

Service Information

REF n°:	01-2016-002 Rev.A	Date	January 19, 2016
MODEL :	All EMEA models		
SUBJECT:	ENGINE – Service level for Doosan Portable Power Compressors		

Doosan Portable Power has updated its aftermarket strategy and warranty policy, so that Doosan authorized dealers will be able to support the newest engine and emission control technologies introduced on the latest products.

Engine manufacturers have established Service Level Authorizations for the Doosan network.

Refer to the table below to identify your Service Level Authorization for the engines fitted to the Portable Power products.

Engine Service Level				
BRAND	ENGINE TYPE	EMISSIONS	SERVICE LEVEL	Comments
Kubota	D1005	StageIIIA	L2	
Yanmar	3TNV82A	StageIIIA	L2	
Yanmar	3TNV88	StageIIIA	L2	
Yanmar	4TNV88	StageIIIA	L2	
Yanmar	4TNV84T	StageIIIA	L2	
Yanmar	4TNV98	StageII	L2	
John Deere	4045	StageIIIA	L2	
John Deere	6068	StageIIIA	L2	
Cummins	QSF2.8	StageIIIB	L1	
Cummins	QSB4.5	StageIIIB	L1	
Cummins	QSB4.5	StageIIIB	L1	
Cummins	QSB6.7	StageIV	L1	
Cummins	QSL9	StageIV	L1	
Cummins	QSL9	StageIV	L1	
Cummins	QSL9	StageIV	L1	
Cummins	QSL9	StageIV	L1	
Cummins	QSL9	StageIV	L1	
Cummins	QSX15	StageIV	L1	
Caterpillar	C13	StageIIIB	L0	
Cummins	QSX15	StageIV	L1	

Engine Service Level Classification

Engine Service Level L0:

- a- The Doosan dealer can only perform regular maintenance service operations (oil change, filters exchange, valve clearance setting etc.).
- b- The Doosan dealer must contact the OEM service network for any other repairs and replacements.

Engine Service Level L1:

- a- The Doosan dealer can perform maintenance service operations (oil change, filters exchange, valve clearance setting etc.).
 - b- The Doosan dealer can repair or replace peripheral (bolted-on) components such as the alternator, starter, etc.
 - c- The Doosan dealer can repair or replace components of the low pressure fuel injection system.
- The Doosan dealer must contact the OEM service network for any other repairs and replacements.

Engine Service Level L2:

- a- The Doosan dealer can perform maintenance and repair on the complete engine, including common rail fuel injection- and emission control systems.
- b- The Doosan dealer must have attended the official Doosan or Engine OEM service training courses for the engine that is being repaired.

OEM Servicing Dealer Networks

YANMAR: Select "Industrial Engine"	http://global.yanmar.com/dealer/
JOHN DEERE:	http://dealerlocator.deere.com/
CUMMINS:	http://locator.cummins.com/GlobalLocator/
	or http://wsl.cummins.com/ServiceLocator
CATERPILLAR	http://www.cat.com/en_GB/support/dealer-locator.html

OEM Product Registration

The Doosan dealer shall register the engine (Cummins – John Deere) on the OEM website, this ensures the Authorized Engine dealership is aware of the type and quantity of engines in use in it's territory thereby improving response time and overall support levels.

Cummins : <https://prodreg.cummins.com/prodreg/productRegistration.do>

John Deere: <https://jdpswarrantyreg.deere.com/WarrantyReg/>

Warranty Intervention Request (WIR)

The Doosan dealer shall request support from the engine OEM service network by filling out a “Warranty Intervention Request” (WIR).

The Doosan dealer sends the WIR document to the representative of the engine OEM servicing dealer, and provides a copy to his Doosan Service Manager. This allows the Doosan Service Manager to monitor the level of service of the OEM service network to the Doosan dealers.

The WIR template (reference 4700305) can be found on

https://dealers.doosanportablepower.com/emea/documents/Service/07_Technical%20Service%20Bulletins-SL/03_Service%20Publications/Warranty%20Intervention%20Request%20Form/

Claims on Fuel Injection System Components

Warranty of fuel injection system components can only be accepted when an inspection report, confirming the failure of the claimed component, is obtained from an Authorized Service Station of the fuel injection system OEM.

