



Warranty Manual

Distributors
Dealers

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1 Introduction

1.1 Warranty Definition

The Cummins Power Generation Express Written Limited Warranty supplied with each product is the only warranty from Cummins Power Generation applicable to that product. There are no other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose. Where implied warranties cannot be disclaimed, their coverage and duration are the same as the product's expressed warranty. Under no circumstances will Cummins Power Generation be liable for special, consequential, or incidental damages.

International legal restrictions to this manual may apply. Please contact your international regional legal office for guidelines and clarification.

1.2 Warranty Philosophy

Cummins Power Generation provides the best warranty and extended warranty plan in the industry. As an authorized warranty repair location, you play a vital role in the delivery of these programs to our customers. We must work together to meet or exceed customer expectations.

Customers expect Cummins Power Generation and its authorized warranty locations to:

1. Stand behind Cummins Power Generation products.
2. Repair all failures that are a result of defects in material or factory workmanship by Cummins Power Generation, or arrange for OEM warranty service if component is from another manufacturer.
3. Provide the benefit of the coverage immediately.
4. Treat all customers fairly and consistently.

As an authorized warranty location, Cummins Power Generation has delegated the authority to you to administer our warranty and extended warranty programs according to the administrative procedures included in this manual. The principles behind these procedures are the following:

- Cummins Power Generation expects high quality repairs to be made to its products, but without over- or under-repair.
- Cummins Power Generation pays to fix all warrantable or covered failures that are the result of defects in material or factory workmanship.
- Cummins Power Generation does not pay for failures that result from customer abuse or neglect. The service location must make sure that the customer understands the corrective action required to avoid future failures resulting from abuse or neglect.

Cummins Power Generation delegates this authority only to those locations that administer warranty and extended warranty programs according to these principles and procedures.

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2 Warranty Literature List

2.1 Introduction

2.1.1 Distributors

Distributors may order literature, forms, labels, warranty material kits, and Standard Repair Time (SRT) manuals from Western Graphics, Inc.

Western Graphics can be contacted at:

- www.western-graphics.com/Cummins-Distributor.html
- Customer Service at 1-800-667-7616

Some of these items are available via QuickServe Online (QSOL).

2.1.2 Dealers

Dealers should order all literature, forms, labels, tags, and SRT manuals from their Cummins Power Generation distributor.

2.1.3 Most Often Requested Documents

The following table lists the documents most often requested and indicates how to obtain them. The Warranty Material Return Kit includes some of the same documents.

TABLE 1. MOST OFTEN REQUESTED DOCUMENTS

Part #	Description	Source
F1111	Tags – Warranty, Material Return	Western Graphics (USA Only)
F1115C	Manual – Fail Codes	QSOL
0998-0056	Warranty Material Shipping Kit	Western Graphics (USA Only)
Many	SRT manuals	QSOL
Many	Warranty Legal Description	QSOL
F23114-CPG	Extended Coverage Label (blue sticker)	Western Graphics (USA Only)
F23115-CPG	Extended Coverage Label (one per page)	Western Graphics (USA Only)
CPGF-W-00000052-1	Self Serve Product Replacement	Western Graphics (USA Only)

Warranty Material Return Kit 0998-0056 includes:

- Prepaid FedEx shipping label
- F-1111 Warranty material tag
- Shipping Container Label
- Instruction sheet

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3 Administrative Procedures

3.1 Product Identification

All CPG products come with identification serial numbers on a label or data plate stamped on the product.

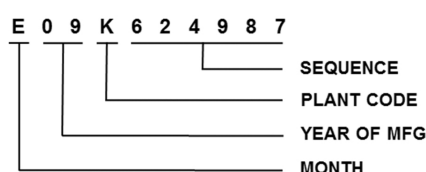
These serial numbers are normally visible on the label or data plate applied to the exterior or interior of the product depending on product or model.

The information on the label or data plate relates to product specification which includes and is not limited to the following:

- Model
- Serial number
- Manufacturing number
- Year of manufacture

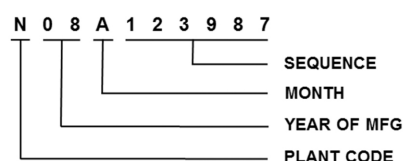
3.1.1 Serial Number Identification

3.1.1.1 Generator Set/DMC



Plant Code	Mfg Location	Plant Code	Mfg Location
0	Fridley	K	Kent
A	Australia-CPG	M	SLP Mexico
B	Italy Rental	Q	CPT - China
C	Italy (DIEM)	S	Singapore
E	Loncin	T	Brazil
F	Dometic	V	Venture
G	Girtz & Brazil G-Drive	W	Wuxi
H	Wuhan	Y	Nigeria
I	India	Z	GE Zenith - Controls
J	Cal Pac (Eco systems)	WH	China - domestic product

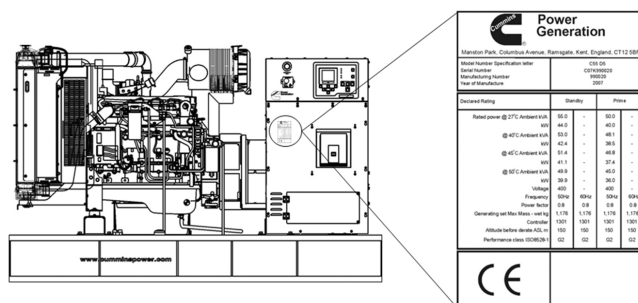
3.1.1.2 Alternator Serial Structure



Plant Code	Mfg Location	Plant Code	Mfg Location
A	Barnack - Stamford	M	San Louis Potosi
I	Ahmednagar	X	Wuxi
G	Rajangoan	P	Ryall road - Stamford
N	Ahmednagar		

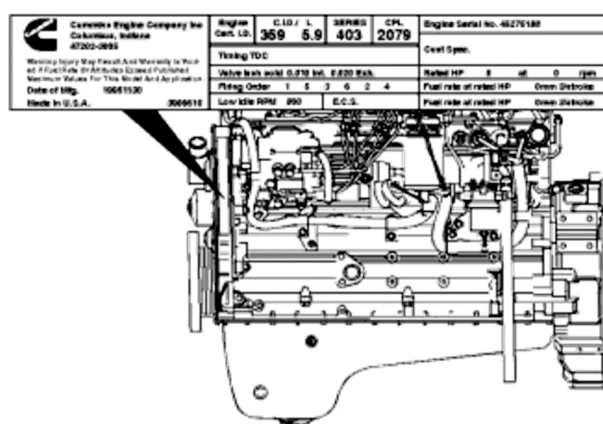
3.1.2 Generator Set Data Identification

Generator set data label has information about generator set technical information which includes the 10 digit alpha-numeric number e.g K09K123456



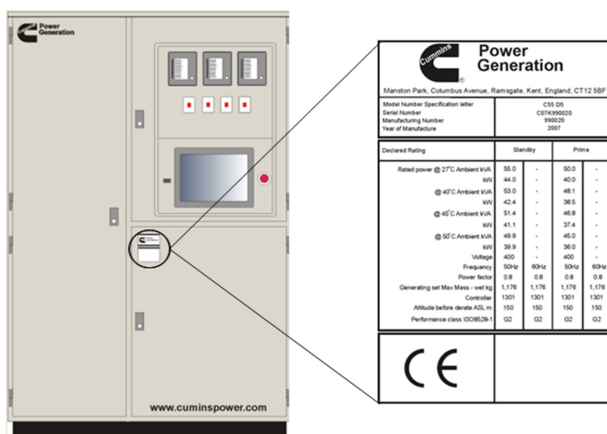
3.1.3 Engine Data Identification

The engine serial number is located on a data tag on the engine or is stamped on the engine block. Cummins engine serial numbers consist of eight (8) digits, e.g. 79012323



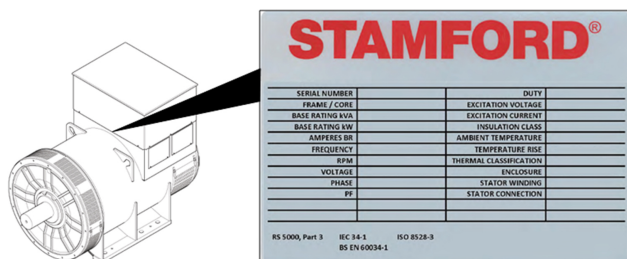
3.1.4 DMC Data Identification

DMC serial number is located on front door panel or inside door panel, depending on model.



3.1.5 Alternator Data Identification

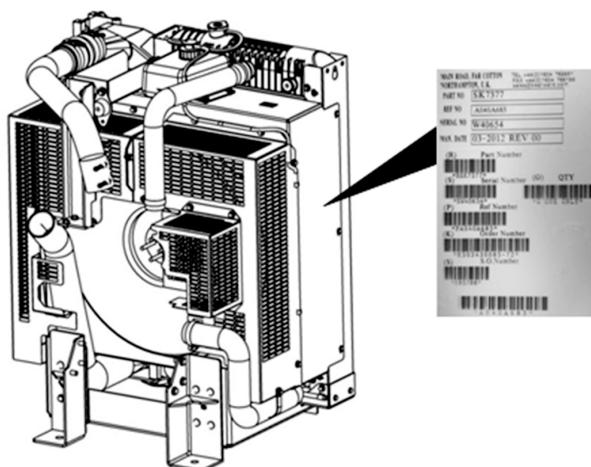
The customer order number and serial number is stamped on the upper section of the drive end bracket. A unique serial number is shown on two labels on the outside of the box.



3.1.6 Radiator Data Information

Third party radiator serial number is located on side of radiator (if assigned).

Please note the serial number structure is different from CPG product serial number structures.



3.1.7 G-Drive/CoolPac Identification

Use the engine serial number for claim filing. See [Section 3.2.7 on page 11](#) for issues with serial numbers.

3.2 General Administrative Information

3.2.1 Determining Warranty Coverage

The repair location determines if the failure is a warrantable or covered failure, and to what extent the repair is covered by Cummins Power Generation. The product fail date will be used to determine the applicable Warranty Administration Manual version. Extent of coverage depends on the following:

- Type of product
- Application
- Hours on product and time in service
- Coverage extensions purchased

If the repair is covered, the repair location is responsible for the following:

- Performing the repair.
- Preparing a claim for the amount due under the program.

Failure to follow CPG application, installation, and storage guidelines will void the warranty.

NOTICE

It is the Owners responsibility to maintain a functional Generating Set/ Engine Hour meter. If the hour meter is not operational then Generating set/Engine will be estimated at 400hrs per month from Date In Service.

3.2.2 Customer Specific Claim Filing

For customer specific G Drive claim filing such as Aggreko and Doosan products, use the process map below for claim filing procedures.

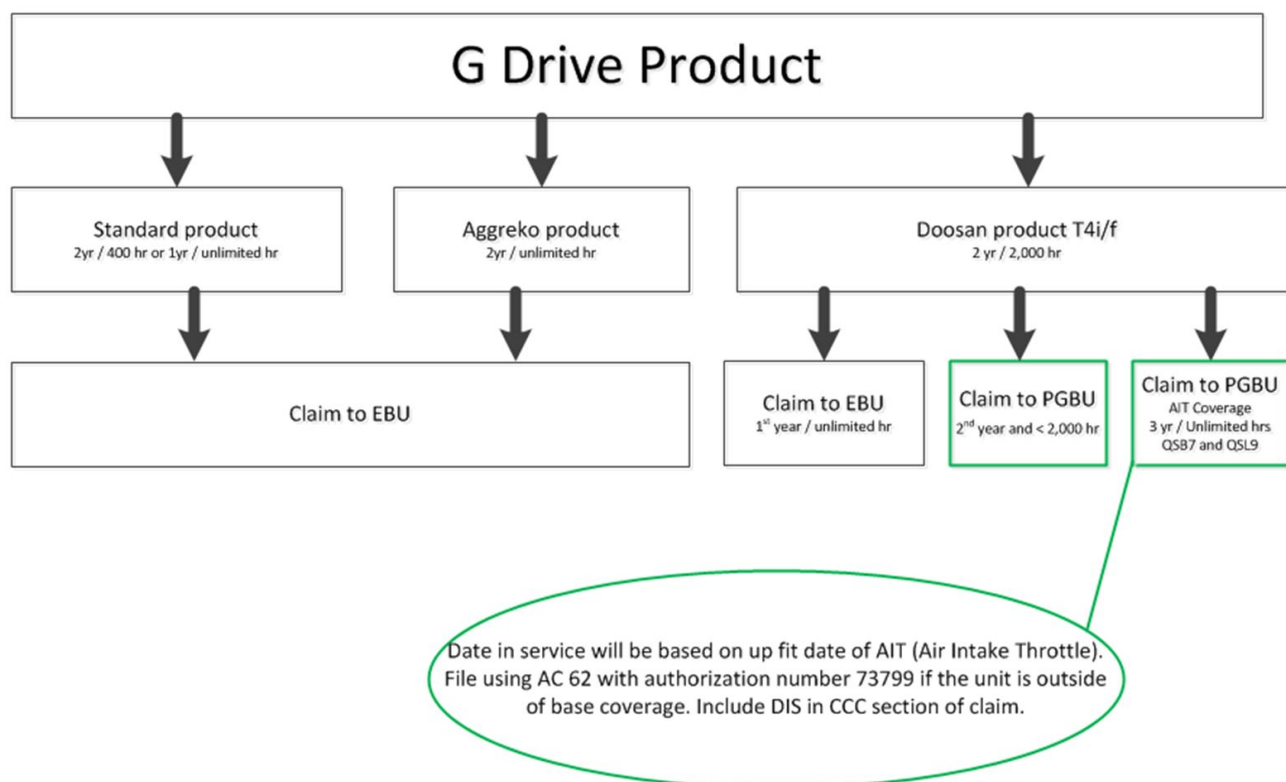


FIGURE 1. G DRIVE PRODUCT CLAIM FILING PROCEDURE

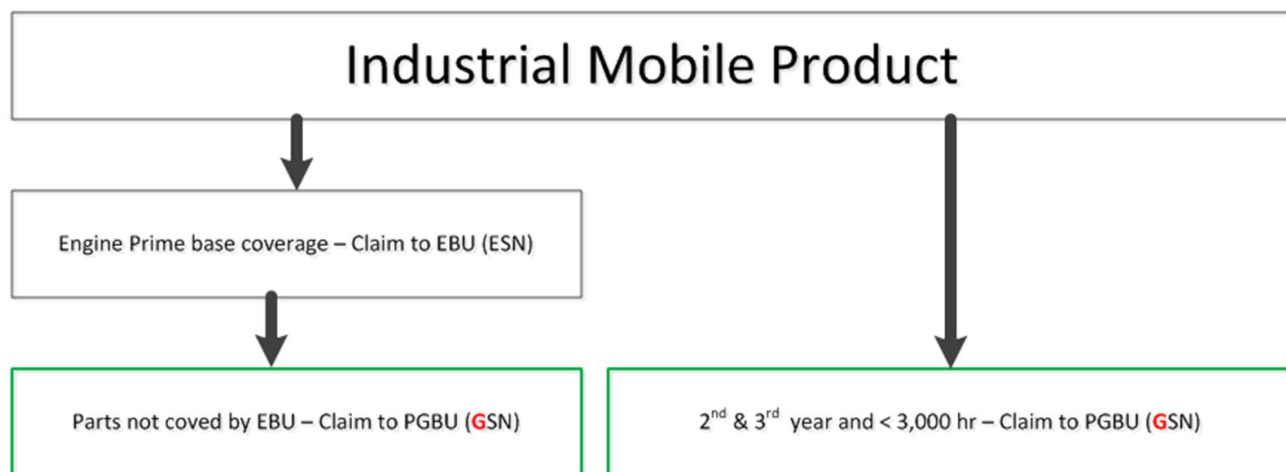
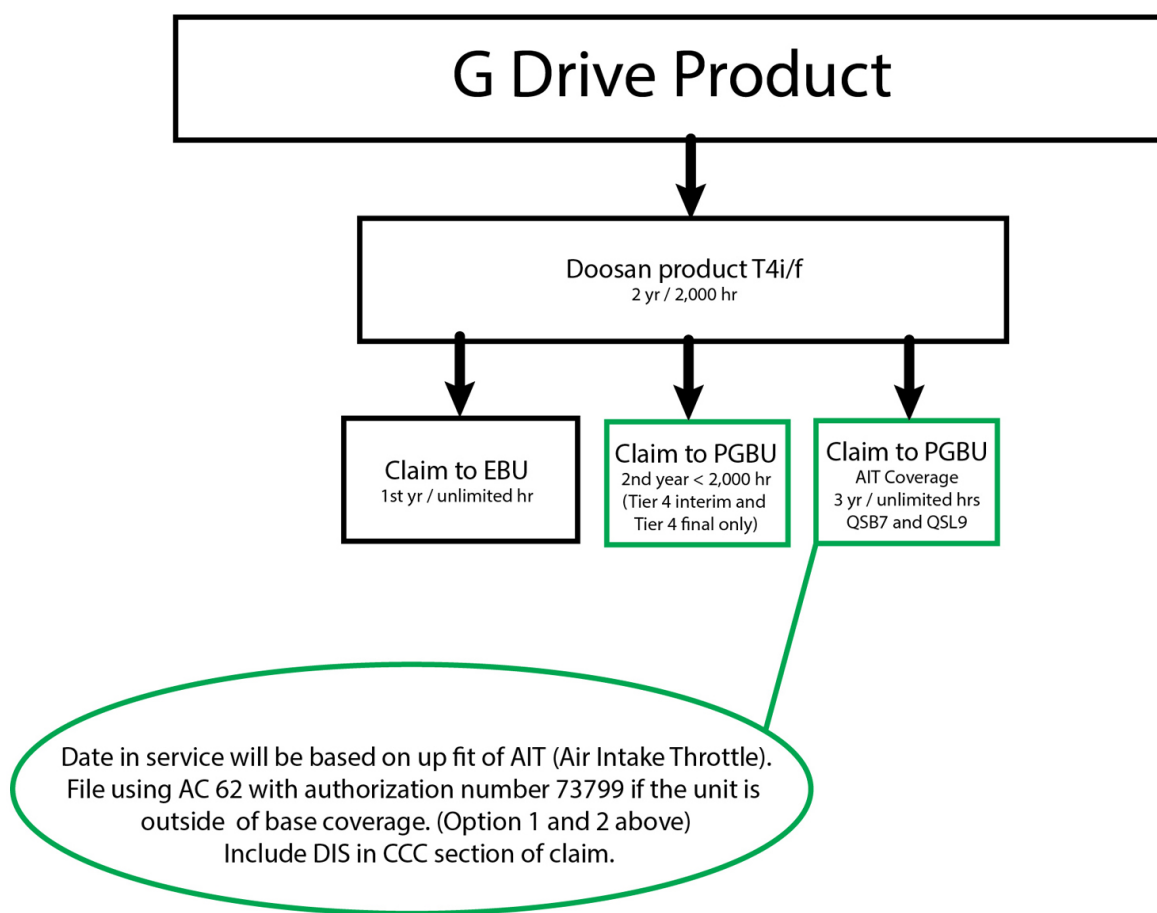


FIGURE 2. INDUSTRIAL MOBILE PRODUCT CLAIM FILING PROCEDURE



- Alert 15H04:

<http://us2.campaign-archive1.com/?u=9f0bf156e599161aa6815e461&id=ea19c9bd36>

FIGURE 3. DOOSAN PRODUCT CLAIM FILING PROCEDURE

3.2.3 Claim Requirements

Warranty claim requirements include:

- Currency and Language** - Complete the form in English, and enter costs in U.S. Dollars, Sterling, Euros, or other agreed to currency.

- **Non-Cummins Power Generation Part Numbers** - There are cases when a non-Cummins Power Generation part must be used to complete a warranty repair. Some examples are Cummins engine parts covered by Cummins Power Generation extended warranty, a network component, or a non-serialized component. In these cases, the part number should be entered in the Complaint section of the CCC and the part cost into the miscellaneous consumables field of the claim. Include an explanation in the correction section as to why this was done.
- **Non-Cummins Power Generation Parts** - Parts will be reimbursed at actual cost paid without Parts Mark-Up (PMU).
- **Standard Repair Times (SRT)** - Refer to SRT manuals. Some equipment has a limited amount of SRTs available. When filing a claim in North America, use the established family code. If there are no established SRTs for the failure, at minimum use the administrative SRT along with 99-999 for non-SRT time. Complete documentation of all reasonable non-SRT time is required for full reimbursement.
- **Component Serial Number Requirements** - Commercial generator set claims resulting in repairs or replacements of fuel tanks, alternators, require the affected component serial number be included in the CCC section of the claim. For cooling system components, include the radiator serial number in the CCC section if it has been assigned.

Item	SN required for Repair	SN required for Replace	Notes
Radiator	Yes	Yes	If assigned
Engine	No	Yes	
Alternator	No	Yes	If assigned
Fuel Tank	Yes	Yes	
Zenith ATS Switch	Yes	No	

- **Multiple Serial Numbers** - For filing multiple serial numbers on a claim, all serial numbers have to be the same model. All diagnose and Repair SRT should be the same for all units. Travel can be to multiple sites (explain trips and locations). Parts used must be the same for all units.
- **ATS** - All related claims should be filed using the ATS serial number instead of the generator set serial number, the generator set serial number should be included in the CCC section of each claim. See [Section 5.2 on page 41](#) for related information

3.2.4 Supporting Documents

Supporting documents should be retained but not included with claims submitted online or other software systems.

