



# Temporary Repair Practice

TRP Number: t2238	Revision:	Released Date: 03-Dec-2019
ISX12 CM2350 MY13 Turbocharger Retroactive Payment TRP		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)

**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 Turbocharger 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 M1825 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 turbocharger part amount and the labor required to remove and install the turbocharger. All claims must be filed before 15-November-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

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No parts will be removed, returned, or scrapped.

## Reimbursements

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### Parts

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

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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:	Distributor = X
Pay Code:	Dealer = D
Pay Code:	International = I
Failure Code:	WTHASO

## Attachments

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Click here to see t2238\_esn-list.xlsx

(/service/english/attachments/t2238\_esn-list.xlsx)

Engine Family	Fuel System
ISX11.9	
Design Application	Market Application
Automotive	All

## Document History

Date	Details
	Document Created; 03-Dec-2019

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**Last Modified: 03-Dec-2019**

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