

## **Cummins Inc. (Cummins)**

### **Reimbursement Program – NHTSA Recall No. 19E-020**

**Reimbursement Program:** Our program for reimbursing U.S. customers who, prior to this recall, incurred costs to have the defect described in the recall notice addressed is as follows (subject to the limitations and qualifications below):

We will reimburse the customer the lesser of the amount the customer paid to have the remedy performed or the customer's cost of remedy parts/components (at the Cummins list price for related, authorized parts/components), labor at local rates, and associated costs such as taxes and disposal fees.

**Time Limitation:** To be eligible for reimbursement, the remedy must have occurred on or after March 4, 2018 (i.e., one year prior to Cummins' March 4, 2019 notification to NHTSA) and no later than ten (10) calendar days after Cummins completes its notification campaign to owners.

**Exclusions:** Cummins' program does not provide reimbursement for the following:

(a) Costs incurred while the original or extended warranty was in effect, unless our authorized dealer or representative denied warranty coverage or the warranty repair did not remedy the problem involved in the recall;

(b) Repair that did not address the defect involved in this recall;

(c) Repair that was not reasonably necessary to correct the defect involved in the recall;

(d) Repair of equipment that was first purchased more than 10 years before the recall notice; and,

(e) Claims submitted without proper documentation, as specified below. You will be given an opportunity to resubmit the claim with the complete information.

**Required Claim Documentation:** To process your claim, you must submit the following information to Cummins: your name and address; a description of the equipment; the recall number; the name of the owner of the equipment when the work was performed; a copy of the receipt for the work performed; documentation indicating that the claimant owned the recalled equipment (such as an invoice or receipt indicating the purchase of the recalled equipment); and, if the work was performed when the equipment could have been remedied at no charge under warranty, documentation indicating that our authorized dealer or facility either refused or failed to remedy the recall problem.

**Timing of Response to a Claim for Reimbursement:** A response to a claim for reimbursement will be sent within 60 days of receipt of the claim. If the claim is denied due to a failure to provide complete documentation, the claimant may resubmit the claim with the complete documentation. Resubmitted claims must be received by Cummins within 60 days of the date of the denial.

#### **How to File a Claim:**

Contact Cummins Care at 1-800-CUMMINS (1-800-286-6467) or visit the website at [care.cummins.com](http://care.cummins.com) to obtain instructions on how to file a claim.

**Call Us With Your Questions:** It is important that you understand the terms of our Reimbursement Program. If you have any questions about the program or its possible application to you, please call us at 1-800-286-6467.