

Worldwide China JV Engine Support Package

Content

Section 1 China JV Plant Global Support Summary

Section 2 Engine / New Unique Parts Warranty Coverage

Section 3 SRT & Warranty Rates

Section 4 Current Claim Submission / Reimbursement Process

Section 5 China JV Engine Information

Section 6 Parts Catalogue & Parts Cross-reference List

Section 7 Unique Engine Parts Purchase Channel

Section 8 Technical Literature

Section 9 TSR Submission

Section 10 OEM Information

*This support package applies to all Cummins Worldwide Distributors.

*This is Cummins aftermarket network internal document, please keep it as Cummins **confidential**, and DO NOT release it to the enduser.

Updates from July 8th 2011 communication:

- Section 1, DCEC plant introduction, add ISZ and QSB engine to DCEC product list.
- Section1, change DCEC engine Range.
- Section 1, XCEC plant introduction, add QSM engine to XCEC product list.
- Section 1, BFCEC plant introduction, update BFCEC's OEM customers export information.
- Section 1, add GCIC plant introduction.
- Section 1, delete the description of Cummins system for CCEC engine support and cross-functional group.
- Section 1, add GCIC engine Range.
- Section 1, change EA ABO Export Support Team Contact Information to EA ABO Overseas Service Support Contact Information.
- Section 1, Note, change Key China OEM Support Packages to Key China OEM Customer Support Plan.
- Section 2, change DFAC, DFBC and DFCV vehicles powered DCEC engine warranty coverage.
- Section 4, CCEC and GCIC engines have followed the standard Cummins WWCM process same as other China JV engines.
- Section 5, delete original Section 5, CCEC engines have followed the standard Cummins WWCM process same as other China JV engines, no special process exist.
- Section 5,update China JV engine information
- Section 6, change engine information inquiry process if the information is not available in QSOL or EA ABO Export support library.
- Section 7, add MDC, SPDC and Rumst parts request contact information
- Section 8, change TSB search methods.
- Section 9, change TSR submission process.
- Section10, update OEM information

Section 1: China JV Global Support Summary

Cummins is aware that some China OEMs are exporting engines manufactured by our Joint Ventures located in China. Products from five of Cummins JVs (DCEC, CCEC, XCEC, BFCEC and GCIC) are or will be exported to regions outside of Mainland China. This communication is intended to provide information to International distributors to assist in supporting customers with China JV engines and to communicate the long-term plan to activate Cummins standard aftermarket support systems.

DCEC, Dong Feng Cummins Engine Company, a Cummins joint venture in Hubei Province, China, manufactures Cummins mechanical B, C, L series engines, electronic engines named ISBe, ISDe, ISLe, ISZ, QSB and QSZ. Some OEM and DOEM customers using these engines are exporting vehicles and equipment to international regions.

CCEC, Chongqing Cummins Engine Company, a Cummins joint venture in Chongqing city, China, manufactures Cummins M11, NT, K19 & KV series engines, HHP electronic engines. Some customers using these engines are exporting machines to international regions.

XCEC, Xi'an Cummins Engine Company, a Cummins joint venture in Xi'an city, Shaanxi Province, China, manufacture Cummins ISM and QSM engine. Some customers using these engines are exporting machines to international regions.

BFCEC, Beijing Foton Cummins Engine Company, a Cummins joint venture in Beijing, China, manufactures the Cummins ISF3.8 and ISF2.8 engines, some OEM customers using these engines are exporting vehicles to international regions.

GCIC, Guangxi Cummins Industrial Power Company, a Cummins joint venture in Guangxi Province, China, manufactures the Cummins L9.3 and QSB7 engines, L9.3 is powered initially in Liugong wheel loaders which have been exported to varied regions since the second half of year 2013, some of other OEMs are also actively developing machines and planning to export from 2014.

China JV engines are treated as same as other Cummins engines made in US, UK and Japan, Cummins global aftermarket network should provide service by following standard aftermarket support processes. In case of some known exceptional service model or some engine information is not released in Cummins information system (e.g. QSOL), there is an alternative way (short term solution) to handle the service request. The following communication will outline the short term process for support for China JV engines exported outside of Mainland

China.

