



服务简报 Service Topics

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应用类型: 工程机械/汽车/船舶/电力用发动机及售后服务零件
Application: Construction /Automotive/Marine/Power Generation and Aftermarket

主题: 关于重庆康明斯产品全球范围保修事宜的公告

Subject: Announcement on Worldwide Warranty of Chongqing Cummins Products

致: 各主机配套厂、区域分销服务中心、销售和服务经销商

To: All OEMs, Area Distributors, Sales and Service Dealers

根据重庆康明斯发动机有限公司与康明斯(中国)投资有限公司最近签署的“全球范围产品保修服务支持委托协议”和2004年签署的“关于分销与售后市场合作的协议”,对于重庆康明斯所有出口产品(包括随主机厂设备出口的发动机),康明斯全球各地服务网络将提供保修服务支持。现将有关事宜通告如下:

According to “*The Agreement of Worldwide Products Warranty Support*” signed between Chongqing Cummins Engine Co., Ltd. and Cummins (China) Investment Co., Ltd. , and “*The Agreement of Distribution & Aftermarket Cooperation*” signed in 2004, Cummins worldwide service networks may provide warranty service support to all exported products (including the engines installed in OEM equipment) of Chongqing Cummins. Now, the related matters are announced as following:

1、康明斯全球服务网络概要

康明斯在超过137个国家和地区, 设立有超过680个全资/合资/独立的区域分销服务中心, 并在197个国家和地区设立有超过5000家服务经销商。康明斯通过全球各地服务网络对重庆康明斯出口产品(包括随主机厂设备出口的发动机)提供的保修服务支持, 将包括并不限于用户技术支持和培训, 服务零件分销, 保修范围内故障诊断和责任判定, 保修服务等。

在中国大陆以外任何设立有康明斯服务机构的国家和地区, 重庆康明斯产品的用户可以直接与本地的或就近的康明斯服务机构联系, 获得产品保修服务和其它用户支持服务。

各主机配套厂、区域分销服务中心、销售经销商和服务经销商, 可通过重庆康明斯公司用户支持处和市场处获取康明斯公司全球服务机构目录的电子板拷贝或硬拷贝。也

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可通过康明斯公司全球网站（www.cummins.com）查询详细的康明斯服务机构指南。

Cummins Worldwide Service Network

Cummins has more than 680 company owned/joint venture/independent distributor locations in 137 countries and territories and provides service through a vast dealer network of more than 5000 in 197 countries and territories. Cummins worldwide service network may provide warranty service support to all exported products (including the engines installed in OEM equipment) of Chongqing Cummins. It includes, but is not limited to, customer technical support and training, service parts distribution, troubleshooting and responsibility judgment within warranty coverage, warranty service etc.

The customers of Chongqing Cummins products may directly contact with any local or nearby Cummins service organizations outside China mainland and obtain products warranty service and other supports.

Each OEM、Regional Distribution & Service Centers、Sales Dealers and Service Dealers may obtain the electronic copy or hardcopy of Cummins worldwide service network directory from the Customer Support Section and Marketing Section of Chongqing Cummins. Or, via Cummins worldwide website（www.cummins.com）to inquire the detailed directory of Cummins service organization.

2、 保修条件和保修费用

出口产品的保修范围、保修期的判定及保修费用标准，将由康明斯当地服务机构按照适用于产品使用当地的康明斯公司保修条例及保修工作手册执行，且有可能与目前重庆康明斯和康明斯（中国）投资有限公司在东亚区域执行的康明斯产品保修条例不完全一致。

保修费用的申报和支付渠道将由康明斯当地服务机构、康明斯（中国）投资有限公司和重庆康明斯发动机有限公司按照康明斯内部程序安排处理。

Warranty Rules

The judgments of the warranty coverage, period and reimbursement of the exported products should conform to Cummins warranty rules and warranty work manual pertaining to the country of failure. It may be not completely consistent with the Cummins Products Warranty work manual provided by current Chongqing Cummins or Cummins (China) Investment Co., Ltd. in East Asia region.

