QuickServe Online Training

Fleet Version





QuickServe Online

Getting Started	Getting	Started	
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Service



FAQ's / Feedback / Help.....

Parts.....



Part Number Alternatives.....





Getting Started

- QuickServe Online (QSOL) is a controlled access website that provides Parts & Service related information covering nearly 9 million Cummins engines built since 1960.
- You must register for a QSOL account to access engine specific parts and service information.
 - Parts catalog information for engines built before 1984 does not include graphics and may consist of incomplete or partial lists of parts.
 - For engines built before 1994, there are no online service documents. Paper manuals can be purchased for these engines.



Getting Started

The website is routinely updated to provide the latest and most up-to-date information available - ensuring the highest quality customer support is available at every Cummins service location worldwide.

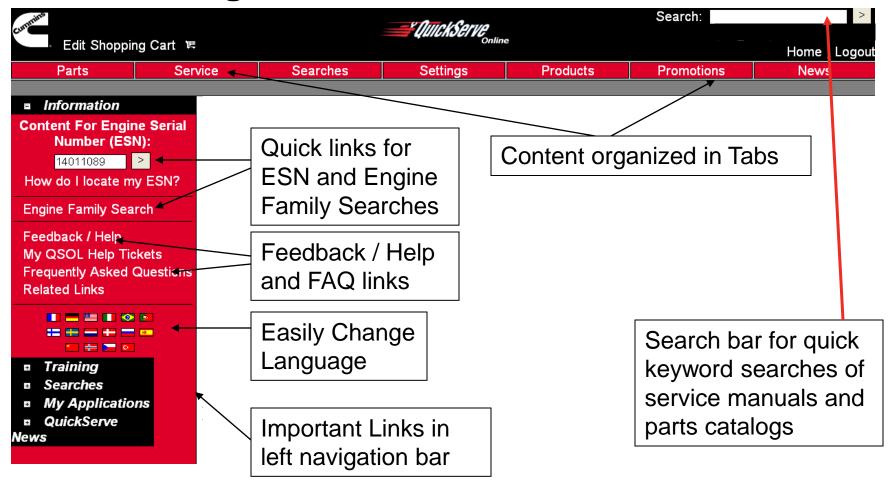


Getting Started

- QSOL uses the latest web architecture technology. The design allows for:
 - Parts and Service information customized by your engine serial number.
 - Content organized into "tabs" based on types of users – Parts, Service, Products and Promotions
 - Settings Options customization of user preferences
 - And more…

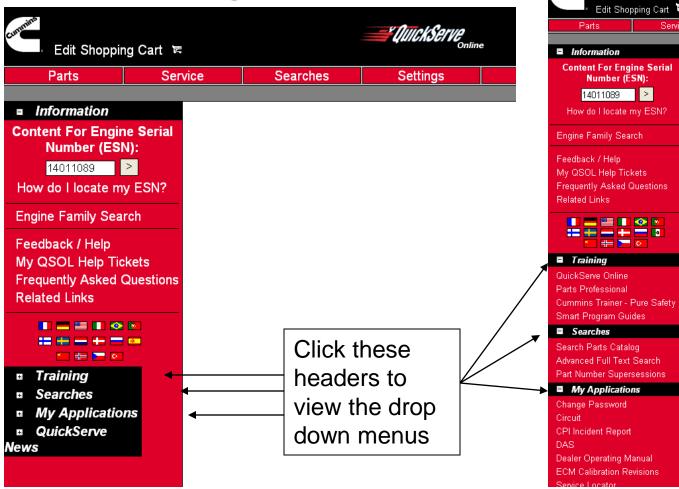


Basic Navigation



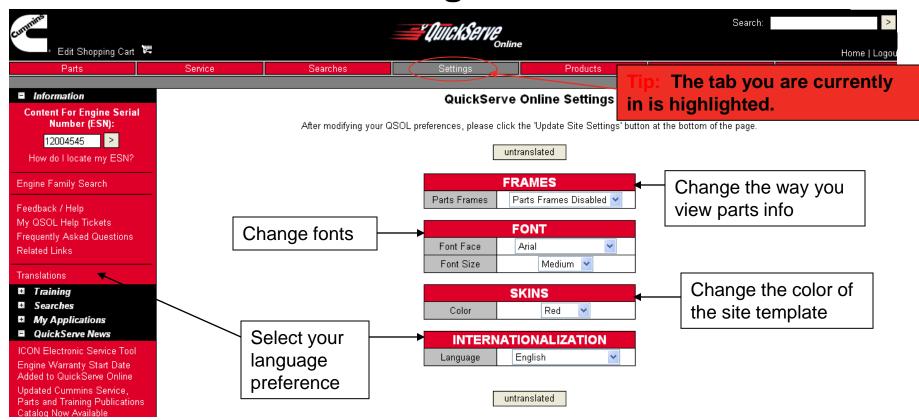


Basic Navigation





Customize Your Settings





Search Options

This section will cover:

- Search by ESN.....
- Search by Engine Family
- Full Text Search.....
- Advanced Full Text Search.....
- What's New Search.....

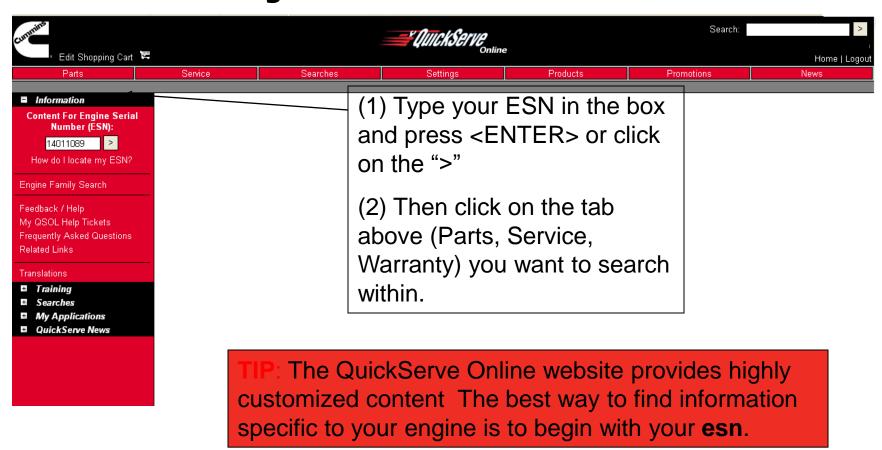


Search Options

- This website provides highly customized content.
- The website is driven by either an esn or by the selection of an engine family.
- The <u>best way</u> to find information specific to your engine is to begin with your <u>ESN</u>.
- Engine family customizes Service, Warranty and Parts information.

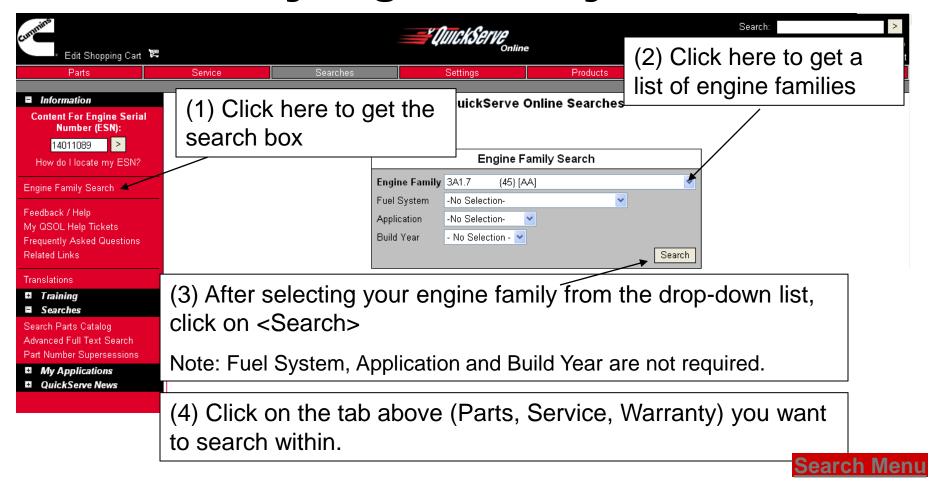


Search by ESN





Search by Engine Family





Engine Families

Tip: Cummins groups Engine Families into the following 3 categories:

Midrange Engine Families

A B3.3 B3.9/B4.5/B5.9/B6.7 ISB QSB C8.3 ISC QSC ISL

QSL

Heavy Duty Engine Families

ISX
QSX
SIGNATURE
ISM
QSM
N14
NH/NT
M11

High Horsepower Engine Families

QST30 QSK19 QSK78 QSK60 QSK45 K50 K38 K19 V28 V903



Full Text Search Tips

The **asterisk** * is a wildcard.

Search: pp2592* returns anything that begins with pp2592.