DCEC ESN Range 69000000 thru 69999999
78000000 thru 78099999
87000000 thru 87999999

CCEC ESN Range 41000000 thru 42999999

XCEC ESN Range 71000000 thru 71999999

BFCEC ESN Range 89000000 thru 89999999

GCIC ESN Range 90000000 thru 90999999

Cummins EA Customer Support Hotline: 400 810 5252

Cummins EA ABO export support mailbox:

eaabo.exportsupport@cummins.com

Note:

The East Asia ABO Export Support Library has been made available on the Cummins Distribution Portal (<http://distribution.cummins.com>), under the My Application.

The following information is available on this database:

- China JV Product Support Policy and Guidance
- EA ABO Overseas Service Support Contact Information
- China JV Engine Sales and Export Information
- China OEM Global Office Contact Matrix
- Key China OEM Customer Support Plan
- DCEC and CCEC Engine Parts Catalogs for ESNs not on QSOL
- DCEC and CCEC Engine Technical Data

Section 2: Engine and New Unique Parts Warranty

Coverage

Cummins China JVs approve and rely on Cummins to be the only authorized repair locations to provide the Service & Warranty to its products. All Cummins JV engines, except where noted otherwise, are to be supported by the Cummins Global Distribution network. Before carrying out service repair please notes the following subjects.

- **Cummins China JV Engine Coverage**

Engine warranty coverage for Cummins China JVs is exactly same as all other Cummins engines running in different regions. Please refer to Section Three – New Engine Warranty of Cummins Warranty Administration Manual. All engines except those noted below carry Cummins International Warranty. See Section 3 for the Warranty Claims filing process.

To clarify the warranty and customer support processes for specific Dongfeng Cummins Engine Company (DCEC) engines installed in Dongfeng Automotive Company (DFAC) vehicles and Dongfeng Bus Company of Dongfeng Motor Co., Ltd. (DFBC) vehicles, please refer to Warranty Memo 1133 (DFAC) and Warranty Memo1230 (DFBC).

Currently, the DCEC engine powered on DFCV vehicle is self serviced by DFCV.

- **Cummins China JV New Unique Parts Coverage**

Cummins China JV New Unique Parts Coverage is exactly same as the Cummins New Parts Coverage. Please refer to Section Four – New Parts Warranty of Cummins Warranty Administration Manual. Unique parts lists can be obtained by contacting: eaabo.exportsupport@cummins.com

Engines manufactured by XCEC and BFCEC do not have unique parts and can be serviced with parts sourced from Cummins PDCs. These engines and parts also carry the same New Parts Coverage as similar Cummins engines manufactured by other plants.

Note: Cummins Distributors are not required to provide warranty on parts sold to end users through sources other than channels approved by Cummins Inc.

Section 3: SRT & Warranty Rates

- **SRT**

Cummins China JV engines' SRTs are exactly same as other Cummins engines'. Please refer to the respective Cummins SRT manual.

- **Warranty Rates**

Cummins China JV engine warranty rates (e.g. labor rate, travel labor rate, mileage rate, parts markup, parts BFC etc.) are exactly same as other Cummins engine warranty rates in each region.

Section 4: Current Claim Submission / Reimbursement

Process

Warranty Claims for DCEC, XCEC, BFCEC, CCEC and GCIC engines follows the

standard Cummins WWCM process.

Section 5: China JV Engine Information

DCEC, CCEC, XCEC, BFCEC and GCIC engineers are working to enter engine build, parts, and shop order information into the Cummins engine information systems. Until this work is complete Cummins aftermarket systems like Quick Serve Online (QSOL) will not function correctly. The remaining engine build information will continue to be integrated into Cummins systems as it becomes available.

As this work is completed more DCEC, CCEC engine ESN information will appear on QSOL, etc.

