

## ACCOUNT TEAM COVERAGE

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

**FROM:** Cummins Global Warranty Administration Communications

**Subject:** ISX12N Piston and Cylinder Liner Replacement ATC for Colombia

**Number:** Atc2424

**Date:** 17-Aug-2021

**Expires:** 08-Aug-2023 (U.S./Canada)

08-Aug-2023 (International)

**Attention:** [REDACTED]

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

### **DESCRIPTION:**

This ATC is being issued to address oil consumption above published specification limits which in some cases may result in knock faults, repeat misfire, engine miss, rough running, and/or low power. This ATC authorizes certified repair locations to replace the current pistons and cylinder liners with new and improved parts, as well as claim costs associated with cleaning the exhaust valves.

**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 Install new piston kits, refer to procedure 001-043 Piston in ISX12N CM2380 X120B Service Manual (5504152).
- 2 Install new cylinder liner kits, refer to procedure 001-028 Cylinder Liner in ISX12N CM2380 X120B Service Manual (5504152).

### **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:** 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. Please refer to additional notations in the Other Claimables section below.

The following parts are **NOT** claimable under this field action. Please refer to notations in the Other Claimables section below:

| <b>Part Number</b> | <b>Quantity</b> | <b>Description</b>  |
|--------------------|-----------------|---------------------|
| 437646600          | 1               | KIT,GSK (INFO ONLY) |
| 497506900          | 1               | GSK,PAN (INFO ONLY) |
| 563353400          | 6               | KIT,PST (INFO ONLY) |
| 563353500          | 6               | KIT,LIN (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:** SRTs listed are OPTIONAL. Select **ONLY** the appropriate SRTs for the repair performed. 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.

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

| SRT Code | Description  | Time |
|----------|--|------|
| 00-90X   | Administrative time  |      |
| 01-15Z   | Cylinder Liner - Remove and Install, All - ISX12N CM2380 X120B |      |
| 02-09R   | Cylinder Head - Rebuild - ISX12N CM2380 X120B                  |      |

**Travel:**

Travel is 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. Parts are listed in this field action as INFO **ONLY**. No parts are claimable in the normal parts screens for this field action. 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. Multiple vendors and/or multiple service events may be filed on a single claim when supported by multiple invoices.

**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.

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: ..... WBPASB

Attachments  
 atc2424\_esn-list.xlsx