

# CBR help

Dealers



TEXT SEARCH

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# OBJECTIVE



To bring the knowledge of our experts directly to you!



# HOME PAGE

The screenshot shows the CBR Home Page interface. At the top, there is a navigation bar with the CBR logo, a home icon, a document icon, a refresh icon, and an envelope icon. The main content area is divided into three sections:

- Navigation:** This section highlights the top navigation bar.
- Search or Create New Diagnostic Session:** This section highlights the search and add new session area. It includes a search bar with a magnifying glass icon and a "Search" button. To the right is a blue button labeled "Add New DS". Above the search bar are tabs for "DSID", "Repair Order", "Registration Number", and "VIN".
- Previous Diagnostic Sessions:** This section highlights a table of previous diagnostic sessions. The table has columns for "DSID", "Repair Order", "Creation Date", "Status", "Owner", "Registration Number", and "VIN".

DSID	Repair Order	Creation Date	Status	Owner	Registration Number	VIN
DS8803463		05-APR-2017 16:17	Open	A084727		12345678901234567



# Create Diagnostic Session

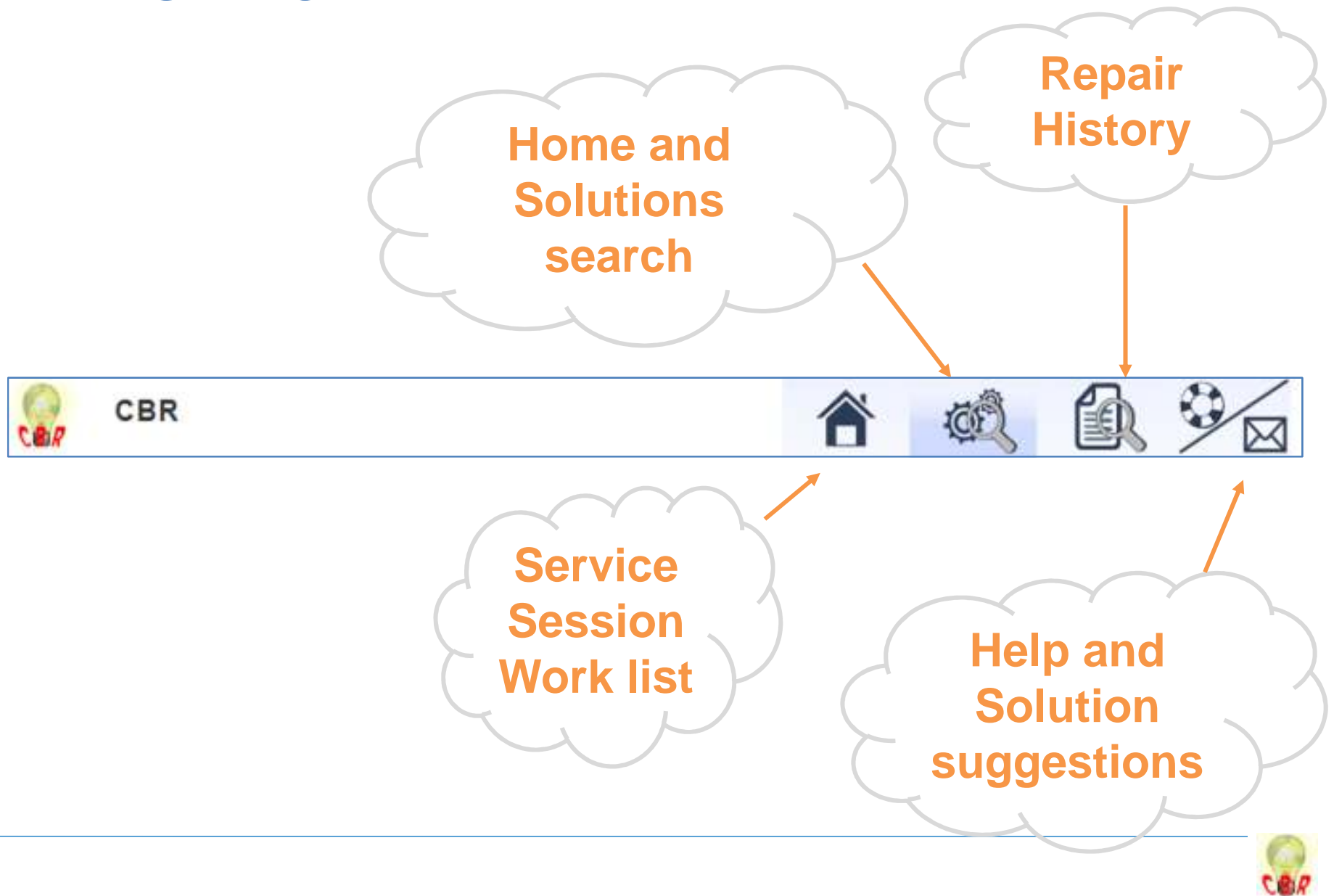
*Enter 17 Digit VIN  
and click Submit*

The screenshot displays the CBR web application interface. At the top, there is a navigation bar with the CBR logo, a home icon, a document icon, a refresh icon, and an email icon. Below this, the page title is 'Service Sessions'. A search bar is present with tabs for 'DSID', 'Repair Order', 'Registration Number', and 'VIN'. A 'Search' button and an 'Add New DS' button are also visible. The main content area shows a table with columns for 'DSID', 'Repair Order', 'Creation Date', 'Status', 'Owner', 'Registration Number', and 'VIN'. A modal dialog box titled 'Create Service Session' is open in the center, featuring three input fields: 'Registration Number', 'Repair Order', and 'VIN' (which is selected with a radio button). A 'Submit' button is located at the bottom of the dialog box.

DSID	Repair Order	Creation Date	Status	Owner	Registration Number	VIN
058003463						12345678901234567



# NAVIGATION



# SEARCHING FOR A SOLUTION

CBR

TechLine solution base(Prod.) | English | FieldService\_MACK\_VTNA | Bookmark | Logged in as A084727 - Logout

Diagnostic Session: DSBFD4236

Exit Close Details

Reset 522 Solutions

Describe the problem

smoke

Next

Results

1 2 3 4 47

- Volvo Chassis - Field Service Bulletin Trucks ( FSB ) F5B 561 027, Compressor Clutch, Replacement ( Clutched Air Compressor ) \*\*\*\*\*  
Solution number: K7525200 Status: Published Creation date: 05-05-2017 19:05
- Mack Chassis - Model Year ( MY ) 2017, 2018 - Grade Gripper Will Not Release ( Brakes Will Not Release ) \*\*\*\*\*  
Solution number: K37315134 Status: Published Creation date: 04-05-2017 17:05
