



Important Policy Update

Cummins Warranty Repair

Good afternoon Everyone,

I hope this message finds you well. I am writing to inform you of an important policy change regarding Cummins warranty repairs that we are now required to implement at New York Bus Sales.

Due to recent changes in Cummins' software and their warranty repair submission process, we can no longer issue credits for Cummins warranty repairs performed by our customers. This decision was communicated to us at the end of last year, and we have now fully implemented this change as directed by Cummins.

As a result, we regret to inform you that we are no longer able to authorize any warranty credits for Cummins repairs performed by your facilities. We understand this may cause some inconvenience, and we want to assure you that we are doing everything we can to mitigate any disruption. To better support you, we have added more staff at our locations to expedite repairs on these buses.

Furthermore, as always, we offer pick-up and redelivery services for your buses once the repairs have been completed. Alternatively, you can take your bus to a Cummins location for warranty repairs. However, we remain committed to being your one-stop repair shop and providing you with the best possible service.

The entire team at New York Bus Sales is here to support all your fleet needs. If you have any questions or require further assistance, please do not hesitate to reach out to us.

Thank you for your understanding and continued partnership.

Ryan Hemund

Director of Service

O. 315-687-3969

C. 315-561-9121

ALL of our Service Updates can be found on the [New York Bus Sales website](#)
Or at the [New York Head Mechanic website](#)

CONTACT US WITH ANY QUESTIONS YOU HAVE!

SERVICE

Director of Service

Ryan Hemund

rhemund@newyorkbussales.com

CELL 315-561-9121

Chittenango: 800-962-5768

Brian Lamaitis

blamaitis@newyorkbussales.com

Bob Reith

breith@newyorkbussales.com

Phil Tucker

ptucker@newyorkbussales.com

Brian Goodfellow

bgoodfellow@newyorkbussales.com

Albany: 866-867-1100

Ben Reiling

breiling@newyorkbussales.com

Batavia: 800-463-3232

Keetah Wallace

kwallace@newyorkbussales.com

ALL of our Service Updates can be found on the [New York Bus Sales website](#)
Or at the [New York Head Mechanic website](#)