However, for claims submitted via BMS, distributors are still required to maintain all important documents related to the repair. This includes but is not limited to: part purchase invoices, sublet invoices, commissioning documents, meals and lodging, technician time sheet, freight invoices, and bills of sale. Your Cummins Power Generation Warranty Administrator reserves the right to request supporting documentation for review on any claim and may be requesting this information periodically for audits; see Claim Audits chapter.

Brazil distributors are required to submit a service order with each claim.

3.2.5 Claim Acknowledgements

Claim acknowledgements are done as follows:

- For claims filled with North America and LAO, a credit memorandum will be generated for each claim that is processed, whether accepted or rejected.
- For claims filled with EMEA and Asia, a credit memorandum will be generated for each claim that is approved.
- When claims are filed with Brazil, a purchase order will be provided for each approved warranty claim.

3.2.6 Claim Appeal and Correction

No claim corrections will be made beyond one year of the date of credit unless:

- The claim is found to be for a non-warrantable event.
- The claim has been paid more than once.

When the need for correction is discovered within one year of the date of credit, a payment correction will be made. An explanation of this correction will be provided. The correction will be made by either crediting the distributor for an amount underpaid or invoicing the distributor for an amount overpaid.

If a claim has been adjusted, it should not be filed again. Denied claims should be corrected and submitted within one year of the denied claim date.

The distributor may contact CPG warranty and request a claim appeal if they feel an adjustment was made in error. Submit your request to pgbu.warranty@cummins.com. Include generator set serial number, claim number, and distributor code along with your appeal justification.

Regional Warranty Office	Email Address
North America & LAO	pgbu.warranty@cummins.com
EMEA	pgbu.warranty@cummins.com
Asia Pac	pgbu.warranty@cummins.com
Brazil	pgbu.warranty@cummins.com
China	pgbu.warranty@cummins.com

3.2.7 Serial Numbers Not on File

The serial numbers must be setup within the CPG warranty system. This does not apply to New Parts Warranty for 1992 and older products. Occasionally the serial number will need to be setup before the claim can be filed. When this happens, contact CPG warranty administrator at pgbu.warranty@cummins.com. You will need to provide the following information:

- Serial number
- Complete model number

3.3 Responsibilities

3.3.1 Overview

Cummins Power Generation warranty and extended warranty programs represent a contract between Cummins Power Generation Corporation and the end user of its products. Administration of the programs requires a warranty partnership between Cummins Power Generation, the end user, and the authorized repair location.

To fulfill the terms of the warranty or extended warranty contract, each of the warranty partners have certain responsibilities.

3.3.2 General Responsibilities

General responsibilities include:

- Dealers and distributors should instruct the customer in proper care and use of the Product. A planned maintenance program is critical to the efficient operation and useful life of the Product.

- The dealer, distributor, and customer are responsible for initial service such as adding fluids, preservation, inspection, equipment settings, and initial installation required adjustments. These and similar items are not covered under warranty.
- Repair work conducted by a Cummins Power Generation dealer, distributor, or authorized contractor to correct an improper installation is not covered under warranty.
- Warranty does not cover Product failures or failures in performance resulting from improper installation.
- Dealers are responsible for submitting claims to the Cummins Power Generation distributor.
- Distributors are responsible for reviewing and submitting claims to Cummins Power Generation for their own repairs, together with claims from the dealer.
- Claims should be submitted as soon as possible after the repair.
- Product should be registered at initial start up when applicable or at the time of first service or repair event.
- Prior to closing the sale of the warranted Product, present and explain to the customer the written warranty that applies to the Cummins Power Generation Product.
- Distributors are responsible for training authorized dealers in product repair, customer service, warranty coverage, failure cause analysis, claim preparation, and administration. In turn, dealers are responsible for keeping records complete and available for audit as required.

3.3.3 Late Claim Filing

Distributors should file claims that exceed the 90 or 120 day limit per the normal claim processing procedure. When the claim is submitted, the Factory Warranty Adjudicator will verify the claim submission time frame and automatically apply the reimbursement rate listed below. The claim submission time frame is calculated from the fail date or first denial date to the receipt date of the submitted claim. This also applies to Dealer claims filed by Distributors.

TABLE 2. LATE CLAIM FILING REIMBURSEMENT RATE

Greater Than	But Less Than or Equal To	Reimbursement
90 Days (U.S./Canada)	180 Days	80% Labor* and 10% Parts Markup
120 Days (International)	180 Days	80% Labor* and 10% Parts Markup
180 Days (Both U.S.Canada and International)	365 Days	50% Labor* and 0% Parts Markup
365 Days (Both U.S.Canada and International)	N/A	No Reimbursement
*Includes travel hours and administrative time		

For BMS users, claims rejected at Front End Edits are not considered a valid claim. Rejected is not the same as denied.

Contact pgbu.warranty@cummins.com prior to claim filing for authorization to file claim late. Include your reason and any supporting documents

3.3.4 Distributor and Dealer Warranty Administrator Responsibilities

Warranty Administrators must be knowledgeable about the following:

- Product specific limited warranties

- Standard Repair Time (SRT) and Fail Code manuals
- Claim filing, registration, and extended warranty purchase processes

3.3.5 Owner Responsibilities

See Product specific warranty statement and operator manuals for owner responsibilities.

3.3.6 Consumer Mobile Product Claims

For RV, Commercial Mobile, and Marine Products, Product claims must include the following information in the Complaint section of the claim:

1. Manufacturer of the vehicle or vessel
2. Model of the unit
3. Year manufactured

3.3.7 Paralleling Systems and Switchgear

These Products are complex installations. If in the course of commissioning or repair you encounter errors in the schematics, wiring diagrams, or prints, you must document these errors via a Technical Support Request (TSR) and include the TSR number in the CCC section of the claim. This ensures the appropriate schematic, wiring diagrams, and prints are correct and up to date.

3.4 Repair

3.4.1 General Coverage

The following details the repair policy covered by a Cummins Power Generation warranty or other coverage program.

Warranty and covered repairs must be performed by a Cummins Power Generation authorized distributor, dealer, or designated representative of a Cummins Power Generation distributor.

The cost to repair the damaged part must be less than a new part including labor and materials.

Install a new Cummins Power Generation part when one of the following apply:

- Making a pre-delivery repair
- The old part is not reusable
- It is more economical for Cummins Power Generation than repairing failed parts

Install new Cummins Power Generation approved fluids and filters when the following apply:

- The fluids and filters are damaged or contaminated by a covered failure.
- The Cummins Power Generation repair instructions recommend replacing them.

3.4.2 Battle Short Mode Limits

Generator sets operated in battle short mode have limited coverage. Claims are reimbursed under warranty for these components:

- Engine as outlined in the Engine Business administrative procedures
- Main Alternator stator and rotor limited to diodes, bearings, surge protection, exciter windings, and regulator.
- Cooling system limited to hoses, clamps, and mechanical mounting
- Mechanical mounting system limited to integral vibration isolation, welds, bolted connections, and guarding

Components not covered:

- Main Alternator stator and rotor electrical failures
- Radiator or heat exchanger core damage
- All connected transfer devices, paralleling switchgear, building loads, and connected accessories

3.4.3 Products Sold Without Warranty

Sometimes Products are sold without warranty (factory returns, used, or damaged). These “sold as is” Products are indicated on the Warranty Claims and Registration System for CPG North America manufactured products.

3.5 Labor Reimbursement

3.5.1 Labor Reimbursed

Cummins Power Generation reimburses labor as follows:

- Cummins Power Generation will reimburse labor in accordance with published Standard Repair Times (SRT).
- On Commercial Generator sets, removal and reinstallation must be pre-approved by Cummins Power Generation.
- Cummins Power Generation will reimburse reasonable non-SRT repair work when there is a detailed account of the work performed.
- Troubleshooting procedures called for in the published troubleshooting or repair instructions for the complaint being investigated should be claimed with explanation of the failure as found, including any fault codes. Include instrument readings when called for by published instructions.
- Other troubleshooting tests and measurements made during a repair are allowed only if the reasons for performing them are explained on the claim and the procedures were justified.
- Troubleshooting labor time will be paid even if the repair is not made. This would include no trouble found events.

3.5.2 Labor Not Reimbursed

Repairs where Cummins Power Generation does not reimburse labor include the following:

- Overtime
 - Premium or overtime is not reimbursed without authorization
- Waiting Time
 - Site-specific training/clearance to access the product
 - Wait time or phone calls with factory service support. Need to define if DFSE is factory service support
 - Wait time due to equipment, service, or parts not being available for repair
 - Waiting time to access the equipment
 - Waiting on another technician to finish using special tools or shop equipment
 - Waiting on other technicians to provide required help
 - Waiting on parts clerk to fill orders for other technicians
- Repairs
 - Fabrication or modification of special tools or equipment because the correct tools or equipment are not available
 - Temporary repair of a covered failure is not reimbursed without authorization

- Repair of failures caused by poor workmanship in previous repairs
- Repairing shop equipment
- Repairing customer supplied components
- Repairs to application hardware
- Product repairs beyond those required to correct the covered failures and direct damage
- Performing work that is **not** part of the repair order or helping another technician
- Adjustments and typical work required during installation of generator sets, ATS, and paralleling systems
- Rework resulting from failure to follow recommended service practices
- Rework caused by installation of incorrect parts or incorrect installation of correct parts
- Failures resulting from improper storage, installation errors, field wiring mistakes, customer requested changes
- Salvaging parts or tools that have been damaged from improper handling or lack of correct tools
- Salvage or repair procedures that do not follow the instructions of Cummins Power Generation service publications
- Removing broken bolts
- Personal Business
 - Visiting during non-break time
 - Conducting business with tool vendors
- Inspection
 - Unnecessary inspection of new parts
- Sorting/Searching for Parts
 - Sorting through different-size screws that were all thrown together in one basket
 - Searching for misplaced parts
- Clean-up
 - Clearing off tables, parts carts, parts racks, etc. left dirty or loaded with parts from previous repairs on other equipment
 - Job safety Analysis (JSA)

This is not an exhaustive list. There may be other non-reimbursable work that fit the spirit of this list.

3.5.3 Distributor Rates

Cummins Power Generation distributors will be paid in accordance with hourly rates registered with Cummins Power Generation.

For information regarding establishing labor rates, please contact CPG regional warranty office.

3.5.4 Dealer Rates

Prior to approving labor rates requests, Distributor Warranty Managers will be required to review up to 10 invoices (issued within 90 days of the dealer labor rate request). With justification, the number of invoices or days can be changed. The intent is to show evidence that the dealer is able to receive the requested labor rate on a retail basis.

Verification of the posted in-shop door rate is required before the rate change takes effect.

The intent is that the sponsoring distributor ensures that the dealer's requested rate is less than or equal to the actual rate billed to customers on a retail basis (also referred to as the posted in-shop door rate).

1) Dealer Steps to Request a Labor Rate

Dealers may request a labor rate change one time per calendar year by notifying the distributor in writing. The rate request must include the following:

- Dealer Name
- Dealer Address, City, State, Zip (Postal) Code
- Dealer Code
- Posted In-Shop Door Rate (specify currency)
- Warranty Labor Rate Requested (must not exceed verified posted in-shop door rate)

2) Distributor Door Rate Verification Process

Upon receiving the labor rate request from the dealer, the Distributor Warranty Manager will confirm that the requested rate has been billed on a retail basis to customers, by reviewing up to 10 invoices (issued within 90 days of the dealer labor rate request). The intent is to show evidence that the dealer is able to receive the requested labor rate on a retail basis. The invoices must reflect Cummins Power Generation work. If the invoices do not accurately reflect the billable hourly rate requested, the distributor can also verify by reviewing dealer work orders, shop orders, or repair orders, if necessary.

NOTICE

In any case, the approved warranty labor rate must NOT exceed the verified posted in-shop door rate. The posted in-shop door rate refers to the normal retail rate for Cummins repairs. Documents showing premium rates for specialty vehicles such as Recreational Vehicles, etc., should not be used as supporting evidence for labor rate requests.

Verification of the posted in-shop door rate is required before the rate change takes effect.

Guidelines to make a determination:

- The Distributor Warranty Manager must review the dealer documentation, which must reflect evidence of the requested retail rate.
- If the rates on the documentation are lower than the requested rate, the Distributor Warranty Manager should ONLY approve the highest retail hourly rate reflected on the documentation. Example: If request is \$90/hour and invoices show the highest retail rate is \$85/hour, the Distributor Warranty Manager must only approve \$85/hour.
- If the verified labor rate is higher than the requested rate, the Warranty Manager should ONLY approve the requested rate. Example: If request is \$70/hour and invoices show the highest retail rate is \$80/hour, the Distributor Warranty Manager must only approve \$70/hour.

NOTICE

In any case, the approved warranty labor rate must NOT exceed the verified posted in-shop door rate.

The Distributor Warranty Manager should keep labor rate requests and the associated documents on file (hard copy or electronic) for 120 days after making modifications to the rate within WorldWide Service Provider System (WWSPS).

3) Modifying a Labor Rate

After the Distributor Warranty Manager has established the new dealer warranty rate, the Cummins WWSPS warranty system must be updated with the new information. The Distributor Warranty Manager must access WWSPS to perform this function.

4) Factory Labor Rate Verification Audit

Cummins Power Generation Warranty Operations organization will conduct periodic audits to verify that the approved dealer warranty rate does not exceed the posted in-shop door rate and has been validated by the Distributor Warranty Manager.

The factory, at its sole discretion, will have the latitude to audit rate changes for any dealer locations within 120 days after the change.

5) Corrective Action

Based on audit findings, if it is determined that the dealer warranty rate is greater than the posted in-shop door rate and has not been validated by the distributor, corrective action may be taken.

Corrective action may include invoicing the sponsoring distributor for the difference between the warranty labor rate paid and the verified posted in-shop door rate. This will be calculated from the new shop rate effective date. In addition, the dealer warranty rate may be reset to the previous rate.

6) Exclusions

Labor rate requests are approved one time per calendar year.

Dealer labor rates that have been updated during the current calendar year will not be eligible for an additional rate change until the following calendar year.

7) Disclaimer

Regardless of the process outlined herein, Cummins Power Generation reserves the right to set warranty labor rates at its sole discretion.

Please direct questions and comments to the CPG Factory Administrator.

3.5.5 Rate Limit and Effective Date

- New Distributor and Dealer rates or rate changes are effective on and after the Cummins Power Generation rate approval date.
- Non-authorized North American dealers authorized to perform repairs will be reimbursed at **\$67.54** per hour. International distributors should contact their regional office.

3.5.6 Standard Repair Time Use

SRT Manuals can be found on qsol.cummins.com. There are two ways to find SRT manuals on QSOL.

Literature Search method: To find all SRT Manuals, use the literature search function. Select Standard Repair Times from the list of Document types.

Search Criteria			
Global Literature Number Search			
Global Literature Number:		<input type="text"/>	<input type="button" value="Search"/>
Advanced Search			
<input type="button" value="All Dates"/>	<input type="button" value="Standard Repair Times"/>	<input type="button" value="All Plants"/>	<input type="button" value="All Languages"/>
<input type="button" value="All Regions"/>	<input type="button" value="All Functions"/>	<input type="text" value="Keyword"/>	<input type="button" value="Search"/>

FIGURE 4. QSOL LITERATURE SEARCH CRITERIA SCREEN

Product Search method: Specific SRT Manuals can be found using the QSOL product search function.

When the repair is not covered by an SRT, CPG allows actual repair time required, if CPG considers the time reasonable. The mechanic must keep a separate time record for the non-standard work for each procedure performed and the time must be documented adequately in Claim text or SRO Section (BMS users).

For Cummins engine work filed with CPG, the Engine SRTs must be used. Include each SRT code in the Correction section or SRO Section (BMS users).

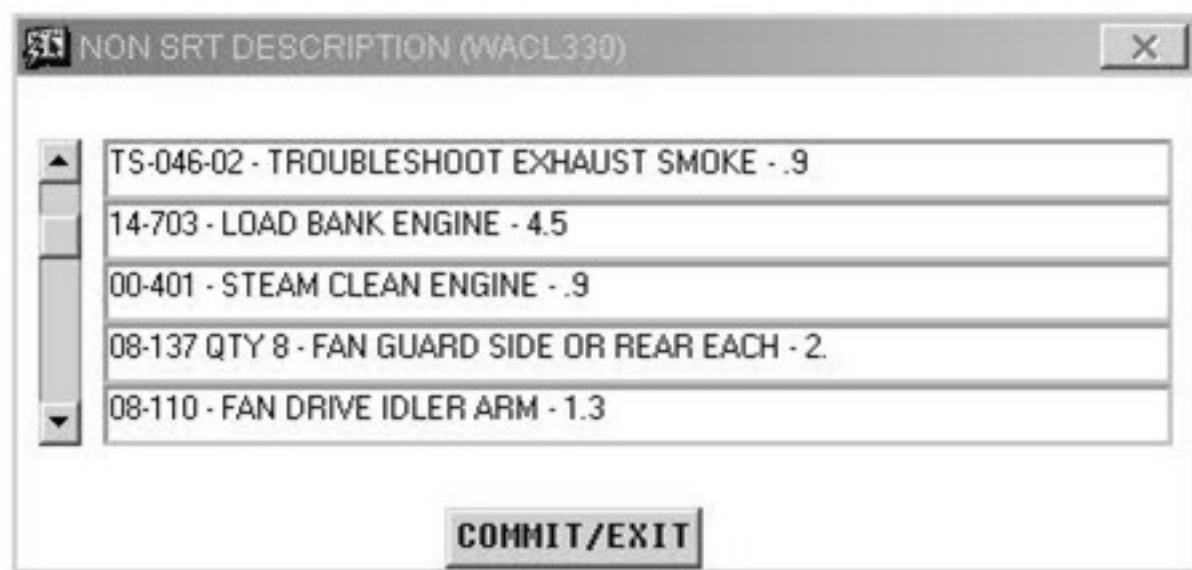


FIGURE 5. EXAMPLE OF NON SRT DESCRIPTION SCREEN

3.5.7 Standard Repair Time Review (Challenge)

'My QSOL Help Tickets' should be used when service locations feels the time paid for the procedure is not accurate. Please use link found on qsol.cummins.com to 'Create a new help ticket' and select the Generator Set / Alternator - Service Content.

3.6 Parts

3.6.1 Distributor Reimbursement

Distributor reimbursement for parts is as follows:

- The distributor will be paid for parts, parts mark-ups (PMU), and Beyond Factory Charges (BFC) (see below for more detail) based on claim detail. The PMU and BFC are calculated by the system and are automatically paid (if applicable) in addition to the amount requested for reimbursement.
- No reimbursement will be made for PMU or BFC charged between distributors.
- Freight allowance is not paid when claiming BFC.
- When outside parts are purchased but the parts were available from a Cummins PDC, reimbursement will not exceed Distributor net cost.
- PMU paid on all parts provided by PDC's or RDC.
- When filing a claim for parts, Cummins Power Generation will reimburse distributors only at the following levels:

TABLE 3. DISTRIBUTOR REIMBURSEMENT LEVELS

Repairing Location	No Parts Markup		
	Outside Purchases	Consumables	Product Replacement

Americas Distributor 25% All Others 20% including Brazil	Distributor cost	Distributor cost	Distributor cost
Americas Dealer 17% All Others 20%	Cost	Cost	Cost
Non-Authorized Dealer 17%	Cost	Cost	Cost

NOTICE
No PMU for generator set, engines, ATS, switch gear, and alternator assemblies.

3.6.2 Dealer Reimbursement

Dealer reimbursement for parts is as follows:

- The dealer will be paid for parts, parts mark-ups (PMU). The PMU and is calculated by the system and is automatically paid (if applicable) in addition to the amount requested for reimbursement.
- Freight will be reimbursed with prior approval (see [Section 3.9.1 on page 24](#) for details)
- When outside parts are purchased but the parts were available from a Cummins Distributor, reimbursement will not exceed dealer net cost.
- When filing a claim for parts, Cummins Power Generation will reimburse dealers only at the levels in [Table 3 on page 18](#).

3.6.3 BFC Reimbursement

Applicable Beyond Factory Charges (BFC) are paid when a parts distribution center is not operating in the country where the parts are being shipped. BFCs are reimbursed at a rate established in advance and kept on file by Cummins Power Generation.

To establish or change BFC rates, the Distributor or ABO Regional Office should:

1. Complete a Beyond Factory Charges Summary (Cummins Engine Business Form #6293). Send the completed form to your regional CPG Warranty Administrator.
2. Include copies of the following material with the form:
 - Related customs declaration documents and other charges involved in importing material
 - Invoices for at least 10 parts shipments randomly selected from three consecutive quarters
3. Do not include:
 - Invoices primarily involving filters, belts, or hoses
 - Demurrage or other warehouse costs at docks
 - Telephone, administrative, or other charges
 - Emergency shipment charges

New rates and rate changes are effective on or after approval by the Cummins field office. Cummins Power Generation will use the Cummins, Inc., BFC rate when possible.

3.6.4 Non PGBU Parts

When using Cummins-approved parts that are not accepted in the Parts section of the claim, add them to the end of the Cause section. Include the P/N, Qty, Noun name, and DN price. Add an entry for each part in the Consumable section. Use of non Cummins parts when a Cummins part is available requires prior authorization.

3.6.5 RX and -96 Parts (Reconditioned)

The most cost-effective method should be utilized during a warrantable repair event.

If failure is Before-In-Service (BIS), then new parts MUST be used.

If the failure is NOT BIS, RX or -96 parts should be used when offered. If RX or -96 parts are not offered, then new parts should be used.

3.6.6 Failed from Stock Parts

For failed from stock parts that are failures from PDC, claim filing will be with the PDC, not PGBU warranty. Failure of the failed from stock part's factory material/workmanship will still be covered under PGBU warranty.

