Cummins Over-The-Counter Parts Warranty Form

Repairing location's name and customer number: _____
Repairing location's point of contact: _____
Repairing location's phone number: _____
Customer name: _____
Customer address: _____
City/state/zip: _____
Phone number: _____

Engine/Genset serial number: _____
Unit/Equipment Make: _____ Unit/Equipment Model: _____
Unit Configuration: (ex: dump truck, front end loader, marine, Ingersoll-Rand, etc.)
_____

Installation Date: _____ Installation mileage/hours_____
Date of failure: _____ Date of failure mileage/hours_____
Failed component part number: _____
Failed component invoice number: _____

Provide a detailed customer complaint associated with the repair:

_____
Describe exactly what failed on the part. Failure descriptions such as "no good" or "does not work" will not be accepted for parts warranty consideration, please add the part Location (ex: Injector #2 or #3, etc).

_____
What troubleshooting was performed to determine root cause? (ex: DSID#, visual inspection, troubleshooting steps, etc.)

_____

Note: A copy of the invoice showing where the part was purchased will need to be attached to this form along with the returned parts to process a warranty claim. The date of purchase will be used for the in-service date for the part or parts being claimed.

Note: OTC claims are not eligible for labor reimbursement (with exclusion of 00-906 if applicable)
Note: Progressive damage to the chassis or equipment is not covered.

Note: OTC repairs are never allowed for New Power Business Unit products under any coverage. These products must be troubleshot and repaired only by an authorized Cummins repair location.
Note: Administrative SRTs will not be reimbursed for OTC repairs.

Note: The following OTC restrictions only apply to components installed on US/Canada on-highway engine applications which are under New or Recon parts warranty programs. Variable geometry turbocharger, electronic actuator repairs, Diesel Oxidation Catalyst (DOC), Diesel Particulate Filter (DPF), Selective Catalyst Reduction (SCR) catalyst, and Electronic Control Module (ECM) repairs are not eligible to be claimed as OTC under New or ReCon parts warranty.

_____ _____

Customer Signature Date