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Dealer Principal, Warranty Manager, Service Manager, Parts Manager, Sales Manager

☒ Freightliner Dealers	☒ Thomas Built Bus Dealers	☐ Sales Terms (DTR)
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IMPORTANT WARRANTY INFORMATION

REF **17-003**

Effective 01/30/2017

Release 01/30/2017

SUBJECT Cummins Technician Actual Time

❖ Technician
Actual Time for
Cummins Claims

This letter supersedes IWI letter 13-035; content in blue indicates changes/additions.

In collaboration with DTNA, Cummins made the *Technician Actual Time* field required for all claims. The field displays the actual punch time a technician incurs completing ONLY the Cummins portion of a warrantable repair.

The *Technician Actual Time* field is located in Cummins RAPIDSERVE™ Web on the Standard Repair Time (SRT) page and must be completed prior to submitting the claim.

[Add more Custom SRTs to this claim.](#)

Technician
Actual Time

The field was designed to assist the service network with analyzing and improving Warranty labor recovery. Claim payment is NOT based on information provided in *Technician Actual Time* field nor is the field used to establish SRTs.

When updating a claim through the [Cummins Care Call Center](#), an agent will request the technician's actual time on the repair at the time the claim is closing.

❖ Using the
Technician
Actual Time
Field

When populating the *Technician Actual Time* field, do not include time for the following:

- Unrelated repairs
 - Chassis work
 - Non-warrantable Cummins work
 - Customer pay work
- Idle time
 - Waiting for parts
 - Lunch breaks
 - Shop maintenance (cleaning, facility repairs, etc.)

Note: Enter "0" into the *Technician Actual Time* field in RAPIDSERVE™ Web for all refile claims.

For more information or to provide feedback on this communication, please contact:
comm.claims@cummins.com.

IMPORTANT WARRANTY INFORMATION LETTER

Verify latest version online: Important Warranty Information Letters are available at DTNAConnect > Warranty Lit > Warranty Letters

DISCLAIMER: The information contained in this letter is provided by Cummins and is subject to change. Please refer to Cummins online resources for the most current policies.