3.7 Travel

3.7.1 General Travel Reimbursed

Travel time and mileage will be paid to and from the nearest Cummins Power Generation authorized service location based on the applicable warranty coverage.

In North America, before travel reimbursement will be approved, an accurate equipment site address must be on record in the Warranty & Registration System. An exception to this policy is warranty travel under account codes 96, 68, 65, and 62.

- Justification details for travel must be clearly indicated in the Corrections section of CCC. Acceptable justification will require that the first three lines in the Corrections section contain a header statement for Travel, # of Trips required to complete service, and # of Technicians required to complete service.
- Travel is covered only when stated in a specific coverage description.
- Travel across distributor boundaries is allowed only to the extent that the two distributors can agree. Travel will only be reimbursed at the mileage from the closest authorized service location.
- Customer selection of a repair location across a distributor boundary should be honored, provided the chosen location is qualified to perform the repair. Travel will only be reimbursed at the mileage from the closest authorized repair location.
- Distributor travel to Distributors Original Equipment Manufacturer (DOEM) will be allowed, even if there is a closer authorized repair location.
- Reimbursement for dinner and lodging is allowed when travel time plus SRT time exceed 10 hours for one trip.
- Total travel allowed is per repair event.
- BIS claims will allow travel without prior authorization if the equipment cannot be driven to the nearest repair facility.
- Reasonable parking and tolls will be covered.
- Actual travel will be reimbursed when the technician is assigned to the nearest repair location and warranty coverage statement limits are not exceeded. If the technician is not employee of nearest repair location, travel will be reimbursed from nearest repair location. (See Claim Audit section for travel documentation requirements).
- Reimbursement for a second technician's travel time, excluding travel mileage, is allowable if justified. However, SRT times will only be reimbursed once.

3.7.2 Commercial Travel Cost

Travel is reimbursed as follows:

- Reimbursement includes travel to the airport (or train station or harbor) along with the first two hours of wait at normal warranty labor rate. The airfare cost in addition to the mechanic's actual wage for the air travel time, including wait time between segments, is included. Travel time from airport to equipment is paid at normal warranty travel rate.

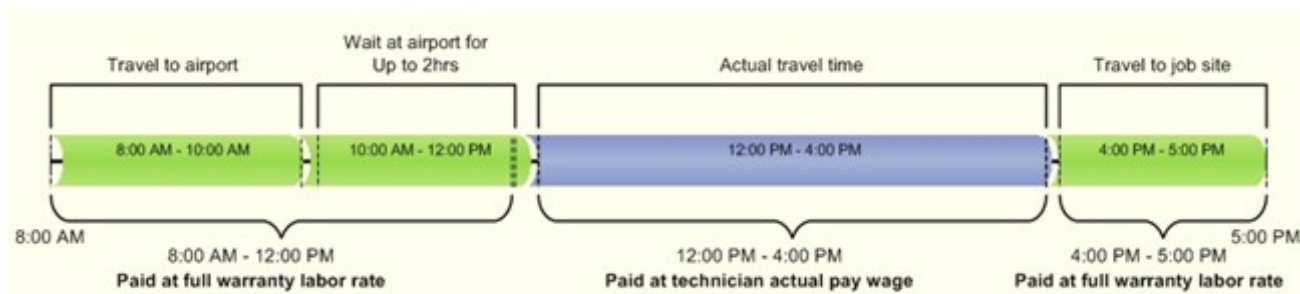


FIGURE 6. EXAMPLE OF TRAVEL TIMES AND RATES

3.7.3 Travel Rates

Travel time is paid at the registered and approved hourly shop labor rate.

- For all dealers and distributors, mileage will be paid at the rate on file in WWSPS.
- Reasonable additional travel costs are reimbursed at actual expense including tolls, ferries, parking, air fare, lodging, and dinner.

3.7.4 Travel Exclusions

Travel will not be reimbursed for repairs performed during commissioning or other scheduled service events, unless additional travel is not related to the scheduled event.

3.8 Claim Formatting

3.8.1 CCC Section

The Complaint, Cause, and Correction (CCC) sections of CPG's Warranty system are an important source of information for CPG's Warranty, Service, and Reliability teams. The information provided in these fields describes the failure and repair event, giving claim adjudicators vital data to compare claimed charges to. Their claim judgments are based on the details listed in this section.

Inadequate CCC information can lead to inaccurate claim approving or denying, claim dollar amount variances, and wasteful efforts between CPG and distributors requesting and providing additional repair event details, re-filing, and multiple reviews.

Complaint Field:

- Enter the original customer complaint when repair order was opened.
- Product Issue Symptoms: What were the physical observations?
- Technician ProMotion ID or NO ProMotion ID available.
- Enter TSR Number, Product S/Number, and all other Product ID information.

Cause Field:

- Identify the root cause of the failure and any progressive damage. What was the main cause of the incident? Prebuilt by fail code alone is not acceptable.

- Failure data - record fault codes that were present. Fault code descriptions are acceptable for failure cause. Troubleshooting data that validates a root cause including: voltage, amps, ohms, pressure, or fluid samples.
- Describe the failure accurately, completely, and factually. This field should contain only facts relative to the warranty claim, not comments or opinions.
- Brief explanation why an On-the-Spot Claim Settlement (OSCS) claim is being filed (OSCS only). This is a North America process only.
- Verify failures using electronic tools (e.g. InPower, InCal, etc.) and record findings.
- List all failure symptoms (visual and technical).
- Record key parameters/measurements (e.g. voltage, resistance, etc.), as applicable.

Correction Field:

- Describe the repairs made. What work was performed to resolve the issue?
- Clearly indicate justification details for travel.
- Do not provide non-SRT itemization here – Use SRO section of BMS for non-SRT justification.
- If parts are repaired, specify the parts, describe the repair and justify the reasons for doing so. Reasons should be related to findings from troubleshooting steps. This is also applicable for software calibration/updates.
- If parts are replaced, specify the parts (in Parts Sheet), describe the repair and justify the reasons for doing so. Reasons should be related to findings from troubleshooting steps.
- Note down any improvements/changes as a result of technician action (e.g. Generator set is now running fine, No visible smoke, Voltage is now within specifications, etc.).

The following figures provide examples of how to fill out the CCC sections.

Customer Complaint: "What were the physical observations?"

Root Cause of Failure

Fault Codes

Description of repair

COMMIT/EXIT

FIGURE 7. WARRANTY CLAIM EXAMPLE

FIGURE 8. OSCS EXAMPLE

FIGURE 9. NEW PARTS WARRANTY EXAMPLE

Travel Justification Format:

The following figure shows the required North America and LAO Travel Justification Format: CCC Correction Section (third section of CCC). For EMEA, Asia, and Brazil, use the External Notes section to explain travel.

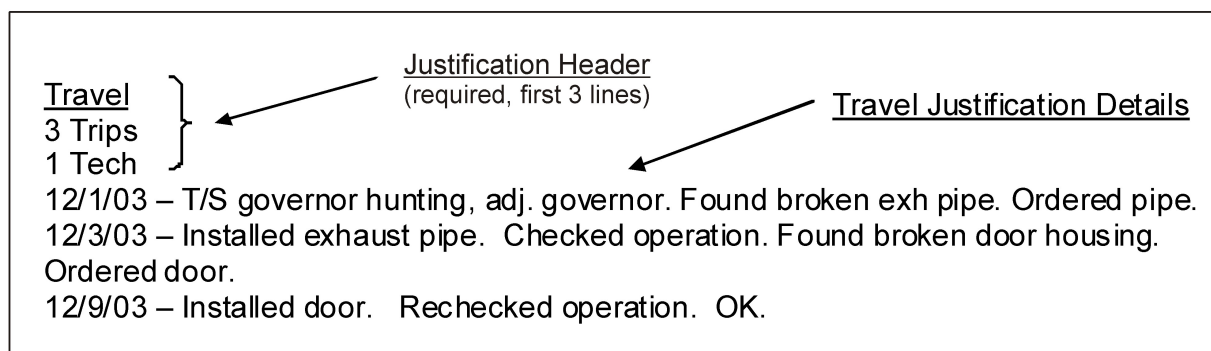


FIGURE 10. TRAVEL JUSTIFICATION FORMAT EXAMPLE

3.9 Other Claimables

3.9.1 Freight

Freight will no longer be reimbursed without prior approval. The following applies only when the repair event is for a warrantable repair with a machine down (out of service) condition. Parts must be ordered using the WA code. Refer to PPC 4434 (Primary Parts Communication) Premium freight charges will be waived on these orders. Cummins Power Generation will, under certain conditions, reimburse transportation actual costs.

For freight reimbursement when distributor supplies and receives parts that are required for warrantable repair to and from non-authorized service providers. Use authorization number 73814.

Maintain shipping invoices to support claim auditing. Contact your regional office for pre-authorization of additional freight charges. Include the Part number and part supplier.

This applies to parts sold by Cummins PDC. Parts not available from a Cummins PDC and purchased from other suppliers will have freight costs reimbursed.

3.9.2 Overtime Premiums

Overtime payments are not authorized without prior approval from Cummins Power Generation. When authorized, overtime premiums are reimbursed at the actual premium paid to the technician.

3.9.3 Sublet Services

Cummins Power Generation allows the authorized repair location to sublet miscellaneous repairs and services to other locations when required to complete a repair.

Sublet invoices require preapproval when they exceed any of the listed limits:

- Labor hourly rate exceeds Distributor rate by 25%
- Equipment rental time exceeds the necessary SRT by more than 4 hours.
- Invoiced labor time exceeds SRT time (does not apply to equipment operators)

Include two competitive quotes when requesting approval for sublet services from pgbu.warranty@cummins.com.

NOTICE

Not all SRTs require rental equipment to be on site. Poor repair event management is not covered by warranty. Meals or lodging are not covered without approval.

3.9.4 Tax

Cummins Power Generation will reimburse tax on non-mandatory warranties as regulated by local governments for the United States of America only. It is the responsibility of the distributor to inform Cummins Power Generation of these tax requirements.

California tax reimbursement:

- Extended Warranties Account Code 17 and 92: Tax is reimbursable on parts cost.
- Policy Claims Account Code 94 On the Spot Settlement: Tax is included in the maximum payout. This can be included as a separate line item but will not exceed the maximum payout amount.
- Policy Claims Account Code 68: Tax should be factored into agreed upon policy amount with the Line of Business. There will not be a separate line item for claims filed under account code 68.

It is the responsibility of the Distributor to keep Cummins Power Generation informed on updated rates by branch. This can be sent to the pgbu.warranty@cummins.com mailbox.

How to file your claim: For each claim filed under Account Code 17, 92, and 94, the tax should be entered into the Consumables section of the claims with the description "Tax (Rate)."

FIGURE 11. EXAMPLE OF TAX RATE ENTRY

Any claim that has been filed without the applicable taxes, a tax rate other than what has been submitted to the pgbu.warranty@cummins.com mailbox, or not in accordance with the guidelines set above, will be denied.

3.9.5 Costs Not Covered

Repair shops incur many kinds of costs that Cummins Power Generation considers as overhead and should not be claimed. Examples are shop supplies, waste disposal charges, fines, bonuses, per diem charges, and part mark-ups charged by another distributor. Freight charges between distributor locations.

3.9.6 Consumables Covered

The following items may be claimed at actual cost, if not reusable, due to a covered failure.

- Filters
- Lubricating and gear oil

- Coolant and coolant treatments
- Lubricants, sealants, and adhesives for assembly
- Belts and hoses

3.9.7 Stolen Products

If a product is stolen, do the following:

- Dealers must contact their Cummins Power Generation distributor to report a stolen product.
- The distributor will email Cummins Power Generation Warranty concerning all known stolen or recovered products.
- When reporting a stolen unit, provide the serial number, the phone number of person to be contacted, and the law enforcement agency that the crime event was filed with.

3.9.8 Personal Injury or Property Damage Type Incidents

When Cummins-powered equipment is involved in fire, explosion, flooding, injury, property damage, sinking of watercraft, or another insurable-type incident:

1. Dealers notify your Cummins Power Generation distributor immediately. Distributors, in turn, or when aware of such an incident, promptly notify the Cummins Law Department, specifically: Kate Jackson (317-726-7853) or Deborah Brittain (317-610-2478). If neither of these individuals is immediately available, notify Cummins Customer Assistance Center by calling 1-800-DIESELS (1-800-343-7357)
2. Do not make statements or express opinions as to the cause of the incident. Document conversations and obtain police reports, if possible.
3. Neither authorize nor process claim documentation without first conferring with the Cummins Law Department. Do not disturb the engine and equipment, but preserve it until released by the Law Department.
4. Do not attempt to settle responsibility.
5. Extended Coverage is not eligible for a refund. The insurance company will figure the cost of the coverage into the value of the equipment.

3.9.9 Product Improvements

Cummins Power Generation may make changes or product improvements without incorporating those changes into products previously sold. Cummins Power Generation warranties do not cover the incorporation of these improvements. If they are done, it is at the customer's expense.

3.9.10 Product Replacement/Product Trade Out

CPG requires authorized repair location to obtain authorization prior to replacement of engines, ATS, generator sets, and HHP radiators. Alternator repairs in excess of \$20,000 requires factory authorization. This authorization can be obtained by contacting your CPG Service Engineering support organization. For some consumer products and engines, a Self Serve authorization process is available; refer to PSB CPGF-W-00000052.

You must include the new product serial number in the CCC section of your claim. You will also need an authorization number. The authorization number can be obtained from Service Engineering or by use of the Self Serve process.

Product installed as a replacement assumes the remaining base warranty coverage of the replaced product.

3.9.11 Product Modification

Unauthorized product or parts modification that result in a product failure are not covered by warranty. This includes all non-CPG component substitutions. See PSB CPGF-S-00000196-0 for information on how to obtain authorization for product modifications.

3.9.12 Load Bank

Warranty coverage is available when usage is required by a service procedure or preauthorized by Service Engineering. SRTs will apply.

3.10 Freight Damages and Shortages

3.10.1 Damages

Cummins Power Generation warranties do not cover damages that occur during shipping.

When products are shipped by Cummins Power Generation, they are accepted by the carrier who assumes liability for loss and damages incurred during transportation.

The receiver is responsible for inspecting all items upon receipt and for filing damage claims with the transportation company. Upon delivery you should perform the following:

- Make an accurate count of all items listed on the waybill.
- Carefully inspect for visible damage or signs of improper handling.
- Open crates, cartons, and packages immediately and inspect the contents thoroughly. Concealed damage can occur even if the container appears undamaged. If damage is found, save the packaging and request a Concealed Damage Inspection Report from the transportation company as quickly as possible (within 15 days after delivery).
- Note any damage or shortage on all copies of the waybill (called "making an exception") and have the driver sign to confirm an exception was made at the time of delivery. It is always the responsibility of the receiver to inspect and note exceptions on all shipments.

3.10.2 North America Shipping Damage Recovery

The Cummins Power Generation Shipping Department may assist in a damage recovery from a shipping company. Cummins Power Generation has partnered with Transplace, a third party logistics company, to assist with the process of filing claims.

Distributors can submit damage compensation requests to the regional CPG BIS Coordinator.

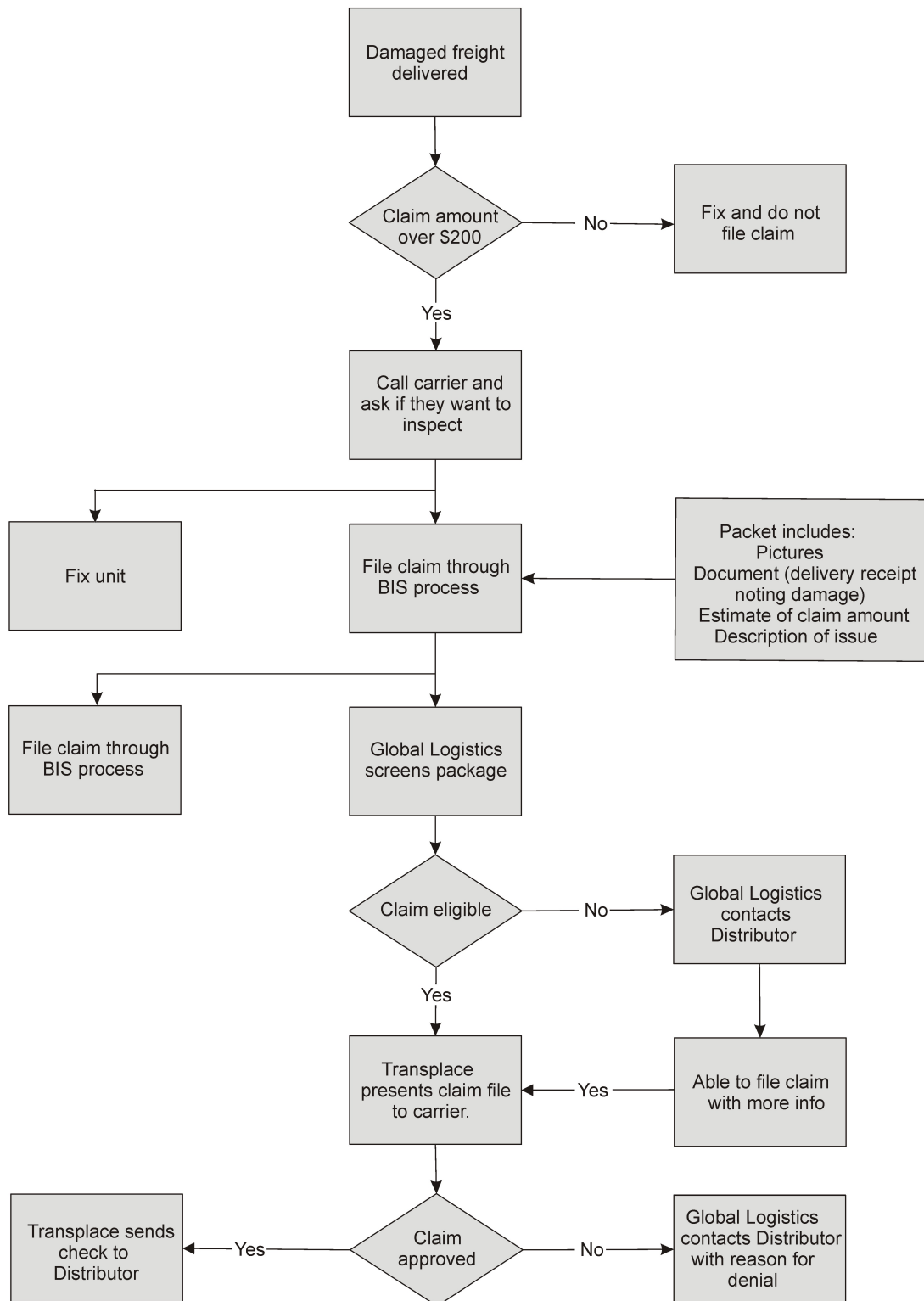
- For North America and LAO email
cpgf.customer.quality@cummins.com

The critical pieces for the claim are:

- Documented damage on the Bill of Lading or Delivery Receipt
- Description of the issue
- Estimation of claim amount
- Pictures assist in successful processing

Upon review of the claim by Global Logistics, a claim will be submitted to Transplace to file with the carrier. If the claim is agreed and accepted, Transplace will issue a check to the distributor.

See the following claim processing flowchart. The input required to efficiently process the claim is the document noting damage upon receipt, pictures, a description of what the issue is, and the estimate of the claim amount.

**FIGURE 12. SHIPPING DAMAGE CLAIM PROCESSING FLOWCHART**

All other regions should contact the factory of origin Shipping Department as they may be able to assist in a damage recovery from a shipping company.

If this process does not result in a satisfactory settlement, you may make a policy request through your Distributor Field Service Engineer (DFSE).

3.10.3 Shipment Shortages

Shortages are not considered warrantable failures. To be compensated for shipping shortages, you must report the shortage to the Factory BIS Coordinator within 15 days of physical receipt of the goods.

Cummins Power Generation India - cpgi.quality@cummins.com

Cummins Power Generation Kent - cpkg.customer.quality@cummins.com

Cummins Power Generation China - cpgc.quality@cummins.com

Cummins Power Generation Fridley - cpgf.customer.quality@cummins.com

Cummins Power Generation Brazil - cpgb.customer.quality@cummins.com

Cummins Power Generation Nigeria - cpgn.customer.quality@cummins.com

3.11 Material Return

3.11.1 General

When a warranty repair is made, all parts removed from a CPG product must be tagged and retained. A material return request will be issued to the distributor by the Daily Activity Report or directly from Service Engineering.

North America and LAO requests will be transmitted via the Daily Activity Report printed at the distributor location. The Daily Activity Report can be viewed on the Cummins Power Generation Warranty Claims and Registration System.

NOTICE

Upon transmission of the return request, parts must be shipped within 10 days. If parts are not received within 60 days of the return request, the claim will be debited back. Returned material found to be free of defects will result in the claim being debited back.

Warranty Material Return tags F1111 and North America Shipping Kits 0998-0056 should be ordered through Western Graphics. The shipping kit includes all necessary tags along with a FedEx prepaid shipping label. The kit should be used for North America and LAO regions where FedEx ground shipping is available.

Western Graphics can be contacted at:

1. www.western-graphics.com/Cummins-Distributor.html
2. Customer Service at 1-800-667-7616

NOTICE



Completely fill out the Material Tag and attach it to the part. If parts are dirty or oily, protect the tag from being contaminated. All requested information is critical for receiving the returned part.

