Temporary Repair Practice

TRP Number: t2235	**Revision**: A	**Released Date**: 10-Dec-2019
ISL9 CM2350 MY15-16 VGT Actuator Retroactive Payment TRP for Fire Truck Applications		**Expiration Date (U.S. and Canada)**: 15-Nov-2020
		Expiration Date (International): 15-Nov-2020

Attention

- U.S. / Canadian Dealers
- U.S. / Canadian Distr./Branches and Div. Offices (Automotive)

This is to revise and replace TRP 2235, dated 26-Nov-2019. This revision is to:

1. **Update the Retroactive Coverage narrative, and**
2. **update the Action narrative.**

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

Description

This TRP provides for retroactive coverage of customer billable repairs completed by Cummins authorized repair locations prior to the release date of this field action. This action specifically applies to VGT Actuator replacements as result of Cummins published troubleshooting.

Note : Service providers should have invoice documentation of the original repair ready to support the retroactive claim. Previous repairs are eligible for reimbursement **ONLY** to the customer that paid for the previous repair. All Service providers attempting to file claims for retroactive repairs should reference Warranty Memo #1825 for instructions.

Note : If original repair was **not** completed by a Cummins authorized repair location, the labor amount is **not** reimbursable. **ONLY** parts will be reimbursed.

Note : Retroactive Coverage has an expiration date, As indicated in Warranty Memo #1825, retroactive claims will **only** be accepted for a period of one (1) year from the original publication date, unless otherwise noted. Retroactive claims will **NOT** be accepted AFTER 15 November 2020.

Action

In order to qualify for repair under this field action, an engine:

1. will be covered regardless of coverage status, and
2. **must** show as OPEN on QuickServe® Online for this field action, and
3. the reimbursed customer **must** be the customer who paid for the previous repair.

Note : The ESN list is attached for reference.

After verifying that the engine meets the above requirements, perform the following actions:

1. Service providers should review the original invoice to determine the total portion of the invoice that is reimbursable.
2. Claim **ONLY** the total invoice VGT Actuator part amount and the labor required to remove and install the VGT Actuator. All claims must be filed before 15-Nov-2020.
3. File the full calculated amount from the invoice under the Other Claimable section of the claim and use the claim narrative to detail what amounts were included. Consolidate ALL consumables, parts and labor and claim them as one line item in Other Claimable, titled "CAMPAIGN SUPPLIES". Itemized labor SRTs (including admin) should **NOT** be claimed against this field action. Itemized part numbers should **NOT** be claimed.
4. Guidanz and RapidServe Web claim filers, open a new claim and attach the original repair's invoice to the claim for supporting documentation. A multi-ESN claim may also be used for multiple requests of the same customer. All other users email the invoice to warranty@cummins.com. Include the ESN and TRP number in the attachment name and the subject line of the email.

Material Disposition

Where applicable, items removed should be returned to ReCon for core credit. Unless otherwise indicated, items with no core liability can be scrapped.

Reimbursements

There are no parts covered in this field action.

Parts

There is no labor covered in this field action.

Travel

Travel is covered under this field action. Towing is **not** covered under this field action.

Other Claimables

Consumables are covered under this field action.

Note : For retroactive claims, please consolidate all appropriate invoiced items and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES". Please included brief summaries on the details of items claimed.

Claim Instructions

For Cummins Dealers, claims for this TRP **must** be filed via **RAPID**SERVE™ Web (rsw.cummins.com). For information regarding **RAPID**SERVE™ Web, please reference the "Warranty" tab in QuickServe® Online. If there are additional questions, please contact your local Cummins Distributor.

Claim Codes	
Description	**Code**
Account Code:	65
Pay Code:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WTHACQ

Attachments

Click here to see t2235_esn-list.xlsx

(/service/english/attachments/t2235_esn-list.xlsx)

Engine Family	Fuel System
Design Application	**Market Application**
Automotive	Bus
Automotive	Bus

Document History

Date	Details
	Document Created; 26-Nov-2019
	Update the Retroactive Coverage narrative; 10-Dec-2019 update the action narrative

Last Modified: 10-Dec-2019