

Cummins

Parts Professional 30



TRAINING

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CHIPP CD Rom

Check out the New Cummins PowerCare **CHIPP CD Rom!!!** This exciting training tool is now available from your Cummins Distributor (Bulletin 3401856). We call it the CHIPP CD Rom – which stands for **Cummins History, Information, Products and Programs**. It is loaded with information to help you learn more about Cummins and sell Cummins products and programs to your customers.

Figure 1 shows you the main home screen of the CD Rom. The four top buttons help you navigate quickly to the area you need information on.



Fig. 1

The buttons are:

1. **About Cummins**
2. **Engine Models**
3. **Dataplate Location**
4. **PowerCare**
5. **Quit button**

Today we will focus on a few examples in the CD Rom.

The “**About Cummins**” section (see Fig. 2) is subdivided into the following buttons:

1. **This Is Cummins**
2. **Cummins History**
3. **Cummins Racing**



Fig. 2

The first button on this screen brings you to the “**This is Cummins**” section. Here, you will find current information about the international size and scope of Cummins Engine Company.



Fig. 3



Fig. 4

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“**Cummins History**” is the second button. This button brings you to a short, concise history of Cummins. For example the two people instrumental in the founding of Cummins Engine Company: Clessie Cummins and William Irwin are featured on the first slide (Fig. 3).

Another interesting slide in this section shows a photo of the 1931 Model H Diesel Engine – 141 sold in 1941 (Fig. 4). Look through the section and find out more about the history of Cummins.

Go back to the main screen and click the “**Engine Models**” section to see the latest Cummins Engine models available by market and then by engine family. The first screen brings you to Fig. 5. The buttons are:

1. **On-Highway**
2. **RV**
3. **Dodge Ram**
4. **Industrial**
5. **Marine**
6. **Bus**
7. **Power Generation**

All the latest model information is here. This section is easy to navigate with buttons for features and ratings and a short, scrollable text block with helpful information.

For example, click on the Dodge Ram button to learn about the Cummins 6B Turbo Diesel available for the Dodge Ram pickup (Fig. 6).

Now let’s go back to the main screen and click the “**PowerCare**” button. This section is the largest area in the CD Rom. It is packed full of information to help you sell Cummins Genuine Products. When you click on the PowerCare button you will go to the first PowerCare screen (see Fig. 7 next page). This screen describes PowerCare (the Cummins Parts & Service



Fig. 5



Fig. 6

Organization) and QuickServe (Our Support Commitment to our Customers). The screen will then fade and the following buttons will appear on the screen (Fig. 8 next page):

1. **QuickServe**
2. **Plant Tours**
3. **New Parts**
4. **Cummins ReCon**
5. **Information Products**
6. **Service Products**

Helpful Hint: The arrows at the bottom of each slide (see Fig. 3) help you quickly navigate through each section. The right arrow advances you to the next slide. The left arrow returns you to the previous slide and the center circle brings you to the first slide in the section.

The **BACK** button will bring you back to the previous section with clickable buttons.

The **HOME** button brings you back to the main home screen (Fig. 1).

This is true throughout all the areas of the CD Rom.

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Fig. 7

Navigate through these buttons to learn about the latest products and programs available. We will go through a couple of examples below, but you will need to navigate through this whole section to learn all there is to know.

Have you had a chance to tour one of the Cummins PowerCare Manufacturing Plants or our Distribution Center? Well here's your chance. Click on the "**Plant Tours**" button and the following buttons will appear on the screen (Fig. 9):

1. **Charleston**
2. **Columbus**
3. **El Paso/Juarez**
4. **Memphis (MDC)**
5. **Memphis Plant**
6. **San Luis Potosi**



Fig. 9



Fig. 8

These buttons bring you to information on the Cummins PowerCare manufacturing plants and the MDC (Memphis Distribution Center). For this example, click on the 4th button "**Memphis (MDC)**". Read through the text and then click on the "**View Facility Map**" button. This will bring you to the map shown in Fig. 10. Click on a section of the map to learn more about this State-Of-The-Art Distribution Center and specific functional areas. Spend some time with these Plant Tours and learn more about Cummins PowerCare manufacturing and remanufacturing processes.

Click on the "**BACK**" button at the bottom of the screen. This will take you back to the PowerCare page. Click on the "**Cummins ReCon**" button and you will see the screen shown in Fig. 11 on the next page.