When preparing the return part(s) for shipment:

- Clearly identify the package as Warranty Parts Return. Use a Warranty Material Box Label (part of Kit 0998-0056) or mark the top or side of the box with the words "**WARRANTY PARTS.**"
- Drain all fluids from parts before returning. Shipping fines, cleanup, and disposal cost will be charged back when incurred.
- For North America and LAO, the daily activity sheet with claim info makes a good packing list.
- Returning non-requested parts will result in the loss of PMU on the claimed part to offset handling, shipping, and disposal costs.

- Shippers from locations will be held responsible for components damaged during shipment to CPG when caused by improper packaging.
- No disassembly of removed warranted parts is allowed unless so stated by the CPG Service Manual or requested by a CPG Factory Service Engineer in writing.

Questions about material returns should be directed to your regional Warranty Administrator via pgbu.warranty@cummins.com.

		<h1 style="text-align: center;">Warranty Material Return</h1> 	
CPG/Onan Claim # _____		NOTE: 1	<ul style="list-style-type: none"> SEPARATE TAG REQUIRED FOR EACH PART DISTRIBUTOR – KEEP #1 DEALER – KEEP #2 ATTACH #3 TO PART
Dist Claim # _____			
Dealer Claim # _____			
Serial # _____			
Part # _____			
Failure _____			

DISTRIBUTOR COPY		Relizon F-1111-CPG 11/01	

FIGURE 13. MATERIAL RETURN TAG EXAMPLE

Minimum time to hold a part:

- North America Cummins Power Generation distributors – 30 days after the claim is approved by Cummins Power Generation.
- North America Service dealers – 30 days after the claim is approved by Cummins Power Generation.
- International distributors and dealers – 90 days after the claim is approved by Cummins Power Generation.

3.11.2 Material Retention

Parts may be scrapped after the retention period has expired without a request for the material. If a material request is received, ship material to the applicable address in the following table:

TABLE 4. MATERIAL RETURN SHIPPING ADDRESSES

Asia Pacific Address	Brazil Address
Cummins Power Generation 10 Toh Guan Rd #07-01 TT International Tradepark Singapore 608838	Cummins Power Generation Rua Jati, 310, Cumbica Guaruthos, SP 07180-900 Brazil
China Address	EMEA Address
Cummins Power Generation 6 Rongchang East Street Beijing Economic - Technological Area 100176 P.R. China	Cummins Power Generation Irwin House, Invicta way, Columbus Avenue Manston, Ramsgate Kent CT12 5DD United Kingdom
India Address	Latin America Address
Cummins Power Generation 35A/1/2, Erandawana Pune 411 038 India	Cummins Power Generation 3350 Southwest 148th Ave Suite 205 Miramar, FL 33027, USA
Mexico Address	North America Address
Cummins Power Generation Eje 122 No. 200 Zona Industrial San Luis Potosi, S.L.P. 78090 Mexico	Cummins Power Generation Warranty Returns Door 113 7033 Central Ave NE Fridley, MN 55432, USA

3.11.3 Shipping Method

When returning material in North America that does not comply with FedEx shipping guidelines, it is mandatory to use one of the preferred carriers listed below. File a freight claim account code 63 to cover this cost. Specify in CCC why FedEx was not possible.

TABLE 5. PREFERRED CARRIERS BY ZIP CODE

Zip Code	Carrier	Zip Code	Carrier
01000-13999	FedEx/Roadway	55000-55499	FedEx/Holland
14000-14799	FedEx/Holland	55500-56799	FedEx/Holland
14800-25499	FedEx/Roadway	56800-58999	FedEx/American
24600-31999	FedEx/Holland	59000-59999	FedEx/Roadway
32000-34999	FedEx/CF	60000-63999	FedEx/Holland
35000-38599	FedEx/Holland	64000-79999	FedEx/American
38600-39999	FedEx/American	80000-99499	FedEx/Watkins
40000-54999	FedEx/Holland		

3.11.4 Warranty Administrator Support Request

For support from the Cummins Power Generation Warranty Administrator, contact Warranty Administrator Support using email address listed below. Reference Warranty Alert 13H03.

Warranty Support can be contacted at the following addresses:

Regional Warranty Office	Email Address
North America & LAO	pgbu.warranty@cummins.com
EMEA	pgbu.warranty@cummins.com
Asia Pac	pgbu.warranty@cummins.com
Brazil	pgbu.warranty@cummins.com
China	pgbu.warranty@cummins.com

North America Emergency phone support for distributors is available at 812-377-6517, Monday through Friday, 8:00 am – 5:00 pm CST.

3.12 Fail Codes Selection Process

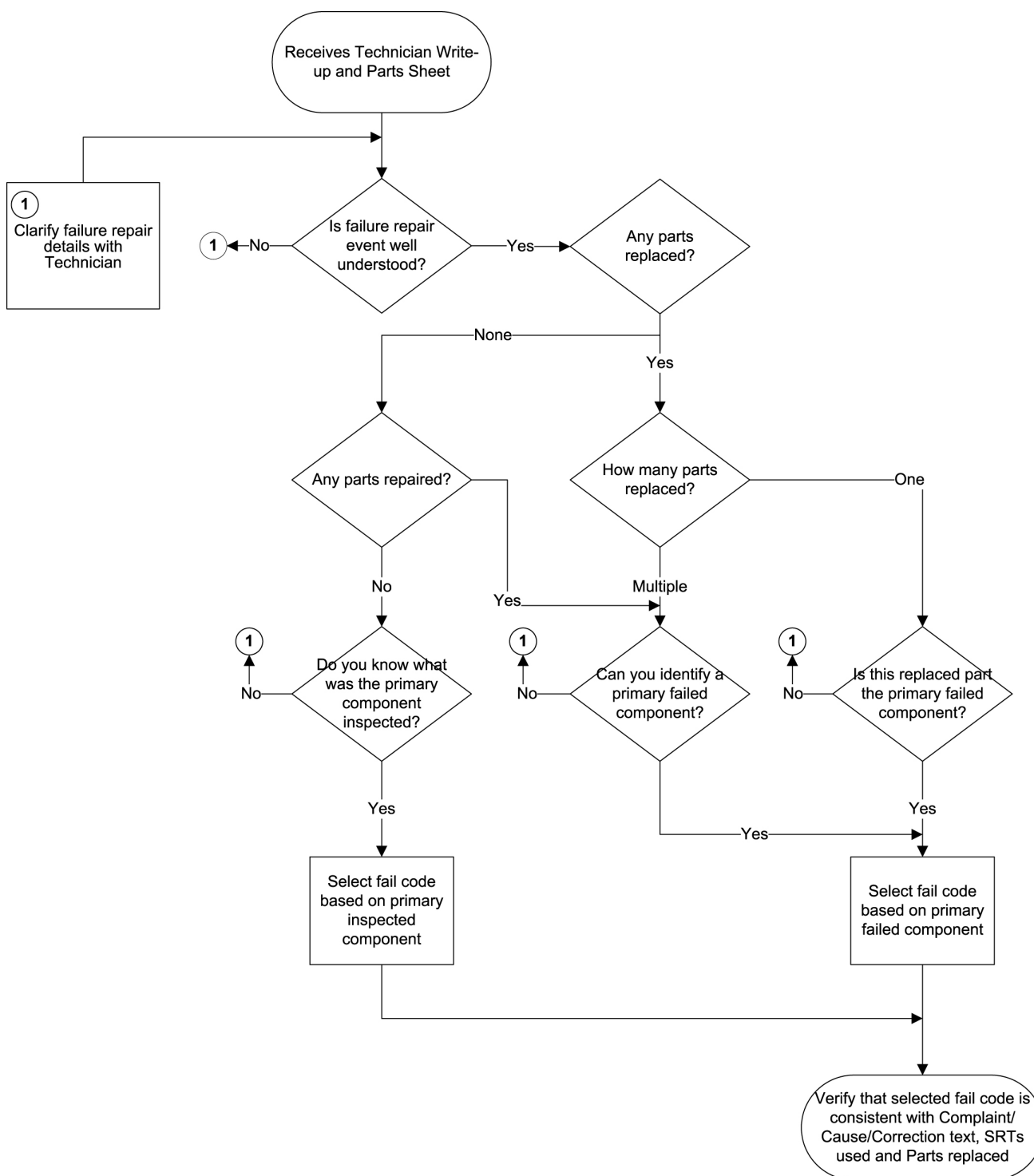


FIGURE 14. WARRANTY FAILURE CODE SELECTION PROCESS FOR DISTRIBUTORS

- For guidelines on good failure repair event documentation, refer to [Section 3.8 on page 21](#).
- In general, the primary failed component is the root cause of failure.
- In situations where multiple major components are replaced and it is unclear which component was root cause or result of progressive damage, you may use multiple Fail Codes (up to 3) as necessary, starting with the most expensive component.
- In the event of multiple unrelated failures being addressed in the same service repair event, you shall use multiple Fail Codes, starting with the most expensive failure.

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4 Product Coverages

4.1 Determining Start Dates

In general, the warranty start date is when the unit is first placed in service (start-up) and is capable of providing power for its intended purpose. Other conditions or exclusions may impact this start date. Some generator sets have limits on maximum storage time. Not all products have the same limitations; please refer to the applicable warranty statement (legal description) for details.

Below is an example of a warranty start date when coverage conditions apply. This is a typical application of the commercial warranty statement per the standby generator set 18-month rule.

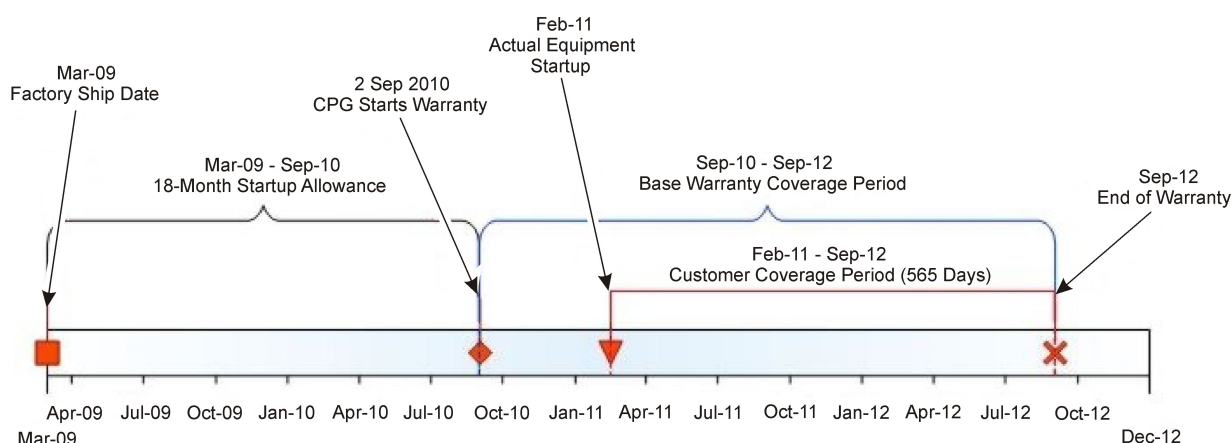


FIGURE 15. WARRANTY START DATE EXAMPLE

4.2 Resources

The following resources may be helpful in determining the warranty start date:

1. Check the Cummins Power Generation North America computer network at wwwi.onan.com (intranet users)
2. Customer-supplied commissioning documents
3. Factory warranty administrator

4.3 Parts and Accessories

Part accessories installed by distributors, dealers, or OEMs are covered by the base warranty only if the following conditions are met:

- They were purchased from Cummins Power Generation.
- They were installed by an authorized Cummins Power Generation distributor, dealer, or OEM.

Purchased parts and accessories are warranted according to listed table, or any parts or accessories repaired or replaced during the equipment warranty period assume the remainder of that equipment warranty period, whichever is greater.

There is 365 days coverage on all parts and accessories with the exceptions listed in the following table.

TABLE 6. 365-DAY COVERAGE PARTS AND ACCESSORIES EXCEPTIONS

Part/Accessory	Coverage Period
All Parts	One (1) Year
Battery Charger - 3.5 Amps	Two (2) Years
Battery Charger - 10 Amps	Five (5) Years
Battery Charger - 20 Amps	Five (5) Years
Load Banks	Two (2) Years
All other accessories	One (1) Year

The warranty start dates for parts and accessories are shown in the following table.

TABLE 7. PARTS AND ACCESSORIES WARRANTY START DATES

Parts Installed In	Warranty Starts On
Products in service	Date the part is installed
Parts purchased across counter and installed by customer	Date of counter invoice or date installed by customer supported by repair order

See [Section 5.2 on page 41](#) for related information.

4.4 Determining Applicable Warranty Statement

To determine the warranty coverage of a Cummins Power Generation product, you will need the following:

1. Shipping date
2. Extended warranty option purchased, if any
3. Product type
4. Application type
5. Hours of operation

Use this information along with the tables found in this chapter to identify the correct warranty statement. The current warranty statements are available on <https://qsol.cummins.com>.

4.5 Base Warranty

This is the coverage each new Product ships with depending on its application. Product adjustments are limited to the first 90 days from warranty start date.

4.6 Extended Coverage

4.6.1 Parts Only Extended Coverage

Parts only extended coverage combines base warranty coverage during base warranty period and parts only coverage for remaining warranty period. See specific warranty coverage statement, or contact your CPG Regional Factory Administrator for more information.

4.6.2 Parts+Labor (P+L) Extended Coverage

Parts+Labor (P+L) extended coverage combines base warranty coverage during base warranty period and parts +Labor coverage for remaining warranty period. See specific warranty coverage statement, or contact your CPG Regional Factory Administrator for more information.

4.6.3 Parts+Labor+Travel (P+L+T) Extended Coverage

Parts+Labor+Travel (P+L+T) extended coverage combines base warranty coverage during base warranty period and parts +Labor+Travel coverage for remaining warranty period. See specific warranty coverage statement, or contact your CPG Regional Factory Administrator for more information.

4.6.4 Advantage Extended Warranty

Contact pgbu.warranty@cummins.com for purchase cost. This is only available in North America Region.

The machine will need to meet the following requirements:

1. Generator sets that are within 3 years of in service date and less than 900 operation hours.
2. Allow AEW purchase up to 8 years after the in service date.
3. Generator set must pass inspection by an authorized repair location.
4. Customer is responsible for repair issues found during inspection before purchase of an AEW is allowed.
5. AEW registration and completion of repairs must be complete within 30 days after an inspection.
6. Generator sets must have a preventative maintenance program from an authorized repair location for the duration of warranty coverage.

Additional years of coverage may be declined if:

- Generator set did not pass the inspection by an authorize repair location.
- AEW registration and necessary repairs of generator set not completed within 30 days of inspection.
- Generator set does not have a preventative maintenance program from an authorized repair location.

NOTICE

A 30 day delay applies to the start of AEW coverage after purchase.

4.7 Progressive Damage Limits

The table below defines the maximum progressive damage that will be reimbursed for warrantable or covered failures. Repair beyond these limits will not be reimbursed under base warranty or extended warranty programs. These limits apply to both attended and unattended Products.

TABLE 8. MAXIMUM PROGRESSIVE DAMAGE LIMITS

Failure	Progressive Damage Limits
Crankshaft Seal after base generator set coverage has expired	RV and CM belt-drive system coverage will not cover progressive damage from seal failure.

4.8 RV Application Clarification

Recreational Vehicle (RV) is defined as having all of the following amenities:

- Sleeping quarters
- Kitchen
- Bathroom facilities

Pop-up tent campers are considered as RV application. Toy Haulers (SUTs) are considered as RV application, provided having at least two of the three amenities described above.

4.9 RV Rental and Commercial Applications

RV rental and commercial applications meeting the RV application requirements will receive commercial mobile 1 year only coverage. Applications that do not meet the requirements receive 1yr/1000 hrs warranty coverage.

4.10 Items Not Covered Under Warranty

Cummins Power Generation does not pay for rental generator sets, connections, cables, or transportation costs of a rental generator set to provide power while a generator set is being repaired. Exceptions are only made with a Goodwill policy authorization.

4.10.1 Cummins Filtration Failures

Cummins Filtration failures (i.e., plugged/leaking filters, etc.) after the product's first maintenance service, as this a failure of fleet guard material/workmanship, not PGBU, and claims for these failure should be filed through Cummins Filtration. Up until the first maintenance period for these filtration products, there is a possibility for PGBU factory workmanship failures; every other Cummins filtration failure should be filed to Cummins Filtration.

4.11 Campaign, TRP and ATC

Campaigns, Temporary Repair Practice and Account Team Coverage can be found on qsol.cummins.com. To find all of these announcement types, use the literature search function. Select WarrantyCampaign from the list of Document types.

FIGURE 16. WARRANTY CAMPAIGN SEARCH CRITERIA SCREEN

4.12 EBU Campaigns and TRPs

For cost not covered by the Engine Business Unit (EBU), contact your regional warranty leader for consideration of these expenses.

Regional Warranty Office	Email Address
North America & LAO	pgbu.warranty@cummins.com
EMEA	pgbu.warranty@cummins.com
Asia Pac	pgbu.warranty@cummins.com
Brazil	pgbu.warranty@cummins.com
China	pgbu.warranty@cummins.com

4.13 Product Registration

Register each Product put in service. For any unregistered Products, complete the product registration prior to submitting any claim. For BMS users, an extended warranty can be purchased using the warranty application; base registration can be done using the commercial and consumer links.

- BMS Users: http://pggwarranty.cummins.com/forms/frmservlet?config=warranty_app
- Commercial: <http://now.cumminspower.com/?elqPURLPage=263>
- Consumer: <http://now.cumminspower.com/?elqPURLPage=153>

4.14 CPG Warranty Alert Subscription

All warranty notifications are sent to the email addresses on file. Subscribe for Warranty Alerts using this link:

<http://onan.us2.list-manage.com/subscribe?u=9f0bf156e599161aa6815e461&id=22f08ae36a>

Past warranty alerts can be viewed at <http://us2.campaign-archive2.com/home/?u=9f0bf156e599161aa6815e461&id=22f08ae36a>

4.15 Warranty Statements

Warranty statements can be found on qsol.cummins.com.

To find all warranty statements, use the literature search function. Select Warranty Statement from the list of Document Types.

FIGURE 17. WARRANTY STATEMENT SEARCH CRITERIA

For a history of warranty statements, refer to Cummins Connect PGBU Global Warranty community.

<https://connect.cummins.com/communities/service/html/communityview?communityUuid=5fbfcb88-c9f8-4b8f-901b-cffab6d54d5d>

4.16 Goodwill Request (Policy)

Make all Goodwill requests to the applicable Divisional Field Service Engineering Counterpart (DFSEC). The DFSEC will know how to submit the request to the factory using the Technical Support Request (TSR) system.

4.17 Oil Consumption

See EBU WAM for information on Cummins Engines.

Contact CPG Service Engineering for non Cummins-related engines.

4.18 Marketing Name Definitions

The following table defines the Product market names used by Cummins Power Generation.

TABLE 9. MARKETING NAME DEFINITIONS

Market Name	Product
Commercial Mobile	Consumer Product used in Commercial applications, see www.cumminsonan.com for more information
Industrial Mobile	Commercial Generator set manufactured for rental applications (Model with the "R" designation, such as C1500 D6R)
Commercial Generator set	Commercial Product, see www.cumminspower.com for more information
CoolPac	Coolpac applications, see www.cumminsgdrive.com
Power Electronics	Power Electronics Products, see www.cumminspower.com/en/products/transferswitches/

4.18.1 Product Coverage Information

All product coverage information can be found on QSOL. The Global Coverage Manual P/N A048H943 includes all tables previously found in this manual.

5 Other Programs

5.1 Extended and Special Warranty (17 and 92)

5.1.1 Description

Extended warranty coverage is purchased by the customer. See Warranty Statement for specific warranty limitations.

5.2 New Parts and Accessories Warranty (62)

5.2.1 Description

New Parts Warranty covers failures of new Cummins Power Generation parts that are the result of defects in Cummins' material or factory workmanship, under normal use and service.

Parts installed to repair a warrantable failure assume the remaining coverage of the parts they replace. Travel and labor are included in this coverage when the original parts purchased included travel and/or labor.

For products manufactured before 1992, or products with long serial number characters, use the following table to determine the serial number to use. Otherwise you must use the original product serial number in the claim.

TABLE 10. PRE-1992 PRODUCT SERIAL NUMBERS

Manufacturing Location/ Product Type	Serial Number to be Used
Commercial generator sets	A900022222
Transfer switch and Switch gear	A902022222
Consumer generator sets	A900011111
Onan Engines	A903033333
CGT Alternator	A900044444
AVK Alternator	A900088888
India product	A900099999
G-Drive	A901011111

The standard new parts warranty claim should be filed using the actual Product serial number and must include the DIS of the part in the CCC section of the claim. For DMC products with 17 character serial numbers or AVK products with 11 characters, BMS users should use the respective generic serial numbers (Table 10) to process claims. In all cases the actual product serial number is to be included in the Complaint section of CCC. Failure to comply could result in claim delay or claim denial.

Warranty Start Dates:

The warranty start dates are shown in the following table.

TABLE 11. WARRANTY START DATES

Parts Installed In	Warranty Starts On
Products in service	Date the part is installed
Parts purchased across counter and installed by customer	Date of counter invoice or date installed by customer supported by repair order

Consumer Lifetime and Five-Year Drive System Warranty:

- File the claim using CSC 71899.

NPower Gas Generator set:

- Claims must be filled with NPower. Contact Lee Sannes at Cummins NPower for more information. Email Lee.P.Sannes@cummins.com.

New Defective Parts:

- Parts found defective before installation, or after installation but before customer acceptance, should be filed with CSC 72567.

See [Section 4.3](#) for related information.

