Temporary Repair Practice

TRP Number: t2162	**Revision**: C	**Released Date**: 21-Apr-2020
ISL9 CM2350 MY13-14 EGR Cooler Retroactive Payment TRP for Engines without C1737 Calibration Update		**Expiration Date (U.S. and Canada)**: 14-Dec-2020
		Expiration Date (International): 14-Dec-2020

Attention

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

This is to revise and replace T2162-B, dated 28-Feb-2020. This revision is to:

1. **Update the Retroactive note.**

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. This action specifically applies to EGR Cooler 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 year from the original publication date, unless otherwise noted. This specific field action will accept retroactive claims for a period of 1.5 years from the original publication date. Retroactive claims will **NOT** be accepted AFTER 14 December 2020.

Action

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

1. will be covered if the failure occurred within 10 years in service and 185,000 miles, 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, repair, on or before June 14, 2017.

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 EGR Cooler part amount and the labor required to remove and install the EGR Cooler. All claims **must** be filed before 14-December-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 numbers in the attachment name and the subject line of the email.

Material Disposition

No parts will be removed, returned or scrapped.

Reimbursements

Parts

There are no parts covered in this field action.

Travel

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

Other Claimables

Consumables are covered under this field action.

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:	WIRCLC

Attachments

Click here to see t2162_esn-list.xlsx

(/service/english/attachments/t2162_esn-list.xlsx)

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

Document History

Date	Details
	Document Created; 14-Jun-2019
	Extend the Expiration date; 10-Oct-2019 Update the narrative
	Adding limits to qualification parameters; 28-Feb-2020
	Update the Retroactive note; 21-Apr-2020

Last Modified: 21-Apr-2020