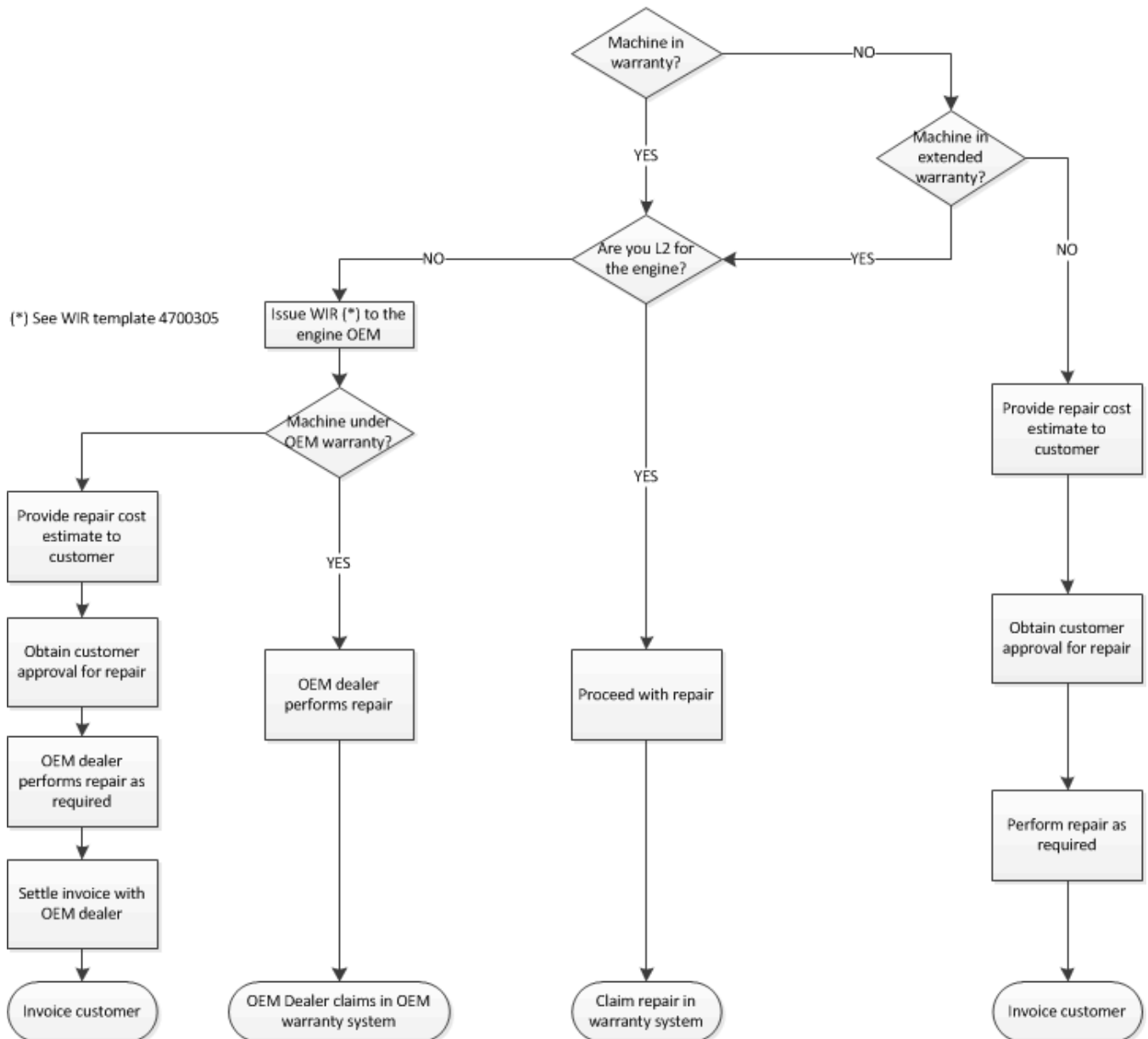
Refer to the fuel injection system OEM's website below to identify your nearest Authorized Service Station.

Bosch: http://www.bosch.com/en/com/products_services/mobility/bosch_service/bosch-service.php

Delphi: <https://www.delphiautoparts.com/en/service-network/delphi-diesel-centres/>

Nippon Denso: <http://www.denso-am.eu/services/diesel-service-network/>

HOW TO HANDLE ENGINE REPAIRS AND WARRANTY CLAIMS



Engine Warranty Coverage

Engines	Months	Hours	Comments
Caterpillar	12	Unlimited	Repairs to be carried out by authorised Caterpillar agent.
Cummins (compressors)	24	2000	Repairs to be carried out by authorised Cummins agent.

Engines	Months	Hours	Comments
John Deere (in compressors)	24	4000	Repairs can be carried out by Doosan dealers & John Deere.
Yanmar	24	4000	Repairs can be carried out by Doosan dealers & Yanmar.
Kubota	24	4000	Repairs can be carried out by Doosan dealers & John Deere.

Contact your local Doosan Service Manager in case you have further questions.