5.3 Service Tool Warranty (63)

5.3.1 Description

This provides warranty coverage on service and training tools sold by Cummins Power Generation. If a failed tool has been repaired, altered, or used in any way that affects its performance and reliability, the warranty is null and void.

5.4 Miscellaneous Freight Charge (63)

5.4.1 Description

This is the account code used for freight charges associated with material returns. This type of claim is only valid when FedEx ground shipment is not possible or when used with prior authorization.

Include justification for claim in CCC section to qualify for approval.

5.5 Field Campaigns (65)

5.5.1 Description

Cummins Power Generation Field Campaigns are designed to locate a specific group of Products or service parts after Cummins Power Generation has sold them. When located, repairs or Product modifications are performed.

Field Campaigns are communicated via Parts and Service bulletins.

This is a formal notice to the OEM, dealer, or distributor of a unique repair that must be completed. This notification includes a Campaign number, a fail code, and often an instruction sheet including allowed labor hours.

A multiple Product serial claim number may be submitted if the failure code, model number, account code, parts used, labor claimed, pay code, repair expense, and field campaign number are the same for each Product listed.

NOTICE

The claim must be for campaign work only. If an additional warrantable failure is repaired at this same time, two claims must be filed.

5.6 Policy/Goodwill (68)

5.6.1 Description

To provide customer goodwill financial assistance towards product repair work not eligible for warranty coverage to continue strong relationships and future business developments with CPG customers

- To pay for a failure that is caused by Cummins Power Generation workmanship or defect in material, outside of the product's warranty period.
- To be used as customer goodwill to help support a customer that has had a failure that is not covered by warranty (failure due to environment for example)
- To pay for expenses not covered by warranty, but are required to complete a warranty repair (rental unit for example)

Goodwill support is not intended to be a permanent extension of the normal warranty and does not imply any additional coverage. Goodwill is not an obligation.

NOTICE

Policy/Goodwill claim will not be processed without an approved TSR and the TSR number in the Complaint section of the claim. The approved TSR sub-type must be Policy (any other sub-type will not be accepted). There must be a completed Policy excel spread sheet attached to the TSR, in which details of the authorized dollar amounts should be mentioned. If there are more than one asset serial numbers for which the TSR is approved, asset details needs to be mention under "Asset Customer Details" box in the TSR.

CPG's intent is not to provide the maximum towards every repair. The repairs should always be negotiated to the lowest level that provides a satisfactory and equitable agreement.

5.7 Field Test Programs (69)

5.7.1 Description

Field Test Programs (including component and engine repairs, parts returns, and reimbursements) are managed and authorized by the Cummins Power Generation Marketing Administration or Field Service.

The Cummins Power Generation Service Department must authorize parts returns and overtime premiums.

Field Test components installed in a Product assume the warranty of the replaced parts.

5.8 Emissions Warranty (70)

5.8.1 Description

Emissions warranty applies to emissions related components whose failure would cause exhaust emissions to be out of EPA or CARB compliance. Emissions coverage is applied after base warranty has expired. If the product has extended warranty, emissions warranty should be applied first.

This warranty applies to diesel and spark-ignited (SI) engines used in the generators marketed / sold by Cummins Power Generation in United States* (not including EBU's engines and/or engines that directly follow other engine manufacturers warranty system). Note: *United States includes American Samoa, the Commonwealth of Northern Mariana Islands, Guam, Puerto Rico and the U.S. Virgin Islands.

Coverage can be denied if the equipment or part has failed due to abuse, neglect, improper maintenance, or unapproved modifications.

See [Section 5.13 on page 50](#) for Emissions Warranty claim filing details.

5.9 On the Spot (OTS) (94)

5.9.1 Description

The following describes coverage under the Policy/OTS program:

- Units or components not within the normal warranty period (time in service or hours of operation)
- Repair plans related to unwarrantable failures
- Repair work normally covered under the warranty guidelines
- One per event
- Parts excluded from existing warranty coverage of Product

Generally, CPG will not cover failures resulting from:

- Workmanship of a previous repair location.
- Improper installation, misapplication, contaminated fuel, poor storage practices, abnormal environmental damage, normal wear, abuse, excess travel, etc.
- Routine or scheduled maintenance not performed per published guidelines. Submittal of these types of situations should be carefully considered as they will be scrutinized.

Generally, CPG will not cover 100% of any repair outside of the warranty coverage.

It is important to help set the customer's expectations on the front end by explaining what the warranty and extended coverage are, where the customer is in that period, and what they may or may not be entitled to.

The customer purchased warranty as part of the original sale. Once the warranty coverage is exhausted, repair costs are the customer's responsibility. To better support strong customer relationships, while protecting CPG's financial interests, policy guidelines were developed.

Policy and On the Spot (OTS) Repair amount guidelines:

- 0 to 2 months out of warranty -- Up to 100% of the repair*
- 2 months to 2 years out of warranty -- Authorize up to 75% of total repair*
- 2 years to 4 years out of warranty -- Authorize up to 50% of total repair*
- Exceeding 4 years out of warranty -- No OTS Policy may be considered

* If OTS is used, the total amount authorized cannot exceed the maximum distributor OTS limit.

Limits:

- Consumer \$500
- Commercial \$1,000

This can be applied to:

- Labor - SRT (where applicable) at 80% of normal warranty rates
- Major parts at Distributor Net, not to exceed 10% markup
- Travel (based on published Warranty limits)
- Progressive Damage (based on published Warranty limits)

The Distributor Field Service Engineer Counterpart (DFSEC) should be the Distributor's first point of contact for all OTS requests.

The DFSECs are the Factory Representatives for On the Spot (OTS) claims. They are empowered to authorize CPG-funded, financial assistance towards non-warranty repairs. Each DFSEC has a unique authorization number that can be used for OTS assistance.

- OTS is the dealer's and distributor's first request for customer goodwill assistance.
- The DFSEC is expected to use this authority with discretion, and ensure that, in the DFSEC's best judgment, the customer and CPG are treated fairly.
- Each DFSEC has specific authorization numbers assigned to them to endorse OTS Claims. **OTS Claims MUST have an authorization number.**
- The DFSEC may delegate OTS authority to a Branch Service Manager, but is responsible for any delegation of their authority.
- OTS claims will be audited to ensure they meet OTS Guidelines.

To use OTS, a DFSEC needs to agree with the policy situation, and then communicate his/her OTS Authorization Number to the distributor branch performing the repair. That branch will then file the OTS claim.

The claim must include a brief explanation of why OTS was applied to this failure.

5.10 Before in Service (BIS) (96)

5.10.1 Manufacturing BIS Description

If a product experiences a failure due to a manufacturing, design, short shipment, shipping damage or incorrect component before the in service date has been established, the defect will be classified as Before in Service (BIS) and the Factory BIS Coordinator should be notified. A Pre Delivery Inspection (PDI) should be completed and sent to Factory BIS Coordinator at the email addresses below dependent upon where the unit was manufactured. Not all BIS issues are warrantable failures. A TSR is not required to submit a BIS claim. However, if an authorization number has been provided, then it is required on the claim.

Cummins Power Generation India - cpgi.quality@cummins.com

Cummins Power Generation Kent - cpgk.customer.quality@cummins.com

Cummins Power Generation China - cpgc.quality@cummins.com

Cummins Power Generation Fridley - cpgf.customer.quality@cummins.com

Cummins Power Generation Brazil - cpgb.customer.quality@cummins.com

Cummins Power Generation Nigeria - cpgn.customer.quality@cummins.com

Failures resulting from improper storage and freight damage (see [Section 3.10 on page 27](#)) should not be reported and are to be repaired at the distributors, dealers or customers expense. Claims for incorrect or missing components must be submitted within **15 days** of product receipt.

Where applicable the BIS coordinator will provide a BIS TSR number and in some cases an authorisation number. The authorisation number is required on the claim when given, but not every claim will have one. This number will be five digits long and is also known as a CSC number. The Technical Service Request number is not required but if provided should be included in the complaint section of the CCC portion of the claim. The TSR number will be 12 digits long included a dash.

Issuance of a TSR number does not constitute approval of all claim charges submitted; it is merely an acknowledgement of factory notification. Charges remain subject to review against warranty specific coverage and final approval.

For a service related BIS issue, contact service engineering prior to sending the notification to the factory BIS coordinator.

5.11 Claim Filing Details

Refer to the following table for claim filing details for the Other Programs.

TABLE 12. OTHER PROGRAMS - CLAIM FILING DETAILS

Acct Code	Program Name	Routing Indicator	Pay Code	Authorization No. Req'd	Fail Code	Complaint	Cause	Correction
17	Extended Warranty	Y	X, D, or F	Certain repairs require Authorization	Per failure	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines	Follow Base Warrant CCC Guidelines
62	New Parts Warranty	Y	D or X	N	Per failure	Follow Base Warranty CCC Guidelines	- Install date and Fail date of the new Part - CPG Product Model and Serial Number - Root cause of failure - If Serial Number is before 1992, include the original Product Serial Number.	- For Vendor supplied parts, include vendor name, model, and Serial Number. - Repair Summary
63	Service Tool Warranty	Y	D or X	N	XXTZOL	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines
63	Material Return (Misc Freight)	Y	D or X	N	XXMMFC	Leave blank	Describe the reason for the freight return claim	List the Serial Number of the Product and CPG Claim Number associated with the freight
65	Field Campaigns	Y	X, D, or F	3- or 4-digit Campaign number only	Will be listed in Field Notification	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines

Acct Code	Program Name	Routing Indicator	Pay Code	Authorization No. Req'd	Fail Code	Complaint	Cause	Correction
67	Base Warranty	Y	X, D, or F	Certain repairs require Authorization	Per failure	<ul style="list-style-type: none"> - Enter the original customer complaint when repair order was opened. - Product Issue Symptoms: What were the physical observations? 	<ul style="list-style-type: none"> - Identify the root cause of failure and any progressive damage. What was the main cause of the incident? - Any Fault Codes that were present. Fault code descriptions are acceptable for Failure Cause. - Describe the failure accurately, completely, and factually. This field should contain only facts relating to the warranty claim, not comments or opinions. 	<ul style="list-style-type: none"> - Describe the repairs made. What work was performed to resolve the issue? - Justification details for travel must be clearly indicated. Number of techs and number of trips MUST be listed in the first line. - If SRTs are available and used, not as much Correction description is needed. - Do not list non-SRT itemization here. Please use SRO section of BMS for non-SRT Justification.
68	Policy	Y	D or X	Y	Per failure	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines - Provide TSR # for policy authorization.	Follow Base Warranty CCC Guidelines
69	Field Test Program	Y	D or X	N	Per failure	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines
70	Emissions warranty	Y	X, D, or F	Y	Per failure	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines

Acct Code	Pro-gram Name	Rout-ing Indi-cator	Pay Code	Authori-zation No. Req'd	Fail Code	Complaint	Cause	Correction
94	On The Spot (OTS)	Y	X, D, or F	Y	Per failure	Follow Base Warranty CCC Guidelines	- Follow Base Warranty CCC Guidelines - Provide a brief explanation why an OTS claim is being filed	Follow Base Warranty CCC Guidelines
96	Before In-Service (BIS)	Y	D or X	Factory Notification Required within 24 hours	Per failure	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines	Follow Base Warranty CCC Guidelines

5.12 Warranty Codes

5.12.1 Application Codes

The following table lists and describes the warranty codes used elsewhere in this manual.

TABLE 13. WARRANTY APPLICATIONS CODES

Warranty Code	Warranty Code Definitions
AC	Commercial Mobile PTO (Power Take Off)
ALT	Alternator Continuous
CM	Commercial Mobile
CP	Coolpac / Coolkit Standby
CPP	Coolpac/Coolkit Prime
CR	Industrial Mobile/Rental
DCC	Data Center Continuous
EN	Industrial Engine
ESB	Energy Solution Business
GD	G-Drive Engine Standby
GDP	G-Drive Engine Prime
HS	Residential St & Light Comm
IMP	Industrial Mobile/Rental Prime
LT	Commercial Limited Time
MC	Marine Commercial
MP	Marine Pleasure
PC	Power Command
PO	Portables

Warranty Code	Warranty Code Definitions
PR	Commercial Prime
PU	Power Unit
RM	RV In Non RV Application
RSO	Residential Standby Offgrid
RV	RV
SE	EPA-Stationary Emergency
ST	Commercial Standby
SW	Switchgear
TEL	Telecom (Not Genset)
TS	Transfer Switch
UT	Commercial Continuous

5.12.2 Route and Pay Codes

Routing indicator and pay codes used on the warranty claim forms.

TABLE 14. PAY CODES

Code	Use	
A	Information Only	
B	APAC Distributor	
C	Distributor	
D	Americas DEALER	
F	NON-AUTHORIZED DEALER	
H	APAC Dealer	
L	EMER Dealers	
O	EMER Distributors	
R	Recovery	
X	Americas Distributor	
Y	Dealer	

Claim filing instructions for unauthorized dealers: Distributor wanting to file a claim for a dealer that is either non-authorized or set up as a "Parts only" dealer, this dealer will not have a dealer code in PGBU warranty system. Therefore, the distributor must file the claim using pay code "F" and must use the distributor code 30168.

5.12.3 Account Codes

The following table lists and describes the account codes used on the warranty claim forms.

TABLE 15. WARRANTY ACCOUNT CODES

Code	Use	Description
17	Extended Warranty	Purchased optional coverage
62	New Parts Warranty	For parts that fail during the 365 days after date of sale
63	Misc. Freight Charge/Service Tool Warranty	Product and parts returns that exceed FedEx guidelines/covers service tool warranty
65	Campaigns/Recalls	Campaigns and recalls only
67	Base Warranty	Standard warranty
68	Policy Adjustment	Pre-approved repairs not covered by warranty
69	Field Test	See Product Support Bulletin for special claim filing requirements
70	Emissions warranty	Use after base warranty has expired if applicable
92	Special Extended Warranty	Purchased in addition to standard extended warranty
94	On The Spot (OTS) Settlement	Repairs not covered by warranty but considered under policy
95	Before In Service (BIS)	Not used
96	Before In Service (BIS)	Product failure before in-service date has been established

5.13 Emissions Warranty

Emissions coverage is applied after base warranty has expired. If the product has extended warranty emissions warranty should be applied first.

5.13.1 Emissions Claim

Emissions Warranty applies to diesel and spark-ignited (SI) engines used in the generators marketed / sold by Cummins Power Generation in United States* (not including EBU's engines and/or engines that directly follow other engine manufacturers warranty system).

Note: *United States includes American Samoa, the Commonwealth of Northern Mariana Islands, Guam, Puerto Rico and the U.S. Virgin Islands.

Emissions Warranty covers the components listed in the Emissions Warranty Statement when failure is caused by defects in material or factory workmanship in normal use and service. Other failures of the same components and failures of other components are not covered by the Emissions Warranty.

To qualify for Emissions Warranty, all of the following must be present:

- Root cause of failure must produce a measurable increase in emissions
- When filing a claim under emissions warranty, the story section must include the customer's complaint, the symptom, the troubleshooting tree, and the steps used in that tree that lead to the component being replaced.
- Emissions claims must be filed with Account 70, and with the assigned authorization number (see table below).

- Use the original product serial number and other claim information consistent with basic claim filing.

Emission Control System Warranty		
Application	Coverage (Whichever of the two periods (A) or (B) is longer)	What is Covered?
EPA or CARB Certified	A) EPA or CARB Emissions Warranty Coverage OR B) Generator set Base Warranty Coverage (See table below)	Specific Failures (see tables that follow)

Application	Models	Warranty Statement	During Base Warranty	After Base Warranty
Recreational Vehicle (RV)	Spark-Ignited Less than 19kW: HGJBB (Robin certified)	A032Z095	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73843.
	Spark-Ignited Less than 19kW: HGJAX, KY (CPG Certified)	A034R654	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Diesel less than 19 kW: HDZAA (Hatz certified)	A047B901	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Diesel less than 19 kW: HDKAH, HDKAK, HDKCA, HDKCB (Kubota Certified)	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
Commercial Mobile	Spark-Ignited Less than 19kW: HGJBB (Robin certified)	A032Z095	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73843.
	Spark-Ignited Less than 19kW: HGJAX, KY (CPG Certified)	A034R654	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Diesel less than 19 kW: HDZAA (Hatz certified)	A047B901	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Diesel less than 19 kW: HDKBB, HDKBC, HDKAV, HDKAT, HDKAU, HDKAL, HDKAG, HDKCC, HDKCD (Kubota Certified)	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Diesel greater than 19 kW: HDKAW (Kubota Certified)	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73845.

Application	Models	Warranty Statement	During Base Warranty	After Base Warranty
Residential & Light Commercial	GGMA/B/C, GGPA/B/C, GGHE/F Arrow: C20 N6, C22 N6, C25 N6, C30 N6, C36 N6, C40 N6, C30 N6h, C36 N6h, C40 N6h, C45 N6h, C50 N6h, C60 N6h (CPG certified)	A028X278	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	GGHG/H/J (CPG certified)	A028X279	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 71315.
	Small Residential; GSBA (CPG Certified)	A034R654	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Small Residential; GSBB/C (Briggs & Stratton Certified)	A045Y492	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73844.
	Kubota engines; DSKAA/B, DSKBA, DSKCA	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73845.
	Cummins EBU engines: DSFAA/D/E, DSGAA		Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	File warranty claim with EBU.

Application	Models	Warranty Statement	During Base Warranty	After Base Warranty
Consumer Marine	Consumer Marine Models <19 kW, MDKBH/J/K/L/M/N (Kubota certified)	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Consumer Marine Models ≥19 kW and <37kW; MDKBP/R/V (Kubota certified)	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Consumer Marine Models ≥37 kW; MDKBU/T (Kubota certified)	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73845.
	Consumer Marine Models; MDDCA/B/C/D/E (Deere Certified)	A002D236	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Not applicable
	Consumer Marine Models; MDDCA/B/C/D/E (Deere Certified)	A002D236	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73846.
Commercial generator sets (Kubota engines)	DSKAA/B, DSKBA/CA	A048k395	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Use Account Code 70 Emissions Warranty to file claim, with CSC 73845.
Commercial generator sets (EBU engines)	DGHCA/B/C, DGHDA/B, DSFAA/B/C/D/E, DSGAA/B/C/D/E, DSHAD, DQDAA/B/C, DQHAA/B, DFEG/H/J/K, DQCA/B/C, DFHA/B/C/D, DQPAA/B, DQCA/B/C, DQFAA/B/C/D/F/G/H, DFLE, DQGAA/B/E/F/R/S, DQKAA/B/D/E/F/K/L/M, DQLE/F		Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	File warranty claim with EBU.

Application	Models	Warranty Statement	During Base Warranty	After Base Warranty
Industrial Mobile generator sets (EBU engines)	C60D6R, C70 D2Re, C80D6R, C100D6R, C100 D2Re, C125 D2Re, C150 D2Re, C150D6R, C200 D2Re, C200D6R, C275 D2Re, C300D6R, C500D6R, C800-D6RG, C1000-D6RG, C1500-D6RG, C1600-D6RG, C2000-D6RG, C2000-D6R	A053A162	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	File warranty claim with EBU.
ECO Program Models (EBU engines with CPG after-treatment system)	DQFAE/F/G/H, DQGAR/S, DQKAM/L/K, DQLH/G	A043G561	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Engine-related components: file warranty claim with EBU. Aftertreatment-related components: use Account Code 70 Emissions Warranty to file claim, with CSC 73821
Industrial Mobile T4F generator sets (EBU engines with CPG after-treatment system)	C70D2Re, C100D2Re, C125D2Re, C150D2Re, C200D2Re, C275D2Re	A053A162	Use Account Code 67 Base Warranty to file claim. See Section 5.11 on page 46 for claim filing details.	Engine-related components: file warranty claim with EBU. Aftertreatment-related components: use Account Code 70 Emissions Warranty to file claim, with CSC 74046

EPA Emission Warranty Component List

Listed below are the components covered under the EPA Emissions Control System Warranty when failures of these components are caused through normal use and service. **Failures caused by the owner's or operator's improper maintenance or use, or accidents for which Cummins has no responsibility are not covered.**

The two methods of coverage a failed component may receive are as follows:

1. Failure of a component with a listed fail code WITHOUT a listed fault code:

The listed fail codes cover the replacement of the component under the EPA Emissions Control System Warranty if found to be the root cause of a failure as indicated by a PGBU's repair manual, troubleshooting tree, or other PGBU approved document.

2. OR, Failure of a component with a listed fail code WITH a listed fault code:

The listed fail codes with associated listed fault codes cover the replacement and/or repair of the component unless otherwise specified that coverage is excluded with the listed fault code. The root cause of a failure associated with the listed fault code must be the fail code listed. Other requirements that apply to this method of coverage are as follows:

- The listed fault code must be active or considered active at the time of repair. Inactive fault codes are considered active if they have more than ten (10) counts and the last count has logged within the past eight (8) ECM hours.
- The job image report retrieved from the ECM at the time of diagnosis prior to making any repairs, recalibrations, or adjustments to the ECM calibration contains the fault code.
- The failed component caused the listed fault code to be logged within the ECM, as indicated using Cummins published troubleshooting instructions.

Note: Where applicable with covered components, associated plumbing, mounting hardware, gaskets, o-rings, and wiring harnesses are covered.

Note: When filing an emissions warranty claim, the story section must include the customer complaint, the symptom, the troubleshooting tree and the steps used leading to the component being replaced.

Limitations

1. The **emission control warranty covers** the following to repair the damage to the engine cause by a warrantable failure:
 - Parts
 - Labor
 - Travel, included as part of the base warranty
 - Consumables, when not reusable
2. Progressive damage is covered if the root cause of the damage is an emissions related component listed in this warranty.

