Service Bulletin

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Cummins MerCruiser Diesel Required Claim Information

Models Affected

Application	Model	Serial Number
Cummins MerCruiser Diesel	Sterndrive and Inboard	All

Situation

This bulletin reemphasizes and clarifies warranty registration and warranty claim processing on Cummins MerCruiser Diesel Products and approved Bravo drives for non-MerCruiser engines listed in Service Bulletin 2005-63.

Processing of a warranty claim may vary according to the local organization in your country and whether the claim is processed electronically or submitted by mail. Follow the instructions issued by your local Mercury Marine office, Marine Power International office or authorized Marine Power distributor.

Solution

Submit all diesel warranty claims using the diesel engine serial number. If the diesel engine serial number is not in the Mercury MerCruiser engine database, the claim must be submitted using the drive serial number. When using the drive serial number for claim filing, the claim must include the engine type (such as Steyr, Cummins, VM, etc.).

All warranty claims must be submitted within 60 days of the repair date. If any part return is requested, the part or parts must be returned within 30 days from the date of the request.

Cummins Technical Service must authorize any requests for reimbursement outside established normal flat rate allowances (such as extra diagnostic time).

If there is more than one failure on a product, a separate claim must be filed for each failure. Failure comments are to be detailed and self-explanatory. The claim must include engine hours.

The following information fields must be completed, if applicable, for claim submission:

- ☐ Engine Serial Number
- ☐ Engine Model
- ☐ Registration Date
- ☐ Country Name
- ☐ Fail Date
- ☐ Claim Number

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- ☐ Date Paid
- ☐ Failure Comments
- ☐ Quantity
- ☐ Part Description
- ☐ Parts Unit Cost
- ☐ Parts Unit Extension
- ☐ Parts Cost
- ☐ Parts Cost (No Mark Up)
- ☐ Labor Cost
- ☐ Outside Labor
- ☐ Handling Costs
- ☐ Freight Costs
- ☐ Other Costs
- ☐ Net (PIMS Claim)
- ☐ VM
- ☐ CMD
- ☐ Engine Hours
- ☐ Comments

Failures that are the responsibility of the installing OEM need to be filed with the boat builder.

Failure to adhere to the aforementioned policies can result in non-payment of claims. Each dealer is responsible for prompt filing and follow-up on each warranty claim.

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