The warranty claim process shall be handled by local Cummins service organization, Cummins (China) Investment Company Ltd. and Chongqing Cummins Engine Co., Ltd, according to Cummins internal work procedures.

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3、保修服务的实施

所有配装重庆康明斯发动机的出口主机设备（包括工程机械、汽车、船舶和发电机组等），其发动机保修和用户支持将由康明斯在当地的服务机构负责。且仅有康明斯认可的机构才能为主机厂的出口设备提供重庆康明斯发动机的保修支持。自本通告发布之日起，原则上重庆康明斯发动机有限公司只接受通过康明斯在当地的服务机构提交的保修费用申报。

在执行保修服务工作时，在确保质量和互换性的前提下，当地康明斯服务网络可以使用所有康明斯公司和重庆康明斯公司认可货源和正规渠道的零件。当需要使用中国生产的重庆康明斯零件时，康明斯（上海）贸易服务有限公司将是服务用出口零件购买的唯一渠道。

Warranty Service Implementation

The warranty and customer support of all Chongqing Cummins engines installed in OEM exported equipment (include construction, automotive, marine and genset etc.) is undertaken by Cummins service location. Only the authorized Cummins organization can provide the warranty supports to Chongqing Cummins engines installed in OEM exported equipment. In principle, Chongqing Cummins Engine Co., Ltd. shall only accept warranty claims which is submitted via the channel of Cummins service location. Since the issuance date of this announcement.

When implementing the warranty service, the local Cummins service channel can use all the parts from the sources and normal channels recognized by CMI and CCEC under the precondition of ensuring the quality and interchange. When CCEC unique parts need to be used, Cummins (Shanghai) Trade Service Co., Ltd. will be the only channel for the export of CCEC service parts.

4、关于产品和用户信息

请各主机厂将配装重庆康明斯发动机的出口设备产品的有关产品和用户信息，包括设备名称、设备型号和编号、设备交付日期、发动机型号和编号、用户名称、用户详细地址、电话/传真/电子邮件等，在设备交付后10个工作日内书面或邮件通知重庆康明斯用户支持处（传真023-65310211，邮件ccecservice@cummins.com）。以便通报在产品使用当地的康明斯服务机构，及时实施用户支持服务计划。

对于本公告发布之前，已经出口的配装重庆康明斯发动机的设备（包括工程机械、汽车、船舶和发电机组等），凡按照产品使用当地的康明斯公司保修条例，发动机在保修范围的，本公告的有关内容仍然适用。

Products and Customer Information

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OEMs should inform Customer Support Section of CCEC in written form or emails (fax: 023-65310211, email: ccecservice@cummins.com) within 10 working days after the equipment delivered of the related product and customer information of its exported equipment which installed CCEC engines. The information includes equipment name, equipment model and SN, delivery date, engine model and SN, customer name, customer address, contact telephone/fax/email etc. Thus, the affected Cummins service location could be notified and coordinate the activities to facilitate customer support Service Plan timely.

Before the issuance of this announcement, for the exported equipment installed CCEC engine (include construction, automotive, marine and genset etc.), if its engine is within the warranty coverage according to Cummins warranty rules and warranty work manual pertaining to the country of failure, the related regulations of this announcement are still applicable.

5、关于康明斯商标和标识的使用

未经康明斯公司同意，各主机厂不应在其产品、产品说明、建筑物、任何宣传材料等之上，使用康明斯商标、商号或标识。违反康明斯品牌准则时，康明斯公司将有权停止为其提供保修服务支持。

The Usage of Cummins Logo & Marks

With no Cummins approval, any OEM can not use Cummins logo, trade name or marks on its product, product introduction, building and any publicity materials etc. For any violations on the usage of Cummins brand, Cummins is entitled to stop the warranty service support to them.

本公告自发布之日起实施。

This announcement shall take effective as of the issuance date.

重庆康明斯发动机有限公司

2007年6月15日

Chongqing Cummins Engine Company Ltd.

June 15, 2007

抄送：康明斯（中国）投资有限公司各分公司、东亚区分销事业部、用户支持部门

CC: All DB's of CCI, East Asia Distribution Business Unit and East Asia Customer Support Team.

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