Use **AND** to search on multiple words.

Search: water AND pump, to return all options with *both* water and pump.

Use "quotes" to search a string of words in order.

Search: "piston cooling nozzle"

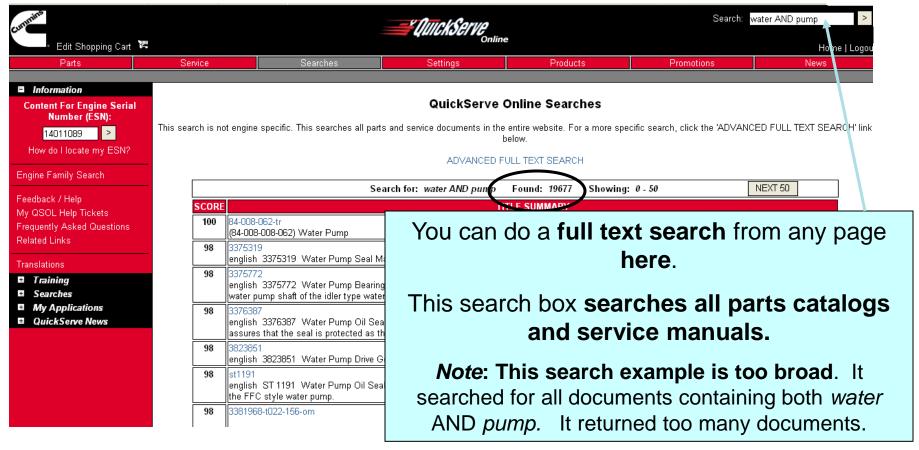
If your search string contains a hyphen - , please uses quotes.

To find the Service Parts Topic titled "03T5-11 Update to Procedure 005-043 (Fuel Shutoff Valve)":

Search: "03T5-11"

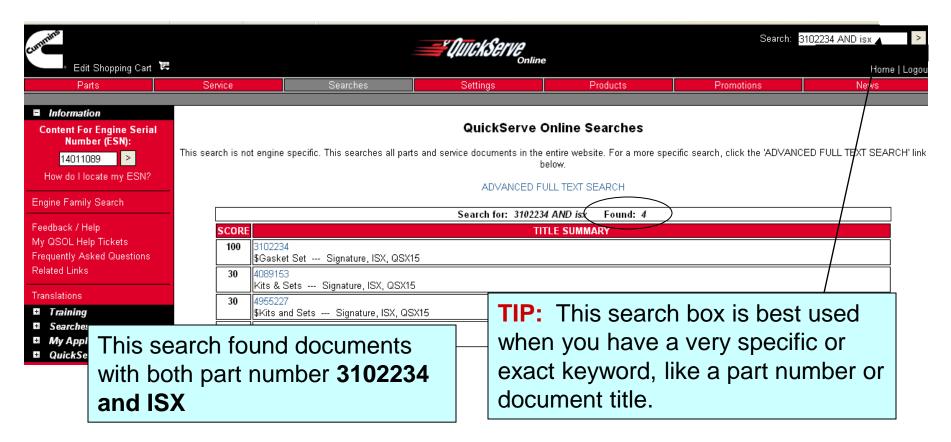


Full Text Search





Full Text Search

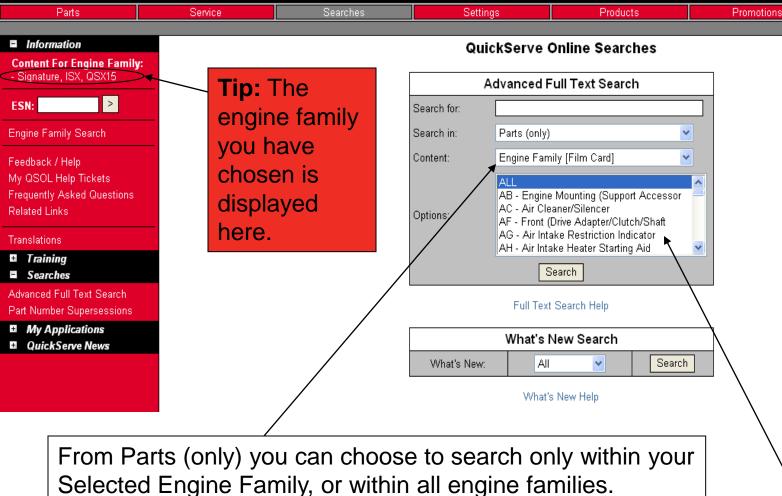




Advanced Full Text Search for Engine Family



News

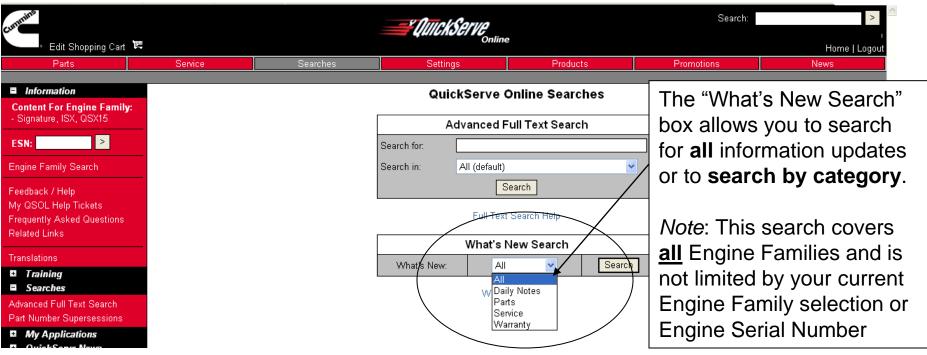


If searching Parts (only) you can also narrow your search by selecting an option.



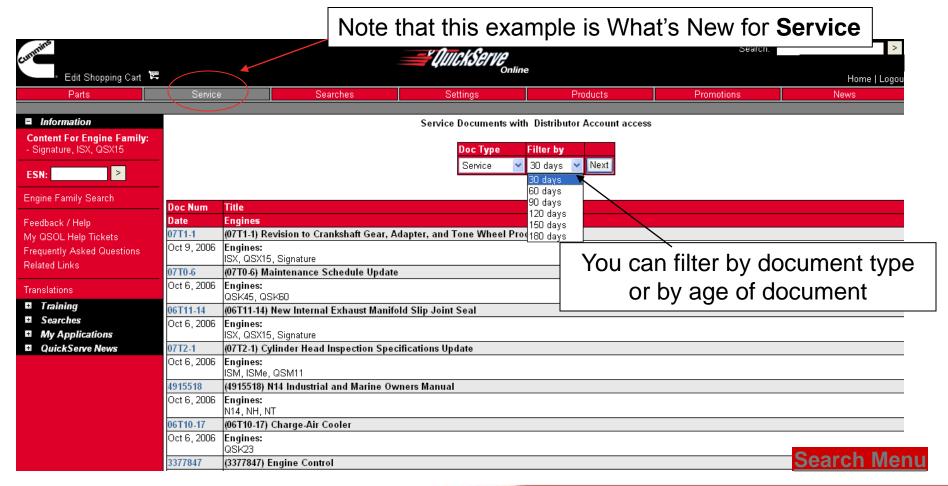
What's New Search

What's New gives you a quick look at new documents that have been released. You can view all types or pick a specific category. You should check What's New every week.





What's New Search





Parts Information

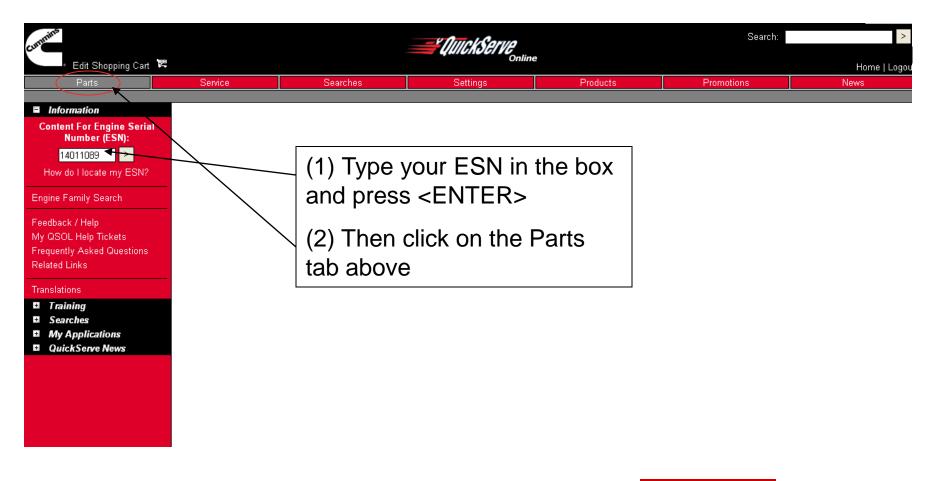
Finding ReCon Information.....

