



Welcome to **Power Generation Global Warranty Training**

Course Number :



This course is designed for Cummins employees and service providers new to PGBU Warranty. This course will provide basic understanding of the PGBU warranty program, warranty coverage and claims, systems and resources, as well as communication methods used by PGBU warranty.

To utilize material learned in this course, a Cummins WWID, password, and access to QuickServe Online are required.



Power Generation

Power Generation Global Warranty Training

Disclaimer: This information provides a foundation to Power Generation (PGBU) warranty, but users will need additional job training to administer warranty. For more details on particular sections of this course, please refer to the Warranty Administration Manual, which can also be found on QuickServe Online.

Introduction

Course Audience

This course is intended for Cummins employees and service providers who are new to PGBU Warranty.

Course Overview

This course will provide basic understanding of the PGBU warranty program, warranty coverage and claims, warranty systems and resources, as well as communication methods used by PGBU warranty.

Course Prerequisites

There are no prerequisites for this course.

Contents

This course has been split into 8 Modules, which are listed below.

Module 1: Warranty Philosophy

Module 2: Warranty Resource Overview

Module 3: PGBU Communications

Module 4: Roles and Responsibilities

Module 5: The Four C's

Module 6: Documentation

Module 7: Reimbursement

Module 8: Material Return

Warranty Philosophy – Objectives

Welcome to the Warranty Philosophy module! This module will introduce PGBU warranty's philosophy on partnership and purpose.

Your objectives for this module:

- Understand PGBU's philosophy regarding warranty purpose.
- Define PGBU's role in partnership.

Melhorar a vida das pessoas, libertando a força da Cummins
康明斯公司的远景目标: 以康明斯动力建设更美好的生活
Migliorare la vita delle persone sprigionando la Potenza di Cummins
Улучшать жизнь людей применяя силу компании **Cummins**
Améliorer la vie des gens en libérant la Puissance de Cummins
कमिन्स की शक्ति से लोगों के जीवन को बेहतर बनाना
Making people's lives better by unleashing the Power of Cummins
Cummins 역량을 아낌없이 발휘하여 사람들이 보다 나은 삶을 영위할 수 있도록 한다
Die Kraft von Cummins freisetzen, um die Lebensqualität der Menschen zu verbessern
Cummins의 파워를 발휘함으로써, 사람들의 생활을 개선합니다.
Mejorar la vida de las personas liberando el Poder de Cummins

Warranty Philosophy – Purpose

PGBU and its authorized warranty locations work together to exceed customers' expectations by:

- Repairing failures due to defects in material or factory workmanship.
- Providing immediate benefit of the coverage.
- Completing repairs with factory trained technicians using genuine Cummins parts.

Warranty Philosophy – Partnership

Cummins warranty program is a contract between Cummins corporation and the end user of its product. Administering this contract requires a partnership between:

PGBU



Service Provider



Product Owner



Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



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Module 1: Warranty Philosophy **Completed!**

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Module 6: Documentation

Module 7: Reimbursement

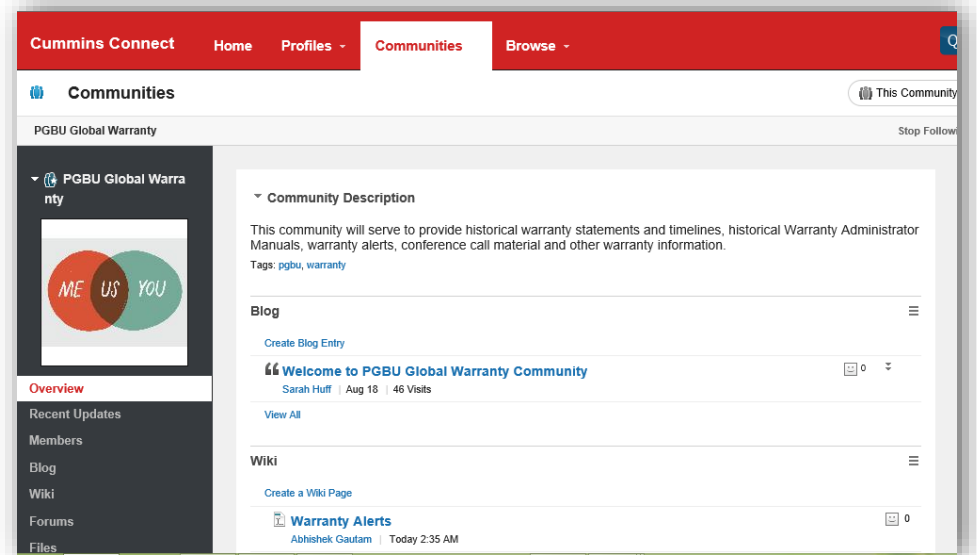
Module 8: Material Return

Warranty Resource Overview – Objectives

Welcome to the Warranty Resource Overview module! This module will provide a basic introduction to information resources.

Your objectives for this module:

- Know which resources to use for warranty.
- Learn where to access these resources.
- Understand what each resource is used for.



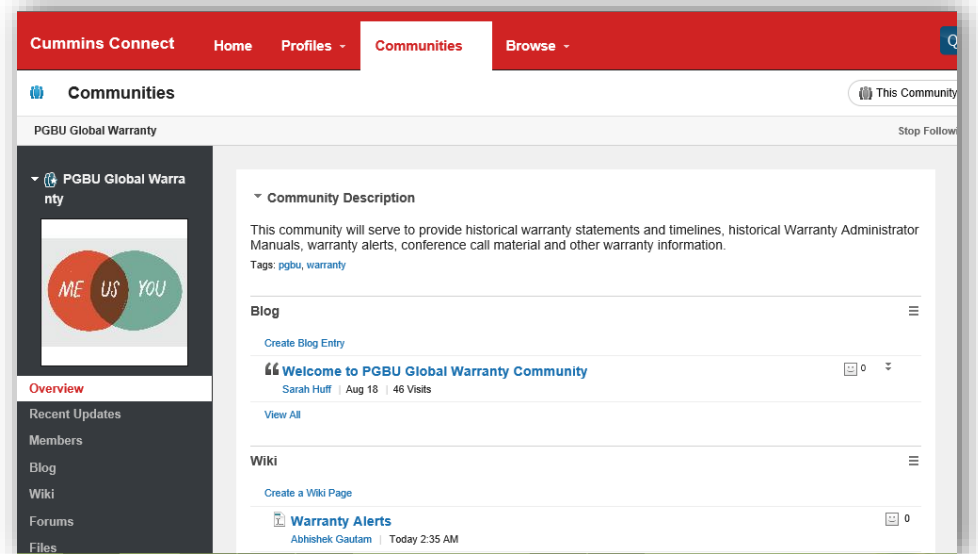
The screenshot displays the 'Cummins Connect' interface, specifically the 'Communities' section. The top navigation bar is red and includes 'Home', 'Profiles', 'Communities', and 'Browse'. The main content area is titled 'Communities' and features a search bar for 'This Community'. Below this, the 'PGBU Global Warranty' community is highlighted. The community's profile includes a logo with a Venn diagram containing the words 'ME', 'US', and 'YOU'. A sidebar on the left lists navigation options: Overview, Recent Updates, Members, Blog, Wiki, Forums, and Files. The main content area shows the 'Community Description', which states the community's purpose is to provide historical warranty information. It also features sections for 'Blog' and 'Wiki', each with a 'Create' link. A recent post titled 'Welcome to PGBU Global Warranty Community' by Sarah Huff is visible, along with a 'Warranty Alerts' section by Abhishek Gautam.

Warranty Resource Overview – Topics

PGBU Warranty has many resources available, and it is important to know where they are and how to use them.

Topics covered in this module:

- List of Resources
- Warranty System
- Cummins Connect



Warranty Resource Overview – List of Resources

There are many online resources used for warranty administration. These resources include:

- Warranty System:
 - Warranty administration database.
 - Used for product registration, claim filing, and extended warranty purchase.
- PGBU Global Warranty Community:
 - Available to PGBU employees.
 - Repository for information such as the WAM and Warranty Alerts.
- QuickServe Online (QSOL):
 - Contains warranty manuals, statements, and other pertinent literature.
- Warranty Administration Manual (WAM):
 - Provides more detailed warranty information and specifications. Please first refer to the WAM for any warranty-related questions.

Warranty Resource Overview – Accessing the Warranty System

Step 1: The Warranty System can be accessed through the PGBU Content Page. Click “Warranty Claims and Registration” link, shown below.



The screenshot displays the Cummins Power Generation website interface. At the top left is the Cummins Power Generation logo. The top right shows the date "January 14 Wednesday". On the left side, there is a vertical navigation menu with red arrow icons next to the following items: Company Info, Customer Support, Business Area, CPG Systems, Distributor Area, Policies, Programs, Resources, Web Sites, and Search/Feedback. The main content area is divided into three columns. The first column contains the text "CPG Exported Product Support Preparation" with a link "More Policies...". Below this is the heading "CONSUMER POLICIES" with a link "More Policies...". Underneath is a small image of a "Power Suite" product box. Below the image is the heading "POWER SUITE USERS" with a link "Click here to download the latest update.". The second column contains a list of links under the heading "PowerOne Communication", including "Warranty Claims and Registration logon help" and "Geographical Information Systems (GIS)". The third column contains a list of links under the heading "TOOLS", including "Power Suite - Newly Released!", "Specification Writer", "Kent Gensets and India X3.3 series Gensets", "India X1.7 & X2.5 series Gensets", "Brazil Gensets", "Issues Tracking System Sign In", "Commercial Leadtime Bulletin", "CumminsOnan Price Book", "PGA Price Book", "RFQ", "USA (Transition-Distribution Portal)", "Order Status", "Archived Orders", "INDACCY", "TPX Queries", "Current Bill of Materials", "Parts Research Menu", and "Warranty Claims and Registration". A red arrow points from the "CONSUMER POLICIES" section to the "Warranty Claims and Registration" link, which is circled in red.

Step 2: Log in to the system.