Fig. 10

Now click on the "**Cross Reference**" button and look at this exciting tool. This program quickly and easily shows the suggested Cummins ReCon remanufactured part and the Cummins

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Fig. 11



Fig. 12

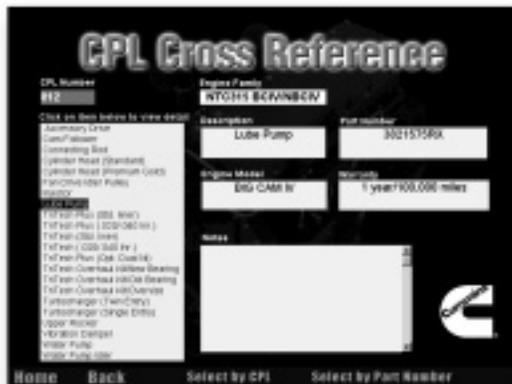


Fig. 13



Fig. 14

TriTech cylinder kit to fit your customer's CPL. The most popular N Series, L10 and M11 engine CPLs are included.

Figure 12 asks you to type in the CPL number and hit the "ENTER" button (in this example we used CPL 812). This takes you to the screen shown in Fig. 13. Click on a part listed in the left hand column and the Engine Family, Description, Part Number, Engine Model, Warranty Coverage and any applicable notes appear for that part. Simple! Figure 13 shows the information on Lube Pumps and Figure 14 shows the information on the TriTech Plus Cylinder Kits.

This CPL Cross Reference is designed to be the most visited area of the CD Rom.

Now click on the "BACK" button until you get back to the main Cummins ReCon screen. Please visit the other areas in this section:

1. ReCon Products
2. Cross Reference (shown)
3. Core Management
4. Warranty

In the "PowerCare" section we have looked at "Plant Tours" and "CPL Cross Reference". Please look at the other areas under the PowerCare button: QuickServe, New Parts, Information Products and Service Products.

As you can see the information is easy to get to and very useful. Explore these sections so when questions arrive you can go quickly to the right area for the proper answers. Amaze your customers and management with your knowledge of Cummins PowerCare products and systems.

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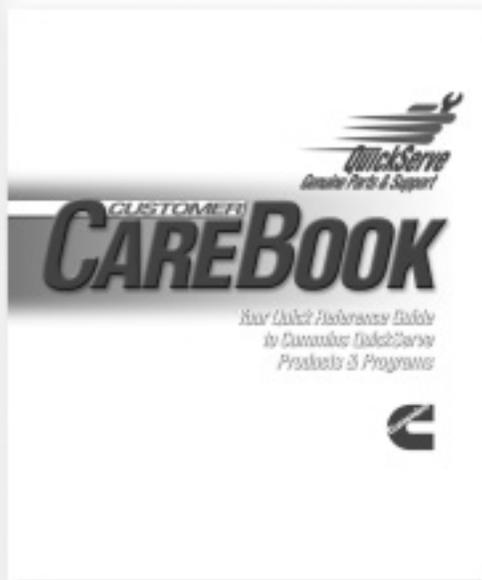


Fig. 15

Customer CareBook

The **Customer Carebook** Binder is now available from your local Cummins Distributor (Fig. 15). This binder is designed to be **Your Quick Reference Guide to Cummins Products & Programs** (Bulletin 3401856).

Divided into the tabs shown in Fig. 16. This binder displays up-to-date selling features and benefits (and core acceptance for ReCon products) for Cummins New, Cummins ReCon, Service Products, and Information Products. It also includes sections on PowerCare Programs, Other items of interest and a CPL to part number cross reference guide.

The information and training you need to sell and service your customers is all in one easy to use package. QuickServe is what we are about and this tool will help!