This section will cover:

Finding Parts Information for your ESN	
Printing Parts Information	
Finding Parts Information for an Engine Family	y

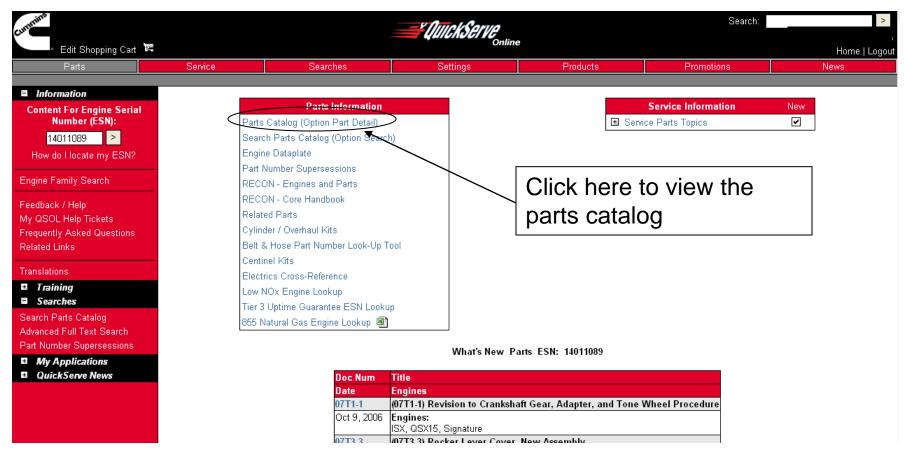


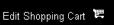
Finding Parts Information for Your ESN



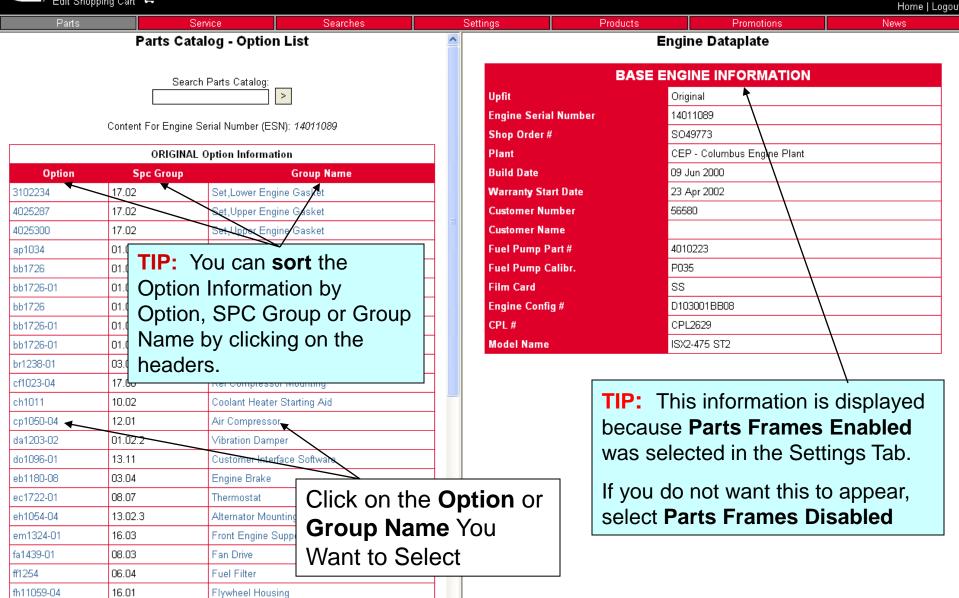


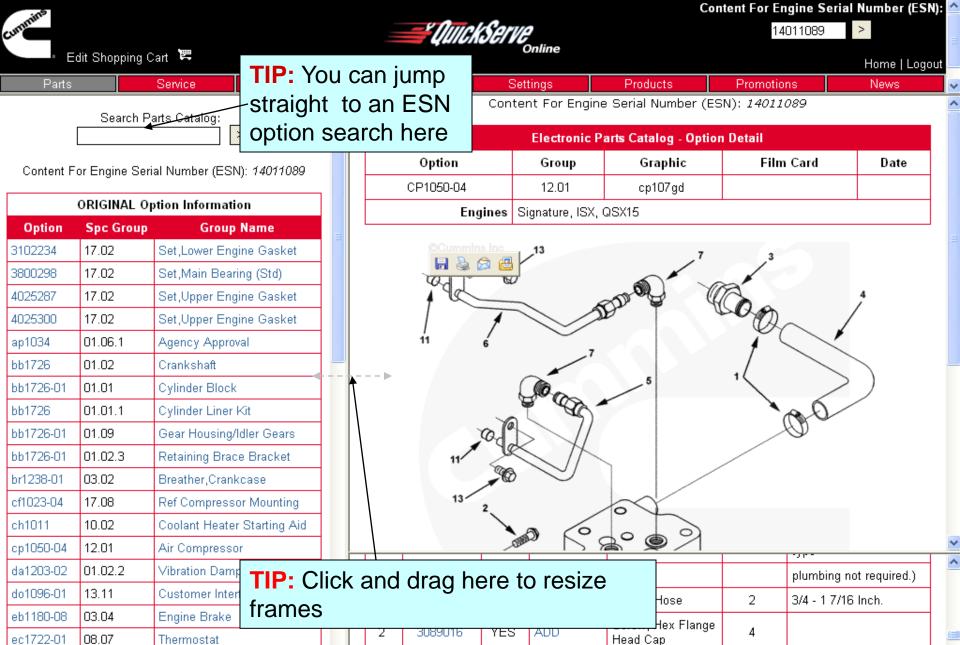
Searching the Parts Catalog





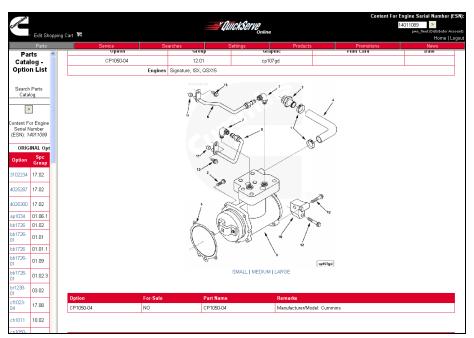




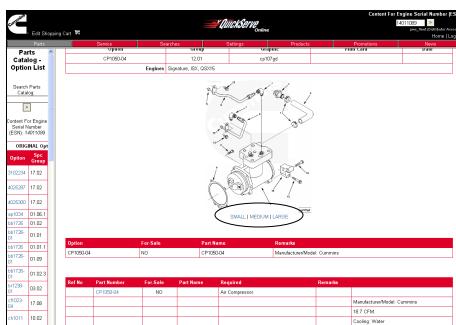




Graphics Zoom Capabilities



Left click to zoom in on graphics



Right click to zoom out on graphics – you can also click on **SMALL, MEDIUM, LARGE** under the graphic



ESN Option Search



Promotions

Settings

Service

Help with Option Content?

SCORE

br1238-01

eb1180-08

ec1722-01

wf1241-03

rp1002-01

do1096-01

fr10189

sc10414

bb1726-01

bb1726



Parts

How do I locate my ESN?

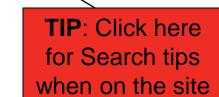
Engine Family Search

Feedback / Help My QSOL Help Tickets Frequently Asked Questions Related Links

Translations

- **■** Training
- Searches
- My Applications
- QuickServe News

TIP: An option is a group of parts engineered to work together to perform a specific function. The option prefixes are listed according to Engine Family Name and are useful for locating hard-tofind components.



Crankcase Breather --- Signature, ISX, QSX15

Engine Brake --- Signature, ISX, QSX15

Thermostat --- Signature, ISX, QSX15

Corrosion Resistor --- Signature, ISX, QSX15

Radiator Plumbing --- Signature, ISX, QSX15

Customer Interface Softwar --- Signature, IS

SOFTWARE, CALIBRATION --- Signature, IS

Cylinder Block --- Signature, ISX, QSX15

Cylinder Liner Kit --- Signature, ISX, QSX15

Piston Cooling Nozzle --- Signature, ISX, QS

Crankshaft --- Signature, ISX, QSX15

RATING, FUEL --- Signature, ISX, QSX15

Parts Engine Option Information (14011089) Search for: Found: 53 Showing 0 - 50 Search:

TITLE SUMMARY

Products

You can enter a keyword here to search within this list of options

Review of Search Tips:

Options can be searched by Option Name Search: bb1726

Options Revisions can be searched by Option Name followed by an asterisk *

Search: bb1726*

Part number can be searched: 3800453 "Cylinder Liner

Kit"

Search: 3800453

Note: If searching for an Option with a **hyphen -** in it, please use quotes.