Note: The four letter failure code given below is the first four letters of the six letter failure code. For example, if the failure code would be written as OGAHBR, code describes the engine—O (major system), governor—G (subsystem), actuator-AH (failed component) and broken – BR (mode of failure). Therefore, the four letter fail code OGAH describes the major system, subsystem and the failed component. Refer to PGBU's Warranty Manual Failure Codes for more details.

EPA Diesel and Spark-Ignited Engines		
Engine Exhaust		
Component	Fail Code	Fault Code
Catalyst	OXKE	
Exhaust Gas Temp Sensor	OXGY	
Manifold-Exhaust	OXEM	
Muffler	OXMU	
Oxygen Sensor	OXGQ	
Pipe-Exhaust (if upstream of Aftertreatment components)	OXET	
Pipe Fittings (if upstream of Aftertreatment components)	OXFT	
Flex Tubing	OXEU	
Secondary Air Injection (SAI) Assembly (Reed Valve, fittings and all parts associated with SAI system)	OXIP	
Engine Cylinder Block		
Component	Fail Code	Fault Code
Valve-Breather	OBBA	
Engine Electrical		
Component	Fail Code	Fault Code
Base Assy-Ign	ORBI	
Camshaft Position Sensor	OREO	

Cap-Rotor Ignition	ORCX	
Coil-Ignition	ORCI	
Crankshaft Position Sensor	OREN	
Cylinder Head Temperature Sensor	OREY	
Distributor-Ignition	ORDP	
Manifold Absolute Pressure Sensor	ORED	
Manifold Absolute Temperature Sensor	OREG	
Module-Control	ORQV	
Module-Ignition	ORMI	
Oxygen Sensor	ORGQ	
Rotor-Ignition	ORRI	
Sensor-MAG pickup	ORPZ	
Spark Plug	ORIA	
Throttle Position Sensor	OREZ	
Wire-Spark Plug	ORIL	
Engine Fuel System		
Component	Fail Code	Fault Code
Cable-Choke	OFWC	
Carburetor	OFCU	
Choke	OFCK	
EVAP Emissions assembly	OFMX	
Fuel Convertor	OFFE	
Diaphragm	OFDI	
Float	OFOF	
Fuel Hose	OFHF	
Injection Pump	OFPF	
Mixer Assembly	OFXU	
Nozzle-Fuel Injection	OFNJ	
Pipe Fittings	OFFT	
Plate-Throttle	OFTW	
Regulator-Gasoline	OFKJ	
Regulator-LPG	OFPR	
Sensor-Oxygen	OFGQ	
Throttle Shaft	OFSY	
Nozzle Tip	OFVT	
Fuel Tube	OFFX	
Valve-Check (EVAP only)	OFVC	

Valve-Float	OFEF	
Valve-Solenoid	OFCV	
Engine Intake		
Component	Fail Code	Fault Code
Air Cleaner Assembly	OIAF	
Air Cleaner Body	OIAK	
Breather Assembly	OIVB	
Breather Hose/Tube	OITU	
Element-Breather	OIEH	
Intercooler / Charged Air Cooler (CAC) assembly	OIIQ	
Manifold-Intake	OIIM	
Pipe Fittings	OIFT	
Throttle Body	OILJ	
Turbocharger	OITV	
Engine Lube		
Component	Fail Code	Fault Code
Sender-Oil Temperature	OLYK	
Engine Valve Train		
Component	Fail Code	Fault Code
Valve-Exhaust	OVVE	
Valve-Intake	OVIV	
Cam Shaft Injector Lobe	OVLX	
Cam Shaft Valve Lobe	OVLV	

EPA and CARB Emission Warranty Component List for ECO Generator Models Aftertreatment System:

Listed below are ECO generator models. Aftertreatment system components covered under the EPA and CARB Emissions Control System Warranty when failures of these components are caused through normal use and service. **Failures caused by the owner's or operator's improper maintenance or use or accidents for which Cummins has no responsibility are not covered.**

Aftertreatment System	
Exhaust	
Component	Fail Code
Catalyst	OXKE
Pipe Fittings	OXFT
Exhaust Pipe	OXET
Oxygen Sensor	OXGQ
DEF Pump Assembly	

Component	Fail Code
DEF Filter	SPJT
Pipe Fittings	SPFT
DEF Gauge	SPJG
AC Motor	SPJV
DEF Pump	SPJU
DEF Tank Assembly	
Component	Fail Code
Electrical Connector	STAZ
DEF Filter	STJT
Pipe Fittings	STFT
DEF Level Sensor	STJJ
Urea Tank	STJY
Ball Valve	STJA
Wiring Harness/Leads	STWH
Duct Assembly	
Component	Fail Code
DPF/CES Canister	SDJF
SCR Assembly Cartridge	SDJR
DPF/CES Weldment	SDJD
Injector Assembly	
Component	Fail Code
Electrical Connector	SIAZ
DEF Filter	SIJT
Pipe Fittings	SIFT
Atomizing Hook	SIJH
Injector	SIJI
Stepper Motor	SIJM
Rotating Needle	SIJN
Pressure Transducer	SIJP
Tube	SIPN
Solenoid Valve	SICV
Wiring Harness/Leads	SIWH
Control Panel	
Component	Fail Code
Control Board/Module	SCQC
Network Board/Module	SCVN
Relay Card	SCUN

RTD Card	SCUD
Electrical Connector	SCAZ
Stepper Driver	SCXD
Wiring Harness / Leads	SCWH
Heater and Power Panel	
Component	Fail Code
Heater Control	SHHJ
Heater Watlow	SHJW
Sensors and Probes	
Component	Fail Code
Electrical Connector	SSAZ
Pipe Fittings	SSFT
NOx Sensor	SSJQ
Pressure Sensor	SSJO
Thermocouple / RTD	SSTA
Tube	SSPN
Wiring Harness / Leads	SSWH

EPA Emission Warranty Component List for Industrial Mobile Tier 4 Final Generator Models After treatment System:

Listed below are Industrial Mobile Tier 4 Final generator models After treatment system components covered under the EPA Emissions Control System Warranty, when failures of these components are caused through normal use and service. **Failures caused by the owner's or operator's improper maintenance or use, accidents for which Cummins has no responsibility, or acts of God are not covered.**

After treatment System		
Exhaust		
Component	Fail Code	Fault Code
Catalyst	OXKE	
Insulation - Exhaust	OXOI	
Exhaust Pipe (if upstream of After treatment components)	OXET	
Pipe Fittings (if upstream of After treatment components)	OXFT	
Shield - Heat	OXDH	
Spacer	OXSP	
DEF Pump Assembly		
Component	Fail Code	Fault Code
Pipe Fittings	SPFT	

After treatment System		
DEF Pump	SPJU	
DEF Tank Assembly		
Component	Fail Code	Fault Code
Assembly - Diesel Exhaust Fluid (DEF) Fill	STOD	
Cap	STBN	
Heater - Tank	STKI	
Electrical Connector	STAZ	
Gauge - Diesel Exhaust Fluid (DEF)	STJG	
DEF Filter	STJT	
Pipe Fittings	STFT	
Sensor - Diesel Exhaust Fluid (DEF) Level	STJJ	
Sensor - Diesel Exhaust Fluid (DEF) Quality	STUL	
Sensor - Diesel Exhaust Fluid (DEF) Temperature	STUZ	
Strainer - Tank	STFO	
Tank - Header	STKK	
Urea Tank	STJY	
Tube/Hose	STPN	
Valve - Solenoid	STCV	
Wiring Harness/Leads	STWH	
Duct Assembly		
Component	Fail Code	Fault Code
Tube - Decomposition Reactor	SDZQ	
Injector Assembly		
Component	Fail Code	Fault Code
Electrical Connector	SIAZ	
Pipe Fittings	SIFT	
Module - Injector	SIXN	
Wiring Harness/Leads	SIWH	
Sensors and Probes		
Component	Fail Code	Fault Code

After treatment System		
Electrical Connector	SSAZ	
Pipe Fittings	SSFT	
NOx Sensor	SSJQ	
Sensor - Temperature	SSTI	
Tube	SSPN	
Wiring Harness / Leads	SSWH	

5.13.2 Emissions - EBU Administrative Procedures

For EBU engine failures, please see EBU warranty administration manual 503-072.

6 Overlapping Coverage

6.1 Introduction

6.1.1 Engine Base Coverage

File engine base warranty claims per the table below. If engine base warranty has expired, but the CPG coverage has not file the claim with CPG.

TABLE 16. ENGINE BASE WARRANTY COVERAGE LIST

Engine Manufacturer	Claim Filing Base Warranty Period
Cummins	Cummins EBU
Ford	CPG
GM	CPG
John Deere	John Deere/CPG
Kubota	CPG
Briggs Straton	CPG
Honda	CPG
Robin-Subaru Engine	CPG
Isuzu	CPG
Yanmar	CPG
Hatz	CPG
Simpson	CPG
Linamar	CPG
Loncin	CPG
Lister-Petter	CPG

6.2 Non-CPG Component Coverage

Some parts used on PGBU products may have warranty coverage that exceeds the product coverage. Contact the part manufacturer for details on how to take advantage of the coverage.

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7 Claim Audits

7.1 Introduction

Audits are an integral part of Cummins Power Generation Warranty and Customer Support. The purpose of the audits is to ensure that claims submitted to Cummins Power Generation meet the published program requirements and are supported by the appropriate documentation. Audits provide an opportunity to identify problem areas so that improvement plans can be developed and implemented.

This section of the manual explains details of the Cummins Power Generation Claim Audit Program. The following topics are covered:

- Distributor Compliance Audits
- Dealer Compliance Audits
- Minimum Claim Documentation Requirements
- Reporting
- System and Control Objectives

7.2 Distributor Compliance Audits

The purpose of distributor compliance audits is to ensure that distributors, in their capacity as authorized repair locations, are administering Cummins Power Generation Warranty, Extended Warranty Programs, and Policy in accordance with the principles and procedures set forth in the Cummins Power Generation Warranty Administration Manual and other published guidelines.

7.2.1 Audit Procedure

Distributor compliance audits are conducted at the discretion of Cummins Power Generation.

Claims may be randomly selected for audit on a real-time basis throughout the year. Cummins Power Generation may select claims to be audited at its sole discretion. Appropriate audit procedures are applied to each claim and supporting documentation to confirm compliance with published guidelines and procedures.

All supporting claim documentation must be available for review during the audit. Minimum Claim Documentation Requirements, defined later in this chapter, apply to all authorized repair locations and are the basis for compliance testing of program administrative procedures and claim submission requirements.

Cummins Power Generation Audit Requirements stipulate that original repair documents and accounting records supporting claim submissions must be retained by distributors and all other repair locations for a minimum period of one year after the claim has been paid by Cummins Power Generation.

7.2.2 Audit Report

Audit results are presented in a written report to the distributor and include the following:

- Sample size, dollar value of sample, dollar variance, variance rate percentage, number of error points, and error rate percentage
- A detailed listing of audit exceptions and variances with corresponding claim references
- Audit rating

If an analysis of audit exceptions and deviations is deemed unsatisfactory, expanded audit tests, including increased sample size, may be performed in specific areas.

Cummins Power Generation retains the right to request reimbursement from distributors for the dollar variance of claims which do not comply with published guidelines and procedures. The amount of the reimbursement may be calculated using samples drawn from the claims population of the review period, with non-compliance rates from the sample being extrapolated over the entire claims population.

7.2.3 Response to Audit Report

Upon request, distributors are required to prepare a written response to the audit report addressing the following issues:

- An implementation plan to improve controls and procedures, thereby preventing future occurrences of the exceptions noted in the audit report
- A timetable for the implementation plan

7.2.4 Follow-Up Audits

If an unacceptable audit rating is issued to a distributor, or if a distributor's corrective action plan addressing the weaknesses and/or deficiencies noted in the audit report is unsatisfactory, a follow-up audit will be conducted to ensure implementation of appropriate administrative controls and compliance with claims processing procedures.

Service providers or distributors receiving a failing score will be responsible for funding costs associated with re-audit activities.

7.3 Dealer Compliance Audits

Cummins Power Generation dealers play an important role in the administration of Cummins Power Generation Warranty and Extended Warranty Programs. The way in which warranty is administered by dealers reflects the business interests of Cummins Power Generation, its distributors, and its dealer organizations. As a result, distributors are responsible for ascertaining the validity and compliance of claims submitted by dealers, fleets, and other customers within their territory.

The purpose of dealer compliance audits is to ensure that dealers, in their capacity as authorized repair locations, are administering Cummins Power Generation Warranty and Extended Warranty Programs in accordance with the principles and procedures set forth in the Cummins Power Generation Warranty Administration Manual and other published guidelines.

Cummins Power Generation dealers are unable to file claims directly to Cummins Power Generation. Distributors are responsible for ascertaining the validity and compliance of claims submitted by dealers, fleets, and other customers within their territory.

If a dealer claim is present in the audit sample, the distributor must acquire all supporting claim documentation from the dealer to satisfy the audit requirements. If the dealer is unable to supply all supporting claim documentation, or if the claim is deemed non-compliant, the results will be reflected in the overall distributor audit score.

7.3.1 Dealer Claim Documentation

Dealers may be granted authority by distributors to make Cummins Power Generation warranty repairs. All repair locations are expected to meet the same standards of documentation for claims.

Distributors are responsible for ensuring that dealer's claim documentation is available upon request. If original records are retained by the repair location, an exact copy of the original documents, such as repair orders, technicians documentation, and time cards are adequate for distributor records.

Invoices that show only the Cummins Power Generation-billed portion of a repair are NOT considered original repair records and do not meet Cummins Power Generation's minimum claim documentation requirements.

Computerized repair orders may be acceptable claim supporting documentation if the appropriate system controls are in place at the repair location. It is the distributor's responsibility to ensure the adequacy of system controls before accepting computerized repair orders as supporting documentation.

7.4 Minimum Claim Documentation Requirements

7.4.1 Purpose

All authorized repair locations (distributors, dealers) are responsible for meeting all warranty, extended warranty program, and Policy administration requirements, including proper claims documentation as outlined in the following. Supporting documentation is important to Cummins Power Generation and its repair locations because it documents, substantiates, and supports the determination of warranty and extended warranty program coverage liability.

Cummins Power Generation retains the right to review a Distributor's program administration system and to request modification of procedures and controls to prevent the submission of non-compliant claims. In addition, Cummins Power Generation may also request reimbursement from distributors for non-compliant claims. Distributors retain the same rights with regard to non-compliant claims submitted to them from dealers, fleets, and other customers.

7.4.2 Documentation Requirements for All Distributors, Dealers, and Customers

Cummins Power Generation requires authorized repair locations to retain original documentation of the information listed below for at least one year after the claim has been paid.

Applicable records to be retained include, but are not limited to, original records that document:

1. The customer complaint
2. The generator set usage (hours) at the time of the failure¹
3. The cause of the failure
4. The description of work performed to correct the failure
5. The technician timecards
6. Evidence that repair parts were removed from inventory and applied to the work order
7. A copy of the original invoice for parts warranty claims
8. Any pertinent observations of the failure made during the repair
9. Labor hours worked on the repair
10. Expenses, other than shop parts and labor, incurred in performing the repair
11. Billing/credit details associated with the repair
12. Engine ECM image and/or generator set control capture files

7.4.3 Opening the Repair Order

The following information must be entered on all repair orders or computerized repair order records prior to beginning repairs:

1. Product serial number
2. Product date-of-delivery or parts date-in-service
3. Failure date

¹ On some PGBU products, there is more than one way to check engine run time. Service Technicians are advised to use most accurate meter available. When all meters are similar, use the most beneficial to the customer e.g. for a 3000 hour coverage, if Genset hour meter = 3006, and controls = 2908, use 2908 for claim filing.

4. Hours on Product at time of repair²
5. Equipment model
6. Engine model
7. Customer name and address

7.4.4 Customer Complaint

The original customer complaint communicated during initial contact must be recorded on the repair order or the computerized repair order record.

7.4.5 Cause of Failure

Before performing the repair, the technician must document the cause of failure and progressive damage, if any.

The analysis should be specific enough to:

1. Identify the failed part and progressive damage, if any
2. Support the occurrence of the failure
3. Justify the repair performed

When computerized repair documentation systems are used, technicians must input the failure analysis and progressive damage directly into the computer record or record the failure analysis and progressive damage on an input document. In either case, the source of the input must be traceable and identifiable.

The narrative section of repair orders and claims should be filled out per the following requirements.

To support audit requirements, the technician must record their identification number or name with their input if no systematic controls are in place to identify the technician who entered the computer record.

1. Defects unrelated to the customer's complaint detected during the troubleshooting and repair of the complaint should be noted in the cause section (e.g., troubleshooting a miss and visually detecting a leaking water pump).
2. On repairs involving progressive damage, document the root cause (implied by the failure code) plus the damage details (which must be free-form entered in the cause section).
3. Measurements such as various before and after readings, fault codes, etc., should be included as appropriate in the cause section.
4. Location of the failed item should be entered where appropriate (i.e., #3 injector). If an item from multiple locations failed (i.e., #1, #3, and #5 injectors), enter one of the locations with the failure code, generate the narrative, and manually add the other locations to the cause section of the work order/claim.
5. Any non-SRT time (99-999) on the work order needs to be fully documented (for each non-standard procedure performed) in the non-SRT comments section of the work order. When the work is logged, the technician number should be logged against description of the work to support audit requirements.

To determine that the narrative is sufficient, ask "Can I, based on the information on the claim, explain what was done in the course of the repair and why to the customer?" If the answer is yes, the narrative is sufficient. If not, additional information should be included.

² On some PGBU products, there is more than one way to check engine run time. Service Technicians are advised to use most accurate meter available. When all meters are similar, use the most beneficial to the customer e.g. for a 3000 hour coverage, if Genset hour meter = 3006, and controls = 2908, use 2908 for claim filing.

7.4.6 Correction of the Failure

7.4.6.1 Repair Documentation

During the course of the repair, technicians must provide a description of the work performed. The description must contain enough detail to support all work operations.

The documentation must be in the technician's own handwriting unless a computerized documentation system is used. The normal place to record this information is on the repair order.

Where a computerized repair documentation system is in place, each technician should input the record of the work performed. Controls should be in place to allow identification of the technician entering the repair data.

All claimed SRT and non-SRT (99-999) repair times must be supported in the repair description or the computer SRT record. The technician must keep a separate time record of the non-SRT labor. A detailed account of all non-SRT operations must be made by the technician indicating times on and off of non-SRT operations.

If systemic controls are not in place to identify the technician that entered the repair data, the technician must log their number or name against the entry.

All repair labor operations not supported by the failure should be documented by the technician. This includes, but is not limited to, items removed to gain access to perform the repair, as well as unusual occurrences such as broken or seized fasteners.

Documentation must be in the technician's handwriting, unless a computerized documentation system is used. If a computerized system is used, the technician may enter the information directly into the system in a free text field, provided they log their technician number against the entry.

7.4.6.2 Labor Records

Time card entries for in-shop repairs must be recorded by a mechanized device, including repair starting and ending times.

For site repairs, the repair starting and ending times may be recorded by the technician with a handwritten entry, provided that the time leaving from and returning to the shop is recorded by a mechanized time entry.

The time record must include the month and date as well as the time of day. When a mechanized time entry is not recorded at the appropriate time, the adjusted entry must be traceable to input and must be approved by the shop supervisor or foreman.

The following information must be entered on all time records prior to starting the work:

1. Technician's name or identification number
2. Repair order number

All labor charged to the job must be traceable through the labor accounting records to one of the following:

- Claimed labor
- Customer billed labor
- Non-productive or internal labor cost account

7.4.6.3 Parts Documentation

Parts inventory and utilization record systems should:

1. Indicate any claimed part removed from inventory and charged to a specific repair order. The technician's documentation or SRT record, in turn, must support the use of all claimed parts.
2. Indicate that a part has been returned to inventory or charged to another repair if any part charged to a repair order is not actually used in the repair.

3. Identify claimed parts as either new Cummins parts, Cummins Power Generation parts, Diesel ReCon® rebuilt parts, used parts, distributor rebuilt parts, or non-Cummins parts. An individual part should not be removed from a parts department storage area without a permanent, traceable record of the transaction. Likewise, no record should be made of a parts transaction unless the transaction actually occurred.

7.4.6.4 Field Service Reports

Any site work that results in claimed expenses incurred outside the repair shop must be fully supported by the technician's record, including:

1. The total service activity for the trip (This must include the time they left the shop, arrived at the job site, left the job site, and arrived back at the shop or next repair site.)
2. The total expenses for the trip
3. The allocation of all trip expenses to each individual job worked on during the trip

Travel labor must be shown separately from the repair labor. Actual travel time should be claimed as travel labor.

Travel mileage must be indicated on the field service report. Beginning and ending trip odometer readings are required and must be indicated on the field service report.

Lodging or miscellaneous travel expenses must be supported by receipts. Reimbursement for dinner and lodging is allowed when travel time plus SRT time exceeds 10 hours for one trip. Air travel reimbursement includes the actual airfare cost in addition to the mechanic's actual wage for the actual travel time.

Computerized Field Service Reports — if mobile or wireless technician input devices are utilized, the location must be able to demonstrate that the technician entered the repair details, including travel time and mileage. When the wireless technician inputs the information directly into the electronic work order, the technician must log their identification number against the entry.

7.4.6.5 Other Claimables

Items claimed in the Other Claimables section of the claim must be supported by the appropriate documentation. Receipts must be retained for subcontracted services or outside purchases pertaining to the repair. Any consumables claimed must be supported by the technician's documentation.