Quick Warranty Sheet			
"THE BEST WARRANTY IN THE BUSINESS"			
CUMMINS NEW ENGINES			
AUTOMOTIVE ENGINES	MONTHS	MILEAGE/KM	
40 Series	24	50,000/80,460	
55 Series	24	UNLIMITED	
55B	24	UNLIMITED	
60 Series up to 225 hp	24	UNLIMITED	
60 over 225 hp	24	100,000/160,935	
60C	24	250,000/402,338	
L10, ISL, M11, ISM, N14, ISR and Signature	24	250,000/402,338	
Fire Truck/Grain Truck	60	100,000/160,935	
All Buses	24	UNLIMITED	
School Bus - diesel (excludes US/Canada only)	60	100,000/160,935	
FX	60	100,000/160,935	
CUMMINS RECON ENGINES			
AUTOMOTIVE ENGINES	MONTHS	MILEAGE/KM	
45 Series	24	50,000/80,460	
65 Series	24	100,000/160,935	
60 Series up to 225 hp	24	UNLIMITED	
60 over 225 hp	24	100,000/160,935	
N Series, L10, M11, 900	12	100,000/160,935	
INDUSTRIAL ENGINES			
MONTHS	HOURS		
All Industrial Engines	24	2000	
If the 2000 hour limit is exceeded during the first year, coverage continues until the end of the first year. Warranty level expense (mile/hour's only) required for industrial engines with date in service on or after Aug. 1, 1988 will be covered.			
The Extended Major Components warranty covers major components for 3 years/300,000 miles/482,805 km/170,000 hours on N Series, L10, M11 & 900 engines.			
CUMMINS RECON LONG BLOCKS			
AUTO. LONG BLOCKS	MONTHS	MILEAGE/KM	
45, 65 & 60 Series	12	50,000/80,460	
IND. LONG BLOCKS			
MONTHS	HOURS		
45, 65 & 60 Series	12	1,000	
Up to 4 hours warranty level expense in industrial applications will be covered.			
The Extended Major Components Warranty covers major components (registered parts only) on new Cummins engines as follows: L10, ISL, M11, ISM, N14, ISX & Signature Automotive engines: 5 years/500,000 miles/804,676 km Industrial engine: 3 years/10,000 hours Coach/Transit/School Bus/FF: 3 years/15,000 hours/308,080 miles/482,805 km Injector coverage for L10, ISL, M11, ISM, N14, ISX & Signature Automotive engines is: 2 years/125,000 miles/201,170 km.			

Fig. 17 Here is an example of the information available in the "Other" section. The first two pages are a quick reference guide to Cummins New and Cummins ReCon warranty coverage. Use this information to compare Cummins warranty with "will-fit" products.

Fig. 16

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TriTech® Plus Cylinder Kits

TRITeCH PLUS CYLINDER KITS -- BETTER MPG IS IN THE RING

Superior Dual N6 TriTech Plus Cylinder Kits give you improved performance, outstanding oil consumption control, and longer life between overhauls.

Capture more parts business by specifying TriTech Plus Cylinder Kits to your customers.

FEATURES

- Superior durability to give you longer life between overhauls and improved performance
- Outstanding oil consumption control for greater economy
- Coverage up to three years or 300,000 miles on TriTech Plus Cylinder Kits
- Matchable warranty protection

MORE INFORMATION:

TriTech Brochure 309864
 TriTech Service Card 309867
 TriTech Limited Core Reference 309867
 TriTech Most Used Questions 309879



TriTech® Cylinder Kits

TRITeCH CYLINDER KITS -- BETTER MPG IS IN THE RING

Superior Single N6 & Dual N6 TriTech Cylinder Kits give you improved performance, outstanding oil consumption control, and longer life between overhauls.

Capture more parts business by specifying TriTech Cylinder Kits to your customers.

FEATURES

- Superior durability to give you longer life between overhauls and improved performance
- Outstanding oil consumption control for greater economy
- One year/100,000 mile coverage on TriTech Cylinder Kits
- Matchable warranty protection

MORE INFORMATION:

TriTech Brochure 309864
 TriTech Service Card 309867
 TriTech Limited Core Reference 309867
 TriTech Most Used Questions 309879



ReCon® Long Blocks & Short Blocks

CUMMINS RECON BLOCKS -- A BLOCK WORTH BUILDING ONE

Cummins ReCon offers factory remanufactured Long Blocks for B and C applications and QYG B, C, and L10 applications. Short Blocks are available to support Cummins N Series, L10, B and C applications.

AFFORDABLE OPTION: If you are looking for a more affordable option but you want Genuine Cummins Quality and Warranty, the Customer will see our line of Cummins ReCon Long Blocks and Short Blocks. After Cummins ReCon Engines, this is the best value option available when in need of an overhaul.

QUALITY OF A NEW CUMMINS PRODUCT: Each unit is completely disassembled, thoroughly cleaned, carefully inspected, remanufactured to the latest technology, and tested to the exact same specifications as new Cummins product.

FAST SHOP TURNAROUNDS: Cummins ReCon Long Blocks and Short Blocks offer your customers a fast turnaround -- so they can be back in service quickly. Our core acceptance is quick and easy -- based on a 100% visual inspection with no disassembly and no surprise billings. We also offer the best warranty in the business, backed up by the Cummins service network -- the largest independent service network in the business. This total package makes Cummins ReCon Engines, Long Blocks and Short Blocks the best out-of-frame repair option for your customers.