Search: "bb1726-01"

Dorto	
Falls	ivienu
<u> </u>	111101101

Promotions

Settings

■ Information **Content For Engine Serial** Number (ESN): 14011089

How do I locate my ESN?

Engine Family Search

Feedback / Help My QSOL Help Tickets Frequently Asked Questions Related Links

Translations

- Training
- + Searches
- My Applications
- QuickServe News

Help with Option Content?

Service

Lists all options found for this **ESN**

Searches

Parts Engine Option Information (14011089) Search for: Found: 53 > Search:

Products

SCORE		TITLE SUMMARY	
	br1238-01 Crankcase Breather Signature, ISX, QSX15		
3	eb1180-08 Engine Brake Signature, ISX, QSX15		
3	ec1722-01 Thermostat Signature, ISX, QSX15		
3	wf1241-03 Corrosion Resistor Signature, ISX, QSX15		
3	rp1002-01 Radiator Plumbing Signature, ISX, QSX15		1
	do1096-01 Customer Interface Softwar Signature, ISX, QSX15	Click on the option number to	
	fr10189 RATING,FUEL Signature, ISX, QSX15	view parts catalog detail	
	sc10414 SOFTWARE,CALIBRATION Signature, ISX, QSX15		
	bb1726-01 Cylinder Block Signature, ISX, QSX15		
	bb1726 🚣 Cylinder Liner Kit Signature, ISX, QSX15		
	pp2629 Piston Cooling Nozzle Signature, ISX, QSX15		
1 -	bb1726 Crankshaft Signature, ISX, QSX15		

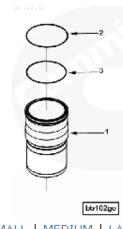




Electronic Parts Catalog - Option Detail					
Option	Group	Graphic	Film Card	Date	
BB1726	01.01.1	bb102go			
F!					

A new window opens to display the parts catalog detail. This allows users to leave multiple pages open for research.

Note: The gray back and forward arrows indicate you are in a new window.



SMALL | MEDIUM | LARGE

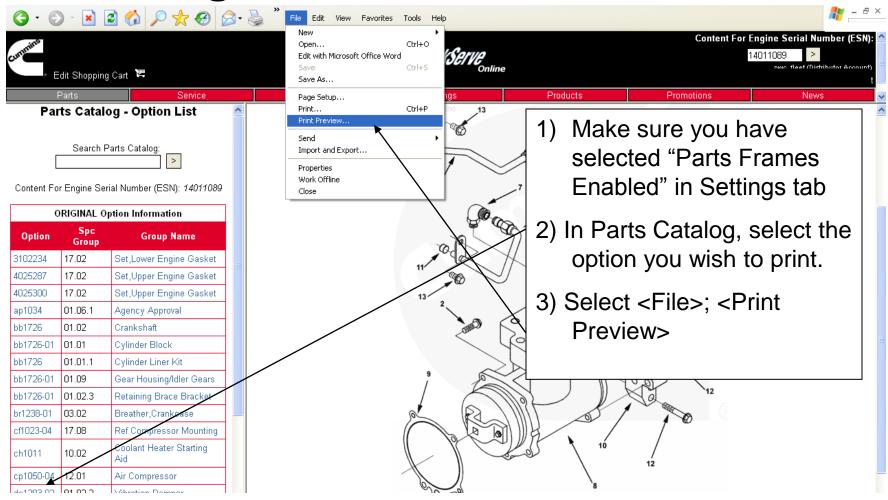
TIP: Press the <alt> and <tab> keys together to toggle between open windows.

Option	For-Sale	Part Name	Remarks
BB1726	NO	BB1726	

Ref No	Part Number	For-Sale	Shopping Cart	Part Name	Required	Remarks
	BB1726	NO		Cylinder Liner Kit		
	3800453	YES	ADD	Kit, Cylinder Liner	1	
1	3681046	YES	ADD	Liner, Cylinder	6	
2	3678737	YES	ADD	Seal, O Ring	6	

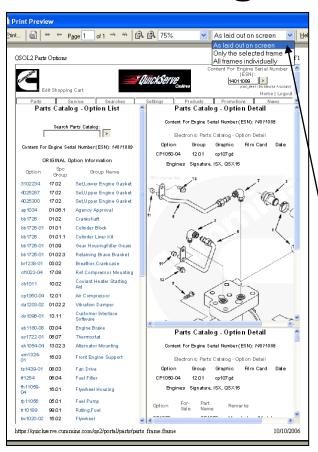


Printing Parts Information





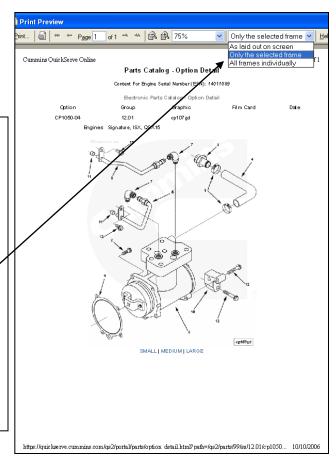
Printing Parts Information



Click the drop down and select one of the following:

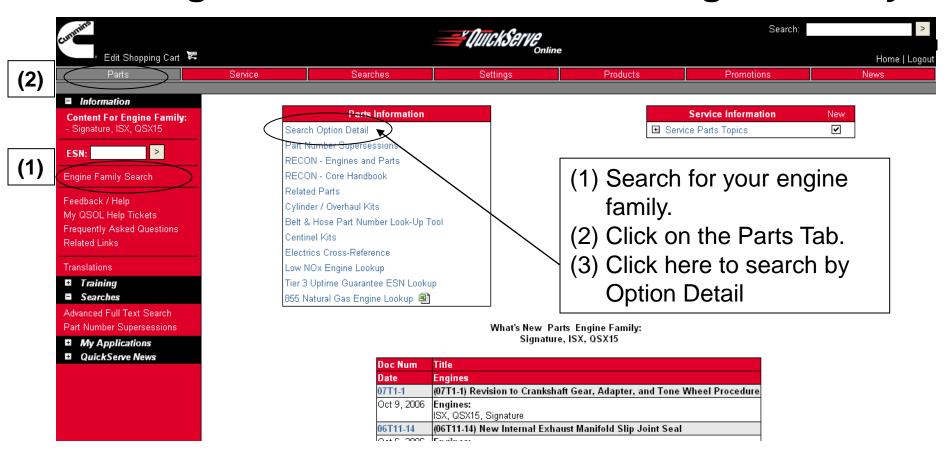
- ¹• As laid out on screen
- Only selected frame
- All frames individually

Then press < Print>





Finding Parts Information for an Engine Family





Home | Logout Service Parts Settings Products Promotions News

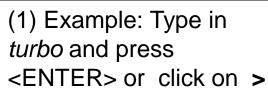


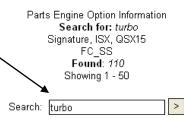
Engine Family Search

Feedback / Help My QSOL Help Tickets Frequently Asked Questions Related Links

Translations

- Training
- Searches
- My Applications
- QuickServe News

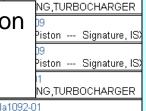






This search returns every option with the word "turbo" for ISX/QSX engine families

(2) Click on the option number to view the details



Lifting Arrangement --- Signatur

Lifting Arrangement --- Signatur

la1092-02

Use **AND** to search on multiple words.

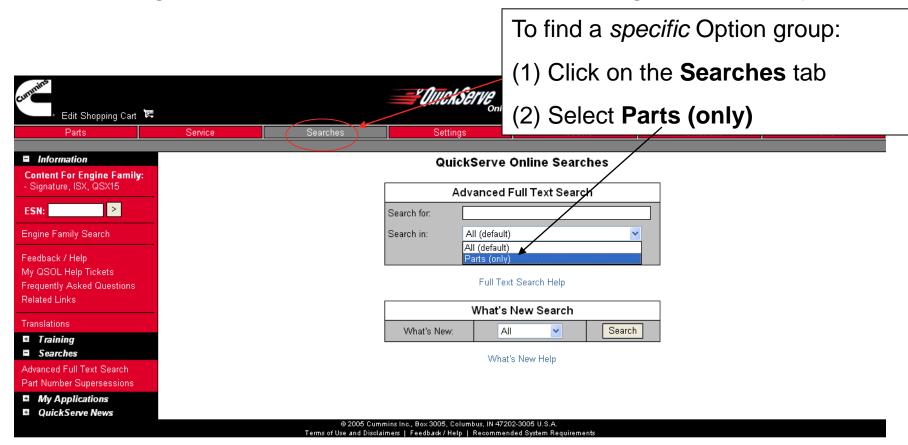
Search: water AND pump, to return all options with **both** water and pump.