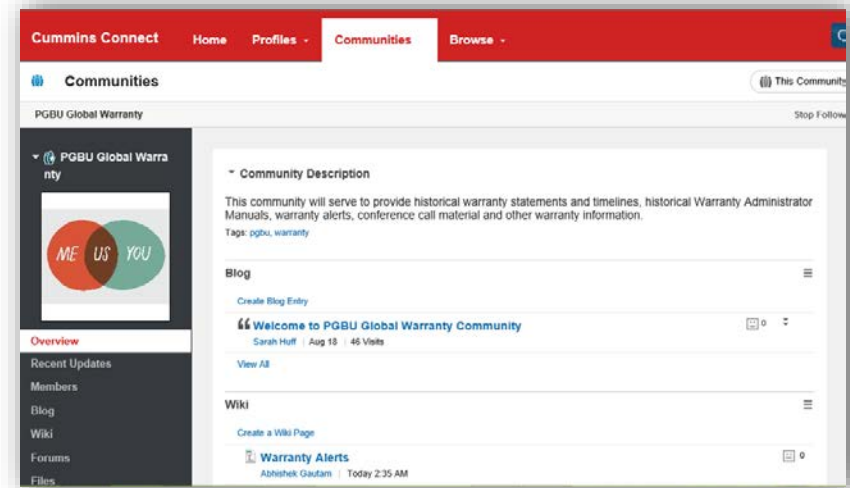
Step 3: You have now navigated to the warranty system main menu. Use this system to look up coverages, purchase extended warranties, submit claims, and check claim status. Refer to the WAM for detailed system training.

Warranty Resource Overview – PGBU Global Warranty Community

Cummins Connect is a web based repository for all PGBU Warranty Communications, such as:

- Historical warranty statements.
- Current and past WAM revisions.
- Warranty Alerts (listed in the WIKI).

The community is only accessible to those on the Cummins network. If you have access to Cummins Connect, please request to join PGBU Global Warranty community. This is a public community with an open forum for anything related to warranty.



Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



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Module 1: Warranty Philosophy **Completed!**

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Module 5: The Four C's

Module 6: Documentation

Module 7: Reimbursement

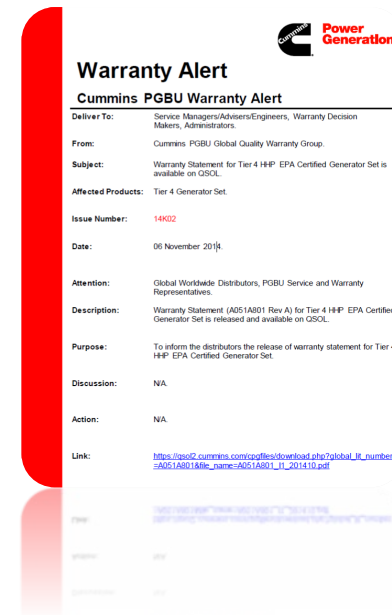
Module 8: Material Return

PGBU Communications – Objectives

Welcome to the PGBU Communications Module! This module will explain how PGBU communicates warranty information.

Your objectives for this module:

- Learn how PGBU communicates warranty information.
- Understand what type of content is communicated.



The screenshot shows an email notification from Cummins PGBU. The header includes the Cummins logo and the text "Power Generation". The main heading is "Warranty Alert" followed by "Cummins PGBU Warranty Alert". The email body contains the following information:

- Deliver To:** Service Managers/Advisers/Engineers, Warranty Decision Makers, Administrators
- From:** Cummins PGBU Global Quality Warranty Group
- Subject:** Warranty Statement for Tier 4 HHP EPA Certified Generator Set is available on QSCIL
- Affected Products:** Tier 4 Generator Set
- Issue Number:** 14K02
- Date:** 06 November 2014
- Attention:** Global Worldwide Distributors, PGBU Service and Warranty Representatives
- Description:** Warranty Statement (A051A001 Rev A) for Tier 4 HHP EPA Certified Generator Set is released and available on QSCIL
- Purpose:** To inform the distributors the release of warranty statement for Tier 4 HHP EPA Certified Generator Set
- Discussion:** N/A
- Action:** N/A
- Link:** https://aso02.cummins.com/qscil/download.php?global_id_number=A051A001&file_name=A051A001_1_20141101.pdf

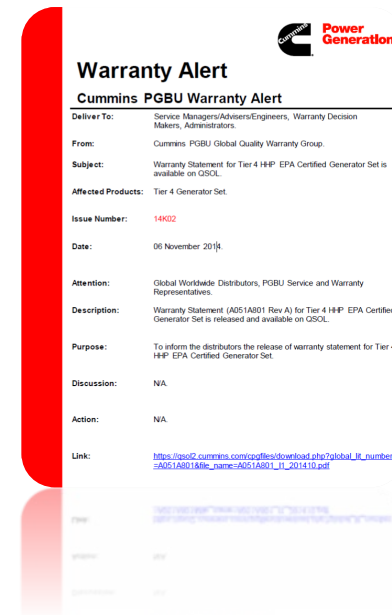
At the bottom of the email, there is a table with columns for "File", "Status", and "Comments". The table contains one row with a file name, a status of "OK", and empty comments.

PGBU Communications – Topics

Warranty Alerts are PGBU's primary way of relaying important warranty-related updates to service providers.

Topics covered in this module:

- Warranty Alerts



The screenshot shows an email notification from Cummins PGBU. The header includes the Cummins logo and the text "Power Generation". The main heading is "Warranty Alert" followed by "Cummins PGBU Warranty Alert". The body of the email contains the following information:

Deliver To: Service Managers/Advisers/Engineers, Warranty Decision Makers, Administrators

From: Cummins PGBU Global Quality Warranty Group

Subject: Warranty Statement for Tier 4 HHP EPA Certified Generator Set is available on QSCCL

Affected Products: Tier 4 Generator Set

Issue Number: 14K02

Date: 06 November 2014

Attention: Global Worldwide Distributors, PGBU Service and Warranty Representatives

Description: Warranty Statement (A051A001 Rev A) for Tier 4 HHP EPA Certified Generator Set is released and available on QSCCL

Purpose: To inform the distributors the release of warranty statement for Tier 4 HHP EPA Certified Generator Set

Discussion: N/A

Action: N/A

Link: https://aso02.cummins.com/qsccl/download.php?global_id_number=A051A001&file_name=A051A001_1_201411.pdf

Below the link, there is a table with columns for "File", "Version", and "Comments". The table contains one row with the following data:

File	Version	Comments
https://aso02.cummins.com/qsccl/download.php?global_id_number=A051A001&file_name=A051A001_1_201411.pdf	1.0	

PGBU Communications – Warranty Alerts

Warranty Alerts are PGBU's method of conveying pertinent warranty information. They are sent via email, and can be found through Cummins Connect on the PGBU Global Warranty Community. Information can include the following:

- Warranty Statement updates
- Warranty Manual updates
- Claim processing changes
- Other warranty-related items



The image shows a screenshot of an email notification titled "Warranty Alert" from Cummins Power Generation. The email content is as follows:

Cummins Power Generation

Warranty Alert

Cummins PGBU Warranty Alert

Deliver To: Service Managers/Advisers/Engineers, Warranty Decision Makers, Administrators.

From: Cummins PGBU Global Quality Warranty Group.

Subject: Warranty Statement for Tier 4 HHP EPA Certified Generator Set is available on QSOL.

Affected Products: Tier 4 Generator Set.

Issue Number: 14K02

Date: 06 November 2014.

Attention: Global Worldwide Distributors, PGBU Service and Warranty Representatives.

Description: Warranty Statement (A051A801 Rev A) for Tier 4 HHP EPA Certified Generator Set is released and available on QSOL.

Purpose: To inform the distributors the release of warranty statement for Tier 4 HHP EPA Certified Generator Set.

Discussion: N/A.

Action: N/A.

Link: https://qsol2.cummins.com/cgfiles/download.php?global_ll_number=A051A801&file_name=A051A801_11_201410.pdf

PGBU Communications – Warranty Alerts

Any Cummins employee or service location personnel can subscribe to these communications. To receive content specific to your role, choose one of three job functions: service, warranty or sales. Warranty and service will receive ALL notifications, while sales will only receive notifications concerning changes in coverage.

Subscribe to PGBU Warranty Communications via link attached to Warranty Alert Email ONLY. Please note:

- Pgbu.warranty@cummins.com will not manually add anyone to the list.
- New users subscribe through link found in the Warranty Administrator Manual, Section 4.14.

Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



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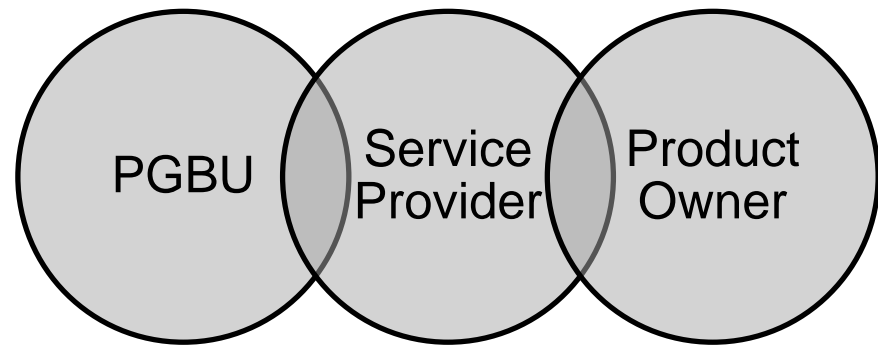
Module 8: Material Return

Roles and Responsibilities – Objectives

Welcome to the Roles and Responsibilities module! This module will explain the relationships between those involved with PGBU warranty.

Your objectives for this module:

- Understand how your role fits into PGBU warranty operations.
- Learn what responsibilities you are accountable for.

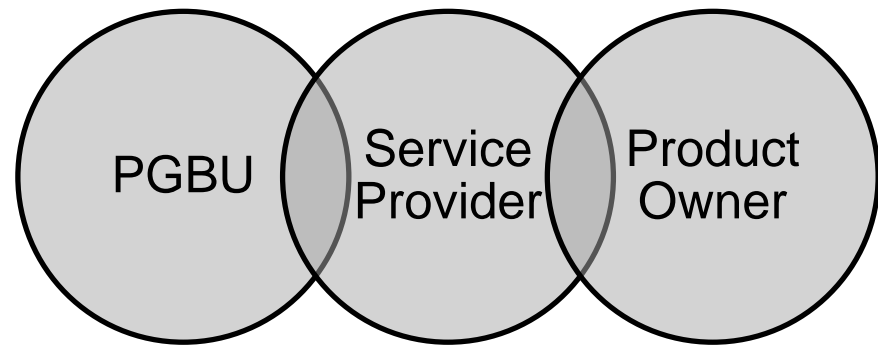


Roles and Responsibilities – Topics

This module will outline the major responsibilities of a service provider, but it is up to you to learn specific job duties.

Topics covered in this module:

- Roles
- Responsibilities



Roles and Responsibilities – Roles

Click on each location to learn more about the different roles.