- All Programming Requests Will Require Contacting Technical Support Services ( Tech Support ) Creating An eService \*\*\*\*\*  
Solution number: K32057314 Status: Published Creation date: 22-05-2017 17:05
- Diagnostic Trouble Code ( DTC ) P24FF Reductant Temperature Too High - ( Being Generated By Itself With No Other Codes ) \*\*\*\*\*  
Solution number: K21901518 Status: Published Creation date: 27-04-2017 20:04
- Mack Chassis - Service Bulletin Trucks ( SB 250 42 01 ) Smoke Test For Leak Detection - Models LR, MRU, LEU - ( Two Box Exhaust Aftertreatment System ( EATS ) Using The HD PowerSmoke™ Tool ( Part Number 88800562 ) \*\*\*\*\*  
Solution number: K20149302 Status: Published Creation date: 25-04-2017 22:04
- Mack Chassis - Service Bulletin Trucks ( SB 250 40 01 ) Smoke Test For Leak Detection - Models CHU, CXU, GU, TD - ( One Box Exhaust Aftertreatment System ( EATS ) Using The HD PowerSmoke™ Tool ( Part Number 88800562 ) \*\*\*\*\*  
Solution number: K21902305 Status: Published Creation date: 25-04-2017 21:04

Enter the customer effect here



# EXAMPLE SEARCHES



Search for a solution directly by:

- **Number**
- **Fault codes**
- **Function affected**

Describe the problem

  
[Next](#)

Describe the problem

  
[Next](#)

Describe the problem

  
[Next](#)

# SEARCHING FOR A SOLUTION

CBR recognises the search criteria entered

The screenshot displays a search interface with two main sections. The left section, titled 'What is the vehicle's model range?', contains a list of model ranges with checkboxes: C 2STEPS, D WIDE, D NARROW, D ACCESS, MAGNUM, PREMIUM, KERAX, MIDLUM, MASCOTT, MASTER, and MAXITY. Below this list are buttons for 'Show alternate questions', 'Previous', and 'Next'. The right section, titled 'Results', displays a list of search results. Each result includes a title, a star rating, and a solution number. The results are: 'Lots of black smoke during regeneration of the catalytic converter' (5 stars, solution K4535991), 'Clamp and/or engine turbo circuit hose - Lack of power and black smoke' (5 stars, solution K10241368), 'Loss of power, black smoke, vibrations and strange noises from the engine - MDEP Euro 6' (5 stars, solution K35219540), 'DXI 11 - DXI 12 - DXI 13 - Production of black smoke, squealing under engine braking, lack of power (PSiD 98 FMI 1)' (5 stars, solution K99137837), and 'Destruction of the cyclonic pre-filter: variants 34102 / 90405 - Damaged air filter' (5 stars, solution K05793104). An orange box highlights the search criteria 'Main customer effect smoke' and 'Smoke black smoke' at the top, with an arrow pointing to the text 'CBR recognises the search criteria entered'. Another orange box highlights the 'Show alternate questions' button, with an arrow pointing to the text 'Option to answer questions asked by the tool to refine search results'.