Use "quotes" to search a string of words in order.

Search: "piston cooling nozzle"



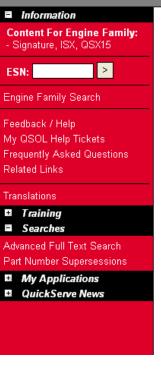
Finding Parts Information for an Engine Family

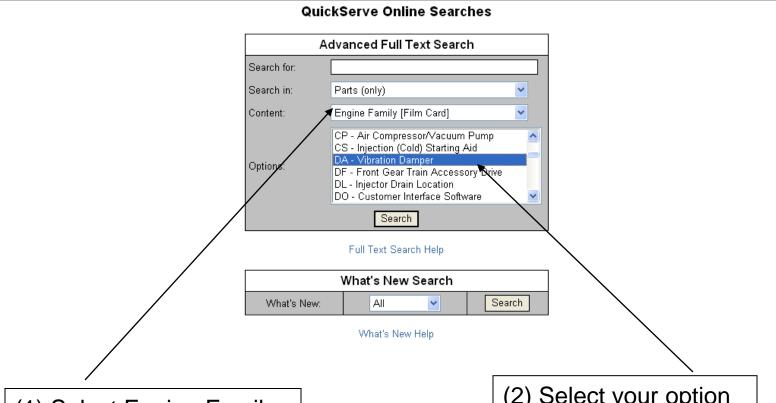


Home | Logout



Service Searches Parts Settings Products News Promotions





(1) Select Engine Family

(2) Select your option and then click <Search>

>



Service Searches Parts Settings Products Promotions News



Engine Family Search

Feedback / Help My QSOL Help Tickets Frequently Asked Questions Related Links

Translations

- Training
- Searches
- My Applications
- QuickServe News



SCORE	TI	TLE SUMMARY
100	da1203-04 Vibration Damper Signature, ISX, QSX15	
100	da1229-05 Vibration Damper Signature, ISX, QSX15	
100	da1230-05 Vibration Damper Signature, ISX, QSX15	
100	da1236-02 Vibration Damper Signature, ISX, QSX15	You can further refine
100	da1237-03 Vibration Damper Signature, ISX, QSX15	your search by
100	da1242-02 Vibration Damper Signature, ISX, QSX15	entering information in
100	da1203-01 Vibration Damper Signature, ISX, QSX15	the search box and
100	da1203-02 Vibration Damper Signature, ISX, QSX15	pressing >
100	da1203-03 Vibration Damper Signature, ISX, QSX15	pressing >
100	da1203 Vibration Damper Signature, ISX, QSX15	
100	da1221 Vibration Damper Signature, ISX, QSX15	
100	da1222 Vibration Damper Signature, ISX, QSX15	
100	da1223 Vibration Damper Signature, ISX, QSX15	
100	da1226 Vibration Damper Signature, ISX, QSX15	
400	J-4000 04	

Edit Shopping Cart 📜

Home | Logout



Example: Searching on da1229* returns all revisions of that option within the ISX engine family. This is useful in comparing revisions of options

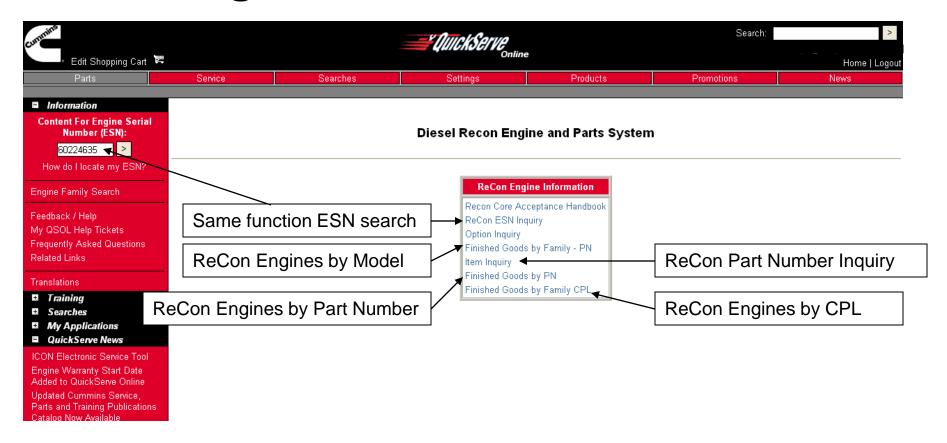


Finding ReCon Information





Finding ReCon Information





Part Number Alternatives

This section will cover:

Supersession Window Overview	
Checking for Part Supersessions	
ReCon Equivalents	
Fleetguard Cross-Reference	

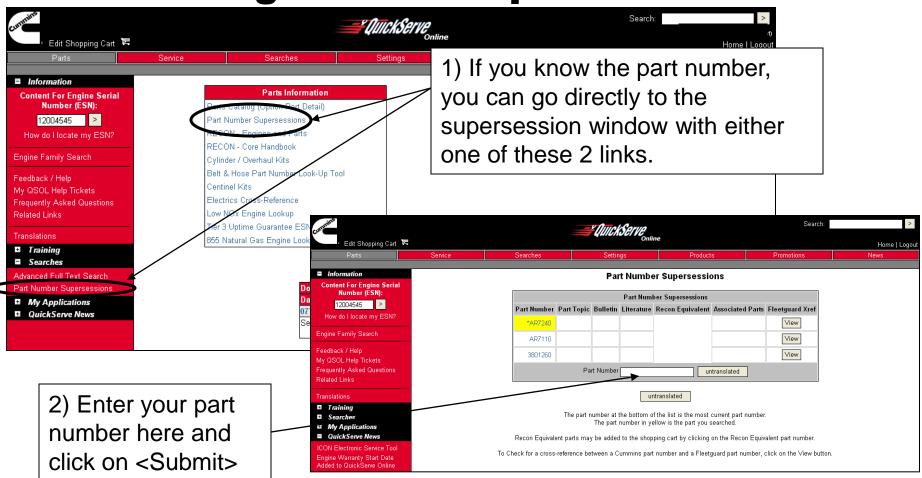


Supersession Window Overview

- A SUPERSESSION is the part that has replaced the part you are looking for.
- The Supersession window will tell you:
 - What's the *most current part number* recommended for my engine?
 - What's the ReCon equivalent for a particular part number?
 - Are there any associated parts (belts and hoses) that should be considered for a particular component replacement?
 - Is there a cross reference for a *Fleetguard* part number?
- All of this information can be found in the "Part Number Supersession" window in QSOL.



Checking for Part Supersessions





Checking for Part Supersessions

From a Part Number Search

ADD

ADD

Ref No	Part Number	For-Sale	Shopping Cart	Part Name Requi		Remarks		
	PP2592-01	NO		Turbocharger				
						20AUG99 TURBO DELETED FROM		
						PP OPTION.		
	3804502	YES	ADD	Kit, Turbocharger	1	HT60 Turbo		
	3537074	NO		Turbocharger				
	3804924	YES	ADD	Kit, ∨ Band Clamp		For All HT60 Turbochargers		
1	3529372	YES	ADD	Nut, Regular Hexagon	1	1/4 - 28 UNF		
2	3539458	NO		Clamp, ∨ Band	1			
3 /	3519155	YES	ADD	Shield, Turbocharger Heat	1			
4	3519163	YES	ADD	Screw, D		Part Number Supersessions		

Bearing, Housing.

Baffle, O

Within an option search, click on the part number

> The supersession window will appear.

Part Number Supersessions

Part Number Supersessions								
Part Number	Part Topic	Bulletin	Literature	Recon Equivalent	Associated Parts	s Fleetguard Xref		
+3536263						View		
+3537074	96T10-4B					View		
*3804502				3804502RX		View		
Part Number untranslated								

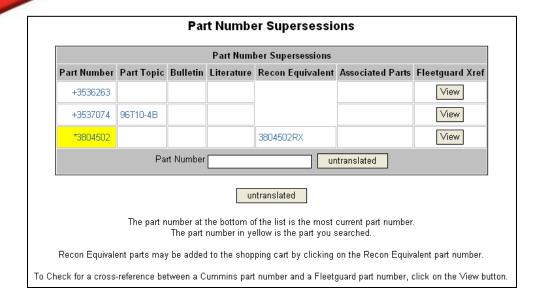
untranslated

The part number at the bottom of the list is the most current part number. The part number in yellow is the part you searched.

Recon Equivalent parts may be added to the shopping cart by clicking on the Recon Equivalent part number.

To Check for a cross-reference between a Cummins part number and a Fleetguard part number, click on the View button.





The " * " identifies the part number that you searched for.

This part is also highlighted in yellow.

