAUL KIT X116B (OPTIONAL) |
| 557930900 | 1 | OVERHAUL KIT X114B (OPTIONAL) |
| 562826900RX | 1 | RX CYL HEAD X116B (OPTIONAL) |

| Part Number | Quantity | Description |
|---|---|---|
| 563363000 | 1 | MAIN BEARING KIT (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.

**NOTE:** All SRTs listed are OPTIONAL. SRTs for component inspection or additional repairs as authorized by Cummins Care may also be claimed on this action. Additional repairs **must** be sufficiently documented in the claim narrative.

**Labor using applicable Access Code and Time:**

| SRT Code | Description | Time |
|---|---|---|
| 00-139 | Part Photograph/ECM Images/Datalogs to Factory Service Group (OPTIONAL) | |
| 00-90X | Administrative time | |
| 01-0GJ | Cylinder Liner - Remove and Install, All - X15 CM2350 X114B (OPTIONAL) | |
| 01-0GM | Piston and Connecting Rod Assembly - Rebuild, All - X15 CM2350 X114B (OPTIONAL) | |
| 01-0K1 | Piston and Connecting Rod Assembly - Rebuild, All - X15 CM2350 X116B (OPTIONAL) | |
| 01-0M2 | Cylinder Liner - Remove and Install, All - X15 CM2350 X116B (OPTIONAL) | |
| 01-1BR | Cylinder Liner - Remove and Install, All - X15 CM2450 X124B (OPTIONAL) | |
| 01-1JU | PISTON AND CONNECTING ROD ASSEMBLY - REBUILD, EACH - X15 CM2450 X124B (OPTIONAL) | |
| 01-1ZR | PISTON AND CONNECTING ROD ASSEMBLY - REBUILD, EACH - X15 CM2450 X134B (OPTIONAL) | |
| 01-20A | CYLINDER LINER - REMOVE AND INSTALL, ALL - X15 CM2450 X134B (OPTIONAL) | |
| 12-01E | Air Compressor - Remove and Install - X15 CM2350 X114B (OPTIONAL) | |
| 12-01Y | Air Compressor - Remove and Install - X15 CM2350 X116B (OPTIONAL) | |
| 12-05N | Air Compressor - Remove and Install - X15 CM2450 X124B (OPTIONAL) | |
| 12-0AD | Air Compressor - Remove and Install - X15 CM2450 X134B (OPTIONAL) | |
| 17-00Z | Radiator, Charge Air Cooler and/or Air Conditioner Condenser Assembly - Remove and Install (CMI) (OPTIONAL) | |
| 17-902 | CAMPAIGN/ATC CHECK (OPTIONAL) | |

**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:** Additional parts, such as o-rings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed in Other Claimables. 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 TRP **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: ..... North America Distributor = X
Pay Code: ..... North America Dealer = D

Pay Code: ..... International Distributor = I
Pay Code: ..... International Dealer = R
Failure Code: ..... WBRROA

Attachments
atc2443_esn-list-a.xlsx