

ACCOUNT TEAM COVERAGE

Please Deliver To: Service Managers and Warranty Decision Makers

FROM: Cummins Global Warranty Administration Communications

Subject: In-Shop ATC, B6.7 Engine-Mounted Fuel Heater Replacement Option

Number: Atc2333

Date: 24-Aug-2021

Expires: 01-Jul-2022 (U.S./Canada)

01-Jul-2022 (International)

Attention: U.S. / Canadian Dealers

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

This is to revise and replace ATC2333, dated 30-JUN-20. This revision is to:

- 1 Extend the Expiration date to: 01-Jul-2022, and
- 2 update the ESN list.

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

DESCRIPTION:

This ATC is being issued to offer eligible customers an opportunity to receive a \$50 refund instead of a fuel heating solution being developed by Cummins for future installation. Upon receiving a signed agreement from the appropriate party in authority with respect to the eligible engine(s), service providers may offer the customer a \$50 refund per eligible engine in a manner agreed to by both the customer and the service provider.

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 a signed "Agreement Not to Receive Future Fuel Heater Replacement (\$50 Refund Request)" **must** be received by the service provider from the party in authority opting to receive this action in place of a future fuel heating solution.

NOTE: The ESN list is attached for reference.

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

- 1 Upon receiving the signed "Agreement Not to Receive Future Fuel Heater Replacement (\$50 Refund Request)" including a list of eligible Engine Serial Numbers, file the full refund amount calculated by multiplying the number of engines by \$50 per engine under the Other Claimables section of the claim and use the claim narrative to detail for how many engines the refund claim is being filed. Please utilize the Multi-ESN claim filing process where appropriate. For audit purposes, please retain a copy of the signed "Agreement Not to Receive Future Fuel Heater Replacement (\$50 Refund Request)" received from the party in authority with respect to the eligible and listed engines.

NOTE: Eligible customers have been notified of this offering. Attachment B can be used in the case your client does **not** have a copy of the notification letter and the required Agreement Form.

MATERIAL DISPOSITION:

There are no materials involved in the field action.

REIMBURSEMENTS:

Parts:

There are no parts covered in this field action.

There is no labor included 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.

NOTE: A maximum of \$50 per engine is claimable for this field action. Please consolidate all requests and claim them as one line item in Other Claimables titled "CAMPAIGN SUPPLIES". Please included a brief summary on the details of claim.

Claim Instructions:

For Cummins Dealers, claims for this Field Campaign 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.

Account Code: 27

Pay Code: Distributor = X

Pay Code: Dealer = D

Pay Code: International = I

Failure Code: WXXRRA

Attachments

atc2333_esn-list-a.xlsxatc2333_refund_agreement_for_retention_attachment-b.pdf