LONG BLOCK CONTAINS:

Short block	Front gear cover
Cam followers	Fuel filter
Camshaft	Gear train drive cover
Crashbox breather	Thermostat
Cylinder head	Thermostat housing
Flywheel	Rocker levers

SHORT BLOCK CONTAINS:

Block	Piston
Cam bushing	Piston cooling nozzle
Crank	Rings

BLOCKS DO NOT INCLUDE:

Alternator	Fan compressor
Fuel pump	Injectors
Fuel lines	Lift pump
Flywheel	Stator
Flywheel housing	Vacuum pump

FEATURES

- Factory remanufactured to meet Cummins new engine performance specifications
- 100% parts replacement using only genuine Cummins new and Cummins ReCon parts
- Latest technology components
- No basket case exchange with up disassembly and no "surprise" billings
- Fast turnaround "turns back on the job" in hours, no make-repairs or no repairs or extended delays
- Nationwide turn-key support from the largest and best independent service network in the world - Cummins

Auto Long Blocks Warranty:
 12 months/200,000 miles/200,000 km
 12 months/1,000 hours

Auto Short Blocks Warranty:
 6 months/125,000 miles/125,000 km
 6 months/500 hours

CORE ACCEPTANCE STANDARDS

Core acceptance is based on external inspection. Core is acceptable without additional billing if core inspection indicates the following:

1. Core is complete with applicable component parts or any acceptable sprigs.
2. Component castings are not visibly cracked, broken or damaged, unless allowed under ReCon component core inspection criteria.
3. Core is acceptable for exchange in accordance to the core acceptance matrix or is a part offered for exchange by Cummins ReCon (see your local Distributor).
4. Core that is damaged by non-operational causes such as rough handling, fire, improper removal or improper protection during storage is not acceptable.
5. For Long Blocks: Oil pan is free from all oils and fluids except for normal drainage that occurs during shipment. Additional charges will apply if core does not meet this standard.
6. For Short Blocks: Rust that occurs on exterior surfaces of components exposed to weather conditions from normal operating conditions is acceptable. Interior surfaces and components, such as rods, or any machined surface can only have light flash rust. Heavy rust due to improper storage is not acceptable.

Note: Additional billing is established at the time of inspection based on missing parts, damaged parts, fluids and current long block and short block pricing policy. See the Cummins ReCon Core Acceptance Handbook for Details.

Fig. 18

Figure 19 is a page featuring Cummins ReCon Long Blocks & Short Blocks.

The remanufacturing story is told as well as what parts are included with long blocks and short blocks. Selling features, warranty and core acceptance standards are also included.

Figure 18 is an example of the information available in the "Cummins New" section. This page discusses the Cummins TriTech® and TriTech® Plus Cylinder Kits.

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NOTE: Don't forget to fill out the CareBook registration card located at the front of the binder so you can receive the latest updates.

Fig. 19

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Presentation CD ROM

The Cummins **Presentation CD Rom** is also available for your training and selling needs. This CD Rom (Bulletin 3401654) includes PowerPoint presentations for the following Cummins PowerCare products and services:

- C Brake by Jacobs
- Centinel Advanced Engine Oil Management System
- Cummins Electronic Parts Catalog
- ReCon Cylinder Heads
- ReCon Electrics
- ICON Engine Ready System
- ICON Cab Comfort System
- Cummins Prelub Starters
- Cummins & ReCon QE Air Compressors
- TriTech L10
- TriTech N14
- ReCon Turbochargers
- ReCon Water Pumps

A few sample slides on the Centinel Presentation are shown at the right. The focus on all the presentations is on product knowledge and customer satisfaction. The more you know about PowerCare products and services the more you will satisfy your Cummins customers.

Note: You will need PowerPoint installed on your computer to view these presentations.

CENTINEL Advanced Engine Oil Management System Agenda

- Overview of CENTINEL
- Video Presentation
- Features/Benefits
- Competition
- Customer Value Analysis
- Test

CENTINEL

The Cummins Value Package

- Helping Customers Minimize Their Maintenance Cost and Increase Productivity
- CENTINEL Is the Cornerstone of a Variety of Extended Service Interval Products
- Creating Customers for Life

Customer Benefits

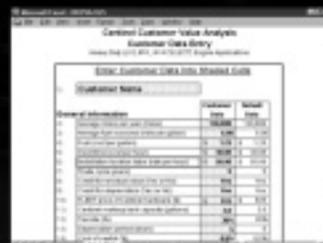
- Reduced Downtime
- Lower Maintenance Cost
- Optimized Oil Use
- Improved Asset Utilization
- Used Oil Converted to Productive Energy
- Customer Value Analysis

The Customers' Needs

- Reduced Downtime
- Reduced Maintenance Cost
- Optimized Lubrication
- Bottom line - Protection, Productivity and Profits

CENTINEL

Customer Benefit Software – Input Screen



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