Option to answer questions asked by the tool to refine search results







# SEARCHING FOR A SOLUTION

The **search criteria** selected are displayed in the top banner.

The screenshot shows a diagnostic tool interface. At the top, a banner displays the selected search criteria: "Main customer effect smoke", "T HIGH", "Function Group Inlet and exhaust systems", and "Reset 3 Solutions". A blue circle highlights the "T HIGH" criteria, with a blue arrow pointing to a list of vehicle ranges. The list includes "RT Vehicle range" with checkboxes for "T HIGH" (checked), "T", "K(RT)", "D(RT)", and "C 2STEPS". Below the list are "Update" and "Cancel" buttons. The main content area shows search results for "DTC 11/13 - When cold, the engine stalls after a few seconds it runs badly at low speed, engine stalls" and "DTC P06 - sulphur regeneration too frequent". A "Leak from the urea pump and nozzle clogged" solution is also visible. At the bottom, there are "Show alternate questions", "Previous", and "Next" buttons.

It is possible to:

- **modify** them by clicking on 
- **deselect** them by clicking on 



# SEARCHING FOR A SOLUTION

The screenshot displays a technical search interface with two overlapping windows. The top window shows a breadcrumb trail: 'Main customer effect smoke' > 'Function Group 25 inlet and exhaust systems' > 'Function affected engine' > '310 Solutions'. Below this is a search bar with the question 'What is the engine standard?' and a list of radio buttons for Euro standards (EURO2 to EURO6). A 'Previous' button is highlighted with an orange circle and labeled 'Show alternate questions'. The bottom window shows a breadcrumb trail: 'Function Group 25 inlet and exhaust systems' > 'Function affected engine' > 'EURO6' > 'Smoke black smoke' > '5 Solutions'. It contains a search bar with the question 'What are the ECU fault codes DTI (T High, T, KRT), C(RT), FM (R), FM(4)?' and another 'Previous' button, also highlighted with an orange circle and labeled 'Click here to return to the previous question'. The search results on the right list several solutions with star ratings, such as 'Leak from the urea pump and nozzle clogged' and 'Loss of power, black smoke, vibrations and strange noises from the engine - MDEP Euro 6'.

You have the option to **answer the question** or to **select another**.

If a question is not listed, this is because there is currently no answer to it!

Click here to **return to the previous question**  
⚠ Do not click on the browser!



# RESULTS

When CBR has no further questions to ask, the search is completed.



**Search completed!**

- **You were looking for:**  
Black smoke
- **System interpreted:**  
Function affected = engine  
Main customer effect = smoke  
Smoke = black smoke  
Vehicle range = 29RB - PR 6X2  
Vehicle engine = DXI  
Fault codes DXI = MID 128 PPID 273

**DXI 11/13 - DTi 11/13 - When cold, the engine starts up correctly but after a few seconds it runs badly, smokes, unstable idle speed, engine stalls**

Solution number: K11148143 Status: Published Creation date: 08-05-2012

★★★★☆

**DTi 11 - DTi 13 - Fuel leak via the manual priming pump**

Solution number: K02184084 Status: Published Creation date: 17-08-2015

★★★★☆

Relevance of solutions



# VIEW A SOLUTION

Function Group: 25 inlet and exhaust systems | Function affected: engine | EURO6 | Smoke: black smoke | 5 Solutions

K50194445 DTi 5/8/11/13 Euro6 Urea nozzle screw, screw length unsuitable



Print the solution

Description [Send a concern report](#)

Systematically replace the screws (new part number: 7460111689) and add a single washer 7400948315.

Smear the screw thread with high temperature grease 7401161929 (Gleitmo 165).

D11/D13 solution

Systematically replace the screws (new part number: 7460111689)

Smear the screw thread with high temperature grease 7401161929 (Gleitmo 165).

