



Warranty Field Campaign

Campaign Number: c2137	Revision: A	Released Date: 03-Apr-2020
ISL9 CM2350 MY13-16 Variable Geometry Turbocharger Actuator Campaign for Transit Bus		Expiration Date (U.S. and Canada): 19-Nov-2024
		Expiration Date (International): 19-Nov-2024

Attention

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

This is to revise and replace C2137, dated 19-Nov-2019. This revision is to:

- 1. Update the Expiration date to: 19-Nov-2024, and**
- 2. update the Title, and**
- 3. update the Parts 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 ISL9 CM2350 engines in Transit Bus applications. This document authorizes certified repair locations to replace the Variable Geometry Turbocharger Actuator and to install the appropriate vent lines.

Action

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

1. will be covered if the failure occurs within 10 years in service and 435,000 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 the appropriate Service Manual.
2. Remove and replace the Coolant Vent Lines. Please refer to the Service Procedure 008-017 in the appropriate Service Manual.

Note : Dips or sags of the vent line below the bottom surface of the actuator should be avoided. If the vent line dips or sags below the bottom surface of the actuator the line should be shortened and raised to be above the top surface of the actuator.

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. Claim **only** the parts required to complete the repair. Additional parts, such as o-rings, gaskets and fasteners, that are required to complete the repair, but **not** listed, may be claimed if sufficiently explained in the claim narrative. ReCon (RX) parts should be used and claimed when performing all Cummins Field Actions. New or NX parts should **only** be used when making before-in-service repairs. Additionally, due to local laws, RX/PX parts may **not** be available for use in the repair. If this is the case for your region, use the New part equivalent of the appropriate ReCon part. Further, if RX/PX parts are not readily available to complete the repair in a timely fashion, the new part equivalent can be secured and used for the repair.

The following parts are covered under this field action:

Part Number	Quantity	Description
547315800	1	KIT,VENT LINE
552785200	1	CPL, PLAIN HOSE (OPTIONAL)
560377600RX	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	

SRT Code	Description	Time (hrs)
08-024	Coolant Vent Hoses - Remove and Install, (With EGR) (OPTIONAL)	
10-021	Actuator - Variable Geometry Turbocharger Electric - Remove and Install (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 : 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:	WTHACK

Attachments

Click here to see [c2137_esn-list.xlsx](#)

(/service/english/attachments/c2137_esn-list.xlsx)

Engine Family	Fuel System

Design Application	Market Application
Automotive	Bus

Document History

Date	Details
	Document Created; 19-Nov-2019
	Update the Expiration date, the Title, Description and Parts list; 03-Apr-2020

Last Modified: 03-Apr-2020
