# Account Team Coverage

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|---|---|---|
| **ATC Number**: atc2443 | **Revision**: C | **Released Date**: 25-Apr-2023 |
| **X15 OUT OF WARRANTY COVERAGE DUE TO PROGRESSIVE DAMAGE ON ATC2405** | | **Expiration Date (U.S. and Canada)**: 01-Dec-2023 |
| | | **Expiration Date (International)**: 01-Dec-2023 |

## Attention

- jonathan.bates@cummins.com; angelica.cortezvega@cummins.com

**This is to revise and replace ATC 2443-B, dated 22-Nov-2022. This revision is to:**

1. **Update the Description, and**
2. **update the Action, and**
3. **update the Reimbursements, and**
4. **update the SRT list, and**
5. **update the ESN list.**

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

## Description

This ATC-TRP 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 detailed below.

**Note :** Pre-authorization is REQUIRED to begin any work outlined by this publication. Please Call 1-800-CUMMINS to secure Cummins Care Request (CCR). CCR number **must** be included in claim narrative. Failure to secure pre-authorization may result in a claim denial or reduced reimbursements.

**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, file an Admin **ONLY** claim to remove 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) and,
- 6. **must** receive approval from Cummins Central Policy team via ATC2443 @cummins.com.

**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. Include a screen shot of the result from Oil Consumption Evaluator: Fail, if applicable.
- 2c. Completed the 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 request failure analysis.
- 4. After Cummins Care has completed failure analysis, email Central Policy Team to ATC2443 @cummins.com to obtain authorization before continuing repairs. Include ATC2433 the ESN and the CCR Number in the email subject line.
- 5. After obtaining approval, complete the authorized repairs.

- 6. When filing claim, include your Cummins Care Request (CCR) Number in the claim narrative.

## 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, and should be confirmed using 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) |

| Part Number | Quantity | Description |
|---|---|---|
| 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) |
| 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 (hrs) |
|---|---|---|
| 00-139 | Part Photograph/ECM Images/Datalogs to Factory Service Group (OPTIONAL) | |
| 00-90X | Administrative time | |

| SRT Code | Description | Time (hrs) |
|---|---|---|
| 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) | |

| SRT Code | Description | Time (hrs) |
|---|---|---|
| 17-00Z | Radiator, Charge Air Cooler and/or Air Conditioner Condenser Assembly - Remove and Install (CMI) (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.

| Claim Codes | |
|---|---|
| **Description** | **Code** |
| 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

Click here to see atc2443_esn-list-b.xlsx

(/service/english/attachments/atc2443_esn-list-b.xlsx)

| Engine Family | Fuel System |
|---|---|
| ISX, QSX15 ISX15 | |
| ISX, QSX15 ISX15 | |
| **Design Application** | **Market Application** |
| All | All |
| All | All |

## Document History

| Date | Details |
|---|---|
| | Document Created; 15-Jun-2021 |
| | Update the title, Extend the expiration date, description, action, parts list, ESN list; 17-Feb-2022 |
| | Extend the expiration date; 22-Nov-2022 |
| | Update the Description, update the Action, update the Reimbursements, update the SRT list, update the ESN list; 25-Apr-2023 |

**Last Modified: 25-Apr-2023**