**Note:** If the screw will not fit, use a tap to check the thread in the urea nozzle sleeve (on the silencer).

TSB RT:  
[R-25-137](#)

Prev. Solution

Return to Search

Next Solution

Link to another technical document



# CBR FEEDBACK




Feedback is very important for the continuing improvement of the CBR solution database:

- Continued improvement of the system
- Continued improvement of solutions

# FEEDBACK ON A SOLUTION

The user can record a solution.

The user can also add comments on a problem in a solution, a translation error, an opinion, etc.

**K04391490 VCADS: inconsistency of set values of fault codes (see example in "solution" tab)** 

Resolution not performed

Description [Send a concern report](#)

**Cause:**  
Engine ECU software: EMS.

**Concern Report** X

Very good solution thanks !

Rate this solution 

Did this solution solve your problem?  No  Yes

**Submit**



# SUGGESTING A SOLUTION

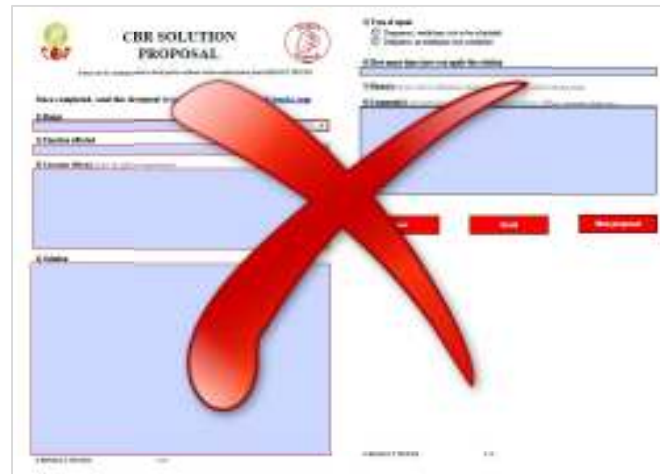


- The « Dealer's Proposal » functionality allows users to propose solutions to technical problems directly in CBR



**Objective :** Group and share the technical knowledge coming from the field !

- It replaces the PDF file available in the Help section :



# CHANGE PROFILE

- In order to access the solution's proposal profile, change profile and chose "**Propose a solution**" on the homepage

The screenshot displays the CBR system interface. At the top left, there is a logo with a lightbulb and the text 'CBR'. Below it, the text 'CBR' is displayed. The top navigation bar includes 'English', 'FieldService', 'Bookmark', 'Logged in as', and 'Logout'. On the left side, there is a 'Describe the problem' section with a 'Next' button. On the right side, there is a 'Results' section with a list of solutions. An orange arrow points from the text 'Propose a solution' in the slide to a button labeled 'Propose a solution' in the interface.

Reset  
1007 Solutions

English | FieldService | Bookmark | Logged in as | Logout

FieldService  
Propose a solution

Describe the problem

Next

Results

1 2 3 4 ... 168

**Lack of engine power after a loud "bang"** ★★★★★  
RT Vehicle range: C 2STEPS, D WIDE, D NARROW  
Solution number: K34428563 | Status: Published | Creation date: 30-11-2016 09:11

**Engine is difficult to start** ★★★★★  
RT Vehicle range: C 2STEPS, D WIDE, D NARROW  
Solution number: K37534040 | Status: Published | Creation date: 30-11-2016 09:11





# HOMEPAGE

- The profile « **Propose a solution** » gives access to the following page and allows you to create solutions in two different ways :

The screenshot displays the CBR homepage interface. At the top, there is a dark blue header with the text 'CBR' on the left and navigation links 'Home', 'Bookmark', 'Help', and 'Logout' on the right. Below the header, a breadcrumb trail shows 'My proposed solutions'. The main content area features a 'Results' section with a '2 Solutions' indicator. A 'Create' dropdown menu is open, showing two options: 'New from solution' and 'New from current search'. Below this, a list of solutions is shown, including 'Test 1' and 'Test 2', each with a 100% match rating and a status indicator. An orange callout box points to the 'Create' menu, and another orange callout box points to the list of solutions.