PGBU



Service Provider

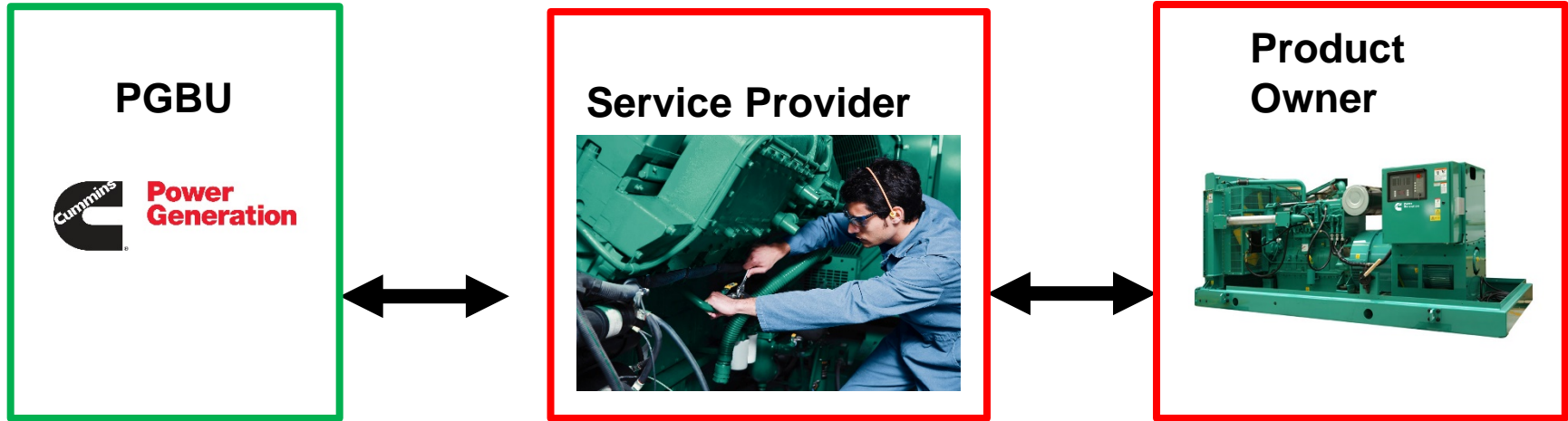


**Product
Owner**



Roles and Responsibilities – Roles

Click on each location to learn more about the different roles.

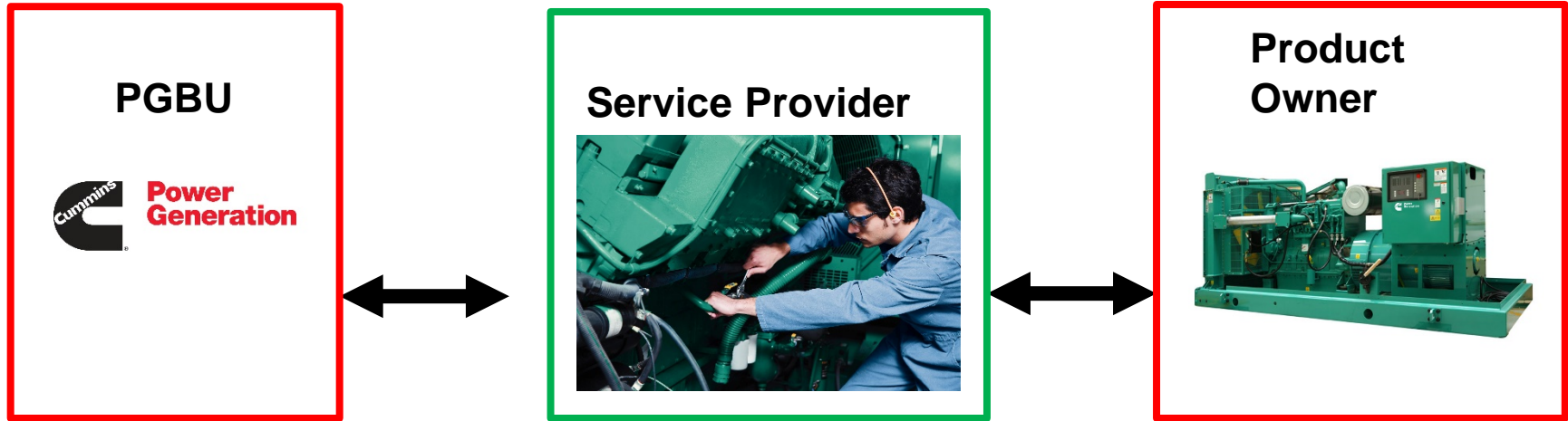


PGBU roles include:

Warranty Adjudicators, Product Coverage, Service Engineers, Warranty Compliance, and Policy Administrators.

Roles and Responsibilities – Roles

Click on each location to learn more about the different roles.

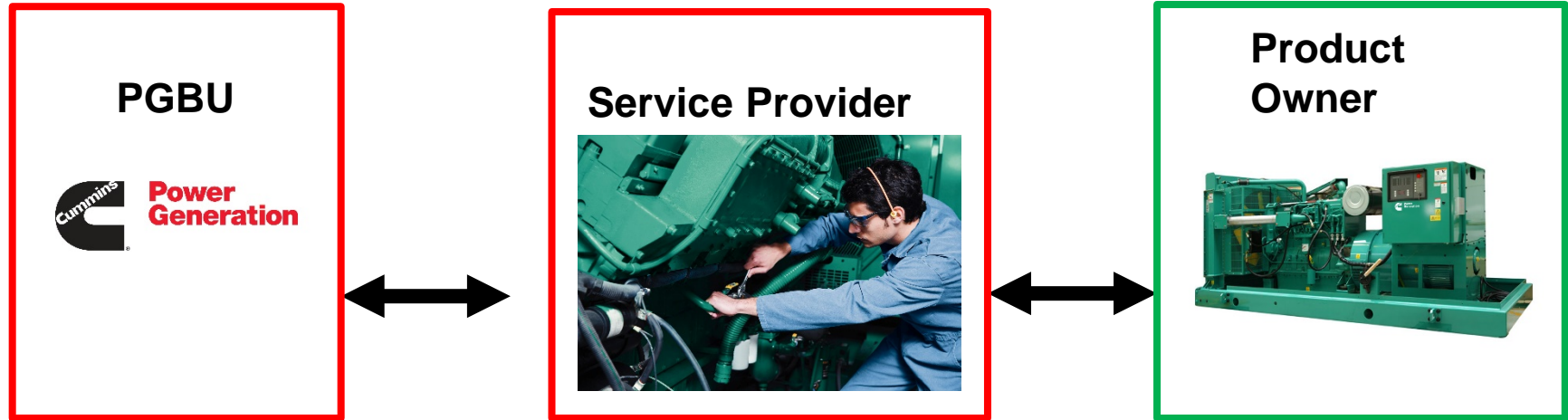


Service Provider location roles include:

Warranty Administrators, Service Technicians, Project Managers, and other contacts.

Roles and Responsibilities – Roles

Click on each location to learn more about the different roles.

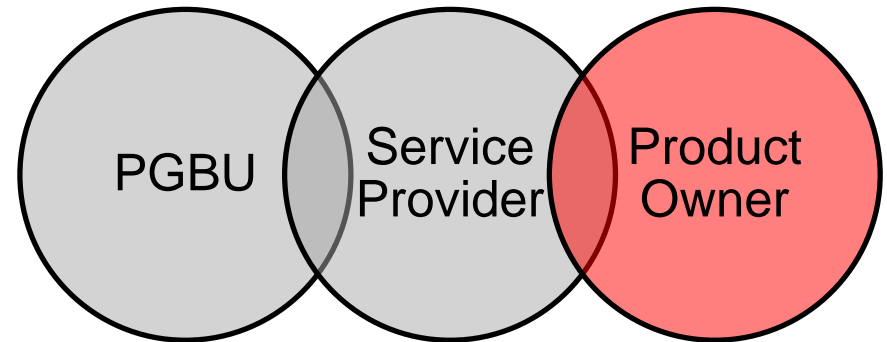


Product owner roles include:
End-user or owner.

Roles and Responsibilities – Owner Responsibilities

Product owner responsibilities include:

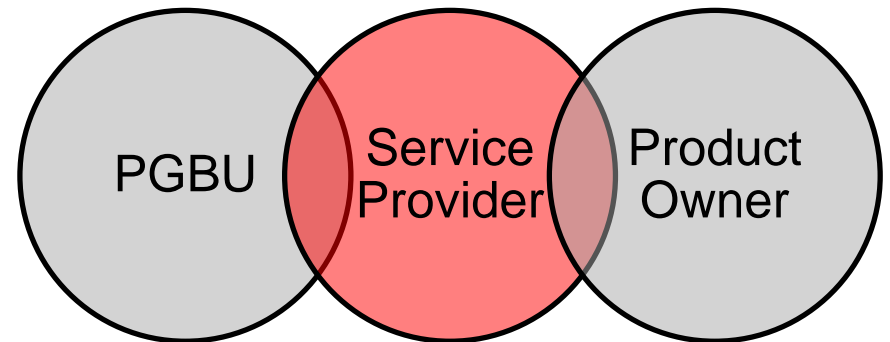
- Use and maintain PGBU products as recommended in the Operator Manual.
- Provide supporting documentation to verify start date.
- Notify authorized distributor/dealer of failure.
- Provide access to and reasonable ability to remove the product from installation in the event of a warrantable failure.
- Cover incremental cost associated with product removal and re-installation from nonstandard installation.
- Cover cost associated with rental of generating set used to substitute for the product being serviced (excluding those with rental coverage).
- All downtime expenses, fines and any other losses resulting from a warrantable failure.
- Owner-requested expedited freight.



Roles and Responsibilities – Service Provider Responsibilities

Service provider responsibilities include:

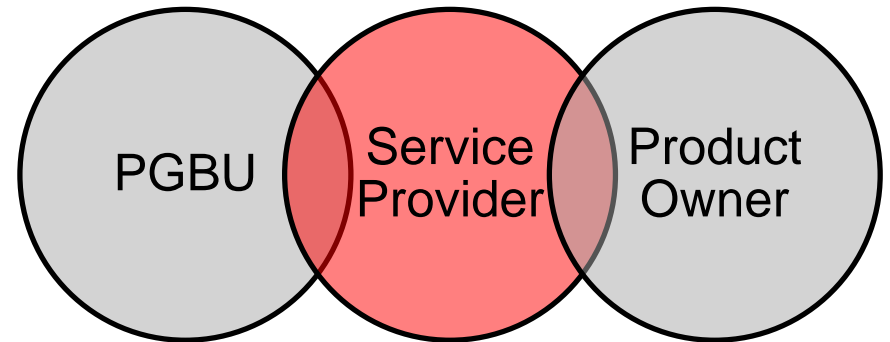
- Must maintain qualified warranty administrators and claim processors.
- Prior to closing sales, present and explain to the customer the written warranty for Cummins products.
- Instruct the customer in proper care and use of the product.
- Accurately record and maintain the date in service of each product.
- Keep records complete and available for audit.
- Know that the repair location determines if the failure is covered and to what extent the repair is covered by Cummins.