7.4.6.6 Test Results

All recorded test results used to diagnose a failure or verify a repair must be retained and available for review as part of the original claim documentation.

7.4.6.7 Billing/Credit Details

As part of the claim documentation, the Distributorship is responsible for retaining customer invoices and credit memos.

Customer Invoices:

- In instances where the customer is invoiced for a portion of a warrantable repair, the invoice must clearly indicate the parts and labor charged to the customer and the parts and labor covered by Cummins Power Generation warranty or other Extended Warranty Programs.
- If a customer is not invoiced for claim-related service work, a No Charge invoice must be prepared. All No Charge invoices must be retained as part of the original claim documentation.

Credit Memos:

- All credit memos must be referenced to the applicable repair order or invoice.

7.5 Reporting

Cummins Power Generation will monitor and report non-complying claim information to distributors on a regular basis. Timely review of this information should allow distributors to analyze the causes and plan corrective action to prevent claim submission errors.

Cummins Power Generation will help identify the causes of non-compliance. The distributor is then responsible for eliminating the cause of non-complying claims from its locations, dealers, and customers.

Failure to correct problems will result in a cooperative attempt by Cummins Power Generation and the repair location to correct the cause of non-complying claims.

If continuing efforts to correct problems do not eliminate non-complying claims, Cummins Power Generation reserves the right to require repayment from the repair location.

7.6 System and Control Objectives

The following demonstrates the level of control that should be built into any well-controlled computer system. It is Cummins Power Generation's intention to be general enough to allow each repair location to tailor its controls to its own system and specific needs, while setting minimum control standards for proper claims administration.

Examples of control techniques listed below are meant as examples only and are in no way intended to be all inclusive. The examples have been selected because they are applicable for claims administration. Many other means of achieving an equal level of control are also possible, and Cummins Power Generation encourages each repair location to develop its own methods of control, as long as the basic objectives are met. Any questions about specific techniques to achieve the desired level of control should be directed to Cummins Power Generation Warranty and Customer Support.

TABLE 17. CONTROL OBJECTIVES

Control Objective	Examples of Control Techniques	Impact on Claims Administration
Adequate controls should exist to ensure system access only by authorized people.	<ul style="list-style-type: none">• Password control• Terminal access control	Only the mechanic performing a repair should charge time to the repair order. Only parts department personnel should charge parts out of inventory and to a repair order.
Adequate controls should exist to allow the acceptance of only valid data.	<ul style="list-style-type: none">• Edit checks• Reasonability checks• Limit checks• Range checks	Invalid or superseded part numbers should be outfiled. Correct labor rate will be ensured.
Transactions should be controlled to ensure that all input transactions that should be processed are processed.	<ul style="list-style-type: none">• Enter all orders immediately upon receipt• Document cross-referencing	Parts and labor cannot be charged to a job until the job has been opened. Parts and labor cannot be charged to a job after it has been closed.

Control Objective	Examples of Control Techniques	Impact on Claims Administration
Transactions should be controlled to prevent entry of duplicate transactions.	<ul style="list-style-type: none"> Assign document numbers Capture pre-existing document control numbers Database system management File catalogs 	<p>Duplicate claim submissions will be prevented.</p> <p>Protects against the same labor being charged to more than one job.</p>
Controls should be adequate to ensure that rejected transactions are corrected and reentered on a timely basis.	<ul style="list-style-type: none"> Aging of suspense files Size limitations on suspense files 	<p>Ensures identification of claims rejected due to transmission errors.</p> <p>Reduces labor for claim reentry.</p> <p>Ensures timely failure data to the Distributor and CPG.</p> <p>Improves distributor cash flow on claim payments.</p>
Adequate controls should be maintained to ensure that system override features are used as intended.	<ul style="list-style-type: none"> Maintenance of override logs Policy for regular review of override logs 	<p>Limit number of people that can override parts charges.</p> <p>Limit those who can override labor charges.</p> <p>Review overrides to ensure overrides are exceptions, not the rule.</p>
Adequate controls should be in place to permit only authorized changes to master files.	<ul style="list-style-type: none"> Password control Terminal access control 	<p>Parts pricing files should be changed only by authorized people.</p> <p>Warranty labor rate files should be changed only with proper approval from CPG.</p>
Adequate controls should exist to ensure that master files are updated on the correct date.	<ul style="list-style-type: none"> Date coding for future implementation Individual assigned responsibility for updating Use of tickler files 	<p>Parts pricing files must be updated on the effective date of the price changes.</p> <p>Warranty labor rate should be changed on the effective date.</p>
Adequate controls should exist to ensure that computer-generated transactions reflect current management policies and business needs.	<ul style="list-style-type: none"> Policies and procedures for review of computer-generated transactions Reviewing logic for current validity 	<p>Parts reorder points should require periodic review.</p> <p>Logic for redistribution claim should be reviewed whenever program coverage is changed.</p>
Controls should be adequate to assure the integrity of the data going from one computer system to another.	<ul style="list-style-type: none"> Reply reporting Retrieval of rejected transactions 	<p>Transmitted claim data should be retrievable for review, edit, and resubmission without repeating the data input.</p>
Adequate controls should be in place to permit reconciliation of computer data to manual records or to other computer records.	<ul style="list-style-type: none"> Computer reports in same sequence as manual files Capture of document control data Internal audit 	<p>Redistribution allowance should have a traceable audit trail.</p> <p>Job billing for labor should be reconcilable to payroll.</p>

Control Objective	Examples of Control Techniques	Impact on Claims Administration
There should be adequate accounting period cutoff procedures to ensure proper sequence of monthly close activities.	<ul style="list-style-type: none"> • Monthly close schedule 	Timely submission of monthly financial data to CPG should be assured.
Adequate controls should exist to ensure the physical security of information and data processing equipment.	<ul style="list-style-type: none"> • Locks on doors • Off-hours security surveillance • Fire protection • Off-site storage of key master files • Adequate recovery procedures and plans 	No loss of data or delay in processing due to recovery requirements.

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8 Warranty Registration

8.1 Extended Warranty

8.1.1 Purchase

Contact the applicable Regional Warranty Administrator for purchasing details and availability of coverage. For North America and LAO, purchases are made via the WEB portal. For all other regions and for coverages not listed, please email pgbu.warranty@cummins.com for instructions and quote.

8.1.2 Restrictions

The restrictions on extended warranties include:

- The warranty registration must be submitted when extended warranty coverage is purchased with the unit.
- If the extended coverage is not purchased at the time of the original sale, a purchase order must be submitted with the extended warranty registration prior to base warranty expiration. The purchase of an extended warranty is not allowed if the base coverage has expired.
- An extended coverage purchase does not change the DIS.
- An extended warranty is available in all regions. Please contact the CPG regional office.
- Late registration of an extended warranty may result in penalty fees being applied.
- Must have Preventative Maintenance or Service contract from Cummins Power Generation authorized service providers. Service provided by unauthorized persons will void this Limited Warranty. (Excludes NA distributors and dealers)
- Owner is responsible for costs associated with Preventative Maintenance or Service Contract from Cummins Power Generation authorized service providers. (Excludes NA distributors and dealers)

8.1.3 Extended Warranty Upgrade

If an extended warranty was already purchased and a more comprehensive program is added during the base warranty, then the following applies:

- The cost will be the full price of the new coverage.
- There is no refund or rebate on the original extended coverage if the base warranty has expired.

8.1.4 Extended Warranty (Coverage) Label

This label (blue sticker) is no longer provided by CPG Factory Warranty Administration. The blank label may be purchased from Western Graphics, form number F23114. The distributor may print and use these labels to support dealers and other internal processes as necessary. A predesigned template is available from CPG Warranty Administration or via QSOL.

8.1.5 Accessing the PGBU Warranty System

To access the PGBU Warranty System go to:

- <http://pgbuwarranty.cummins.com>
- or
- <http://wwwi.onan.com>

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Appendix A. Acronyms and Abbreviations

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A.0 Acronym and Abbreviation List

The following table lists and defines the acronyms and abbreviations used in this manual.

TABLE 19. LIST OF ACRONYMS AND ABBREVIATIONS

Acronym/ Abbreviation	Definition
#	Number
ABO	Area Business Organization
AC	Account Code
Acct	Account
ADDR	Address
AMT	Amount
Appl	Application
APU	Auxiliary Power Unit
ATS	Automatic Transfer Switch
Auth	Authorization
BFC	Beyond Factory Charges
BIS	Before In Service
BLPR	Base Load Power Rating
BMS	Business Management System
CCC	Complaint, Cause, and Correction
CDC	Commonwealth Development Corporation
CLM	Claim
CM	Commercial Mobile
CNT	Count
Co.	Company
Comp	Comprehensive
COP	Continuous Power
Cov	Coverage
CPG	Cummins Power Generation
CRM	Customer Relationship Management
CSC	Customer Service Call
CST	Central Standard Time
Cust	Customer
DBCR	Debit Credit
DFSE	Distributor Field Service Engineer
DFSEC	Divisional Field Service Engineering Counterpart
DIS	Date-In-Service

Acronym/ Abbreviation	Definition
DISS	Disallowed
Dist	Distributor
Distrib	Distributor
DLR	Dealer
DN	Dealer Net
DOEM	Distributors Original Equipment Manufacturers
DPMU	Dealer Parts Mark-Up
EBU	Engine Business Unit
ECM	Electronic Control Module
e.g.	For example
EMEA	Europe, Middle East, Africa
ESP	Emergency Standby
ExeQry	Execute Query
Ext	Extended
Fed	Federal
FedEx	Federal Express
Hrs	Hours
HS	Home Standby
HVAC	Heating, Ventilation, and Air Conditioning
ID	Identification
i.e.	That is
Inc.	Incorporated
INQ	Inquiry
IT	Information Technology
ITS	Issue Tracking System
KM	Kilometer
KW	Kilo Watt
LAO	Latin America Organization
LDAP	Lightweight Directory Access Protocol
LOV	List of Values
LRTP	Limited Running Time Power
LTD	Limited
LTDA	Limitada (Portuguese; similar to Limited Liability Company)
LTP	Limited Time Running Power
Mgmt	Management
MP	Marine Personal

Acronym/ Abbreviation	Definition
MU	Mark Up
N	No
NA	North America
N/A	Not Applicable
No.	Number
OEM	Original Equipment Manufacturer
OSCS	On the Spot Claim Settlement
OTS	On The Spot
Pac	Pacific
PDC	Parts Distribution Center
PGG	Power Generation Group
PMU	Parts Mark-Up
P/N	Part Number
PO	Portable
PO	Post Office
PRP	Prime Power
PSB	Product Support Bulletin
PTO	Power Take Off
QSOL	Quick Serve On Line
Qty	Quantity
racf ID	Remote Access Control Facility Identification
REGSTRN	Registration
RoW	Rest of World
R&R	Remove and Replace
RV	Recreational Vehicle
RX	Reconditioned
SEL	Select
SRO	Service Repair Order
SRT	Standard Repair Time
SVR	Severity
TRP	Temporary Repair Practices
TSR	Technical Support Request
URTP	Unlimited RunningTime Power
U.S.	United States
USD	United States Dollar
WAM	Warranty Administration Manual (this manual)

Acronym/ Abbreviation	Definition
Warr	Warranty
WEB	World Electronic Broadcast
WWID	WorldWide ID
WWIMS	WorldWide Information Managment System
WWSPS	WorldWide Service Provider System
Y	Yes
YTD	Year to Date
Yr	Year

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Appendix B. Change Log

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B.0 List of Warranty Manual Changes

TABLE 21. CHANGE LOG FOR WARRANTY MANUAL 1117-0003 THROUGH 0005 (PREDECESSOR OF WARRANTY MANUAL A040W374)

Change	Section/Heading/Page	Date
Database now CPGP2	Accessing the NA & LAO Warranty Software	16-Mar-2010
No PMU on Engine or Product replacement	Parts Pricing Reimbursement Levels	16-Mar-2010
Product replacement requirements	Product Replacement	16-Mar-2010
Add "S" to serial search	Sec 8 - Vendor Serial	22-July- 2011
New Part coverage for parts failed before customer acceptance	Sec 4 - New PartsWarranty (62)	22-July-2011
NPower generator set claim filing	Sec 4 - New Parts Warranty (62)	22-July-2011
Changed heading "insurable incidents" to "Personal injuries & property damage"	Sec 2 - Personal Injury or Property Damage Type Incidents	22-July-2011
Update Air Travel limits	Sec 2 - Air, Train & Ship	22-July-2011
Added Non CPG parts section	Sec 2 - Non CPG Parts	22-July-2011
Added and change late claim submission limits	Sec 2 - Late Claim Filing	22-July-2011
Changed heading "Rate Restriction," now "Rate Limit and affect date"	Sec 2 - Rate Limit	22-July-2011
Added Section Warranty Codes	Sec 4 - Warranty Codes	22-July-2011
Added Warranty Statements	Sec 3 - Warranty Statements	22-July-2011
Added Consumer warranty start date note	Sec 3 - Determining Start Dates	22-July-2011
Added Oil Consumption	Sec 3 - Oil Consumption	22-July-2011
Added Campaigns	Sec 3 - Campaigns	22-July-2011
Added Progressive Damage Limits	Sec 3 - Progressive Damage Limits	22-July-2011
Added SRT Use	Sec 2 - SRT use	22-July-2011
Added SRT Review	Sec 2 - SRT review	22-July-2011
Added EBU SRT use requirement and method to submit	Sec 2 - SRT use	22-July- 2011
Updated extended warranty purchase and quote method	Sec 7 - Purchase	22-July-2011
NA ship to Address	Sec 2 - General	22-July-2011
Added RX & -96 parts	Sec 2 - Parts	22-July-2011
Added Mobile Product claim requirements	Sec 2 - Mobile Products	22-July-2011
Add Marketing Name Definitions	Sec 3 - Marketing Name Definitions	12-Sept-11
Spelling Correction on "important notes" (GR)	Page 41 - Material returns important notes.	12-Sept-11
Additional comments (i.e. those under 13Kw and/or less than \$10,000 Dealer Net) - (S.M)	Page 19 & 36	26-sept-11

Change	Section/Heading/Page	Date
(Product coverage detailed tables) - 5yr Comp Extended Feature Code says L030 (it should be L031 for comprehensive) (SH)	Page 53	30-sept-11
Submitting claims (Brazil)	Page 13	30-sept-11
Product registration	Page 50	30-sept-11
CPG Warranty alert subscription	Page 51	30-sept-11
New parts warranty description	Page 60	30-sept-11
Determining start dates	Page 46	30-sept-11
Other claimables - Tax (SH)	Page 34	09-Jan-12
Paralleling Systems and Switchgear (TB)	Page 17	09-Jan-12
Labour not reimbursed (TB)	Page 21	09-Jan-12
Travel exclusion (TB)	Page 30	09-Jan-12

TABLE 23. CHANGE LOG FOR WARRANTY MANUAL A040W374

Change	Chapter/Heading	Date
Established new Warranty Manual A040W374, using XML format and production software	All	18-Jun-12
Changed sections to chapters and added decimal numbering to all titled paragraphs	All	18-Jun-12
Added table titles and numbers to all tables; added figure titles and numbers to all figures; added links to tables and figures where appropriate	All	18-Jun-12
Updated computer screen views throughout	All	18-Jun-12
Added new Chapter 1, Introduction, which contains Warranty Definition and Warranty Philosophy	Chapter 1	18-Jun-12
Added these three Appendices: Cummins Power Generation Forms (for paper forms), Acronyms and Abbreviations, and Change Log	Appendix A, B, and C	18-Jun-12
Added introductory text information to screen capture topics	Chapters 8 & 9	18-Jun-12
Expanded to include all cooling system components	Chapter 3, Claim Requirements-Component Serial Number Requirements	18-Jun-12
In table, added "and administrative time" to asterick note (Include travel hours and administrative time)	Chapter 3, Responsibilities-Late Claim Filing	18-Jun-12
Changed the claim submission timeframe from the fail date to the receipt date to from the fail date or first denial date to the receipt date	Chapter 3, Responsibilities-Late Claim Filing	18-Jun-12
Added new topic for Paralleling Systems and Switchgear that defines the requirement to document errors found in schematics, wiring diagrams, and prints related to this Product	Chapter 3, Responsibilities	18-Jun-12

Change	Chapter/Heading	Date
Deleted bullet: Replacement parts installed must be Cummins Power Generation authorized parts. And deleted last sentence (Replacement parts installed must be Cummins Power Generation authorized parts).	Chapter 3, Repair-General Coverage	18-Jun-12
Added bullet to list of repairs where labor is not reimbursed: Failures resulting from improper storage, installation errors, field wiring mistakes, customer requested changes	Chapter 3, Labor Reimbursement-Labor Not Reimbursed	18-Jun-12
Added (generator end) after alternator assemblies in table note	Chapter 3, Parts-Distributor Reimbursement	18-Jun-12
Added this to current coverage: Travel will not be reimbursed for repairs performed during commissioning or other scheduled service events.	Chapter 3, Travel-Travel Exclusions	18-Jun-12
Added this under Complaints: Enter ITS number, Product S/No., and all other Product ID information.	Chapter 3, Claim Formatting-CCC Section	18-Jun-12
Regarding Travel Justification Format, added Brazil to list of groups to use External Notes section to explain travel	Chapter 3, Claim Formatting-CCC Section	18-Jun-12
Redefined reimbursement for freight costs as up to 17% of the part cost or \$15 USD, whichever is greater.	Chapter 3, Other Claimables-Freight	18-Jun-12
Added new topic Tax, that defines how CPG reimburses tax charges (U.S. only) and distributor responsibilities for filing	Chapter 3, Other Claimables-Tax	18-Jun-12
Added: Freight charges between distributor locations are not claimable.	Chapter 3, Other Claimables-Costs not Covered	18-Jun-12
Updated topic content. Deleted first sentence, set up steps 1 through 5 preceded by: When Cummins-powered equipment is involved in fire, explosion, flooding, injury, property damage, sinking of watercraft, or another insurable-type incident: In new step 1, updated law department contact (changed Bonnie Garret to Kate Jackson (317-726-7853) In new step 3, change Product to engine. Added new step 5: Extended coverage is not eligible for a refund. The insurance company will figure the cost of the coverage into the value of the equipment.	Chapter 3, Other Claimables-Personal Injury or Property Damage Type Incidents	18-Jun-12
Added new topic: Product Modification	Chapter 3, Other Claimables-Product Modification	18-Jun-12
Added: This warranty does not apply if parts are not made available for sale from Parts Distribution Center.	Chapter 4, Consumer Major Components Coverage	18-Jun-12
Added new tables for Commercial and Power Electronics Products manufactured before March 1, 2009 and updated existing tables to fit format; added subtopics to more easily locate tables	Chapter 4, Marketing Name Definitions	18-Jun-12
Added additional bullet for coverage: Parts excluded from existing warranty coverage of Product	Chapter 5, On the Spot (94)	18-Jun-12

Change	Chapter/Heading	Date
Added application code HS, Generator sets desinged for residential (home) standby use, to table	Chapter 5, Warranty Codes-Application Codes	18-Jun-12
Updated Routing and Pay Codes table - Added Code L and updated Use column for codes D, O, and X	Chapter 5, Warranty Codes	18-Jun-12
Updated Account Codes table - added /Service Tool Warranty to Code 63 Use and Description columns; added definitions for 94 and 96, put Codes in numerical order	Chapter 5, Warranty Codes	18-Jun-12
Updated Engine Base Warranty Coverage List table	Chapter 6	18-Jun-12
Restructured chapter to match original intent	Chapter 7	18-Jun-12
Corrected Field Descriptions - No. 9 is Average days from failure date to file date and No. 10 is Average days from file date to paid date	Chapter 9, Button 6 Description	18-Jun-12

TABLE 25. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 7

Change	Chapter/Heading	Date
Added "Install new Cummins Power Generation approved fluids and filters when the following apply".	3.3.1 General coverage	14-Sept-12
Added bullet points and comments. <ul style="list-style-type: none"> Reasonable parking and tolls will be covered. Cummins Power Generation will reimburse actual travel. Travel must be from nearest authorized repair location. Only one round trip is allowed unless additional trips can be justified. Additional trips must be justified in the story of the claim explaining number and distance of each trip. (See Claim Audit section for travel documentation requirements). Reimbursement for a second technician's travel time, excluding travel mileage, is allowable if justified. However, SRT times will only be reimbursed once. 	3.6.1 General Travel Reimbursed	14-Sept-12
Deleted bullet point and comment. <ul style="list-style-type: none"> Multiple trips must be justified 	3.6.1 General Travel Reimbursed	14-Sept-12
Updated heading. Changed from "Air, Train, and ship travel" to Commercial travel cost.	3.6.2 Commercial Travel Cost	14-Sept-12
Change 90 days to 30 days, the limit for holding parts for NA distributors and service dealers.	3.10.1 Material return - General	14-Sept-12

Change	Chapter/Heading	Date
Updated heading and comment. Changed from Basic coverage to Parts Only Extended Coverage <ul style="list-style-type: none"> Parts only extended coverage combines base warranty coverage during base warranty period and parts only coverage for remaining warranty period. See specific warranty coverage statement, or contact your CPG Regional Factory Administrator for more information. 	4.6 Parts Only Extended Coverage	14-Sept-12
Changed heading and comments from Comprehensive extended coverage to Parts + Labor (P+L) Extended Coverage.	4.7 Parts + Labor (P+L) Extended Coverage	14-Sept-12
Changed heading and comments from Commercial major components extended coverage to Parts+Labor+Travel (P+L+T) Extended Coverage.	4.8 Parts+Labor+Travel (P+L+T) Extended Coverage	14-Sept-12
Policy/Goodwill description updated	5.6.1 Policy – Description	14-Sept-12
Spelling correction from Cummings.com to Cummins.com.	5.9.1 Description	14-Sept-12
Added CPG to John Deere for claim filing base warranty period.	6.1.1 Engine Base Coverage	14-Sept-12

