

## **CUMMINS WARRANTY MEMO**

**Subject:** Retroactive Claim Filing Instructions for Field Actions

**Number:** m1825

**Date:** 08-Feb-2019

**Attention:** U.S./Canada Division/Regional Offices  
U.S./Canada Warranty Dealers (Engine & CIHR MR & HD)

-----  
If additional information is required, call 1-800-CUMMINS for assistance.  
-----

This Memo is for information only and will not result in a change to the Warranty Administration Manual.  
-----

This is to revise and replace Memo 1825-B, date 16-Nov-2018. This revision is to:  
1. Update the Labor Totals to align all publications.  
-----

### **PURPOSE:**

This memo provides claim filing instructions for field actions (campaign, TRP, or ATC) released with language similar to the statement below:

“This field action provides for retroactive coverage of repairs, including customer billable repairs, completed by Cummins authorized repair locations prior to the release date of this field action. Previous repairs may be eligible for reimbursement of ONLY the work defined in this publication. Service providers should have invoice documentation of the original repair ready in support of the retroactive claim.”

### **DISCUSSION:**

Previous repairs billed to customers may be eligible for partial or full reimbursement of ONLY the work defined within the published field action document, unless otherwise stated directly within the document. The reimbursement level will be up to the invoice value for the defined work unless other terms are specified directly within the document.

To support customers in filing for retroactive reimbursement, a copy of the original invoice is required. To be eligible for retroactive reimbursement, a customer must contact a Service Provider or Cummins Care within one year of original publication date of the field action, unless state law specifies a longer reimbursement period.

### **ACTION:**

For the scenario outlined in this memo, the following claim filing instructions should be followed to ensure claims are not rejected, prevented from submission, or wrongly penalized.

Service Providers should review the original invoice to determine the total portion of the invoice that is reimbursable per the field action. Claim ONLY the work defined within the field action document. **For the SCR Replacement field actions, use the table below for max filing limits.**

File the full calculated amount from the invoice under the Other Claimables section of the claim and use the claim narrative to detail what amounts were included. Consolidate **ALL** consumables and claim them as one item in Other Claimables, titled “**CAMPAIGN SUPPLIES**”. Itemized labor SRTs (including admin) should NOT be claimed. Itemized part numbers should NOT be claimed.

Please see the **Exception NOTE** below for itemized part numbers.

File using Claim Codes:

Account Code: use field action account code (65 or 27)

Authorization Number: use the field action number

Failure Code: use the field action failure code

Failure Date: use current work order create date

Service Provider Code:

Distributors Only: use 30168 (U.S.) / 30169 (CAN)

All other: use assigned service provider code

Original Invoice:

RapidServe Users: attach to RapidServe Web claim

Guidanz Claim Users: attach to Guidanz claim

All other: send to [warranty@cummins.com](mailto:warranty@cummins.com)  
provide claim and field action number in subject line

The table below shows the repair limit reimbursable per original invoice for each of the SCR Replacement field actions. If the invoiced value for the field action defined work is less than the stated limit then only the invoiced value is claimable. If a field action number is not listed below, refer to the field action document for any other limitations.

Field Action	Parts Amount	Labor Amount	Travel Amount	Other Claimables
C2034	Invoice Value*	\$325 USD**	Invoice Value	\$0
T2035	Invoice Value*	\$350 USD**	\$0	\$0
T2037	Invoice Value*	\$413 USD**	\$0	\$0
C2052	Invoice Value*	\$325 USD**	Invoice Value	\$0
C2053	Invoice Value*	\$413 USD**	Invoice Value	\$0
T2083	Invoice Value*	\$175 USD**	Invoice Value	\$0
T2084	Invoice Value*	\$238 USD**	Invoice Value	\$0
T2085	Invoice Value*	\$413 USD**	Invoice Value	\$0
*If original repair was not completed by a Cummins authorized repair location, the labor amount is <b>NOT</b> reimbursable. Only the parts amount is reimbursable. Claim <b>ONLY</b> the value <b>NOT</b> covered by policy.				

**NOTE: EXCEPTION NOTE:** If applicable to the field action, service providers should provide an "Emissions Campaign - Proof of Correction" form, Bulletin #4310621, to the customer. Inform the customer to retain this certificate as proof that the Emissions Campaign has been performed. If the field action requires a service provider to complete a "Label, Authorized Change," Cummins Part Number 5297400, the service provider is required to inspect the unit and apply the label to the unit. The associated parts and labor for the inspection and application of the label may also be claimed as itemized part numbers and standard repair times.