Roles and Responsibilities – Service Provider Responsibilities

Additional service provider responsibilities include:

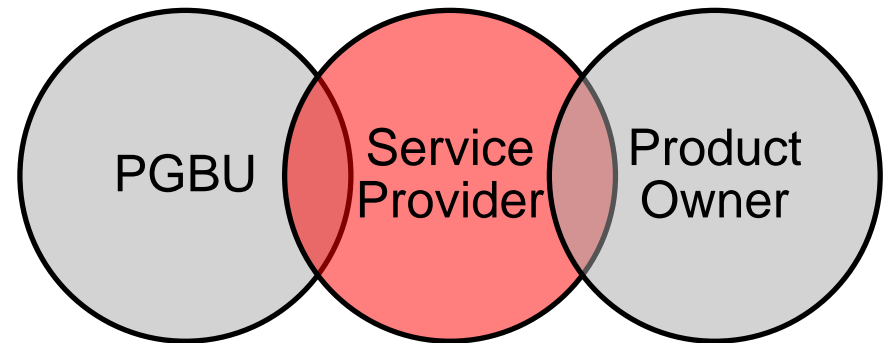
- Follow proper troubleshooting procedures.
- If the repair is covered – perform the repair.
- Bill the customer their portion of the repair, if any.
- Do not charge the customer for repairs covered by warranty.
- Prepare and administer claims per the PGBU warranty guidelines.
- Claim submission - Submit claims as soon as possible after the repair (North America requirement is 90 days limit, Rest of World is 120 days). Claims received by PGBU after time limit will be subject to penalties.
- Warranty replacement Parts must be retained for 30 days in North America and 90 days for the rest of the world after claim has been paid.



Roles and Responsibilities – Distributor Responsibilities

Distributor-specific responsibilities include:

- Responsible for all Cummins products that are sold into your region.
- Manage dealers:
 - Train authorized dealers on warranty coverage, claim preparation and administration.
 - Review all dealer supporting documents for claim submission.



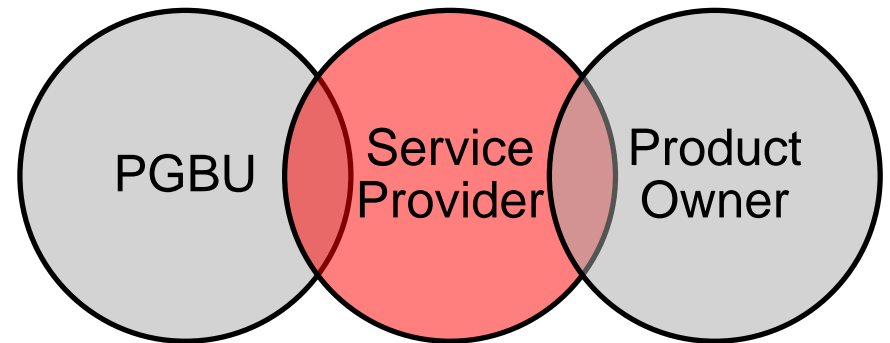
Roles and Responsibilities – Warranty Administrator Responsibilities

Service Provider Warranty Administrator responsibilities include:

- Assist with the dealer/distributor responsibilities as previously outlined.

Additionally:

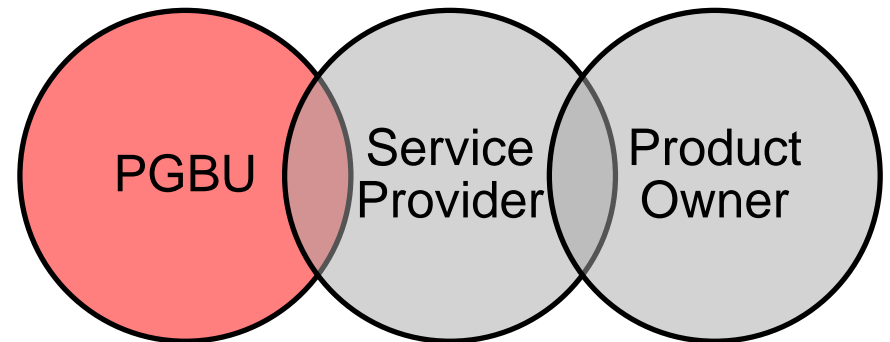
- Thoroughly understand and utilize PGBU warranty coverages and warranty tools.
- Determine whether failure is warrantable and if the product is in the coverage period – know where to find this information.
- Specialize in customer billing and claim filing.



Roles and Responsibilities – PGBU Responsibilities

Some PGBU roles and responsibilities are outlined below:

- **PGBU Service Engineering:** Assist distributor service department with root cause diagnosis and repair.
- **PGBU Warranty Adjudication:** Process claims in an accurate and timely manner.
- **PGBU Policy Administration:** Approve, adjust, or deny Policy requests. Support appeals of requests when necessary.
- **PGBU Warranty Compliance:** Identify, anticipate and respond to risks. Investigate & analyze claims, evaluate findings, & communicate results.



Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



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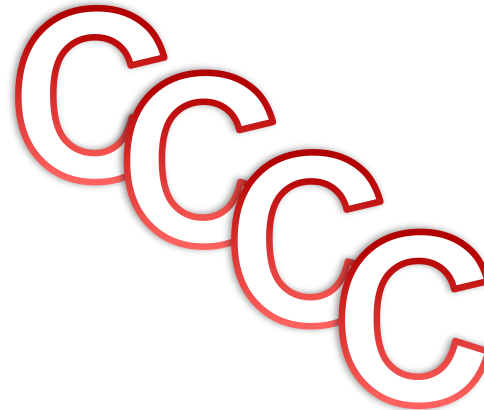
Module 8: Material Return

The Four C's – Objectives

Welcome to the Four C's module! This model will describe how PGBU uses the Four C's process for warranty claims.

Your objectives for this module:

- Learn what is required to file a claim.
- Understand how to determine necessary information.
- Know the main warranty claim verbiage and concepts.

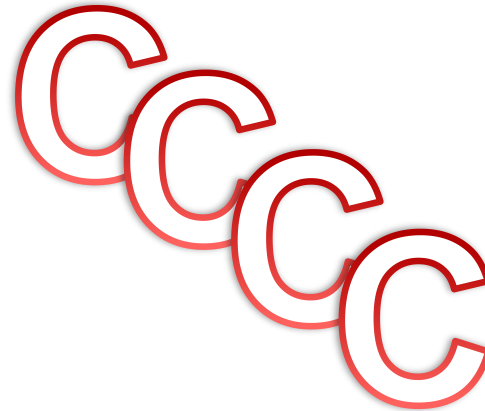


The Four C's – Topics

There are four main categories of information required on every warranty claim. This module will first introduce them, and then describe elements of each in further detail.

Topics covered in this module:

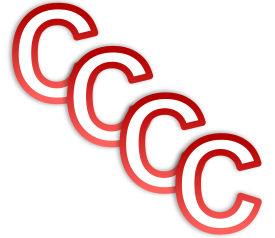
- Complaint
- Cause
- Coverage
- Correction



The Four C's – Introduction

Every warranty claim requires ample information from each of the following categories:

- **Complaint** – Original customer complaint, include physical observations of product issue symptoms.
- **Cause** – Identify the root cause of failure and any progressive damage. List the main cause of the incident. Note measurements such as various before and after readings, fault codes, diagnostic codes, etc.
- **Coverage** – Determine if the failure is warrantable. If so, establish the extent of coverage and include the appropriate account code.
- **Correction** – Describe the repairs made and the work that was performed, justifying all parts, labor, and travel expenses incurred during the repair.



The Four C's – Before in Service (BIS) Dates



Definition: A Before in Service (BIS) date is the period of time after product ship date and before Date in Service (DIS) on PGBU products.

BIS failures are classified as any failures occurring during this period of time. There are no special claim filing instructions, but include a authorization # or TSR # if they have been issued.

The Four C's – Campaigns



Campaigns are PGBU's approach to proactive repairs. They are announced to service providers with a Warranty Alert and posted on QSOL. Warranty Alerts for campaigns include:

- Required authorization number.
- List of qualifying serial numbers.
- Reimbursement details.

The Four C's – Policy



Policy is PGBU's customer goodwill process to provide customer and service provider financial assistance. It is also used for the following:

- Used to foster strong relationships and future business developments.
- Considered with an economically reasonable repair plan.
- Can be an exercise in cost sharing.

For details regarding policy, please direct your questions to your Distributor DFSE.

The Four C's – Limitations



PGBU places some limitations on warranty coverage. Some limitations that PGBU does not pay for include:

- Failures as a result of abuse, neglect or misuse.
- Repairs of failures related to product modifications, unless the modification is approved through the service engineering team. In these cases, the modification must be documented in TSR and the TSR # should be included in the warranty claim.
- Progressive damage, which is damage caused to a part by the failure of another part. This can include, but is not limited to:
 - Customer property damaged by PGBU products is not covered.
 - Refer to the WAM or product warranty statement for specific limitations.
 - See product warranty statement for complete list of limitations.

The Four C's – Fail Codes



Fail Codes identify the primary failed component of a product and how it failed. The structure of a fail code is shown below. For this example, the fail code is: OGAHBR.

