

CUMMINS DEALER SUPPORT CONTACT MANUAL

NORTH AMERICA



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Please refer to Cummins QuickServe OnLine for the most recent version of this manual.

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To update information in this manual, please send email using this [link](#).

CHANNEL READINESS TEAM



Dealer Profile Management and Recertification Support for Existing Dealers:

Support Provided	Contact Information	State/Province Supported
<ul style="list-style-type: none">Profile modifications/updatesAdding and removing productsSupply tooling requirementsProcess annual profile recertificationsCertification requirement review	Channelreadiness@cummins.com	North America

Channel Readiness Leader: Kirby Barnett

Channel Readiness Manager: Marie Guzdowski

CHANNEL SUPPORT TEAM

Cummins Online User Account Management:

Support Provided	Contact Information	State/Province Supported
Additions, deactivations, transfers, modifications, and user access issues. <ul style="list-style-type: none">QuickServe OnLineCUMPAS 2.0GuidanzEDS	CSSNA.ChannelSupport.North@cummins.com	CT, DE, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, NE, NH, NJ, NY, ND, OH, PA, RI, SD, VT, VA, WV, WI
	CSSNA.ChannelSupport.South@cummins.com	AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX, Puerto Rico and Caribbean Territory
	CSSNA.ChannelSupport.West@cummins.com	AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY
	CSSNA.ChannelSupport.Canada@cummins.com	AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, QC, SK, YT
Channel Support will contact Training Team if a new user needs training access granted.		

New Dealer Onboarding and Agreement Management:

Support Provided	Contact Information	State/Province Supported
<ul style="list-style-type: none">New dealer location setupDealer buyoutDealer terminationDealer Agreement management	CSSNA.DealerSetup.North@cummins.com	CT, DE, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, NE, NH, NJ, NY, ND, OH, PA, RI, SD, VT, VA, WV, WI
	CSSNA.DealerSetup.South@cummins.com	AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX, Puerto Rico and Caribbean Territory
	CSSNA.DealerSetup.West@cummins.com	AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY
	CSSNA.DealerSetup.Canada@cummins.com	AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, QC, SK, YT

Channel Support Leader: Juany Pena

Channel Support Managers: Ed J Cucchiarella & Jamie Munro

CORE MANAGEMENT TEAM



Core Management Support:

Support Provided	Contact Information	State/Province Supported
<ul style="list-style-type: none"> Research status of core returns Assist with CUMPAS core processing Provide information concerning owed and banked cores Process regional dealer core returns Credit regional dealer core returns Training assistance 	Susan Rogert - 402-551-7678 x 55732 Susan.Rogert@cummins.com	Northcentral U.S. IL, IN (Burns Harbor, Crown Point, Gary, Griffith, Portage, and St. John), IA, KS, MI (upper), MN, MO, NE, ND (eastern half), SD, WI
	Cynthia Smith - 740-503-4784 cynthia.l.smith@cummins.com	Northeastern U.S. CT, DE, IN (excluding Burns Harbor, Crown Point, Gary, Griffith, Portage, and St. John), KY, ME, MD, MA, MI (lower), NH, NJ, NY, OH, PA, RI, VT, VA (Manassas and north)
	Julie Indessi - 813-997-1240 julie.a.indessi@cummins.com	Southeastern U.S. FL (east of Apalachicola River), GA, NC, SC, TN (east of Tennessee River), VA (south of Manassas), Puerto Rico and Caribbean Territory
	Susan Kovach - 704-960-2080 susan.kovach@cummins.com	
	David Marsh - 901-474-5448 david.d.marsh@cummins.com	Southcentral U.S. AL, AR, FL (west of Apalachicola River), LA, MS, OK, TN (west of Tennessee River), TX
	Valerie Mundrake - 817-640-6878 valerie.c.mundrake@cummins.com	
	Shawna Gomez - 510-347-6635 shawna.r.gomez@cummins.com	Western Pacific U.S. AK, CA, HI, ID (northern tip), OR, WA
	Barbara Ronallo - 651-286-2082 barbara.a.ronallo@cummins.com	Western Central U.S. AZ, CO, ID (all but northern tip), Mexico (Mexico City, Monterrey, and Guadalajara), MT, NV, NM, ND (western half), UT, WY
	Bruce Ewing - 604-341-2577 bruce.d.ewing@cummins.com	Canada AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, QC, SK, YT
	Dan Rivard - 204-918-9701 dan.p.rivard@cummins.com	

