



Warranty Field Campaign

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| Campaign Number: c2402 | Revision: | Released Date: 25-Feb-2021 |
| ISX15 CM2250 SN and X15 CM2450 X124B/X134B Flywheel Capscrew Retorque Safety Campaign | | Expiration Date (U.S. and Canada): 25-Feb-2046 |
| | | Expiration Date (International): 25-Feb-2046 |

Attention

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

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

Description

This Safety Campaign is being issued to address an issue on certain ISX15 CM2250 SN and X15 CM2450 X124B/X134B units in which the flywheel may be susceptible to detaching from the crankshaft, possibly leading to loss of motive power, which may increase the risk of a crash. Additionally, driveline pieces may be ejected from the engine compartment, which may increase the risk of personal injury.

Cummins has reported this issue to the U.S. National Highway Traffic Safety Administration (NHTSA), which has assigned it Recall Number 21E-009.

This Safety Campaign authorizes certified repair locations to properly torque subject capscrews and inspect for possible damage and, if necessary, repair the damage on certain ISX15 CM2250 SN and X15 CM2450 X124B/X134B units.

Note : This field action provides for retroactive coverage of repairs completed by Cummins authorized repair locations prior to and in anticipation of the release date of this field action. All service providers attempting to file claims for retroactive repairs should reference Warranty Memo #1825 for instructions.

Note : This document does **not** authorize repairs for damage due to causes other than capscrews improperly torqued during the manufacturing process.

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. Inspect the flywheel components for damage and reuse per procedure 016-005 (Flywheel) in the appropriate service manual.
2. Torque the flywheel capscrews per procedure 016-005 (Flywheel) in the appropriate service manual.

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. Please include brief summaries on the details of items claimed.

Material Disposition

There are no materials involved in the field action.

Reimbursements

Parts

There are no parts covered in this field action.

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 | |
| 16-05M | Flexplate or Flywheel - Remove and Install - X15 CM2450 X124B (OPTIONAL) | |
| 16-080 | Flexplate or Flywheel - Remove and Install - X15 CM2450 X134B (OPTIONAL) | |

| SRT Code | Description | Time (hrs) |
|----------|--|------------|
| 16-103 | Flywheel or Flexplate - Remove and Install (OPTIONAL) | |
| 17-01J | Transmission, Manual - Remove and Install (CMI) (OPTIONAL) | |
| 17-151 | TRANSMISSION, MANUAL - REMOVE AND INSTALL (OPTIONAL) | |

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. 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 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: | WSNCFB |

Attachments

[Click here to see c2402_esn-list.xlsx](#)

(/service/english/attachments/c2402_esn-list.xlsx)

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

Document History

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