



Warranty Field Campaign

Campaign Number: c2389	Revision: A	Released Date: 19-Jan-2021
X15 / X12 / QSX15 / QSM11 / ISX15 / ISX12N / ISM11 Lube Oil Filter Replacement Campaign		Expiration Date (U.S. and Canada): 01-Dec-2021
		Expiration Date (International): 01-Dec-2021

Attention

- Worldwide distr./ branches and Div./Reg Offices
- U.S. / Canadian Distr./Branches and Div. Offices
- U.S. / Canadian Dealers (Automotive)

This is to revise and replace C2389, dated 08-Dec-20. This revision is to:

- 1. 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 a potential oil leak from the lube oil filter on certain X15, X12, QSX15, QSM11, ISX15, ISX12N, and ISM11 engines. This campaign authorizes certified repair locations to replace the lube oil filter if first 5 digits of the date code on the filter is confirmed to be 20232.

Note : If the date code located on the domed end of the filter is unreadable or otherwise illegible, replace the lube oil filter. (This action **only** applies to lube oil filters fitted at the factory. If the filter is painted white, the filter has already been replaced and no action is needed.)

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

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. Check the date code on the domed end of the lube oil filter. If the first 5 digits of the date code on the lube oil filter is 20232 or the date code is unable to be confirmed or illegible, replace the oil filter. If the first 5 digits on the date code on the filter is **NOT** 20232, DO **NOT** replace the filter. No further action is needed. File one claim with Admin and 17-902 (Campaign Check) to close the field action.

Note : Please refer to Attachment B for details on how to identify the first 5 digits of the date code.

2. For all engines requiring a lube oil filter replacement, remove and replace the filter as described in Procedure 007-013 of appropriate Service Manual.

Material Disposition

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

Reimbursements

Parts

Note : The parts listed below are for **INFO ONLY** and are **NOT** claimable under the normal parts screens for this field action. Parts reimbursement can **ONLY** be filed under Other Claimables section of the claim submission.

The following parts are covered under this field action:

Part Number	Quantity	Description
LF14001NN	1	OIL FILTER (FOR 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)
00-90X	Administrative time	
07-06Y	Lubricating Oil Filter (Spin-On) - Remove and Install - X15 CM2350 X114B	
07-08E	Lubricating Oil Filter (Spin-On) - Remove and Install - X15 CM2350 X116B	
07-0D9	Lubricating Oil Filter (Spin-On) - Remove and Install - X12 CM2350 X119B	
07-0FC	Lubricating Oil Filter (Spin-On) - Remove and Install - ISX12N CM2380 X120B	
07-0H1	Lubricating Oil Filter (Spin-On) - Remove and Install - X15 CM2450 X124B	
07-0JA	Lubricating Oil Filter (Spin-On) - Remove and Install - X15 CM2350 X125M	
07-0R0	Lubricating Oil Filter (Spin-On) - Remove and Install - X15 CM2350 X129B	
07-301	Lubricating Oil Filter, Spin-On Type - Replace, Each	
17-902	CAMPAIGN CHECK (OPTIONAL)	

Travel

Travel is covered under this field action. Towing is covered under this field action.

Note : Please schedule the Technician's time to maximize the number of units that can be repaired on a single visit. When filing claims for multiple ESNs, where travel is required and authorized, travel can be filed to **ONLY** one (1) ESN.

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" or other appropriate selections. A maximum of \$80.00 (USD) is allowed for reimbursements. Please included 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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WLGCOA

Attachments

Click here to see [c2389_esn-list-a.xlsx](#)

(/service/english/attachments/c2389_esn-list-a.xlsx)  Click here to see [c2389_oil_filter_date_code_check-attachment-b.pdf](#)

(/service/english/attachments/c2389_oil_filter_date_code_check-attachment-b.pdf)

Engine Family	Fuel System
ISX11.9	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	CM570
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISX, QSX15 ISX15	
ISM, ISMe, QSM11	
ISM, ISMe, QSM11	
ISM, ISMe, QSM11	
ISM, ISMe, QSM11	
ISM, ISMe, QSM11	CM876
ISM, ISMe, QSM11	CM876 SN
Design Application	Market Application
All	All
All	All
All	All
All	All
All	All
All	All
All	All

Design Application	Market Application
All	All
All	All
All	All
All	All
All	All
All	All
All	All
All	All
All	All
All	All
All	All
All	All

Document History

Date	Details
	Document Created; 08-Dec-2020
	Parts list updated; 19-Jan-2021

Last Modified: 19-Jan-2021
