



Predictive Service: Filing the claim with RapidServe Web

Version 1



A Predictive Service warranty claim is similar to other warranty claims and Field Actions, with a few exceptions. Start with entering the Engine Serial Number on the New Claim Details tab.

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Step 1 : Add engine, manufacturer and other details to start a new claim.

New Claim Details > Failure > SRTs > Parts > Other Claimables > Narrative > Verify Details

Fields marked (*) are required.

Service Provider: * 10144-TRUCK COUNTRY C

Engine Details

CSS: DSID:

RO Number: * Engine Serial No.: * 80015579
 Enter Multiple ESNs

Failure Date: * (Example: DD-MMM-YYYY) Failure Point: * HR KM MI

If claim is for Connected Products Warranty, New Part Warranty, ReCon Component Warranty or Service Tools Warranty, select one of the following from the drop-down menu to the right and use the MI/KM/HR accumulated since the warranty start date:

Service Provider Details

10144-Truck Country of Iowa

Address: 3201 U.S. 61
Dubuque, IOWA 52003

Fax: 563 556-3420

Phone: 563 556-3773

Email: bengau@truckcountry.com, sarahstoltenow@truckcountry.com

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Service Provider Code

Service Provider Code: Also known as Dealer code. Unique 5 digit number assigned to an individual Cummins Certified repair location. If you are registered for multiple locations, please select appropriate dealer code from drop-down menu



If there are any Prognostic ID's, a window will display with a list of available ID's. Select the ID the claim is being created for and click OK.

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Step 1 : Add engine, manufacturer and other details to start a new claim.

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Fields marked (*) are required

Service Provider: *
Engine Details
CSS:
RO Number: *
Failure Date: *
(Example)

If claim is for Connected Products Warranty, New Part Warranty, ReCon Component Warranty or Service Tools Warranty, select one of the following from the drop-down menu to the right and use the MI/KM/HR accumulated since the warranty start date:

DSID FOUND

To continue filling for prognostics event select one of the below events and click ok. To file a different claim click cancel

Select	PRG ID	Component Name
<input checked="" type="radio"/>	PRG00006487	AFTERTREATMENT INTAKE NOX SENSOR

Ok Cancel

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Provider Code

Dealer Code: Unique assigned to an Cummins Certified repair shop. If you are registered for a dealer code, please select your dealer code from drop-down menu.



Additional fields will be populated based on available information with the Complaint field defaulting to Telematics. Fill in the remaining required fields and click Next to proceed.

Failure Date: * (Example: DD-MMM-YYYY)

Failure Point: * HR KM MI

If claim is for Connected Products Warranty, New Part Warranty, ReCon Component Warranty or Service Tools Warranty, select one of the following from the drop-down menu to the right and use the MI/KM/HR accumulated since the warranty start date:

Warranty Start Date: * (Example: DD-MMM-YYYY)

VIN:

Manufacturer Details

Manufacturer: * Model/Series: *

Application: * Unit Number:

Other Details

Customer: * Service Provider Contact: *

Complaints: *

A minimum of 1 complaint is required.

Fault Code:

License Plate State:

Mission Disabling:

Multiple locations, please select appropriate dealer code from drop-down menu



A warranty coverage check will be performed. If coverage is found, the failure information will be automatically entered in the Added Failures section. Click the Generate Control Number & Continue Claim Filing button.

If coverage is not found, verify the information on the previous screen is correct. If coverage is still not found, verify warranty coverage is still active. If you feel the failed warranty check is in error, contact 1-800-CUMMINS.

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Claims - Create a New Claim Wizard View | [Single Page View](#)

Step 2: Add failure details

New Claim Details > **Failure** > SRTs > Parts > Other Claimables > Narrative > Verify Details

Failcode is covered in EMS-Emissions Warranty.

Fields marked (*) are required.

