

WARRANTY MEMO

Subject: Updated VG Turbo and Actuator Warranty Exchange - Effective OCT 01, 2018

Number: 1829

Date: 31-August-2018

Attention: U.S./Canada Distributor Branches and
U.S./Canada Dealers (Engine Only)

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

This Memo is for information only and will not result in a change to the Warranty Administration Manual.

Impact:

Cummins aftermarket variable geometry (VG) turbocharger and electronic turbo actuator warranty eligibility and claim reimbursement for on-highway applications in the United States and Canada under New or ReCon Parts Warranty Coverage for Parts purchased on or after October 01, 2018.

Purpose:

Cummins shall no longer offer “over the counter” (OTC) warranty exchange of Cummins aftermarket VG turbochargers and electronic turbo actuators. All Customer complaints that result in replacement of a VG turbo or electronic turbo actuator **MUST** be diagnosed on-engine by an authorized or certified Cummins Service Provider in order for the turbo or actuator to receive New or ReCon parts warranty coverage. The Service Provider performing the diagnosis and repair **MUST** follow all Cummins published troubleshooting steps and Service Procedures in order to qualify a VG turbo or electronic turbo actuator failure for warranty coverage.

This New and Recon parts warranty administrative requirement applies to all VG turbos equipped with electronic actuators, installed on on-highway applications, purchased in the United States or Canada on or after October 01, 2018.

Discussion:

It is critical that Cummins recommended tools be used to complete the appropriate published troubleshooting steps for the symptom present to ensure that the root cause of failure is addressed by the repair performed. This prevents parts from being replaced unnecessarily, reduces Customer downtime, and prevents repeat repair visits.

Cummins analyzes returned warranty turbos to determine why they are replaced. This analysis has determined that many of the VG turbos replaced under warranty are actually not failed or have a performance problem as a result of an issue in another engine system.

In an effort to improve diagnostic accuracy of VG turbos and electronic turbo actuators, Cummins shall no longer offer “over the counter” (OTC) parts warranty coverage for Customer and/or third party performed repairs on variable geometry turbochargers and electronic turbo actuators. All Customer complaints that result in replacement of a VG turbo or electronic turbo actuator **MUST** be diagnosed on-engine by an authorized or certified Cummins Service Provider in order for a turbo or actuator to receive New or ReCon parts warranty coverage moving forward. If a warrantable failure is identified, Cummins warranty will pay for all parts and labor required to identify the issue, replace the component, and correct any progressive damage from the failure up to the extent of the coverage limitations. The Service Provider performing the diagnosis and repair **MUST** follow all Cummins published troubleshooting steps and Service Procedures in order to qualify a VG turbo or electronic turbo actuator failure for warranty coverage. This new administrative requirement applies to all turbos and actuators purchased on or after October 01, 2018.

Cummins reserves the right to review OTC claims filed on VG turbos and electronic turbo actuators purchased on or after October 01, 2018, and can deny coverage or bill-back claims for any repairs if published troubleshooting instructions were not followed by an authorized or certified Service Provider using appropriate tools during the course of the repair.

ACTION:

Please apply these guidelines where applicable. Please share this information with all Cummins employees who interact with customers including parts counter professionals and outside sales reps. If you are responsible for communication with Cummins Certified Dealers, please share this information with your contacts and ask that they share the details of this change with the appropriate people in their organization.



Turbo OTC FAQ.docx