O	G	AH	BR
The first letter identifies the major system	The second letter identifies the subsystem	The middle two letters identify the failed component	The last two letters define the mode of failure

Major and Sub Systems

Component That Failed

Mode of Failure

The Four C's – Locating Fail Codes

Complaint

Cause

Coverage

Correction

To locate a fail code:

1. Click on “Literature Search” under the “Generator Content” heading
2. In the Advanced Search section enter “Fail Code” in the box marked “Keyword” and press search
3. Select the Fail Code Manual PDF

Power Generation - Literature Search

Search Criteria


Global Literature Number Search

Global Literature Number:

Advanced Search

All Dates All Document Types All Plants All Languages
All Regions All Functions **Fail Code**

New Documents - Search Results (1)

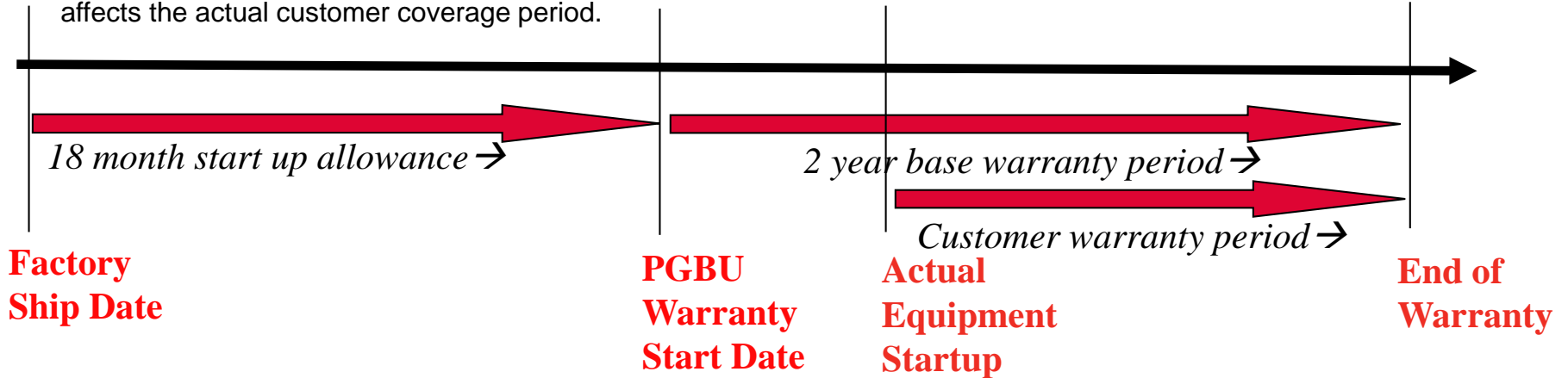
GLN	Language	Document Type	Description
 F1115C (1.34 MB)	English	Warranty Manual	Fail Code Manual

The Four C's – Date in Service



Date in Service (DIS) marks the warranty start date of the product. DIS limitations differ between product types, market segments and applications. See applicable warranty statement for specific product details.

Below is an example of DIS for a product in Commercial Standby application. Note how the 18-month DIS allowance rule affects the actual customer coverage period.



The Four C's – Determining Coverage

Complaint

Cause

Coverage

Correction

To determine the warranty coverage of a PGBU product, you will need the following:

- The warranty statement that applies to the product.
- Date in Service.
- Extended warranty option purchased, if any.
- Application type.
- Hours of operation.

The current warranty statements are available on QSOL. Historical statements are available in PGBU Global Warranty community.

The Four C's – Types of Coverage

Complaint

Cause

Coverage

Correction

PGBU offers 8 types of warranty coverage:

1. Base Warranty
2. Parts and Accessories
3. Parts Only
4. Parts+Labor (P+L)
5. Parts+Labor+Travel (P+L+T)
6. Parts+Labor+Travel+Rental (P+L+T+R)
7. Major Components
8. Emissions Coverage (USA only)

Extended
Coverages

The Four C's – 1. Base Warranty



PGBU's standard warranty offering is the base warranty.

- Each new product ships with a base warranty (unless specifically outlined in certain business cases).
- Specific coverage terms may be based on factors including the application and model of the product.
- Date in Service limitations may apply, which will affect the end date of base coverage.

The Four C's – 2. Parts & Accessories

Complaint

Cause

Coverage

Correction

Another warranty option is the Parts & Accessories coverage.

- During the product warranty period:
 - Accessories installed by distributors, dealers or OEMs are covered by the base warranty only if the following conditions are met:
 - They were purchased from PGBU.
 - They were installed by an authorized service provider or OEM.
 - They are used on PGBU products.
- Parts and accessories purchased after product warranty period has expired:
 - 90 day coverage on most parts, with some exceptions.

Please note: The warranty start date for parts and accessories installed on products already in service is the date of product installation. Parts purchased over the counter by the customer will have a start date of the date of counter invoice or repair order.

The Four C's – Extended Warranty Guidelines

Complaint

Cause

Coverage

Correction

By extending a warranty past base coverage period, customer is able to extend the time that the PGBU is liable to pay for covered failures. Customers are often given the option to include the additional coverage either at the time of purchase or when the standard warranty is approaching its end date.

- Extended Warranty (EW) can be purchased:
 - **With Unit:** At the point of original sale through PowerCom/PowerZone.
 - **After the Fact:** When the unit has been registered and before the base warranty expires.
 - **After base warranty expires:** Advantage Program allows EW purchase within one year of base warranty coverage expiration for commercial standby application.
- Extended warranty is not available if base coverage has expired, with the exception of eligibility for the Advantage EW Program.
- Extended warranty purchase does not change the Date in Service (DIS).

The Four C's – Purchasing Extended Warranty

Complaint

Cause

Coverage

Correction

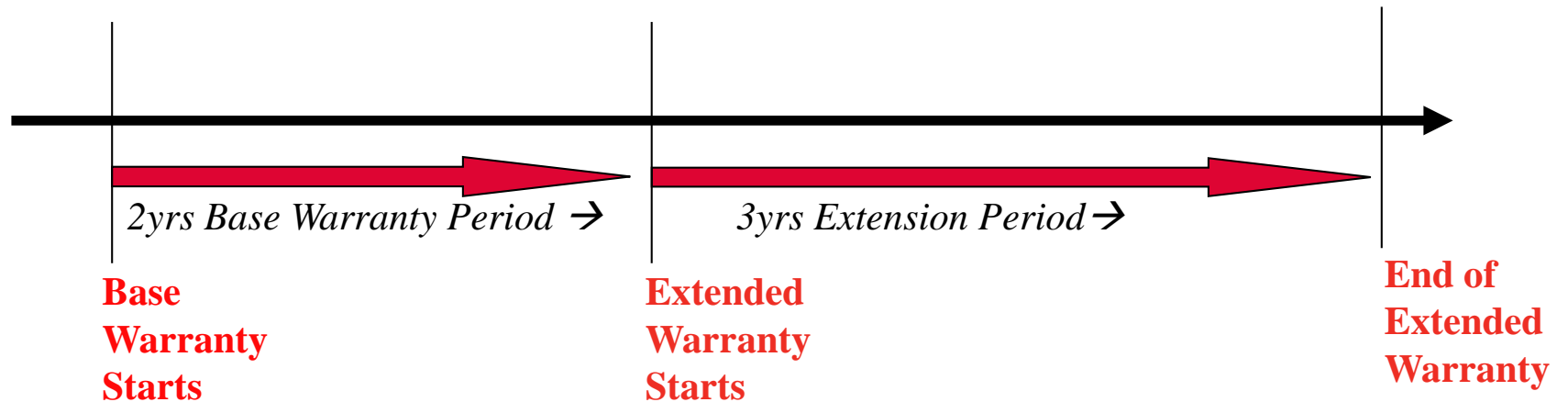
There are several options to purchasing an extended warranty.

- Dealers purchase extended warranty through their local distributor.
- Distributors have 3 ways to purchase an extended warranty:
 - Contact PGBU product coverage team.
 - Add as an option through PowerCom/PowerZone at time of product purchase.
 - Register after the fact through the PGBU Warranty System.

The Four C's – Warranty Example



Below is an example of the coverage on a unit with a 5 year extended warranty. Recall that all warranty descriptions are in terms of the date in service.



The Four C's – 3. Parts Only Extended Coverage



PGBU's basic extended warranty is a Parts Only coverage.

- Does not affect base warranty coverage.
- Parts only extended coverage provides parts only reimbursement for the remainder of the extended warranty period after base warranty expiration.

The Four C's – 4. Parts+Labor Extended Coverage

Complaint

Cause

Coverage

Correction

Another type of extended warranty is Parts+Labor.

- Does not affect base warranty coverage.
- Parts+Labor (P+L) extended coverage provides parts and labor reimbursement for the remainder of the extended warranty period after base warranty expiration.

The Four C's – 5. Parts+Labor+Travel Extended Coverage



PGBU's comprehensive extended warranty is a Parts+Labor+Travel coverage.

- Does not affect base warranty coverage.
- PGBU's PLT coverage is equivalent to comprehensive coverage.
- Parts+Labor+Travel (P+L+T) extended coverage provides comprehensive coverage for the entire warranty period.

The Four C's – 6. Parts+Labor+Travel+Rental Extended Coverage

Complaint

Cause

Coverage

Correction

PGBU also offers Rental coverage, on a limited basis.

- Does not affect base warranty coverage.
- Parts+Labor+Travel+Rental (P+L+T+R) extended coverage provides comprehensive coverage for the entire warranty period.
- Rental portion of this coverage reimburses expenses related to the transportation and use of a rental genset.

The Four C's – Rental Coverage Guidelines

Complaint

Cause

Coverage

Correction

There are specific guidelines to purchasing a Rental coverage.

- **Eligibility:**

- Only applies to Commercial Standby application for generator set installed in North America.
- PGBU service or maintenance contract with PGBU authorized service providers required .

- **Coverage Terms:**

- Provide sufficient/equal size mobile generator set if warrantable failures cannot be completed within a specified period of time.
- Limited towing expenses provided.
- Per service event, maximum reimbursement limits apply.
- All customer connection labor and expenses are not included.
- Fuel and Fuel Service are not included.

The Four C's – 7. Major Components Extended Coverage

Complaint

Cause

Coverage

Correction

The final type of extended warranty is Major Components coverage.

- Major components extended coverage provides reimbursement for failures of specified major components for the remainder of the extended warranty period after base warranty .
- Typical major components that may be included, depending on the product, are:
 - Engine major components: cylinder block, crankshaft, camshaft, connecting rods, gearbox and flywheel.
 - Alternator Major Components: main rotor, main stator, and drive disk.
 - Switch Major Components: actuator motor and main contacts.
 - Switchgear Major Components: bus work and main circuit breaker.