Pre-defined Failures

Failure with Repair Plan: * Failure Mode: *

Added Failures

	Failure (Engine System-Component)	Failure Mode	Action
★	AFTERTREATMENT INTAKE NOX SENSOR	PROGNOSTICS NOTIFICATION	

Cancel Previous **Generate Control Number & Continue Claim Filing**

Send claim for claim filing assistance

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Failure

Failure:
 Selecting the appropriate pre-defined failure will display the most commonly required SRTs for the repair.



On the SRTs tab, a list of available SRTs will be listed with the Admin and Primary SRTs already selected.

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Step 3 : Select Primary, Optional and Custom SRTs for this claim.

New Claim Details > Failure > **SRTs** > Parts > Other Claimables > Narrative > Verify Details

Control Number 16024457 has been generated successfully for this claim.

DSID:

Enter SRTs Total SRT Hours: 0.7

Select	SRT Code	Access Codes	Quantity	SRT Hours	% of SRT Hours	Actual Hours	Description	Out of Chassis
Admin SRTs								
<input checked="" type="checkbox"/>	00-90F	R	<input type="text" value="1"/>	0.2	<input type="text" value="100"/>	0.2	Technician Administrative Time - Field Action Service Events	<input type="checkbox"/>
				Total Admin SRT Hours: 0.2				
Primary SRTs								
<input checked="" type="checkbox"/>	19-0D6	C	<input type="text" value="1"/>	0.5	<input type="text" value="100"/>	0.5	Aftertreatment Intake NOx Sensor - Remove and Install - X15 CM2350 X114B	<input type="checkbox"/>
				Total Primary SRT Hours: 0.5				
Optional SRTs								
<input type="checkbox"/>							Engine - Diagnostic Road Test	

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SRTs

SRTs:
SRT's are the established measurement of time allowed to perform repairs on Cummins engines and their components. Select from the pre-defined list or add by SRT number or text search.

Diagnostic SRT's will only display if they were verified in EDS leading up to a solution in a Diagnostic Session.

Access Checklist Links



Additional Optional SRTs can be selected from the list or can be added manually if needed. However, Diagnostic SRTs cannot be added to Predictive Service claims.

<input checked="" type="checkbox"/>	19-0D6	C	<input type="text" value="1"/>	0.5	<input type="text" value="100"/>	0.5	Aftertreatment Intake NOx Sensor - Remove and Install - X15 CM2350 X114B	<input type="checkbox"/>
Total Primary SRT Hours: 0.5								
Optional SRTs								
<input type="checkbox"/>	00-714	C		0.5			Engine - Diagnostic Road Test/Off-Highway Engine Verification	<input type="checkbox"/>
<input type="checkbox"/>	14-00T	C		1.0			Aftertreatment Diesel Particulate Filter (DPF) - Regeneration Test (CMI)	<input type="checkbox"/>
<input type="checkbox"/>	00-724	C		0.3			INSITE - Use During Trouble shooting	<input type="checkbox"/>
<input type="checkbox"/>	DT-02T	C		0.4			Fairing, Rear Chassis Side, R / R - (DTNA, 782-6010D) - FREIGHTLINER CASCADIA	<input type="checkbox"/>
<input type="checkbox"/>	DT-028	C		0.2			Vehicle Steps - (DTNA, 665-6010A) - FREIGHTLINER CASCADIA	<input type="checkbox"/>
Total Optional SRT Hours: 0.0								
Progressive Damage SRTs								
No Progressive and Damage SRTs were found for this claim.								
Accessibility SRTs								
No Accessibility SRTs were found for this claim.								
Custom SRTs								
No Custom SRTs were found for this claim.								
Add more Custom SRTs to this claim.								Technician Actual Time <input type="text"/>

engines and their components. Select from the pre-defined list or add by SRT number or text search.

Diagnostic SRT's will only display if they were verified in EDS leading up to a solution in a Diagnostic Session.

