



Date: 14/11/2018

Dear Customer,

Thank you for being a part of the ever growing Cummins family. We value your association and interest in various offerings planned around **The Cummins Legendary Service Commitment**. We are committed to thoughtful customer care.

The Cummins Mobile App has changed the way our Customers connect to the Cummins service network by one click. Many Customers have acknowledged it's efficacy and ease with which Cummins Service can be accessed. **Links to download Cummins Care App:**

<https://play.google.com/store/apps/details?id=com.cummins.cumminsare>

We are happy to inform you that we are launching yet another feature called **THE 4-HOUR CUMMINS SERVICE GUARANTEE** thus reaffirming our commitment to the Cummins Legendary Service. This feature assures you of rapid response in case of a breakdown or emergency. The features of this scheme are as follows -

- ❖ On receipt of a Service Request thru Cummins Care mobile APP, Cummins Engineer will **reach** your site within 4 hours max from the time complaint is logged.
- ❖ You are entitled to avail of this Service free of charge in case Service Engineer reports to your site after 4 hours.

It will be governed by following **Terms & Conditions:-**

- Service Guarantee is applicable for breakdown calls only where engine is rendered inoperative.
- Service Guarantee is applicable for Service Request logged through Cummins Care Mobile App only for ease of capturing times.
- Service Guarantee is applicable for calls which have been **paid for in advance** or agreed to pay in writing.
- Service Guarantee cost is limited to maximum of one Service visit / charges quoted.
- You should procure Genuine Cummins Spares **ONLY** from authorized Cummins Channel partners only.
- Under 4 Hour Service Guarantee, Service Engineer will report at your gate within 4 hours. Other formalities and paperwork will follow thereafter.

Trident Services Private Limited.

(An ISO 9001: 2008 & CRISIL Certified Company)

Trident House, S.No. 116, Hissa No. 9/6 & 9/7, Mumbai Bangalore Highway, Warje, PUNE 411058

Tel +91 20 25234091/92/93 Fax +91 20 66266202

Email: tridents@eth.net Web: www.tridentservices.co.in

CIN: U54505PN2004PTC019170

Customer Care No. +91 20 66266222 / 223 Toll Free: 18002333222

Authorized Cummins Dealer





- Safety of our engineers is accorded high priority at Cummins. All service calls received after 10:00PM pick-up and drop of service engineer will be chargeable to customer.
- Cummins reserves the right to modify / alter the program at any time.
- Free Service can be availed by claiming refund of charges paid for this service only or booking a free service for a future date within next 30 days.
- In case you are covered under an annual maintenance contract we will add one free services to your schedule or extend the contract end date by 1 month.
- Services like Preventive Maintenance (B/C/D check), Planned services like radiator / fuel tank cleaning, planned repair & maintenance jobs etc. are not covered thru this guarantee.

Thanking you & assuring our best services we remain,

Yours Truly

Vivek Ballal
Vice President Service



Trident Services Pvt. Ltd, Authorized Cummins Dealer

“Trident House”, S. No 116 Hissa No. 9/6 & 9/7, Mumbai - Bangalore Highway, Warje Pune - 411058 Maharashtra

Customer Care: 020-66266222 / 23, After Office Hours Customer Care no. 9850908146

Mail id: customercare@tridents.net; Web Site: www.tridentservices.co.in

Download the “Cummins Care” App on your Mobile for Logging/ Track Complaint

<https://play.google.com/store/apps/details?id=com.cummins.cumminscare>

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