



# Warranty Field Campaign

Campaign Number: c7028	Revision: A	Released Date: 11-Jun-2024
B6.7 CM2450 B155B Thrust Bearing Campaign		Expiration Date (U.S. and Canada): 07-May-2025
		Expiration Date (International): 07-May-2025

## Attention

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

**This is to revise and replace Campaign 7028, dated 07-May-2024. This revision is to:**

- 1. Update the Towing.**

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

## Description

This campaign is being issued to inspect and replace, where appropriate, the #6 upper main bearing on certain B6.7 CM2450 B155B ESNs. This campaign enables authorized repair locations to replace the upper main bearing and inspect the engine for progressive damage.

**Note :** This field action provides retroactive coverage for repairs made in anticipation of and prior to the release of this publication.

## 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) Verify that correct #6 Upper Main Bearing is installed. Please refer to Procedure 001-006 Bearings, Main in the Service Manual 5613229. Please refer to Attachment B, Figure 1 to see

examples of a correct and incorrect #6 Upper Main Bearing. Please take some pictures of the installed bearing and retain for future reference.

- 2) If a correct #6 Upper Main Bearing is installed, no further inspections are needed. Replace #6 Upper and Lower Main Bearings with new parts.
- 3) If an incorrect #6 Upper Main Bearing is installed, please refer to the following instructions;
- a) Remove the #5 Upper and Lower Rod Bearings. Please refer to Procedure 001-005 Bearing, Connecting Rod in the Service Manual 5613229.
- b) Inspect crankshaft surface at the Upper and Lower #6 Main Bearing points, and the Upper and Lower #5 Rod Bearing surfaces to assure they meet published reuse guidelines. Please refer to Procedure 001-016, Crankshaft in the Service Manual 5613229.
- c) If the crankshaft passes reuse guidelines, replace the Upper and Lower #6 Main Bearings, as well as the Upper and Lower #5 Rod Bearings with new parts. Complete the re-assembly in accordance with published procedures.

**Note :** If crankshaft does not pass published reuse guidelines, or if other conditions exist that indicate a replacement engine is in order, as outlined in the Warranty Administration Manual (WAM), Pre-Authorization is required to initiate the replacement work. You **MUST** call Cummins Care (1-800-CUMMINS) to secure the needed authorizations. Further, the replacement engine costs must be claimed in the Other Claimables section of the reimbursement filing. For more details on Pre-Authorization, please refer to WAM Procedure 111-502-004, Preauthorization available on QuickServe® Online. Copy and paste the following URL address into your preferred internet browser -  
<https://QuickServe®.cummins.com/qs3/pubsys2/xml/en/procedures/111/111-502-004.html>.

**Note :** Additionally, an Engine Trade Out Form must be submitted. Please refer to WAM Procedure 111-513-014, Product Trade Outs for more details. The purpose of the Engine Trade Out Form is to initiate the administrative process to discontinue applicable coverage(s) associated with the original engine and transfer applicable coverage(s) to the replacement engine, and further provides full financial reimbursement for the replacement engine(s) through this field action. This process to transfer coverage(s) begins with the Engine Trade Out Form for Cummins Engines. Submit the completed Engine Trade out Form to [warranty@cummins.com](mailto:warranty@cummins.com) after claim submission. Please refer to WAM Procedure 111-513-014, Product Trade Outs for more details.

- 4) Where authorized, replace engine per the approved procedures as published in the appropriate Service Manual.

## 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**. Select **only** the parts required to complete the repair. As outlined in the Warranty Administration Manual (WAM), Pre-Authorization is required to initiate the replacement work. You **MUST** call Cummins Care (1-800-CUMMINS) to secure the needed authorizations. Further, the replacement engine costs **must** be claimed in the Other Claimables section of the reimbursement filing. Document the ESN, the Auth Code, and claim at the distributor invoice amount, no markup. Cost to ship removed engine to the return center may also be claimed when detailed. Fluid top off may also be claimed here. Charges, handling fees, and other costs **must** be documented and justified in the claim narrative. An Engine Trade Out Form **must** be submitted. Please Refer to WAM Procedure 111-513-014, Product Trade Outs for more details.

The following parts are covered under this field action:

Part Number	Quantity	Description
397882200	1	BRG,THR (OPTIONAL)
547306100	1	KIT,BRG (OPTIONAL)
547333100	1	KIT,BRG (OPTIONAL)
B6.7 ENGINE	1	REPLACEMENT ENGINE (INFO ONLY)

**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)
00-12L	Engine - Remove and Install - B6.7 CM2450 B155B (OPTIONAL)	
00-90F	Technician Administrative Time - Field Action Service Events (OPTIONAL)	
01-29E	Bearings, Connecting Rod - Remove and Install, First - B6.7 CM2450 B155B (OPTIONAL)	

SRT Code	Description	Time (hrs)
01-29H	Bearings, Main - Remove and Install, First - B6.7 CM2450 B155B (OPTIONAL)	
99-007	BEARING AND CRANK INSPECTIONS FOR REUSE (QTY 1 - .2 HRS) (OPTIONAL)	

## Travel

Travel is **not** covered under this field action. Towing is 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. A lack of documentation in the narrative may result in a reduction in claim reimbursement or claim denial.

## 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:	WBKMAA

## Attachments

[Click here to see c7028\\_esn-list.xlsx](#)

[\(/service/english/attachments/c7028\\_esn-list.xlsx\)](#) [Click here to see c7028\\_attachment-b.pdf](#)

[\(/service/english/attachments/c7028\\_attachment-b.pdf\)](#)

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; 07-May-2024
	Update the Towing; 11-Jun-2024

---

Last Modified: 11-Jun-2024

---

## C7028 – Attachment B, Upper Main Thrust Bearing Images

**Figure 1: #6 Upper Main Bearing (Thrust Bearing)**

Correct #6 Upper Main Bearing,  
PN 3978822



Incorrect #6 Upper Main Bearing,  
PN 3978824