Language: English Profiles: Propose a solution Signed In

2 Solutions

Create

- New from solution
- New from current search

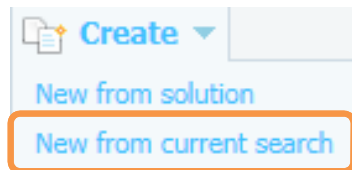
List of solutions already created by the user

Test	RT Vehicle range	Status	Creation date	Match
Test 1	RT Vehicle range: T, D NARROW, D ACCESS	Draft copy	20-12-2016 18:12	100% match
Test 2	RT Vehicle range: T	Sent proposal	21-12-2016 16:12	100% match



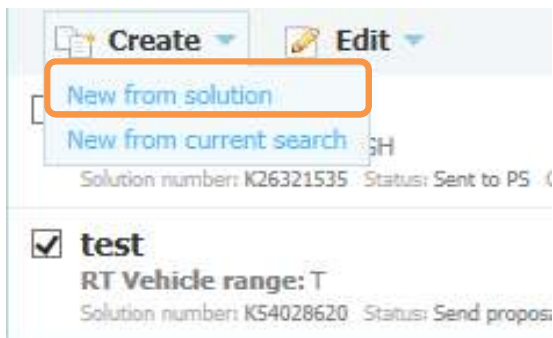
# CREATE A SOLUTION

- Under the “Create” button :



## To create a blank solution :

Click on “**New from current search**”



## To create a new solution from an existing solution :

Tick the solution to copy and click on “**New from solution**”

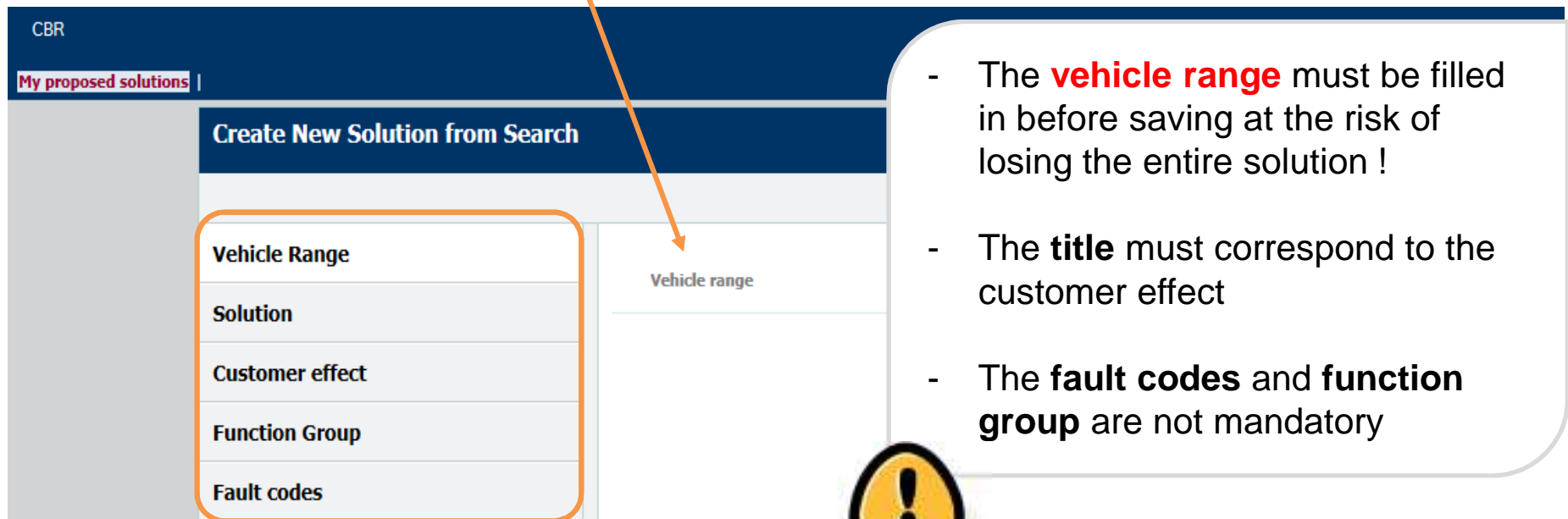


This second possibility allows to gain some time when creating a new solution similar to an already existing one !



# CREATE A SOLUTION

- Fill in the available **fields** under all the tabs on the left



CBR

My proposed solutions |

Create New Solution from Search

Vehicle Range

Solution

Customer effect

Function Group

Fault codes

Vehicle range

- The **vehicle range** must be filled in before saving at the risk of losing the entire solution !
- The **title** must correspond to the customer effect
- The **fault codes** and **function group** are not mandatory



It's possible to save your progress without having filled in all the fields. To this end, proceed in the same way than above without forgetting to fill the **vehicle range** which is mandatory!