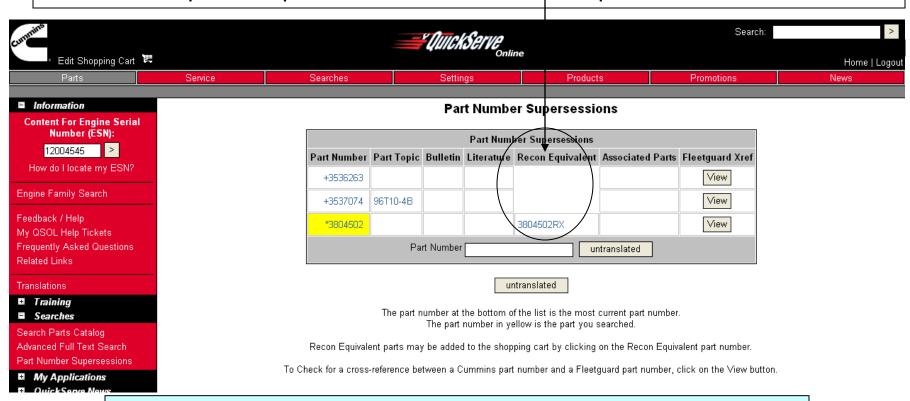
Part numbers are listed in chronological order, from oldest to newest. The most recent number is at the bottom of the list.

The "+" proceeding a part number means that two or more parts were replaced by a single new part number. The chain shows only the first part number but indicates the multiple with a "+". Part numbers with a "+" are still valid for sale if the inventory is still available.



ReCon Equivalents

If a ReCon Equivalent part number is available for a part, it will be shown here:

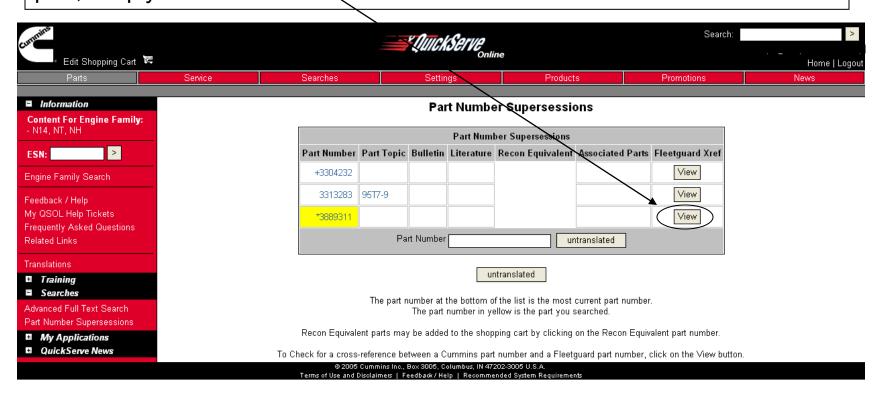


Tip: You can have multiple Recon PN's for multiple supersessions.



Fleetguard Cross-Reference

To check for a cross-reference between a Cummins part and a Fleetguard part, simply click on "View" \



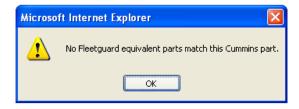


Fleetguard Cross-Reference

If there is a cross-reference, a listing of alternatives with the product image and comments will appear.



If there is no cross-reference you will get the following message:





Service Information

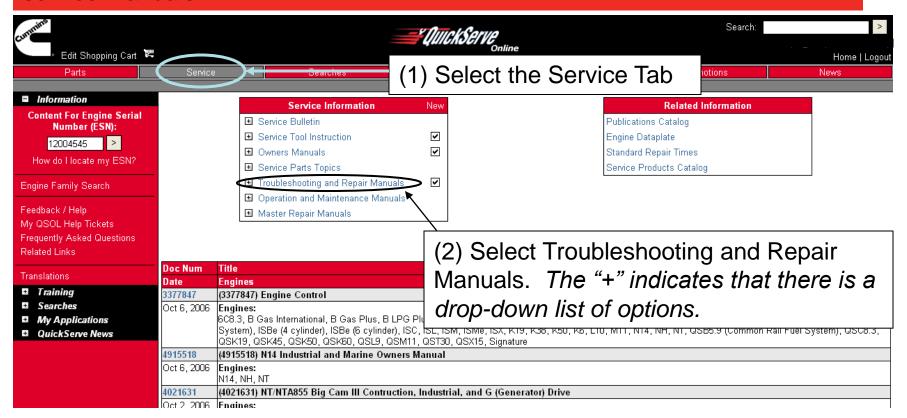
This section will cover:

- Troubleshooting and Repair Manual.....
- Operation and Maintenance Manual
- Searching a Document Title/Number.....



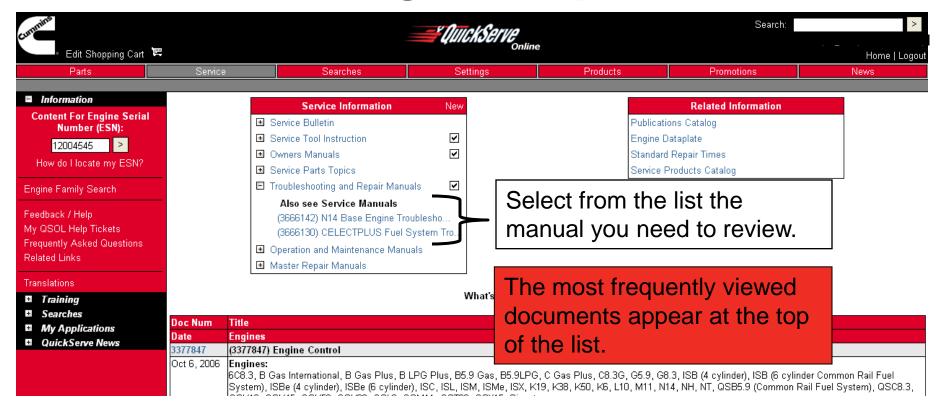
Troubleshooting and Repair Manuals

TIP: You <u>must</u> do an ESN or engine family search <u>before</u> opening any of the service manuals.





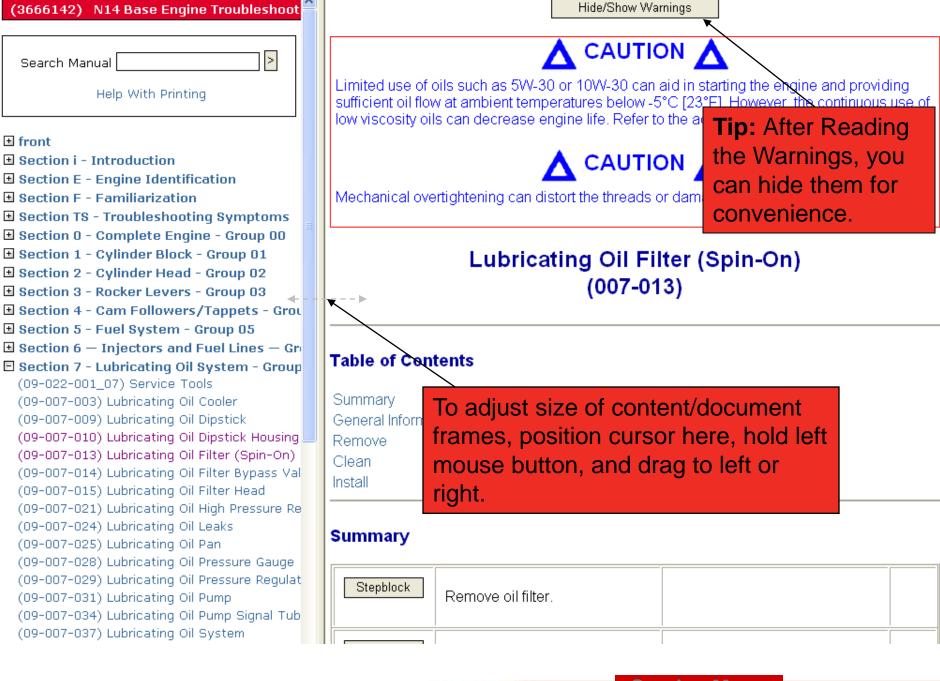
Troubleshooting and Repair Manuals



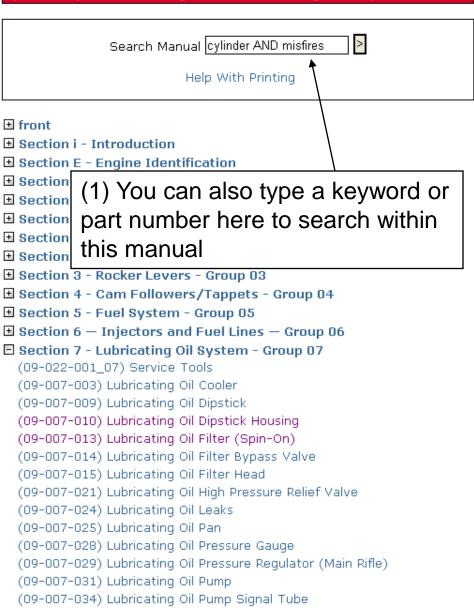
The manual you selected will open in a new window.

