

WARRANTY BULLETIN



TO: Dealer Principal, Service Manager,
Service Advisor and Warranty Claims
Administrator

NO: D-17-XX
DATE: March 20, 2017

SUBJECT: Vehicle Restriction Program –
Cummins Enhanced Customer Satisfaction
(ECS)

FOR: All U.S. Dealers
All U. S Business Centers

PURPOSE:

To announce a new Vehicle Restriction program called “Cummins ECS Program” for select Cummins equipped vehicles. The program is designed to use both Technical Service Operations and Customer Care to proactively reach out to customers and ensure efficient repair of vehicles.

TIMING:

Effective March 27, 2017

ACTION:

This bulletin is being released in addition to Warranty Bulletin D-16-16 (*Vehicle Restriction Program – Enhanced Customer Satisfaction (ECS)*). The handling of the vehicles in the standard ECS Vehicle Restriction program remains unchanged.

Always verify vehicle component coverage through *DealerCONNECT* or *wiADVISOR VIP* prior to repairing any vehicle.

If the vehicle is part of the new Cummins ECS Program, the dealer must call Customer Care at 1-866-275-1420 before proceeding with any non-Maintenance repair.

The Restriction Warning Message will display in two VIP locations:

- **The Warning Message section will display:**
ATTN: Vehicle involved in Cummins ECS Program. AFTER diagnosis or if assistance is needed during diagnosis, immediately call 866-275-1420 for repair instructions/authorization. RRTs, Recalls and Flash only repairs (no parts / no diagnosis) are excluded and do not require contact.

NOTE: You must have the following information available when calling ECS:

- Last 8 digits of the VIN
- Current vehicle mileage
- Diagnosis of vehicle concern

- If a customer arrives after hours, you may diagnose the vehicle, but *do not* proceed with any Warranty repairs. Leave a message and your call will be returned the next business day.





- The Restriction section will display: *"Cummins ECS Program"*

ADDITIONAL INFORMATION:

NOTE: After obtaining authorization from the Cummins Technical Specialist to proceed with repairs involved in this program, the claim must be submitted in RA status for claim processing.

NOTE: All Warranty claims must have the **mandatory** entry of the 3 C's (Customer's Concern, Cause, Correction) narrative in the claim, excluding RRT repairs.

Exception: In cases when only an RRT, Recall or Flash (*No Parts/No Diagnosis*) repair is necessary, dealers are not required to obtain pre-authorization. Please perform the appropriate repair and RA the claim for corporate review and authorization.

Vehicles which are part of the Cummins ECS program are NOT excluded from the Vehicle Digital Imaging or Powertrain Service Center Pre-Authorization Programs.

A submitted claim with a Cummins Restriction and without a Pre-Authorization will reject with the message code **"VR8"**: *"Vehicle involved in the Cummins ECS Program – repair required pre-authorization per warranty bulletin and is not eligible for reimbursement post repair"*.

As part of this program, a loaner vehicle is provided at No-Charge for non-maintenance repairs. Alternate transportation reimbursement requests can be submitted on the same claim as Warranty repair. Reference Warranty Bulletin D-15-15 Rev. A for Alternate Transportation program guidelines.

Please ensure all affected dealership personnel are aware of this bulletin.

WARRANTY OPERATIONS

FIAT USA LLC reserves the right to change any or all of the rules set forth in the Dealer Policy Manual and the Warranty Administration Manual by means of Warranty Bulletins and also by making the amended manual available to you on DealerCONNECT