Engine build information for XCEC, BFCEC engines have been completely released into Cummins systems and is available on QSOL. XCEC and BFCEC will continue to provide this information to Cummins as products are being built.

Engine build information for GCIC engines is still in process. Any products or Engine Shop orders that are not currently being produced by GCIC will be in Cummins systems at the time GCIC starts production. As this work is completed more GCIC engine information will appear on QSOL, etc

If the engine information is not available on QSOL, please refer to the process in Section 6.

Section 6: Parts Catalogue & Parts Cross-reference List

- **DCEC and CCEC Parts Catalogue**

Please check QSOL for parts release for every China JV ESN. If QSOL does not recognize the ESN, use the EA ABO Export support library which can now be found on the Cummins Distribution Portal under the "My Application".

If the information you need is still not available please send an email to:

eaabo.exportsupport@cummins.com

For detailed information, please refer to Warranty Memo 0909 and Warranty Memo 1221.

Section 7: Unique Engine Parts Purchase Channel

The majority of parts on engines built by DCEC, CCEC and GCIC are common with similar engines built at the other Cummins plants. Currently, XCEC and BFCEC have no unique parts. Parts common to engines manufactured in plants other than DCEC, CCEC, XCEC, BFCEC and GCIC are to be purchased through

the standard Cummins channel. For parts unique to engines manufactured by DCEC, CCEC and GCIC, the parts purchase path is through the regional PDCs which in turn will purchase from China PDC.

The current process is as follows:

Worldwide OEMs / Customers → Worldwide Distributors → Master / Regional

PDCs (Memphis, Rumst, Singapore) → CPDC (China Parts Distribution Center)

- **CPDC Contact Information**

Company: Cummins Engine (Shanghai) Trading and Service Co

Address: No 999, 15 building Yinglun Road, Shanghai Free trade Zone

Switchboard: (86) 21 61693000

Fax: (86) 21 61693005

Contact Person: Maggie Wang

Direct Line: (86) 21-61693082

Email: maggie.wang@cummins.com

- **For MDC / SPDC Parts Request**

Contact Person: Bamboo Zhou

Direct Line: (86) 21-61693074

Email: bamboo.zhou@cummins.com

- **For Rumst Parts Request**

Contact Person: Ann Huang

Direct Line: (86) 21-61693058

Email: ann.huang@cummins.com

Section 8: Technical Literature

- **Operation & Maintenance Manual**

The Operation & Maintenance Manual of exported Cummins China JV engines is exactly same as other Cummins engines'.

- **Troubleshooting & Repair Manual**

Please refer to related Cummins standard Troubleshooting & Repair Manual to perform DCEC, CCEC, XCEC, BFCEC and GCIC engine repair.

- **Technical Service Bulletin (TSB)**

When there is technical change, new parts release, new service practice, warranty change, or other technical information notification for China JV engine, Cummins will publish TSB to QSOL. There are varied methods to search the TSB from QSOL.

1. Search by ESN

2. Use the "Engine Module Search"
3. Type the TSB number into the "Search" box at the upper right corner of the QSOL window
4. Click on the "Search" tab in the red bar at service section, then use the "What's New Search"

Section 9: TSR submission

TSRs for DCEC, CCEC, XCEC, BFCEC and GCIC need to be submitted through the TSR system and routed the same as any other Cummins engine.

Engines beginning with ESN 69xxxxxx or ESN87xxxxxx should be routed to the DCEC TSR grouping.

Engine beginning with ESN 41xxxxxx thru 42xxxxxx should be routed to the CCEC TSR grouping.

Engines beginning with ESN 71xxxxxx should be routed to the XCEC TSR grouping.

Engines beginning with ESN 89xxxxxx should be routed to the BFCEC TSR grouping.

Engines beginning with ESN 90xxxxxx should be routed to the GCIC TSR grouping.

Section 10: OEM information

The following lists are the major China OEMs which are exporting products with Cummins engines including those built by DCEC, CCEC, XCEC, BFCEC, GCIC and other Cummins engine plants globally.