The Four C's – 8. Emissions Coverage



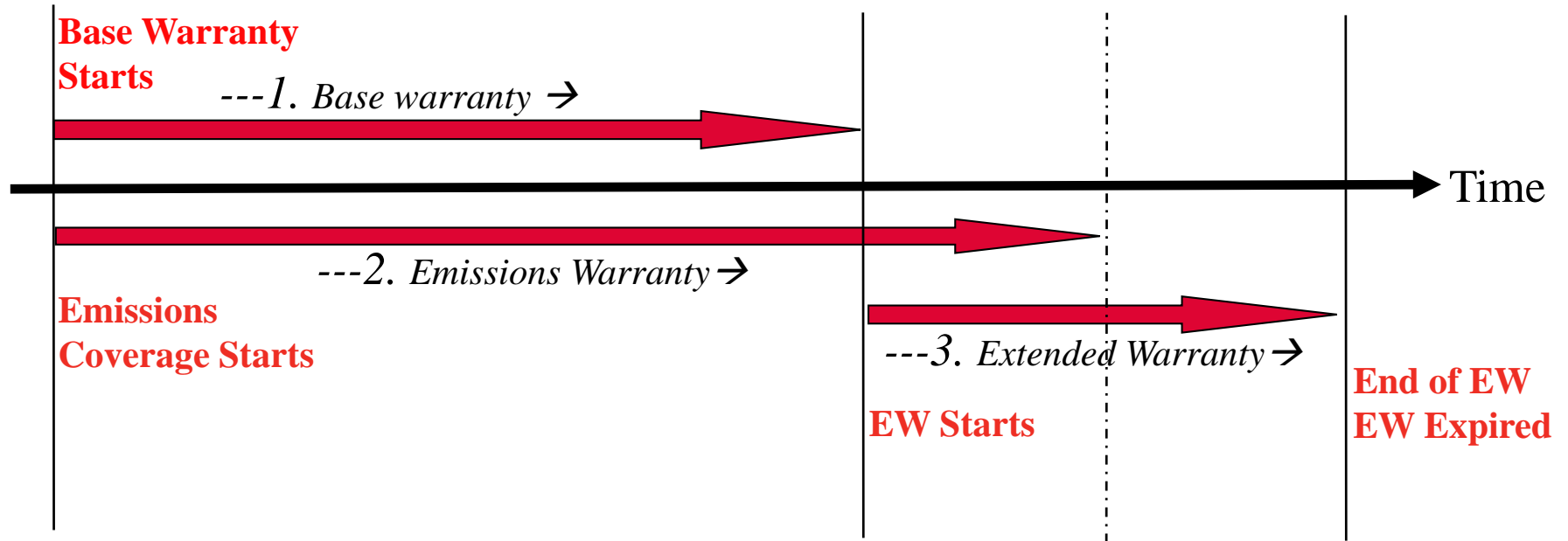
The last type of warranty offering is Emissions coverage.

- Emissions coverage applies to specified emissions components and reimburses Parts and Labor.
- Specific coverage terms may be based on the factors including the application and model of the product.

The Four C's – Coverage Hierarchy



A product can have several types of coverage, so warranty periods may overlap. When a product has multiple coverages, apply warranty in this order: Base, Emissions, then Extended. We can see how these coverages apply in the graphic below:



The Four C's – Account Codes

Complaint

Cause

Coverage

Correction

Account codes are used by PGBU to identify the program a given claim is being filed under and to run claim processing checks.

The chart to the right lists and describes all of PGBU's account codes.

Code	Use	Description
17	Extended Warranty	Purchased optional Coverage
62	New Parts Warranty	For purchased parts that fail during the part warranty period
63	Misc. Freight Charge/Service Tool Warranty	Product and parts returns that exceed FedEx guidelines/covers service tool warranty
65	Campaigns/Recalls	Campaigns and recalls only
67	Base Warranty	Standard warranty
68	Policy Adjustment	Pre-approved repairs not covered by warranty
69	Field Test	See Product Support Bulletin for special claim filing requirements
70	Emissions Warranty	Use after base warranty has expired if applicable
94	On The Spot (OTS) Settlement	Repairs not covered by warranty but considered under policy
96	Before In Service (BIS)	Product failure before-in-service date has been established

The Four C's – Preauthorization



Preauthorization is required for certain repair plans. These include: replacement of an engine, generator set, or transfer switch. To qualify, the cost to repair the failure must be more than the total replacement cost including diagnostics of failure.

Preauthorization can be obtained in 2 ways:

- Contacting your PGBU Service Engineering support organization.
- Utilizing self-serve process (for qualifying repairs). Refer to WAM for Product Support Bulletin document.

The Four C's – Serial Number Configuration for GENERATING SETS

Complaint

Cause

Coverage

Correction

PGBU generating sets and transfer switches are configured using characters to represent the time and place of manufacturing. The graphic below outlines the configuration structure of a serial number.

Month of Manufacture Manufacturing Plant

Month Codes:

A – January
B – February
C – March
D – April
E – May
F – June
G – July
H – August
I – September
J – October
K – November
L – December

Plant Codes:

0 – Fridley
I – India
K – Kent
Q – CPT-China
T – Brazil
Y – Nigeria
...etc

A 11 **H** 000123

Year of Manufacture

Manufacturing Order #

The Four C's – Serial Number Configuration for ALTERNATORS

Complaint

Cause

Coverage

Correction

PGBU alternators are configured similar to other products, but the 1st and 4th digits are switched. Please review the configuration structure below.

Manufacturing Plant Month of Manufacture

Month Codes:

A – January
B – February
C – March
D – April
E – May
F – June
G – July
H – August
I – September
J – October
K – November
L – December

Plant Codes:

A – Barnack-Stamford
I – Ahmednagar
G – Rajangoan
M – San Louis Potosi
X – Wuxi
P – Ryall road-Stamford

A 11 H 000123

Year of Manufacture

Manufacturing Order #

The Four C's – Standard Repair Times

Complaint

Cause

Coverage

Correction

There are four types of Standard Repair Times (SRTs), which are listed below.

- Administrative SRTs – used for administrative procedures.
- Troubleshooting SRTs – used when diagnosing and analyzing engine or component failures.
- Repair SRTs – are intended to cover the actual repair work.
- Access SRTs – used to gain access to the failed component.

The Four C's – More on SRTs

Complaint

Cause

Coverage

Correction

The first several pages of each SRT Family Manual contain additional reference material. This information includes:

- Types of SRT descriptions.
- SRT Coding System.
- Objectives/Philosophy.
- Time Allowances.
- Included/Excluded Work.
- Service Accessibility Codes.
- Manual Use Directions.

Please refer directly to an SRT manual for questions relating to these topics.

The Four C's – More on SRTs

Complaint

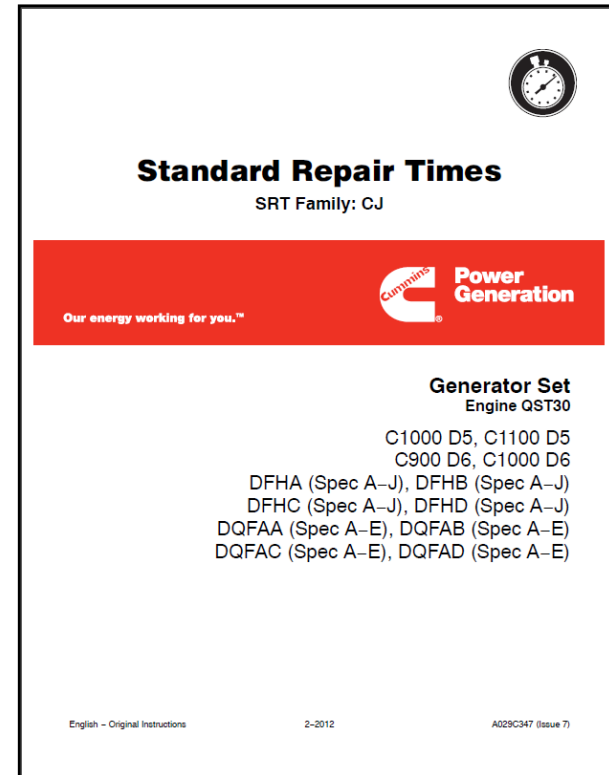
Cause

Coverage

Correction

SRT families are groupings of similar products that have the same SRT.

The image to the right is an example of the first page of an SRT manual.



The Four C's – More on SRTs

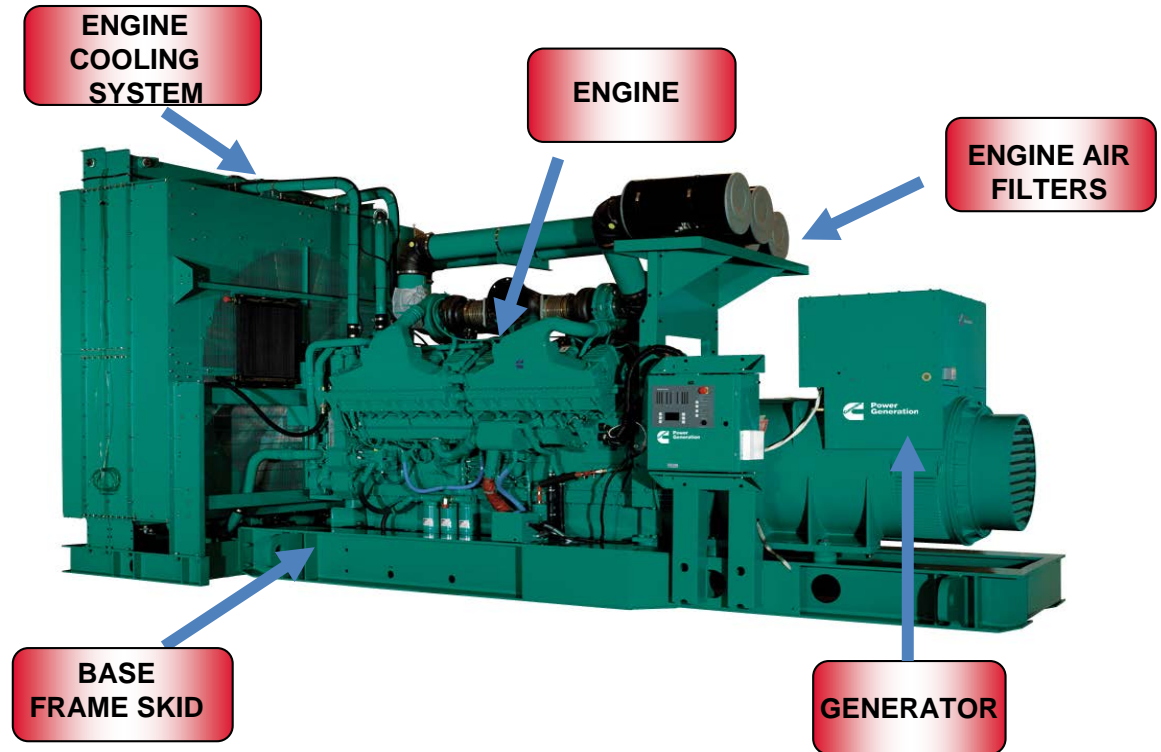
Complaint

Cause

Coverage

Correction

The SRT manual includes SRTs for several generator set systems. The image to the right lists each of these systems.