Access Checklist Links
[On-Highway Accessibility Checklist](#)
[Industrial Accessibility Checklist](#)
[Marine Accessibility Checklist](#)
[Recreational Vehicle Accessibility Checklist](#)



A list of suggested part numbers will be shown based on the Prognostic ID. These parts and any additional parts will still need to be added to the claim via the Add Parts button.

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Step 4 : Enter Parts for this claim.

[New Claim Details](#) > [Failure](#) > [SRTs](#) > **[Parts](#)** > [Other Claimables](#) > [Narratives](#) > [Verify Details](#)

Enter Parts

Suggested Parts for claim

PART NO	PART NAME
368793000RX	SEN,NIT

Quantity	Part Number	Description
No parts have been added Add Parts		

[Cancel](#) | [Save & Continue Later](#) | [Previous](#) | [Next](#)

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Parts

Parts:
Click on the 'Add Parts' link. In the new window you can enter up to 10 different Cummins part numbers with appropriate quantities, then select 'Done'. If more than 10 parts are to be entered click on the 'Add 10 more parts' link at the bottom of the 'Add Parts' window.



Other Claimables can be added the same as any other warranty claim. However, any travel related items are not allowed for Predictive Service repairs.

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Home | Engine Coverage | **Claims**

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You are here: [Home](#) > [Claims](#) > Create a New Claim

Claims - Create a New Claim [Wizard View](#) | [Single Page View](#)

Step 5 : Enter Other Claimables for this claim.

[New Claim Details](#) > [Failure](#) > [SRTs](#) > [Parts](#) > **[Other Claimables](#)** > [Narrative](#) > [Verify Details](#)

Other Claimables

Other Claimables	Amount	Action
No Claimables Added		
Add Claimables		

[Cancel](#) | [Save & Continue Later](#) | [Previous](#) | [Next](#)

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Other Claimables

Other Claimables:
 Non-Cummins parts or consumables required to complete a Cummins warranty repair. Link to WAM 502-009

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The claim narrative will be automatically populated based on the Prognostic ID. Additional comments can be added if necessary.

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[Home](#) | [Engine Coverage](#) | [Claims](#)

[Create a New Claim](#) | [Upload Claims](#) | [View Claims](#) | [Engine Claims History](#)

You are here: [Home](#) > [Claims](#) > Create a New Claim

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Wizard View | [Single Page View](#)

Step 6 : Enter Narratives for this claim.

[New Claim Details](#) > [Failure](#) > [SRTs](#) > [Parts](#) > [Other Claimables](#) > [Narrative](#) > [Verify Details](#)

Narrative

ProMotion ID : *
B982480, Rohner, Joshua
1024860, Mausser, Noah
1147083, Riehle, Tyler
No ProMotion ID

Selected ProMotion ID :

Complaint: *

Cause: *

Narrative History:

Correction: *

TSR:

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Narrative

Complaint:
Enter the customer's complaint(s) as recorded on the Repair Order.

Cause:
Enter the component and failure mode of the component that was the root cause of failure.

Correction:
Enter the troubleshooting and repair information that was completed for the repair. Reference



Prior to submitting the claim, review the claim details to ensure accuracy.

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Home | Engine Coverage | **Claims**

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Step 7 : Please review the details you are about to submit

[New Claim Details](#) > [Failure](#) > [SRTs](#) > [Parts](#) > [Other Claimables](#) > [Narrative](#) > [Verify Details](#)

Please Review and Verify Your Claim Details [Print Claim Preview](#) | [Expand All / Collapse All](#)

New Claim Details [Edit](#) |

Service Provider: 10144 - Truck Country of Iowa

DSID: PRG00006487

CSS Job Id:

Engine Details

RO Number: 12345 Engine Serial Number: 80015579

Failure Date: 14-Nov-2022 Failure Point: 45000 MI

Warranty Coverage Type:

Warranty Start Date: 14-Dec-2017 VIN: 3AKBGDFG7JSJN3262

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[Verify Details](#)

Verify Details:
Review all information before submitting the claim for final processing to avoid delays.