# CREATE A SOLUTION

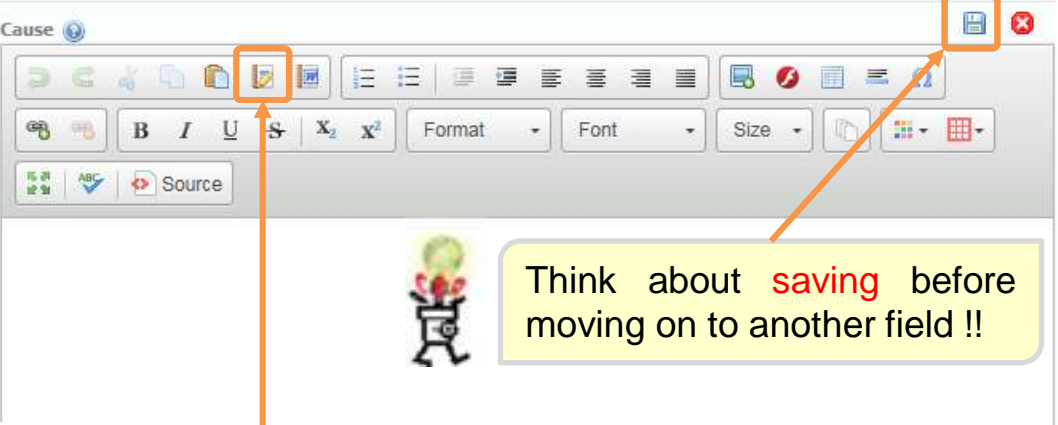
## Writing

- The fields **Title**, **Cause** and **Solution** have to be filled in with text
- The other fields have to be completed by ticking the appropriate boxes

**Create New Solution from Search**

Title (customer effect)


Cause



Think about **saving** before moving on to another field !!

Possibility to paste some text:

**Only** use this icon



Writing zone

Characters (including HTML): 0

Function Group

- 0 General
- 1 standard parts, service and maintenance material
- 2 engine with mounting and equipment
- 3 electric power supply; lighting; instruments; software; warning and information system
- 4 power transmission
- 5 brake
- 6 wheel suspension; steering; axle suspension
- 7 frame; springs; damping; wheel; track unit
- 8 body, cab and interior
- 9 hydraulic system; special functions; miscellaneous
- 92 mechanical equipment/attachment
- 93 electrical equipment



# CREATE A SOLUTION

## Writing



In the field **Solution**, it's important to give all the necessary information to understand the proposal :

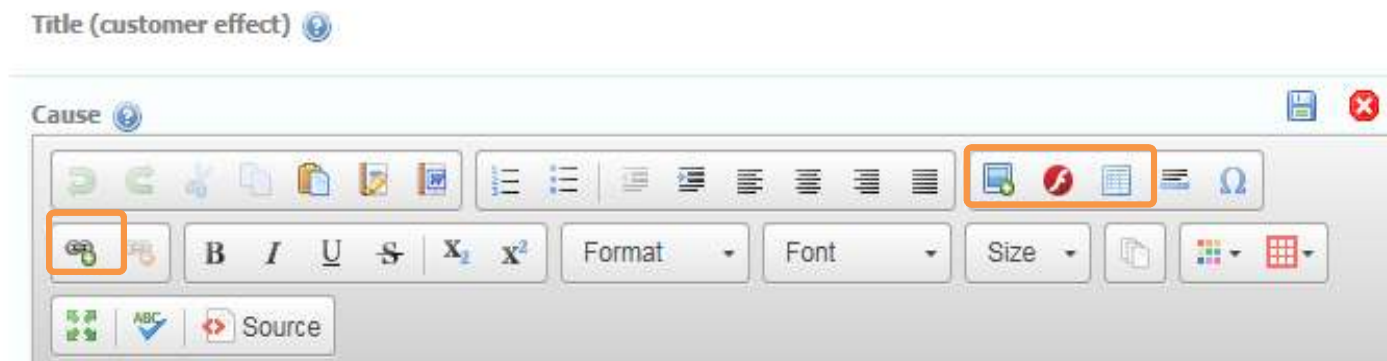
- List of **parts** used to fix the vehicle with their references
- **VIN** number (if needed)
- Step by step description of the **completed actions**
- ...



# CREATE A SOLUTION

## Add attachments

- It's possible to insert several types of attachments in the fields **Cause** or **Solution**



- Different symbols to insert :