(1) Click on section title to expand table of contents

(2) Select Procedure



(3666142) N14 Base Engine Troubleshooting and Repair Manual



Searching In:

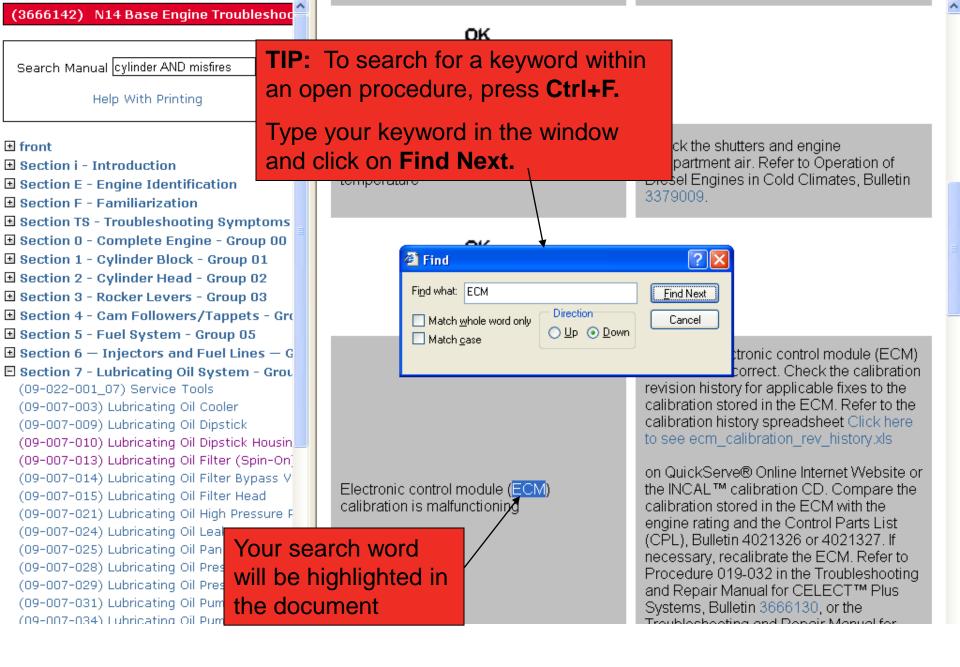
(3666142) N14 Base Engine Troubleshooting and Repair Manual Search for: cylinder AND misfires Found: 2