The Four C's – More on SRTs: PCC

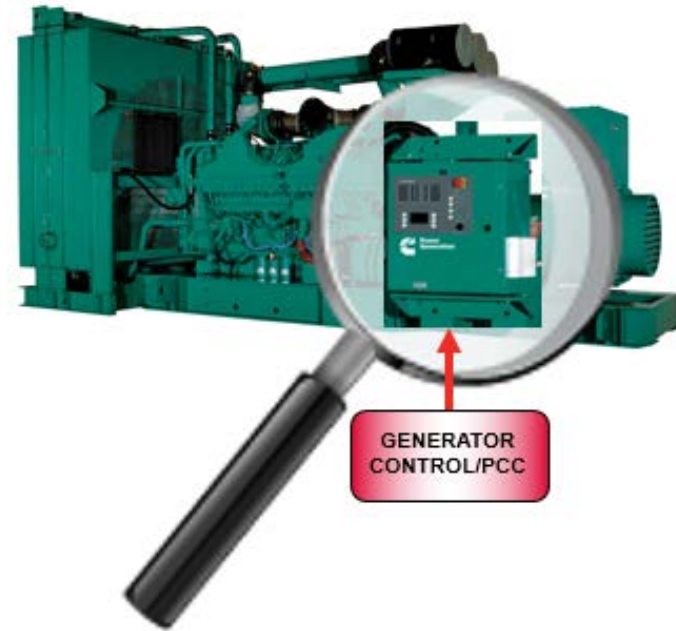
Complaint

Cause

Coverage

Correction

PowerCommand® Controllers may not be in some genset SRT manuals. They have their own manuals. In these cases, use the non-SRT section of the claim.



The Four C's – Determining SRTs

Complaint

Cause

Coverage

Correction

The correct SRT must be used on a claim to ensure accurate administration. There are three ways to determine the correct SRT family/manual. We will look more in depth at using QuickServe Online (QSOL) in the following slides.

- QSOL
 - Search by plant/model (or)
 - Literature Search
- PGBU Warranty System

The Four C's – Determining SRTs: QSOL method #1



The first QSOL method to determine SRTs requires 2 inputs. Please refer to the steps to the right.

1. Choose plant location and model
2. Click "Search" button

3. Find the SRT Family Manual in the "Standard Repair Times" category

Generator Set / Alternator

Content

Current Plant: CPG - Kent
 Current Model: C1400 D5
 Current Spec: None

Search by Plant, Model, or Spec

CPG - Kent
 C1400 D5

Search

CPG Model Information Page
 Literature Search
 CPG Smart Filter
 Bill of Materials
 CPGK & CPGS Where Used
 CPGF Part Number Inquiry
 SRT User Tool
 Campaign Status Tool

Information

Edit Shopping Cart
 Feedback / Help
 My QSOL Help Tickets
 Frequently Asked Questions
 Related Links
 Publications Catalog

Translations
 Service Support in Extreme Conditions

Training
 My Applications
 EMEA Marketing

A030K400 (3.18 MB)	English	General Reference	Fielded maintenance recommendations high range battery chiller generator set
A030K400 (3.18 MB)	English	Installation Manual	KTA50 with PowerCommand Control 2100
A030K401 (3.18 MB)	English	Installation Manual	KTA50 with PowerCommand Control 3100
A035B512 (7.11 MB)	English	Installation Manual	Generator Set with PowerCommand 3.3 or 3.3 MLD Control
0908-0156 (1.05 MB)	English	Instruction Sheet	CoolPac Installation Instructions
0908-0103 (2.13 MB)	English	Operator Manual	Generator Set with PowerCommand Control 2100
0908-0114-00 (1.64 MB)	English	Operator Manual	Generator Set with PowerCommand Control 3100
3810497	English	Operator Manual	Engine O&M (KTA38, KTA50, QSK50)
A030F393 (0.93 MB)	English	Operator Manual	KTA50 Engine Manual (PCC 2100)
A030F394 (1.13 MB)	English	Operator Manual	KTA50 Engine Manual (PCC 3100)
A035B516 (5.33 MB)	English	Operator Manual	Generator Set with PowerCommand 3.3 or 3.3 MLD Control
0908-0102 (0.14 MB)	English	Owners Manual	Battery Charger (5 Amp & 10 Amp) - Wall Mounted
0908-0109 (0.81 MB)	English	Owners Manual	Battery Charger - Set Mounted
0900-9914 (3.49 MB)	English	Parts Manual	HC Alternator Parts List
0906-0142 (5.60 MB)	English	Parts Manual	(PCC 2100 & PCC 3100) Standard Generator Set
0906-0187 (6.17 MB)	English	Parts Manual	Standard Generator Set
A035B520 (5.72 MB)	English	Parts Manual	C1250 D6, C1400 D5, C1500 D6, C1675 D5, C1675 D5A with KTA50 Engine, PCC 3.3 & PC3.3 MLD
CPGK-S-00000099-0 (0.95 MB)	English	Product Support Bulletin	C750 - C1675 (Kent built) Bed Frame Gusset Plate (End Plate) Welding
CPGK-S-00000101-0 (0.25 MB)	English	Product Support Bulletin	Generator Set Alternator Paint Discolouration
CPGK-S-00000135-0 (0.22 MB)	English	Product Support Bulletin	Campaign #1534 - 1400KVA-1675KVA (50Hz) and 1270kW-1548KW (60Hz) Coolant Sender Harness
CPGK-S-00000135-0 (0.22 MB)	English	Warranty Campaign	Campaign #1534 - 1400KVA-1675KVA (50Hz) and 1270kW-1548KW (60Hz) Coolant Sender Harness
CPGK-S-00000164 (0.08 MB)	English	Product Support Bulletin	Revised password implementation for non-English languages
CPGK-SA-00000138-0 (0.08 MB)	English	Product Support Bulletin	KTA50-G3 Fan Hub Cap Screw Failures
CPGK-TC-00000118-0 (0.13 MB)	English	Product Support Bulletin	Maintenance for Generator Set Oil Drip Pans
CPGK-TC-00000119-0 (0.25 MB)	English	Product Support Bulletin	Battery Connection Configuration for Generator Sets powered by KTA50 Engines
0900-1116 (0.03 MB)	English	Recommended Spares List	1400 kVA 50 Hz (PCC 2100) Standard Generator Set, RSL
0900-1117 (0.03 MB)	English	Recommended Spares List	1400 kVA 50 Hz (PCC 3100) Standard Generator Set, RSL
A035B551 (0.09 MB)	English	Recommended Spares List	1400 kVA 50Hz (PC 3.3) Standard Generator Set, RSL
0960-0509 (4.65 MB)	English	Service Manual	DFHA-D with GST30 Engine, PCC 3100
A035B524 (11.62 MB)	English	Service Manual	Generator Set with PowerCommand 3.3 or 3.3 MLD Control
A040J849 (2.73 MB)	English	Service Manual, Alternator	HC Alternator Service
A040J850 (2.04 MB)	English	Service Manual, Alternator	P7 Alternator Service
0900-0670 (9.77 MB)	English	Service Manual, Control	PowerCommand 3.3, Control Service Manual with Masterless Load Demand
0900-0670 (9.77 MB)	English	Service Manual, Control	PCC 2100, Control Service Manual
0900-0913 (0.21 MB)	English	Standard Repair Times	SRT Family CL - C1000 D5, C1100 D5B, C1250 D5A, C1400 D5, C1675 D5, C1675 D5A, C1250 D2R, DFLS, DFLH, DFMB
0900-9981 (0.36 MB)	English	Standard Repair Times	SRT Family zzz - PowerCommand 3.3 (PCC 3300 and HMI 320)
CPGK-S-00000135-0 (0.22 MB)	English	Product Support Bulletin	Campaign #1534 - 1400KVA-1675KVA (50Hz) and 1270kW-1548KW (60Hz) Coolant Sender Harness
CPGK-S-00000135-0 (0.22 MB)	English	Warranty Campaign	Campaign #1534 - 1400KVA-1675KVA (50Hz) and 1270kW-1548KW (60Hz) Coolant Sender Harness

The Four C's – Determining SRTs: QSOL method #2

Complaint

Cause

Coverage

Correction

The second QSOL method to determine SRTs requires only 1 input. Please refer to the steps to the right.

1. Click "Literature Search"

- Engine Content
 - Content For Engine Serial Number (ESN):
 - How do I locate my ESN?
 - Engine Model Search
 - Part Number Supersessions
 - VIN To ESN Reference
 - TSB Smart Filter
- Generator Set / Alternator Content
 - Current Plant: CPG - Kent
 - Current Model: C1400 D5
 - Current Spec: None
 - Search by Plant, Model, or Spec
 - CPG Model Information Page
 - Literature Search
 - CPG Smart Filter
 - Bill of Materials
 - CPGK & CPGS Where Used
 - CPGK Part Number Inquiry
 - SRT User Tool
 - Campaign Status Tool
- Information
 - Edit Shopping Cart
 - Feedback / Help
 - My QSOL Help Tickets
 - Frequently Asked Questions
 - Related Links
 - Publications Catalog
 - Translations
 - Service Support in Extreme Conditions
- Training
 - My Applications
 - EMEA Marketing

Power Generation - Literature Search

Search Criteria

Global Literature Number Search

Global Literature Number: Search

Advanced Search

All Dates: Standard Repair Times: Parts: Model List: Spare List: English:

All Regions: All Functions: Search

GLN	Language	Document Type	Description
0900-0601 (0.37 MB)	English	Standard Repair Times	SRT Family AA - P216, P218, P220, P248
0900-0602 (0.37 MB)	English	Standard Repair Times	SRT Family AB - E124V, E125, E140
0900-0603 (0.22 MB)	English	Standard Repair Times	SRT Family AC - BGE, NHE, BGEL, NHEL
0900-0604 (0.35 MB)	English	Standard Repair Times	SRT Family AD - BGM, NHM
0900-0605 (0.24 MB)	English	Standard Repair Times	SRT Family AE - KV, KYD
0900-0606 (0.25 MB)	English	Standard Repair Times	SRT Family AF - KY,KYD,MKY,MKYFA
0900-0607 (0.35 MB)	English	Standard Repair Times	SRT Family AG - BGD, NHD
0900-0608 (0.41 MB)	English	Standard Repair Times	SRT Family AL - DIX, AUX
0900-0609 (0.38 MB)	English	Standard Repair Times	SRT Family AH - DKC, DKD
0900-0610 (0.37 MB)	English	Standard Repair Times	SRT Family AJ - MDKC, MDKD
0900-0611 (0.25 MB)	English	Standard Repair Times	SRT Family AJ - HDKAG, HDKAL, HDKAA, HDKAR, HDKAS
0900-0612 (0.37 MB)	English	Standard Repair Times	SRT Family AN - MDKAD, MDKAE, MDKAF
0900-0613 (0.39 MB)	English	Standard Repair Times	SRT Family AM - MCKK, MCE
0900-0614 (0.19 MB)	English	Standard Repair Times	SRT Family AP - MDKUB, MDKWB
0900-0615 (1.55 MB)	English	Standard Repair Times	SRT Family AK - HDKAH, HDKAJ, HDKAK, HDKAT, HDKAU, HDKAV
0900-0616 (0.34 MB)	English	Standard Repair Times	SRT Family AS - KVC
0900-0617 (0.2 MB)	English	Standard Repair Times	SRT Family AR - HGJAA, HGJAB, HGJAC, HGJAD, HGJAE, HGJAF, HGJAK
0900-0618 (0.24 MB)	English	Standard Repair Times	SRT Family AT - HDCAA, HDCAAB, HDCAC, HDCAD, HDKCA, HDKCB, HDKCC, HDKCD, HDKCG
0900-0619 (0.22 MB)	English	Standard Repair Times	SRT Family AU - P2200
0900-0620 (0.44 MB)	English	Standard Repair Times	SRT Family AW - MDKAW, MDKBH
0900-0621 (0.27 MB)	English	Standard Repair Times	SRT Family BJ - HDKBA, HDKBB, HDKBC
0900-0622 (0.49 MB)	English	Standard Repair Times	SRT Family BW - GHAB
0900-0623 (0.45 MB)	English	Standard Repair Times	SRT Family BU - MGKBC, MGKBD
0900-0624 (0.33 MB)	English	Standard Repair Times	SRT Family BV - MDKAV, MDKAW, MDKAZ, MDKBB, MDKBC, MDKBL, MDKBM, MDKBN
0900-0625 (0.33 MB)	English	Standard Repair Times	SRT Family BT - MDKBD, MDKBE, MDKBF, MDKBP, MDKBR, MDKBS, MDKBV

