
WARRANTY MEMO

Subject: Cummins Natural Gas Engines (CNGE) Claim Filing Procedures Update

Number: 0712 **Date:** 08Jun2007

Attention: Worldwide Distributors/Branches and Division/Regional Offices

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

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

PURPOSE:

To communicate the new claim filing procedures for Cummins Natural Gas Engine (CNGE) families D25, D49, and D55.

DISCUSSION:

New claims filing procedures are being introduced for Cummins Natural Gas Engines (CNGE), effective 01JUN2007. Currently CNGE claims are filed directly to CNGE. Starting from June 1, 2007, paper claims for engine families 25 (NTA14 Gas), 49 (6B Gas), and 55 (6C Gas) will no longer be accepted at CNGE. All claims for the above mentioned engine families should be routed through the standard electronic submission process for Cummins claims to CNGE. If you are filing through BMS, select Coverage Type: Factory for CNGE claims.

All other engine families will continue to file claims through the current CNGE paper claims process.

Account Codes:

- G1 = CNGE New Engine Warranty
- G2 = CNGE New Parts Warranty
- G3 = CNGE Extended Coverage
- G4 = CNGE Policy
- G5 = CNGE Campaign

1.2.4	Account Code:	G1, G2, G3, G4, G5
5.1.3	Approval Code:	C78
1.2.3	Pay Code:	X = Distributor D = Dealer I = International
0.1.4	Routing Indicator:	C
0.1.5	Routing Message:	CNGE

NOTE: Claims will remain open until reviewed by a CNGE adjudicator.

ACTION:

Please follow these guidelines where applicable.