The Cummins East Asia Overseas Service Support Team publishes China Export Engine Information in The East Asia ABO Export Support Library monthly, and the Information includes but not limit to the following OEMs.

Bus OEM

1. Anhui Ankai Automobile Co., Ltd.
2. Anhui Hualing Automobile Co., Ltd.
3. Anhui Jianghuai Automobile Co., Ltd.
4. Beiqi Foton Motor Co., Ltd.
5. Bonluck Bus Co., Ltd.
6. Daewoo Bus Corporation
7. Dandong Huanghai Automotive Co., Ltd.
8. Dongfeng Bus Company of Dongfeng Motor Co., Ltd.
9. Higer Bus Company Ltd.

10. Jiangsu Joylong Automobile Co., Ltd
11. Jiangsu Yancheng Zhongwei Passenger Coach Co., Ltd
12. Jiangxi KAMA Business Bus Co., Ltd
13. Shanghai Huizhong Automotive Manufacturing Co.,Ltd.
14. Shanghai Shenlong Bus Co.,Ltd.
15. Shanghai Sunwin Bus Corporation
16. Shenzhen Wuzhoulong Automobile Co., Ltd.
17. Wuxi An Yuan Bus Manufacture Co., Ltd
18. Xiamen Golden Dragon Bus Co., Ltd.
19. Xiamen King Long United Automotive Industry Company, Ltd.
20. Yangzhou Yaxing Motor Coach Co., Ltd.
21. Yantai Shuchi Vehicle Co., Ltd.
22. Zhengzhou Yutong Group Co., Ltd.
23. Zhongda Group Co., Ltd.
24. Zhongtong Bus Holding Co., Ltd.
25. XIAMEN FENGTAI BUS&COACH INTERNATIONAL CO., LTD.

Truck OEM

1. Dongfeng Automotive Company
2. Anhui Hualing Automobile Co., Ltd.
3. Shanghai Huizhong Automotive Manufacturing Co.,Ltd.
4. Beiqi Foton Motor Co., Ltd.
5. Anhui Jianghuai Automobile Co., Ltd.
6. Jiangsu Joylong Automobile Co., Ltd

Construction OEM

1. Anhui HeLi Co., Ltd.
2. Changlin Company Limited
3. Chengdu Chengong Construction Machinery Co., Ltd.
4. Dingsheng Tiangong Construction Machinery Co., Ltd.
5. Doosan Trading (Shanghai) Co., Ltd.
6. Guangxi LiuGong Machinery Co., Ltd.
7. Guizhou Jonyang Kinetics Co., Ltd.
8. Lishide Construction Machinery Co., Ltd.
9. Lonking Holdings Limited
10. Sany Heavy Industries Co., Ltd.
11. Shandong Lingong Construction Machinery Co.,Ltd
12. Shandong SEM Machinery Co., Ltd.
13. Shantui Construction Machinery Co., Ltd.
14. Shanghai Pengpu Machine Building Plant Co.,LTD.
15. Shanghai Zhenhua Heavy Industry Co., Ltd.
16. Xiamen XGMA Machinery Co.,Ltd.
17. XuanHua Construction Machinery Co.,Ltd.
18. Xuzhou Construction Machinery Group Co., Ltd.

19. YTO Group Co. Ltd
20. Zoomlion Heavy Industry Science and Technology Co Ltd
21. Strong Construction Machinery Co., Ltd
22. Pipeline Man Mechanical Equipment Co., Ltd.
23. Yuchai Machinery Co.,Ltd.
24. Foton Lovol International Heavy Industry Co.,Ltd.
25. Hangcha Group Co., Ltd.
26. Sunward Intelligent Equipment Co., Ltd.

Power Generation OEM

1. Shenzhen Superwatt Power Engineering Co.,Ltd.
2. Fujian Minghui MECH&ELEC Co.Ltd.
3. Wuxi Baifa Power Ltd.
4. SHANGHAI DINGXIN ELECTRICS GROUP SALES COMPANY CO.,LTD.
5. Shanwei Yingpeng Development Co.Ltd.