(2) Click on the procedure number to open the document

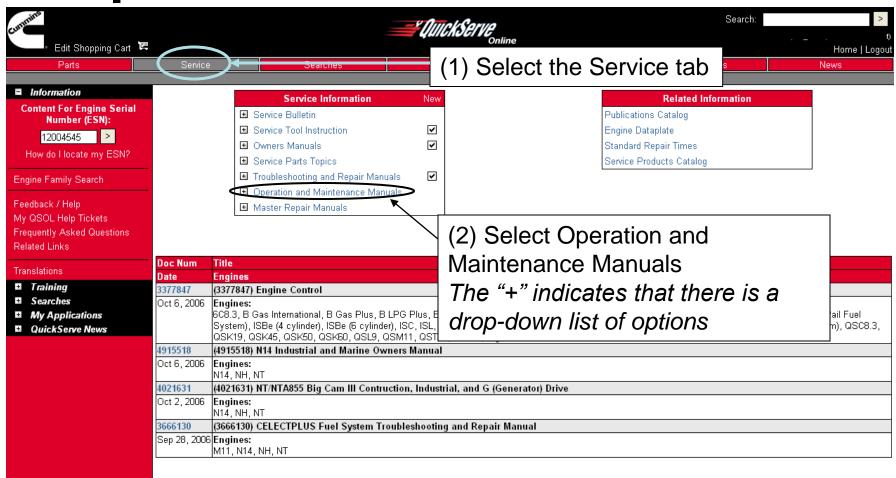
(09-007-037) Lubricating Oil System

(09-007-038) Lubricating Oil Temperature Gauge



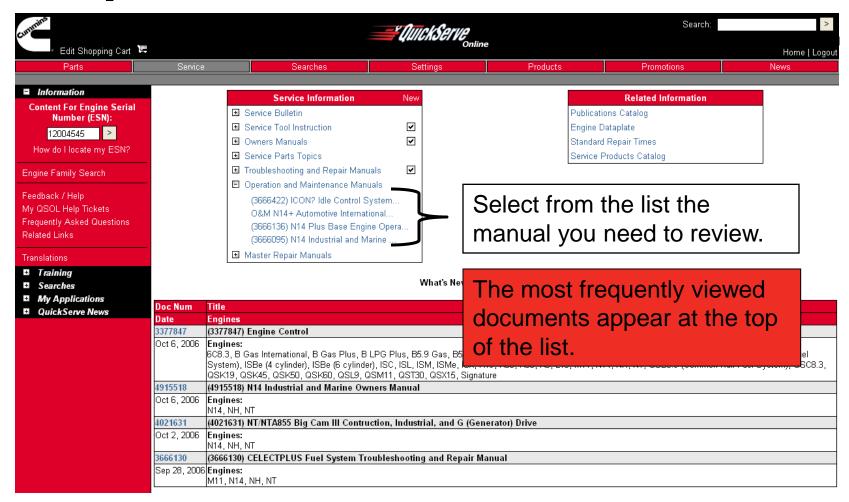


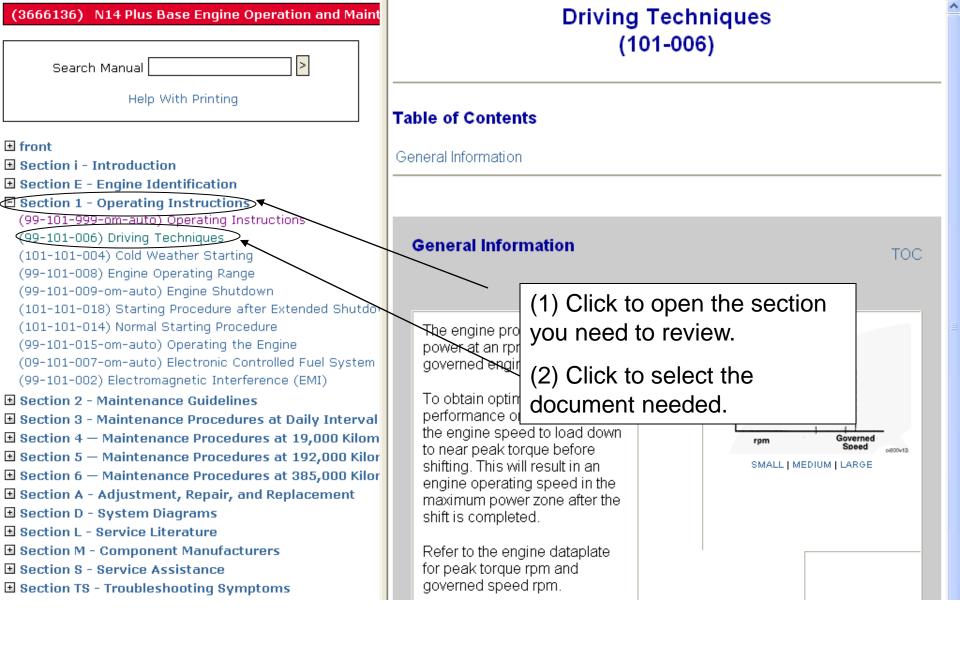
Operation and Maintenance Manuals





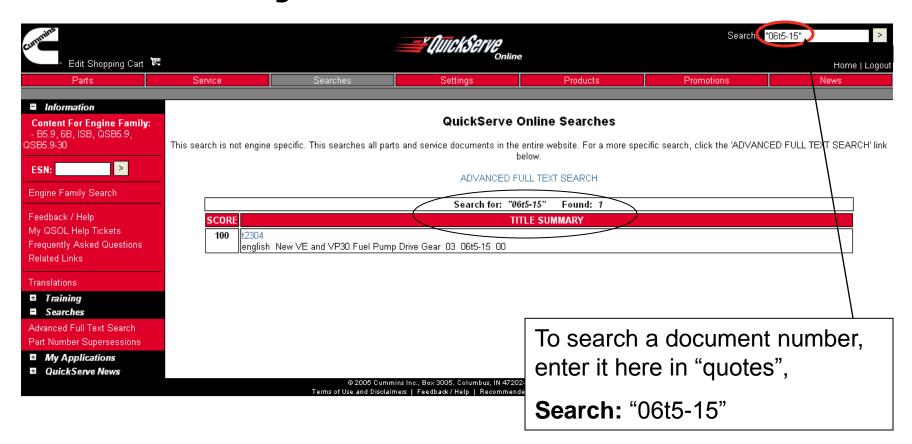
Operation and Maintenance Manuals





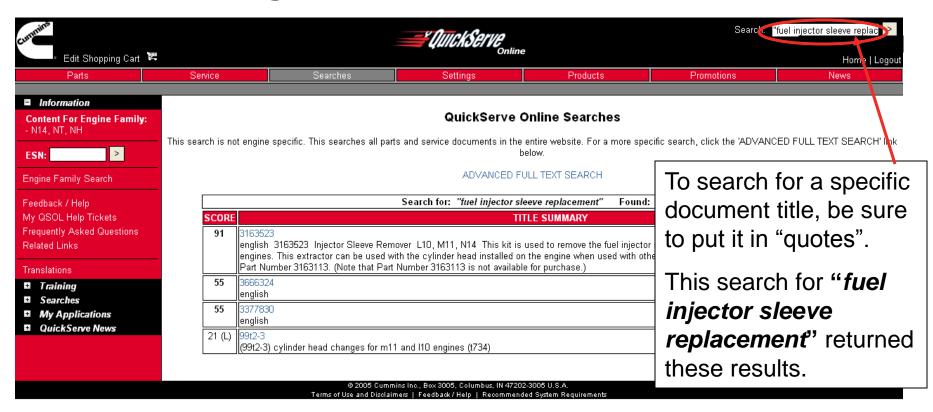


Search by Document Title Number

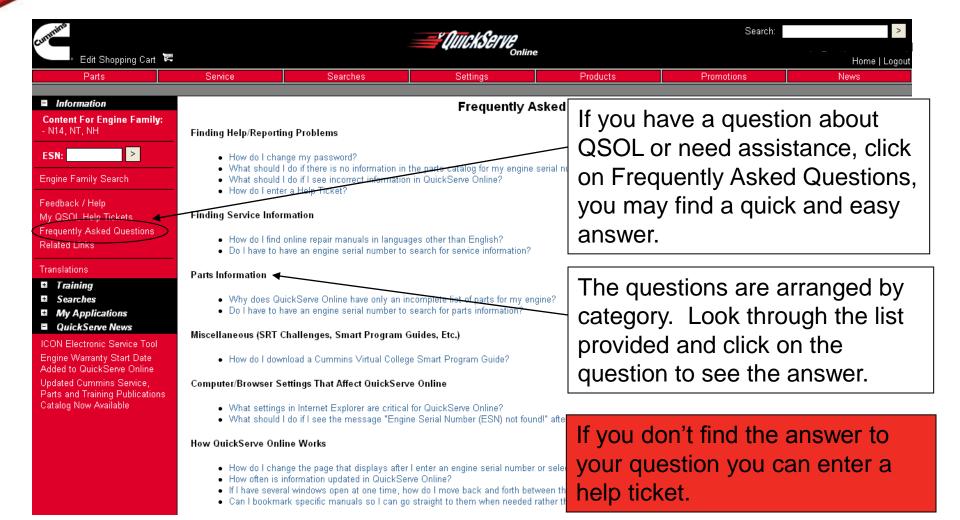




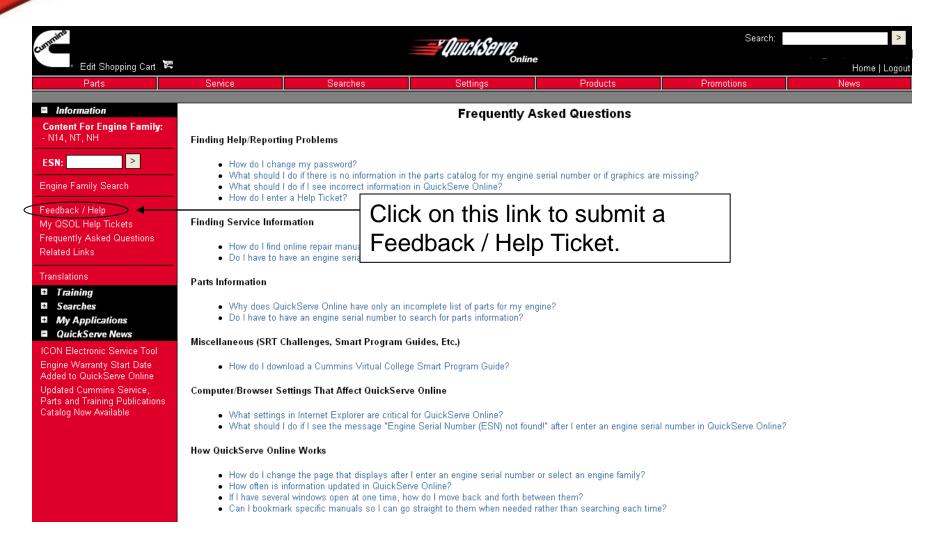
Search by Document Title















Help Desk



Items in bold are required!

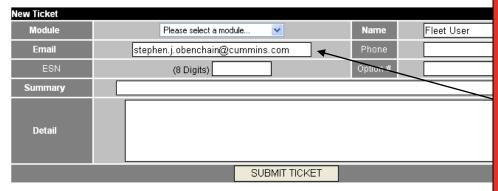
The purpose of the QuickServe Online Help Desk is to:

- . Report problems with navigation or performance of the QuickServe Online website.
- Report errors in the parts database or in any parts, service or warranty documents.
- . Report problems finding documents or data that you believe should be in QuickServe Online.
- Suggest improvements to the website or ideas for new content.

If you need to report a product problem or request technical assistance with engine repairs, please do not enter a ticket Online. Contact your local Cummins distributor or the Cummins Customer Assistance Centre at 1-800-DIESELS or powermaster@cummins.com.

Please review the Frequently Asked Questions before submitting a feedback ticket. <u>CLICK HERE</u>

Please make certain that the email address below is valid as it will be used for follow-up communications.



HTTP_REFERER: https://quickserve.cummins.com/qs2/portal/index.html

Please include as much detail as you can when submitting a ticket. We review every ticket and assign work orders to action them.

The more complete the ticket, the better we can respond.

Check your email address and correct it if necessary.

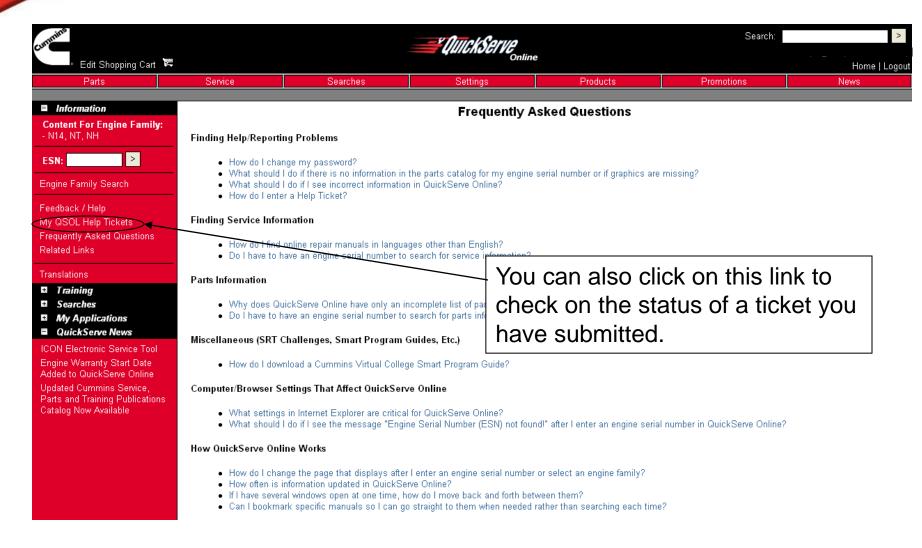
Thanks for your feedback!



Feedback / Help

- When you submit a feedback / help ticket, you will receive an email with a link to your ticket number.
- With this link you can track the status of your ticket.









Help Desk



TICKETS FOR: Your name will appear here

Click the ticket id number to view the ticket details.
Child tickets are shown with their parent ticket id number in parentheses ().

My Open Tickets						
Ticket	Summary	Product	Module	Status	Priority	Created
5401	I got an error when I tried to run the s	QSOL	Parts	In Progress	Medium	11/30/2005

CLICK HERE TO CREATE A NEW HELP TICKET

:: VIEW MY CLOSED TICKETS ::

This shows you the status of the ticket you submitted.

You can view the details by clicking on the ticket number.