2. Choose "Standard Repair Times" from list

The Four C's – SRT Overlap

Complaint

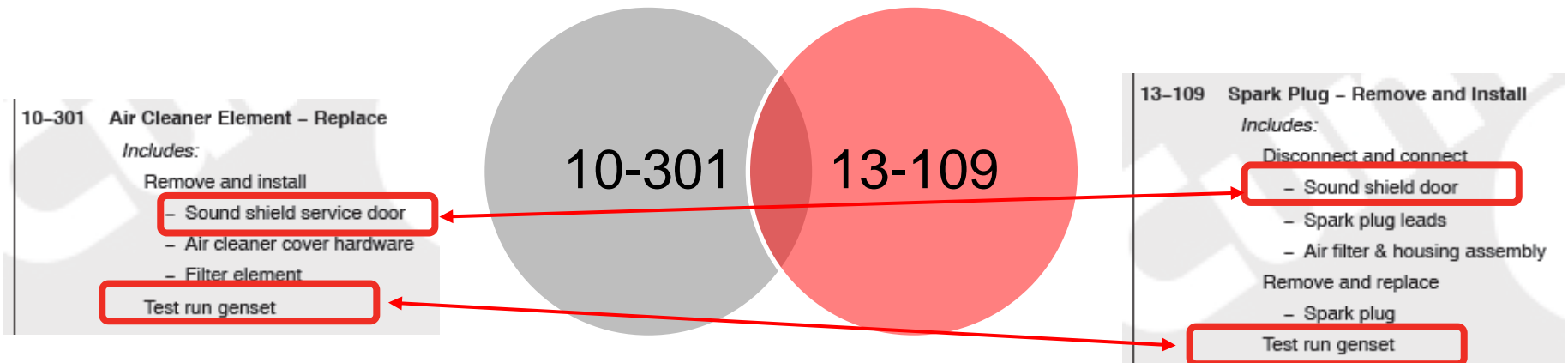
Cause

Coverage

Correction

SRT Overlaps are SRTs that share the same steps as another procedure that is being performed. Do not claim the overlapping SRT.

Below is a visual representation of how two SRTs can share some of the same procedure.



The Four C's – SRT Challenge

Complaint

Cause

Coverage

Correction

An SRT Challenge is a process in which a repair location requests an SRT to be reviewed or changed by PGBU because either it is missing content, unavailable, or they believe the time was inadequate for the appropriate application. To submit an SRT Challenge, navigate to “My QSOL Help Tickets” and select the “SRTs” Module.

There are a few possible outcomes of filing an SRT Challenge.

- Drive transparency and accuracy of SRTs .
- Favorable outcome of SRT Challenge can be used for a claim appeal (for up to 12 months).

Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



Contents

This course has been split into 8 Modules, which are listed below.

Module 1: Warranty Philosophy **Completed!**

Module 2: Warranty Resource Overview **Completed!**

Module 3: PGBU Communications **Completed!**

Module 4: Roles and Responsibilities **Completed!**

Module 5: The Four C's **Completed!**

Module 6: Documentation

Module 7: Reimbursement


Module 8: Material Return

Documentation – Repair Orders

The following information must be entered on all repair orders prior to beginning repairs:

- Product serial number.
- Product or part date-in-service.
- Failure date.
- Hours on product.
- Product model.
- Engine model.
- Customer name and address.
- Original customer complaint.

The image to the right is an example of what a repair order may look like.



CHECK LIST

w/o _____

SERVICE PERFORMED: INSPECTION FULL SERVICE W/LOAD TEST _____ HRS

CUSTOMER DATA		SITE DATA	
Company		Site Contact	
Customer No.		Phone	
Contact		Site Address	
Phone			

CUSTOMER DATA			
Unit ID		Unit Hours	
Genset Make		Engine Make	
Genset Model		Engine Model	
Genset S/N		Engine S/N	
Genset Spec		CPL/ARR#	

Genset S/N		Engine S/N	
Genset Model		Engine Model	
Genset Spec		CPL/ARR#	

Documentation – Repair Orders

Acceptable formats for repair orders are outlined below.

- If handwritten documents were used, original document* is required, and it must be handwritten by the service technician.
- Computerized repair orders may be acceptable claim supporting documentation if the appropriate system controls are in place at the repair location. If you're unsure if the repair order system is acceptable, contact PGBU Warranty team.

**Please note: Original documentation must be retained for at least one year after the claim has been paid.*

Documentation – Support Documents

In addition to repair orders, there are other required documents. Some of these include:

- The technician timecards.
- Evidence the repair parts were relieved from inventory and applied to the work order.
- A copy of the original invoice. Must show all repair content performed, regardless of billing allocation.
- Invoice or receipt for additional allowable expenses.
- Billing/credit details associated with the repair.
- Engine ECM engine image and/or generator set control capture files.
- For travel: beginning and ending odometer readings.

Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



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Module 5: The Four C's **Completed!**

Module 6: Documentation **Completed!**

Module 7: Reimbursement

Module 8: Material Return

Reimbursement – Objectives

Welcome to the Reimbursement module! This module will describe how PGBU reimburses service providers for warrantable claims.

Your objectives for this module:

- Understand how PGBU defines the types of reimbursement.
- Learn information that will be helpful for reimbursement.



Reimbursement – Topics

Understanding what and how PGBU reimburses will increase the accuracy of reimbursement.

Topics covered in this module:

- Pay codes
- Parks Markup
- Travel Reimbursement
- Labor Reimbursement



Reimbursement – Pay Codes

Pay codes are codes that PGBU uses to determine the level of reimbursement that will be paid to the distributor. The list of pay codes is below. Take note of your location and its associated pay codes.

Type	Code	Use
Pay Code	X	Americas Distributors
	D	Americas Dealers
	O	EMEA & AsiaPac Distributors
	L	EMEA & AsiaPac Dealers
	F	Non-Authorized Dealers
	A	Information Only

Reimbursement – Parts Markup

Parts markup is an additional reimbursement and is based on the purchase price of Cummins parts. Some limitations of parts markup include the following:

- It is only paid on parts purchased from Cummins Parts Distribution Center.
- Products and some components don't receive parts markup.
- Markup rates differ depending on channel and region.

Beyond Factory Cost (BFC) is additional reimbursement of costs incurred during procurement of service parts.

Reimbursement – Travel

Always check the “Limitations” section of warranty statement when filing for travel reimbursement. Limitations include, but are not limited to:

- Travel will not be reimbursed for repairs performed during commissioning or other scheduled service events.
- Number of trips and technicians required must be clearly listed and justified in the corrections section of the claim.

Reimbursement – Travel

PGBU reimburses many travel costs, including the following:

- Travel reimbursement, based on actual time and mileage.
- **Meals** and **lodging** depending on circumstances.
- Reasonable **parking, tolls and tickets** (airline, ferry, etc).
- Only one round trip unless additional trips can be justified.
- A **second technician's travel time** if required to complete repair.

Reimbursement – Labor

PGBU also reimburses many labor costs, including the following:

- Reasonable **non-SRT repair work** when there is a detailed account of the work performed.
- Reasonable **troubleshooting** when consistent with customer complaint, failure symptoms and fault codes.
- Other troubleshooting **tests and measurements** made during a repair are allowed only if the reasons for performing them are explained on the claim and the procedures were justified.
- Troubleshooting labor time even if the repair is not made. This would include **no trouble found** events.

Please note: reimbursement for labor costs will be in accordance with published Standard Repair Times.

Reimbursement – Labor

There are some labor costs PGBU does **NOT** reimburse, including:

- Temporary repair without authorization.
- Wait time and customer-driven delays to access work site.
- Adjustments and typical work required during installation of gensets, ATS, and paralleling systems.
- Site or safety training.
- Phone support (includes calls to DFSE or factory).

Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



Contents

This course has been split into 8 Modules, which are listed below.

Module 1: Warranty Philosophy **Completed!**

Module 2: Warranty Resource Overview **Completed!**

Module 3: PGBU Communications **Completed!**

Module 4: Roles and Responsibilities **Completed!**

Module 5: The Four C's **Completed!**

Module 6: Documentation **Completed!**

Module 7: Reimbursement **Completed!**

Module 8: Material Return

Material Return – Objectives

Welcome to the Material Return module! This module will explain what to hold for material return and how to return a replaced part.

Your objectives for this module:

- Understand when to hold a part for material return.
- Learn the material return process.



Material Return – Topics

PGBU requires some parts to be returned in order to approve a claim.

Topics covered in this module:

- Holding a part for return.
- Return process.



Material Return – Retaining a Part

When a warranty repair has been made all parts removed from a PGBU product must be tagged and retained. The minimum length of time required to hold a part is different depending on region, according to the following guidelines.

Minimum time to hold a part:

- North America Dealers/Distributors – 30 days after the claim is paid.
- International Dealers/Distributors – 90 days after the claim is paid.

Material Return – Process

A material return request may be issued by the following three sources. Always include the PGBU claim number on the tag. Additionally, if the request came from Service Engineering, mark the box with the TSR number.

- Warranty System.
- Warranty team.
- Service Engineering.

All North American distributors will use material return kits, available through Western Graphics. For International distributors, the requester will provide return instructions.

Congratulations!

Warranty Resource Overview – Complete

You have successfully completed this module!

Click the **Next** arrow to continue.



Congratulations!

You have completed the course: Power Generation Global Warranty Training.

Module 1: Warranty Philosophy	Completed!
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