Core Management Leader: Jose Corral

CREDIT DEPARTMENT

Accounts Receivable Support:

Support Provided	Contact Information	State/Province Supported
<ul style="list-style-type: none"> All Accounts Receivable Needs 	877-480-6970 Option 1 for Accounts Receivable	North America (except Canada)
	cssnacnadacredit@cummins.com	Canada

Credit Department Lead: Stacey Wyatt

PARTS SUPPORT TEAM



Parts Support and ReCon Engine Quoting

Support Provided	Contact Information	State/Province Supported
<ul style="list-style-type: none"> Parts support calls 	1-800-Cummins (286-6467) Follow: Certified Dealers > Parts queues	North America
<ul style="list-style-type: none"> Research Availability Ordering Status CUMPAS / RDC order support 	CumminsDealerNORTH@cummins.com	CT, DE, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, NE, NH, NJ, NY, ND, OH, PA, RI, SD, VT, VA, WV, WI
	CumminsDealerSOUTH@cummins.com	AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX, and the U.S. Caribbean Territory
	CumminsDealerWEST@cummins.com	AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY
	CumminsDealerCANADA@cummins.com	AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, QC, SK, YT
<ul style="list-style-type: none"> ReCon engine quoting 	CumminsReconEnginesNA@cummins.com 1-800-Cummins (286-6467) Follow: Certified Dealers > Parts queues	North America
<ul style="list-style-type: none"> Shipping Quality 	shipquality@cummins.com	ARDC, DRDC, HRDC, IRDC, PRDC and MDC orders.
<ul style="list-style-type: none"> Overhaul rebates for engine dealers 	Refer to the WARRANTY TEAM section for contact information	North America

RAPIDSERVE ACCESS TEAM

User Access Management:

Support Provided	Instructions and Contact Information	State/Province Supported
New users access request	Go to RapidSERVE Web to request access: http://rsw.cummins.com	North America
To remove user access from RapidSERVE	Send an email to: warranty@cummins.com , requesting user removal from the service provider number.	
If the service provider does not hear back from RapidSERVE about their requested access	Send an email to: warranty@cummins.com to research their access request issue. Contact 1-800-CUMMINS (1-800-286-6467).	

Warranty Leader: Duane Johnson

SERVICE SUPPORT TEAM – CUMMINS CARE



Assisting customers with any service support question, in any language, at any time:

Support Provided	Contact Information	State/Province Supported
<p>Product & Service Information</p> <ul style="list-style-type: none">Assistance with general Cummins product questions and service location information. <p>Warranty Claim Filing Support</p> <ul style="list-style-type: none">Confirms coverage, claim filing support, also includes Support Plan claim support. Including Catastrophic repairs that are completed and are ready to claim file. <p>Diagnostic Support</p> <ul style="list-style-type: none">Provides technical/diagnostic support for Cummins engine products & Power Generation. <p>Digital Products & Services (Also known as Electronic Service Tools)</p> <ul style="list-style-type: none">Provides technical/diagnostic support for Cummins electronic tools (INSITE, Guidanz, Applications, PowerSpec, IAM- Password resets/verifying access to applications).	<p>1-800-CUMMINS (1-800-286-6467) Cummins.com/support (includes chat option)</p>	<p>North America</p>

Service Leader: Jorge R Rodriguez

SUBSCRIPTIONS TEAM



Subscription Sales and Renewals:

Support Provided	Contact Information	State/Province Supported
Subscription Sales and Renewal for the following supported products. <ul style="list-style-type: none"> ▪ Guidanz Immediate Assessment (IA) ▪ InCal (Calibration files) ▪ InPower ▪ Insite ▪ PowerSpec ▪ QuickServe OnLine 	cssna.ertools@cummins.com	Northcentral U.S. IL, IN (Burns Harbor, Crown Point, Gary, Griffith, Portage, and St. John), IA, KS, MI (upper), MN, MO, NE, ND (eastern half), SD, WI
	subscription.support@cummins.com	Northeastern U.S. CT, DE, IN (excluding Burns Harbor, Crown Point, Gary, Griffith, Portage, and St. John), KY, ME, MD, MA, MI (lower), NH, NJ, NY, OH, PA, RI, VT, VA (Manassas and north)
	electronicservicetoolsSOUTH@cummins.com	Southeastern U.S. FL (east of Apalachicola River), GA, NC, SC, TN (east of Tennessee River), VA (south of Manassas), Puerto Rico and Caribbean Territory
	csplinsite@cummins.com	Southcentral U.S. AL, AR, FL (west of Apalachicola River), LA, MS, OK, TN, (west of Tennessee River), TX
	insite.subscriptions@cummins.com	Western Pacific U.S. AK, CA, HI, ID (northern tip), OR, WA
	CSSNA.ertools@Cummins.com	Western Central U.S. AZ, CO, ID, Mexico (Mexico City, Monterrey, and Guadalajara), MT, NV, NM, ND (western half), UT, WY
	cec.ertools@cummins.com	Eastern Canada MB, NB, NL, NS, NU, ON, PE, QC
	cwcetools@cummins.com	Western Canada AB, BC, NT, SK, YT
Purchasing INSITE Passwords <ul style="list-style-type: none"> ▪ Calibration ▪ ZapIt 	1-800-CUMMINS (1-800-286-6467)	North America
Technical support for subscription products	servicetoolssupport@cummins.com	North America
Current Product Support <ul style="list-style-type: none"> ▪ Expert Diagnostic System (EDS) ▪ Guidanz (Web and Mobile) 	guidanz@cummins.com	North America

Subscription Leader: Jose Corral

Subscription Manager: Jerwon Avery

TRAINING TEAM



Training Completion Support:

Support Provided	Contact Information	State/Province Supported
<ul style="list-style-type: none"> Service Training ID creation and management "formally ProMOTION ID" Training schedules & enrollments for Engine and Power Generation products Dealer warranty training Questions regarding training requirements, Courses requirements Training report requests. Granting access to existing QuickServe OnLine users needing access to: Cummins Service Training (CST) Issues with accessing training sites 	Training.North@cummins.com Training Manager: Dan.miller@cummins.com	CT, DE, IL, IN, IA, KS, KY, ME, MD, MA, MI, MN, MO, NE, NH, NJ, NY, ND, OH, PA, RI, SD, VT, VA, WV, WI
	Training.South@cummins.com Training Manager: Christopher.w.bishop@cummins.com	AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX, Puerto Rico and Caribbean Territory
	Training.West@cummins.com Training Manager: Leroy.carr@cummins.com	AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY
	Training.Canada@cummins.com Training Manager: Lise.lefebvre@cummins.com	AB, BC, MB, NB, NL, NS, NT, NU, ON, PE, QC, SK, YT
Registration for Instructor Led class (virtual or in class)	Refer to Cummins QuickServe OnLine (QSQL) TRAINING, SERVICE TRAINING Link	North America

WARRANTY TEAM

Warranty Claim Management Support:

Support Provided	Contact Information – North America
<ul style="list-style-type: none"> Dealer labor rate increases 	nadealerlaborrates@cumminscare.zohodesk.com
<ul style="list-style-type: none"> Reprint Warranty Credit 	cssna.credit.reprint@cumminscare.zohodesk.com
<ul style="list-style-type: none"> Claim status in system, change of warranty start dates. Payment disputes on warranty claims paid 	Warranty@cummins.com
<ul style="list-style-type: none"> Registration for Instructor led warranty training class for Engine dealers 	https://cst.cummins.com/ServiceTraining/public/global_map.php
<ul style="list-style-type: none"> Engine policy request 	https://policyrequest.cummins.com/
<ul style="list-style-type: none"> Extended coverage for Engines Questions, or anything related to purchasing Engine extended coverages 	CSSNA.extended.warranty@cumminscare.zohodesk.com
<ul style="list-style-type: none"> Overhaul rebates for Engine dealers 	Nadealer.rebate@cummins.com

WARRANTY TEAM CONTINUED



Warranty Claim Management Support (continued):

Support Provided	Contact Information – North America
<ul style="list-style-type: none">▪ Dealer claim authorization in RapidSERVE	distributorauthorization@cummins.com
<ul style="list-style-type: none">▪ Engine horsepower change request	NADealer.EngineUprates@cummins.com
<ul style="list-style-type: none">▪ ReCon Engine and extended coverage \$100 Gift Card for Dealers	cumminsreconrewards.com
<ul style="list-style-type: none">▪ Extended Coverage for Power Generation Products▪ Questions, or anything related to purchasing Power Generation extended coverages	Onadealer.warranty@cummins.com
<ul style="list-style-type: none">▪ Anything pertaining to Power Generation warranty and policy	Onadealer.warranty@cummins.com

Warranty Leader: Duane Johnson