



Temporary Repair Practice

TRP Number: t2256	Revision:	Released Date: 19-Nov-2020
ISX15 CM2350 MY13 Engine Outlet NOx Sensor Retroactive Payment TRP		Expiration Date (U.S. and Canada): 19-Nov-2021
		Expiration Date (International): 19-Nov-2021

Attention

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

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 Engine Outlet NOx Sensor replacements as result of Cummins published troubleshooting.

Note : This field action provides for retroactive coverage of repairs, including customer billable repairs, completed by Cummins authorized repair locations prior to the release date of this field action. 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 19-November-2021.

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 435,000 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.

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 Engine Outlet NOx Sensor part amount and the labor required to remove and install the Engine Outlet NOx Sensor. All claims **must** be filed before 19-Nov-2021.
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.

There are no parts covered in this field action. Please refer to Warranty Memo #1825.

There is no labor included in this field action. Please refer to Warranty Memo #1825.

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.

Claim Instructions

For Cummins Dealers, claims for this TRP **must** be filed via **RAPIDSERVE™** Web (rsw.cummins.com). For information regarding **RAPIDSERVE™** 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:	North America Distributor = X
Pay Code:	North America Dealer = D
Pay Code:	International Distributor = I
Pay Code:	International Dealer = R
Failure Code:	WYNEBR

Attachments

[Click here to see t2256_esn-list.xlsx](#)

(/service/english/attachments/t2256_esn-list.xlsx)

Engine Family	Fuel System
ISX, QSX15 ISX15	
Design Application	Market Application
Automotive	Automotive

Document History

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	Document Created; 19-Nov-2020

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