 An image

 A table

 A video

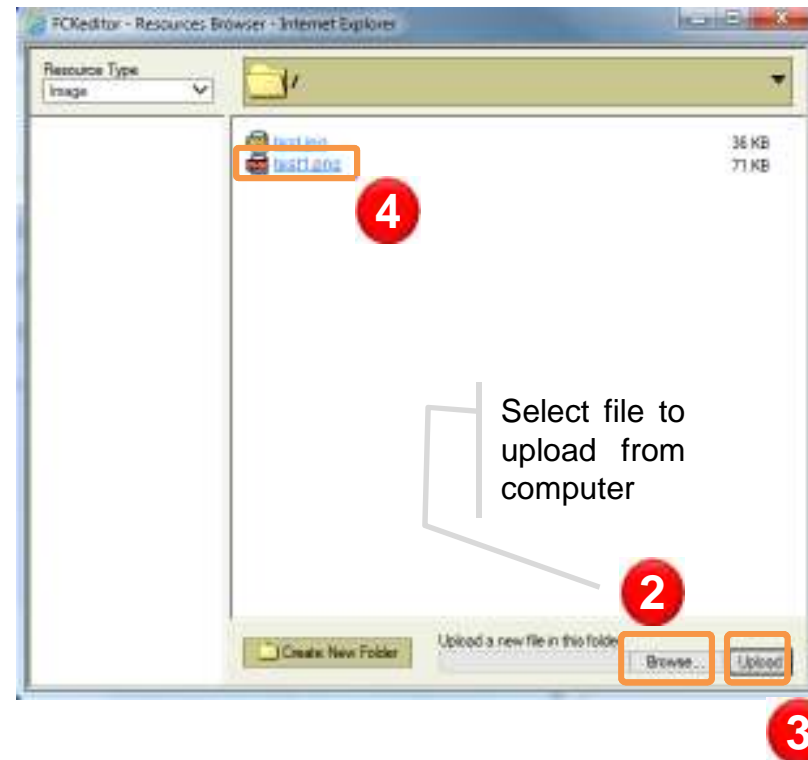
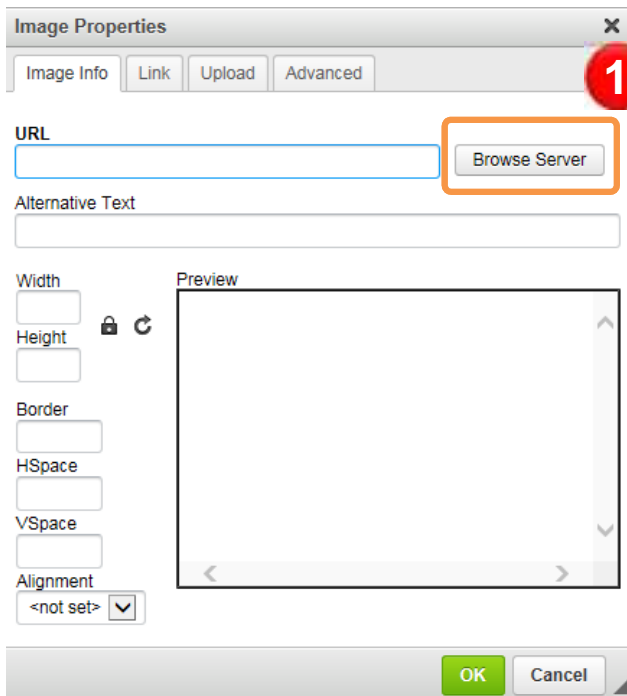
 A hyperlink or document



# CREATE A SOLUTION

## Add images

- In order to publish an image in a solution, you first have to “**browse server**” and **upload** the attachment, then **select it** from the list as shown below:



# CREATE A SOLUTION

## Add documents

In order to publish a link to a document in a solution, you first have to **select the text** for the link, "**browse server**" and **upload** the attachment, then **select it** from the list, using the same procedure as for images:

The screenshot illustrates the steps for creating a link in a solution:

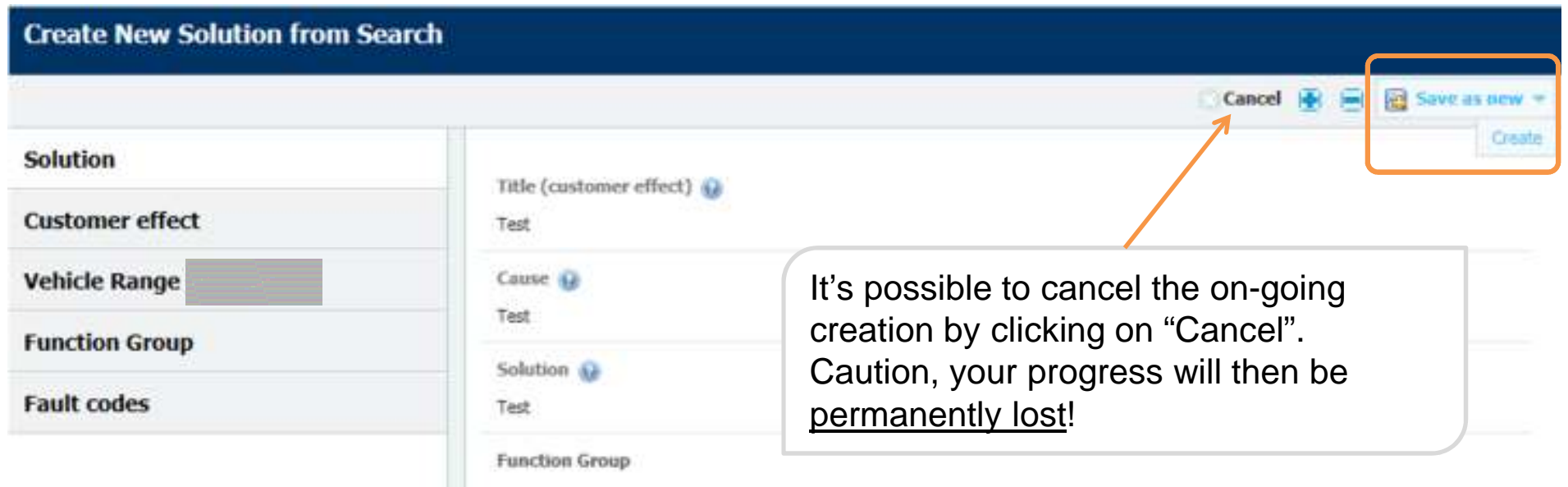
- 1**: Select the words/sentences from which the link has to be created. The text "I want the link to be available from this sentence" is highlighted in the editor.
- 2**: Click the "Browse Server" button in the toolbar.
- 3**: In the "Link" dialog box, click the "Browse Server" button.
- 4**: In the "Resource Browser" window, click the "Browse" button.
- 5**: In the "Resource Browser" window, click the "Upload" button.
- 6**: In the "Resource Browser" window, select the file "Test.txt".

A "COR" logo is visible in the bottom right corner of the interface.



# CREATE A SOLUTION

- When all the fields are filled in, click on “Save as new” and then “Create”



It's possible to cancel the on-going creation by clicking on “Cancel”. Caution, your progress will then be permanently lost!

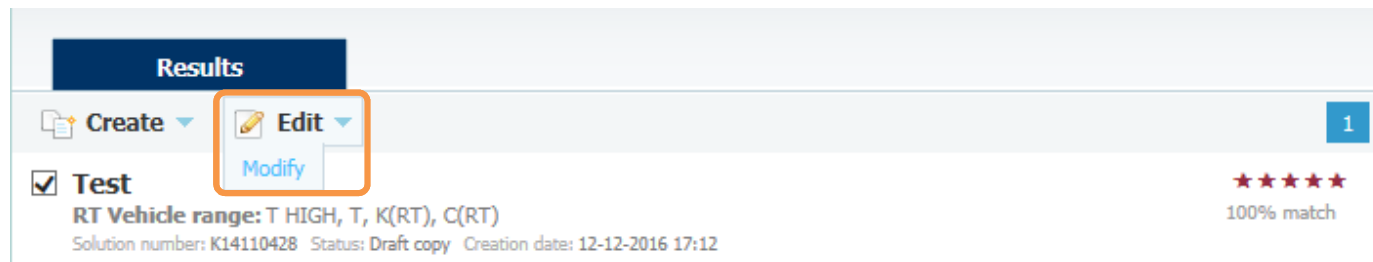


The created solution will then be available on the homepage under the status “**Draft copy**”



# MODIFICATION OF A SOLUTION

- On **My proposed solutions** homepage, select the solution to modify and click on “Edit” → “Modify”



- After modification of the solution, it's possible to save it under two statuses :
  - Draft copy** (if proposal is incomplete)
  - Propose a solution** (to send it to CBR coordinator for corrections)



Modifications are still possible after saving under one of these statuses !



# SOLUTION FOLLOW-UP PROCESS



Two possible conclusions at the end of the process :

- **Validation** of solution and publication with the indication **#Dealer** and the name of the **dealership**
- **Reject** of proposal



In case of reject of a proposal, you will be informed by mail containing the reasons of the refusal

The following statuses allow to follow the progress of the proposal :

- Draft copy
- Send proposal
- Sent to specialist
- Rejected
- To be published and (re)translated
- Published

<input type="checkbox"/> <b>Test</b>	★★★★★
RT Vehicle range: T High, T, K(RT), C(RT)	100% match
Solution number: K14110428 Status: <b>Published</b> Creation date: 12-12-2016 17:12	



NEED SUPPORT



**FEEDBACK OPTION**