TABLE 27. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 8

Change	Chapter/Heading	Date
Added: The product fail date will be used to determine the applicable Warranty Administration Manual version.	3.1.1 Determining Warranty Coverage	19-Nov-12
Replace: ITS with TSR	3.2.7 Distributor and Dealer Warranty Administrator Responsibilities 3.7.1 CCC Section 3.10.4 Warranty Administrator Support Request 4.18 Goodwill Request (Policy) 5.6.1 Description 5.9.1 Description B.1 Acronyms and Abbreviations	19-Nov-12
Changed in table: “dealer 17%” with America's dealer 17%, All others 20% Add bullet point: PMU paid on all parts provided by PDC's or RDC	3.5.1 Distributor Reimbursement	19-Nov-12

Change	Chapter/Heading	Date
Add new section: Dealer reimbursement for parts is as follows:· The dealer will be paid for parts, parts mark-ups (PMU). The PMU and is calculated by the system and is automatically paid (if applicable) in addition to the amount requested for reimbursement.· Freight allowance is paid.· When outside parts are purchased but the parts were available from a Cummins Distributor, reimbursement will not exceed dealer net cost.· When filing a claim for parts, Cummins Power Generation will reimburse dealers only at the levels in table 3:	3.5.2 Dealer Reimbursement	19-Nov-12
Added: Use of non Cummins parts when a Cummins part is available requires prior authorization.	3.5.4 Non CPG Parts	19-Nov-12
Bullet point 6 - changed to 10 hours for one trip	3.6.1 General Travel Reimbursed	19-Nov-12
Added: Expedited shipment penalties levied by a PDC of up to 10% of the DN or IDN part cost will be reimbursed. The reimbursement only applies to claims using BFC rates. (This does not change the 17% rule for claims without BFC rate.)	3.8.1 Freight	19-Nov-12
Change Note: Goodwill claim will not be approved without an authorization number and the TSR number in the Complaint section of the claim.	5.6.1 Description	19-Nov-12
Add new section: Some parts used on PGBU products may have warranty coverage that exceeds the product coverage. Contact the part manufacturer for details on how to take advantage of the coverage.	6.2 Non-CPG Component Coverage	19-Nov-12
Amended to: Beginning and ending trip odometer readings are <i>required and must be indicated on the field service report</i>	7.4.6.4 Field Service Reports	19-Nov-12

TABLE 29. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 9

Change	Chapter/Heading	Date
Added: Emissions Claims	3.1.4.1 Emissions Claims	13-Mar- 2013
Replace: first sentence and amended table Added: 120 days row in table	3.2.3 Late Claim Filing	13-Mar- 2013
Deleted section	3.3.2 Product Replacement/Product Trade Out	13-Mar-2013
Added: QSOL Help ticket information	3.4.7 Standard Repair Time Review (Challenge)	13-Mar-2013
Added to title: Product Replacement/Product Trade Out	3.8.10 Product Replacement/Product Trade Out	13-Mar-2013
Added: Reference to PSB on authorization for product modifications	3.8.11 Product Modification	13-Mar-2013

Change	Chapter/Heading	Date
Added: Emissions Warranty	4.21 Emissions Warranty	13-Mar-2013
Added: T4i Coverage	4.21.1 T4i Coverage	13-Mar-2013
Added: Emissions Claim	5.2.1 Emissions Claim	13-Mar-2013
Added: Row for AVK serial numbers	5.2.1 Description	13-Mar-2013
Added in table for code 68: - Provide TSR# for policy authorization	5.10 Claim Filing Details	13-Mar-2013
Added Bullet points: Must have Preventative Maintenance or Service contract from Cummins Power Generation authorized service providers. Service provided by unauthorized persons will void this Limited Warranty. Owner is responsible for costs associated with Preventative Maintenance or Service Contract from Cummins Power Generation authorized service providers.	8.1.2 Restrictions	13-Mar-2013
Removed from Heading: (Applicable for North America and LAO Process Only)	9.1.1 Electronic claim submittal	13-Mar-2013

TABLE 31. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 10

Change	Chapter/Heading	Date
Added: Contact Product Identification section 3.1 thru 3.1.6	3.1 Product Identification	12-Jun- 2013
Moved: Emissions Claims to 5.12.2	3.1.4.1 Emissions Claims	12-Jun- 2013
Added: Fail code selection process	3.12 Fail Code Selection Process	12-Jun- 2013
Moved: Moved to 5.12.3 Edited: Title changed to Emissions - Administrative Procedures	3.1.8 Emissions Claims	12-Jun-2013
Added: Contact cpg.warranty@cummins.com prior to claim filing for authorization to file claim late. Include your reason and any supporting documents.	3.3.3 Late Claim Filing	12-Jun-2013
Delete: (Duplicate) Product Replacement/Product Trade Out	3.9.10 Product Replacement/Product Trade Out	12-Jun-2013
Edited: Removed first 2 paragraphs. My QSOL Help Ticket paragraph	3.5.7 Standard Repair Time Review (Challenge)	12-Jun-2013

Change	Chapter/Heading	Date
Edited: Bullet point 10 change the second sentence - Travel must be by a technician assigned to the nearest repair location.	3.7.1 General Travel Reimbursed	12-Jun-2013
Edited: Remove first sentence. Change last sentence - add "unless additional travel is not related to the scheduled event"	3.7.4 Travel Exclusions	12-Jun-2013
Added: Causes and Correction bullet points	3.8.1 CCC Section	12-Jun-2013
Removed: (i.e. those under 13Kw and/or less than \$10,000 Dealer Net)	3.9.10 Product Replacement/Product Trade Out	12-Jun-2013
Moved: Moved to 5.12	4.21 Emissions Warranty	12-Jun-2013
Moved: Moved to 5.12.1	4.21.1 T4i Coverage	12-Jun-2013
Edited: Remove statement indicating that "they are used on CPG product." Add - the word "part" to the first word of the first sentence. Add - at the end of the section add "see section 5.2.1 for related information"	4.3 Parts and Accessories	12-Jun-2013
Moved: Emissions Claim to 5.12.2	5.2.1 Emissions Claim	12-Jun-2013
Edited: Fail Codes changed: Service Tool Warranty to XXTZOL (from XMTZOL), Material Return (Misc Freight) to XXMMFC (from XXVMFC or XMMMFC)	5.10 Claim Filing Details	12-Jun-2013
Edited: File engine base warranty claims per the table below. If engine base warranty has expired, but the CPG coverage has not file the claim with CPG. Removed: Robin-Subaru Generator set	6.1.1 Engine Base Coverage	12-Jun-2013
Added: (Excludes NA distributors and dealers) to bullet points	8.1.2 Restrictions	12-Jun-2013
Added: Electronic claim submittal applies to all locations with the following exceptions. India, China, Brazil & AsiaPac countries	9.1.1 Electronic Claim Submittal	12-Jun-2013

TABLE 33. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 11

Change	Chapter/Heading	Date
Edited: Updated Fail Code manual to F1115C	2.1.3 Most Often Requested Documents	11-Oct- 2013

Change	Chapter/Heading	Date
Edited: Removed locations: 1, 2, 3, 4, 6, 7, 8, 9, D, L, N, P, R, U, X	3.1.1.1 Generator Set/DMC	11-Oct- 2013
Edited: Removed locations: N	3.1.1.2 Alternator Serial Structure	11-Oct- 2013
Added: (if assigned) to end of first paragraph	3.1.6 Radiator Data Information	11-Oct- 2013
Added Section	3.1.7 G-Drive/CoolPac Identification	11-Oct- 2013
Edited: Changed last sentence to "For cooling system components, include the radiator serial number in the CCC section if it has been assigned."	3.2.3 Claim Requirements	11-Oct- 2013
Edited: First sentence: Supporting documents should be retained but not included with claims submitted online or other software systems.	3.2.4 Supporting Documents	11-Oct- 2013
Removed: Removed "When filing claims with North America,"	3.2.7 Serial Numbers Not On File	11-Oct- 2013
Edited: Changed "America's Distributor 25%" to "Americas Distributor 25% ", "All Others 20%" to "All Others 20% including Brazil", "America's Dealer" to "Americas Dealer"	3.6.1 Distributor Reimbursement	11-Oct- 2013
Edited: Last bullet changed to - Actual travel will be reimbursed when the technician is assigned to the nearest repair location and warranty coverage statement limits are not exceeded. If the technician is not employee of nearest repair location, travel will be reimbursed from nearest repair location. (See Claim Audit section for travel documentation requirements).	3.7.1 General Travel Reimbursement	11-Oct- 2013
Edited: Changed copy to: Premium Freight will no longer be reimbursed without prior approval. The following applies only when the repair event is for a warrantable repair with a machine down (out of service) condition. Parts must be ordered using the WA code. Refer to PPC 4434 (Primary Parts Communication) Premium freight charges will be waived on on these orders. Cummins Power Generation will, under certain conditions, reimburse transportation actual costs. Maintain shipping invoices to support claim auditing. Contact your regional office for preauthorization of additional freight charges. Include the Part number and part supplier.	3.9.1 Freight	11-Oct- 2013

Change	Chapter/Heading	Date
Edited: "Sublet invoices require preapproval when they exceed any of the listed limits: Labor hourly rate exceeds Distributor rate by 25% Equipment rental time exceeds the necessary SRT by more than 4 hours. Invoiced labor time exceeds SRT time (does not apply to equipment operators) Include two additional competitive quotes when requesting approval for sublet services from cpg.warranty@cummins.com. Note: not all SRTs require rental equipment to be on site. Poor repair event management is not covered by warranty. Meals or lodging are not covered without approval." Changed: distributor or dealer to authorized repair location	3.9.3 Sublet Services	11-Oct- 2013
Edited: Remove "phone calls, technician time awaiting access to equipment". Add per diem charges. Remove "are not claimable."	3.9.5 Costs Not Covered	11-Oct-2013
Edited: Changed to: CPG requires authorized repair location to obtain authorization. Correct PSB number.	3.9.10 Product Replacement/Product Trade-Out	11-Oct- 2013
Added Section	3.9.12 Load Bank	11-Oct- 2013
Edited: Contact details amended, Kent details added	3.10.3 Shipment Shortages	11-Oct- 2013
Edited: Title changed to Material Retention. Table title and address for EMEA amended.	3.11.2 Material Retention	11-Oct- 2013
Edited: Removed reference to TSR. Added Warranty Alert reference.	3.11.4 Warranty Administrator Support Request	11-Oct- 2013
Added Section	4.6 Extended Coverage	11-Oct- 2013
Moved: Under 4.6 Extended Coverage	4.6.1 Parts Only Extended Coverage	11-Oct- 2013
Moved: Under 4.6 Extended Coverage	4.6.2 Parts+Labor (P+L) Extended Coverage	11-Oct- 2013
Moved: Under 4.6 Extended Coverage	4.6.3 Parts+Labor+Travel (P+L+T) Extended Coverage	11-Oct- 2013
Added Section	4.6.4 Advantage Extended Warranty	11-Oct- 2013
Edited: Table - changed "Crankshaft Seal (HGJxx Drive System coverage)" to "Crankshaft Seal after base generator set coverage has expired" Removed "Does not apply to standard warranty coverage claims." Changed "special drive system" to " belt-drive system"	4.7 Progressive Damage Limits	11-Oct- 2013

Change	Chapter/Heading	Date
Edited: Changed - will receive the standard coverage, to: will receive commercial mobile 1 year only coverage, see table 14. Changed to: Application that do not meet the requirements receive 1yr/1000hrs warranty coverage.	4.9 RV Rental and Commercial Applications	11-Oct- 2013
Added: Past warranty alerts can be viewed at http://us2.campaign-archive2.com/home/?u=9f0bf156e599161aa6815e461&id=22f08ae36a	4.14 CPG Warranty Alert Subscription	11-Oct- 2013
Removed: RV Belt Drive columns from table.	4.18.3 Consumer Products	11-Oct- 2013
Edited: Notice changed to: 'Policy/Goodwill claim will not be processed without an approved TSR and the TSR number in the Complaint section of the claim. The approved TSR sub-type must be Policy (any other sub-type will not be accepted). There must be a completed Policy excel spread sheet attached to the TSR, in which details of the authorized dollar amounts should be mentioned. If there are more than one asset serial numbers for which the TSR is approved, asset details needs to be mention under "Asset Customer Details" box in the TSR.'	5.6.1 Description	11-Oct-2013
Removed: Applies to North America Claims only.	5.8.1 Description	11-Oct- 2013
Added: B - APAC Distributor H - APAC Dealer	5.11.2 Route and Pay Codes	11-Oct- 2013
Removed: For U.S. and Canada audit purposes, technician's labor allocated to the SRTs will be sufficient documentation.	7.4.6.1 Repair Documentation	11-Oct- 2013

TABLE 35. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 12

Change	Chapter/Heading	Date
Edited: Plant Code B to be Italy Rental	3.1.1.1 Generator Set/DMC	17-Jan- 2014
Replaced: Whole section	3.5.2 Labor Not Reimbursed	17-Jan- 2014
Added: "Product installed as a replacement assumes the remaining base warranty coverage of the replaced product."	3.9.10 Product Replacement/Product Trade Out	17-Jan-2014
Added to 90-Day Coverage Table: Battery Charger coverage period	4.3 Parts and Accessories	17-Jan- 2014

Change	Chapter/Heading	Date
Edited: Removed paragraph: Within the US and Canada... Added: Service providers or distributors receiving a failing score will be responsible for funding costs associated with re-audit activities.	7.2.4 Follow-Up Audits	17-Jan- 2014

TABLE 37. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 13

Change	Chapter/Heading	Date
Edited: Genset replaced with Generator Set	All	2-Jul- 2014
Edited: Changed B to Italy Rental in table, removed CIL for I	3.1.1.1 Generator Set/DMC	2-Jul- 2014
Added: China email contact - cpgc.warranty@cummins.com	3.2.2 Submitting the Claim	2-Jul- 2014
Added: New section: Customer Specific Claim Filing	3.2.2.1 Customer Specific Claim Filing	2-Jul- 2014
Edited: Removed 'and Zenith Automatic Transfer Switches (ATSS)'. Added table and last two bullet points	3.2.3 Claim Requirements	2-Jul- 2014
Added to Waiting Time bullet: Wait time or phone calls with factory service support. Need to define if DFSE is factory service support	3.5.2 Labor Not Reimbursed	2-Jul- 2014
Added: China email contact - cpgc.warranty@cummins.com	3.2.6 Claim Appeal and Correction	2-Jul- 2014
Edited Bullet Point: Changed Freight allowance is paid to Freight will be reimbursed with prior approval (see section 3.9.1 for details)	3.6.2 Dealer Reimbursement	2-Jul- 2014
Edited: PGBU requires authorised repair locations to obtain pre-authorization to replace Engines, ATS, Gensets, & HHP Radiators. Alternator repairs in excess of \$20,000 requires factory authorization.	3.9.10 Product Replacement/Product Trade Out	2-Jul- 2014
Added: China email contact - cpgc.warranty@cummins.com	3.11.4 Warranty Administrator Support Request	2-Jul- 2014
Edited: Title changed to Campaign, TRP and ATC. Content updated.	4.11 Campaign	2-Jul- 2014
Added: China email contact - cpgc.warranty@cummins.com	4.12 EBU Campaigns and TRPs	2-Jul- 2014
Edited - Title changed to: Product Coverage Information Content changed to refer to Global Coverage Manual	4.18.1 Commercial Products Manufactured March 2009 On	2-Jul- 2014
Deleted section	4.18.2 Commercial and Power Electronics Products Manufactured Before March 1, 2009	2-Jul- 2014
Deleted section	4.18.3 Consumer Products	2-Jul- 2014

Change	Chapter/Heading	Date
Deleted section	4.18.4 Power Electronics Products	2-Jul- 2014
Edited: Removed reference to table	4.8 RV and Commercial Applications	2-Jul- 2014
Added: BMS users, replaced paragraph 'For Products manufactured before 1992...' with 'For products manufactured before 1992, or products with long serial number characters, use the following table to determine the serial number to use. Otherwise you must use the original product serial number in the claim.' Replaced paragraph 'The standard new parts warranty..' with 'The standard new parts warranty claim should be filed using the actual Product serial number and must include the DIS of the part in the CCC section of the claim. For DMC products with 17 character serial numbers or AVK products with 11 characters, BMS users should use the respective generic serial numbers (Table 10) to process claims. The product's actual serial number should be included the CCC section of claim.'	5.2.1 Description	2-Jul- 2014
Added: Claim filing instructions for unauthorized dealers	5.11.2 Route and Pay Codes	2-Jul- 2014
Edited: Corrected web address to http://cummins05.cummins.com	8.1.5 Accessing the North America and LAO Warranty Software	2-Jul- 2014

TABLE 39. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 14

Change	Chapter/Heading	Date
Edited Title: Changed to Non PGBU Parts	3.6.4 Non PGBU Parts	11-Dec- 2014
Added: New section added	3.6.6 Failed from Stock Parts	11-Dec- 2014
Edited: Added second paragraph	3.9.1 Freight	11-Dec- 2014
Edited: Changed email address to cpgf.customer.quality@cummins.com	3.10.2 North America Shipping Damage Recovery	11-Dec- 2014
Edited content: Added email addresses for other regions	3.10.3 Shipment Shortages	11-Dec- 2014
Added: New section added	4.10.1 Cummins Filtration Failures	11-Dec- 2014
Edited: Changed URL of CPG Warranty Communications database	4.15 Warranty Statements	12-Dec- 2014
Edited: Changed title from New Parts Warranty (62) to New Parts and Accessories Warranty (62)	5.2 New Parts and Accessories Warranty (62)	11-Dec- 2014
Edited: Added CGT serial number example. Removed Emissions Warranty codes	5.2.1 Description	11-Dec- 2014
Added: New section added	5.8 Emissions Warranty (70)	11-Dec- 2014

Change	Chapter/Heading	Date
Added: New section added	5.8.1 Description	11-Dec- 2014
Edited: Changed title to Manufacturing BIS Description. Added to table of claim filing details	5.10.1 Manufacturing BIS Description	11-Dec- 2014
Edited: Added Make Emissions Warranty (70) to table	5.11 Claim Filing Details	11-Dec- 2014
Edited - Added to table of claim filing details	5.12.1 Application Codes	11-Dec- 2014
Edited: Added Make Emissions Warranty (70) to table	5.12.3 Account Codes	11-Dec- 2014
Deleted section	5.12.1 T4i Coverage	11-Dec- 2014
Edited: Whole section revised	5.13.1 Emissions Claim	11-Dec- 2014
Edited: Title changed to Emissions - EBU Administrative Procedures. Whole section revised	5.13.2 Emissions EBU Administrative Procedures	11-Dec- 2014

TABLE 41. CHANGE LOG FOR WARRANTY MANUAL A040W374 ISSUE 15

Change	Chapter/Heading	Date
Removed reference to claim form.	2.1.3 Most Often Requested Documents	14-Dec-15
Added note.	3.2.1 Determining Warranty Coverage	14-Dec-15
Section deleted.	3.2.2 Submitting the Claim	14-Dec-15
Added T4 information and link.	3.2.2.1 Customer Specific Claim Filing	14-Dec-15
Removed reference to claim form.	3.2.4 Repair	14-Dec-15
Changed email address to pgbu.warranty@cummins.com	3.2.6 Parts	14-Dec-15
Amended route to Generator Set/Alternator - Service Content	3.5.7 Standard Repair Time Review	14-Dec-15
Table 3 removed Parts Discount column.	3.6.1 Distributor Reimbursement	14-Dec-15
Changed email address to pgbu.warranty@cummins.com	3.11.4 Warranty Administrator Support Request	14-Dec-15
Sentence 'Parts installed prior...' changed to 'Purchased parts and accessories...'	4.3 Parts and Accessories	14-Dec-15
Table 6 amended duration column and coverage to 365 days	4.3 Parts and Accessories	14-Dec-15
Base Warranty text amended.	4.5 Base Warranty	14-Dec-15
RV classification amended.	4.8 RV Application Clarification	14-Dec-15
Changed email address to pgbu.warranty@cummins.com	4.12 EBU Campaigns and TRPs	14-Dec-15
Table 10, India and G-Drive numbers added.	5.2.1 Description	14-Dec-15
Changed sentence 'The product's actual serial number...' to 'In All cases the actual product serial number...'	5.2.1 Description	14-Dec-15
Added note regarding TSR number not required for BIS claim.	5.10.1 Manufacturing BIS Description	14-Dec-15

Change	Chapter/Heading	Date
Replace table 13 content	5.12 Warranty Codes	14-Dec-15
Chart part failure timeline to 365 days	5.12.1 Application Codes	14-Dec-15
Table 14 added information code.	5.12.2 Route and Pay Codes	14-Dec-15
Chart part failure timeline to 365 days	5.12.3 Account Codes	14-Dec-15
Added Rental models to table	5.13.1 Emmissions Clains	14-Dec-15
Added footnote.	7.4.2 Documentation Requirements fo All Distributors, Dealers, and Customers	14-Dec-15
Added footnote.	7.4.3 Opening the Repair Order	14-Dec-15
Title changed and instructions for links.	8.1.5 Accessing the North America and LAO Warranty Software	14-Dec-15
Section removed	8.2 Onan Warranty Claim System Window	14-Dec-15
Chapter removed.	9 Warranty Calims	14-Dec-15

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