

Customer Care Support Plan

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Models: HGLAA – Spec A

Product Launch: Regional, North America

Date: April 15, 2020

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1. Product Launch Description

Cummins Inc. is committed to achieving excellence in Customer Support for Life. To achieve this excellence, it is necessary to have parts, information, trained technicians, service products and infant care practices close to the customer to minimize downtime. For the HGLAA generator set, the parts, information, training support, service products, and infant care guidelines are detailed below.

1. New, Unique, Different

Major changes or differences of the HGLAA generator set from the HGJBB generator set

- Gasoline Returnless Electronic Fuel Injection System
- EVAP option for compatibility with towable travel trailers
- Inverter/controller output with variable speed Permanent Magnet Alternator
- J1939 CAN communication of generator set information

For specific design features overview of the HGLAA generator set, see the [Service Manual](#).

2. Product Specification

[Specific Ratings](#) information for the HGLAA generator set can be found on QuickServe® Online in the [Operator Manual](#).

3. Customer Care Plan Overview

Service Support

The Service Support section will detail the Infant Care plan provided for the launch of the product, and the service tools required to support the product.

Training

The Technical Training section will detail training material and equipment required to successfully complete certification.

Service Information

Service Information section will detail all applicable manuals and its associated part numbers, the availability of manuals on QuickServe Online (QSOL) and in hardcopy, and all literature that will be released to support this product.

Service Parts

Service Parts section will establish strategic North America parts support stocking levels and logistics processes to meet uptime requirements.

Warranty

Cummins will provide full warranty support to Distribution by coordinating and administrating the processing of warranty claims.

2. Service Support

1. Infant Care Plan

To support the HGLAA generator set introduction, the following infant care process will be used:

Distributors and Dealers should follow standard troubleshooting processes and utilize technical resources as needed, such as Cummins Care (1-800-CUMMINS).

2. Service Tools

Service Tool Part Number	Description
	InPower ONAN
0541-1374	InPower ONAN Harness Kit
4918462	Fuel Pressure Gauge Adapter Kit

Information on the required service tool list can be found by logging into WWSPS at <https://wwsps.cummins.com>

Authorized Dealers receive one free license for InPower ONAN. Additional InPower ONAN licenses are available for dealers in the US and Canada for a charge. InPower ONAN can be downloaded at <https://buyinpower.cummins.com/products/default.aspx>

All Dealer locations in US and Canada will contact their Distributors or InPower Support team for support with InPower ONAN software registration, renewal, and Technical assistance.
InPower.Support@cummins.com

3. Technical Training

To become a certified repair location, a qualified technician is required. Training course **6385 HGLAA Generator Set** has been added to the following Training Programs as a qualification requirement:

Program #	Program Description	Service Level	Market
2016-80Q	RV Dealer Service – Repair (Emerald)	Full Service, Repair and Maintenance Levels	RV
2017-03Q	RV Dealer Service – Platinum	Full Service, Repair and Maintenance Levels (additional dealer benefits)	RV

For Service Training questions, please contact your local distributor or RDO training center.

4. Service Information

Additional Service Literature can be found on the HGLAA generator set QuickServe Online (QSOL) page, or the end user website for certain manuals <https://www.cummins.com/rv-generator-manuals>

HGLAA generator set Publications	Bulletin Number	Availability (QSOL, Web, Hard Copy, etc.)
Installation Manual	A062Y984	QSOL, Web, Hard Copy
Operator Manual	A062Y985	QSOL, Web, Hard Copy
Service Manual	A062Y986	QSOL, Hard Copy
Parts Manual	A062Y987	QSOL, Hard Copy
Standard Repair Times	A062Z021	QSOL
Recommended Stocking List	A062Z023	QSOL, Hard Copy
Quick Start Guide (RV/CM)	A062P264	QSOL, Hard Copy
Health and Safety Manual	0908-0110	QSOL, Hard Copy

Certain manuals will also be available in French and Spanish translations.

5. Service Parts

Cummins is offering comprehensive parts support for the HGLAA generator set. Part numbers can be found by using the Parts Manual, Bulletin A062Y987. Recommended Stocking Lists for both Regional Distribution Centers and Dealers can be found in the RSL, Bulletin A062Z023.

1. Maintenance Products

The following reference table lists the Cummins® part numbers for the HGLAA generator set maintenance kits and parts.

Description	Cummins® PN	Comments
KIT, FULL SERVICE	A063P557	Includes air filter, fuel filter, replacement hose clamps, spark plug, engine oil, and replacement oil drain hole cap.
KIT, SERVICE	A063N523	Includes air filter, fuel filter, replacement hose clamps, and spark plug.
KIT, FUEL FILTER	A063N529	Includes fuel filter and replacement hose clamps
FILTER, AIR	A030Y328	
PLUG, SPARK	A063D063	
OIL, ENGINE	A063E183	SAE10W-30 OnaMax™

6. Warranty

To view information on claim filing instructions, please view the online reference documents, at <https://quickserve.cummins.com>

RV Base Warranty Coverage ID 8: 3 years / 2,000 hours Parts and Labor

RV Extended Warranty Coverage ID 436: 5 years / 3,000 hours Parts and Labor

Full RV Warranty Statements can be found in Bulletin A048H943