SIMSi
service information
management system
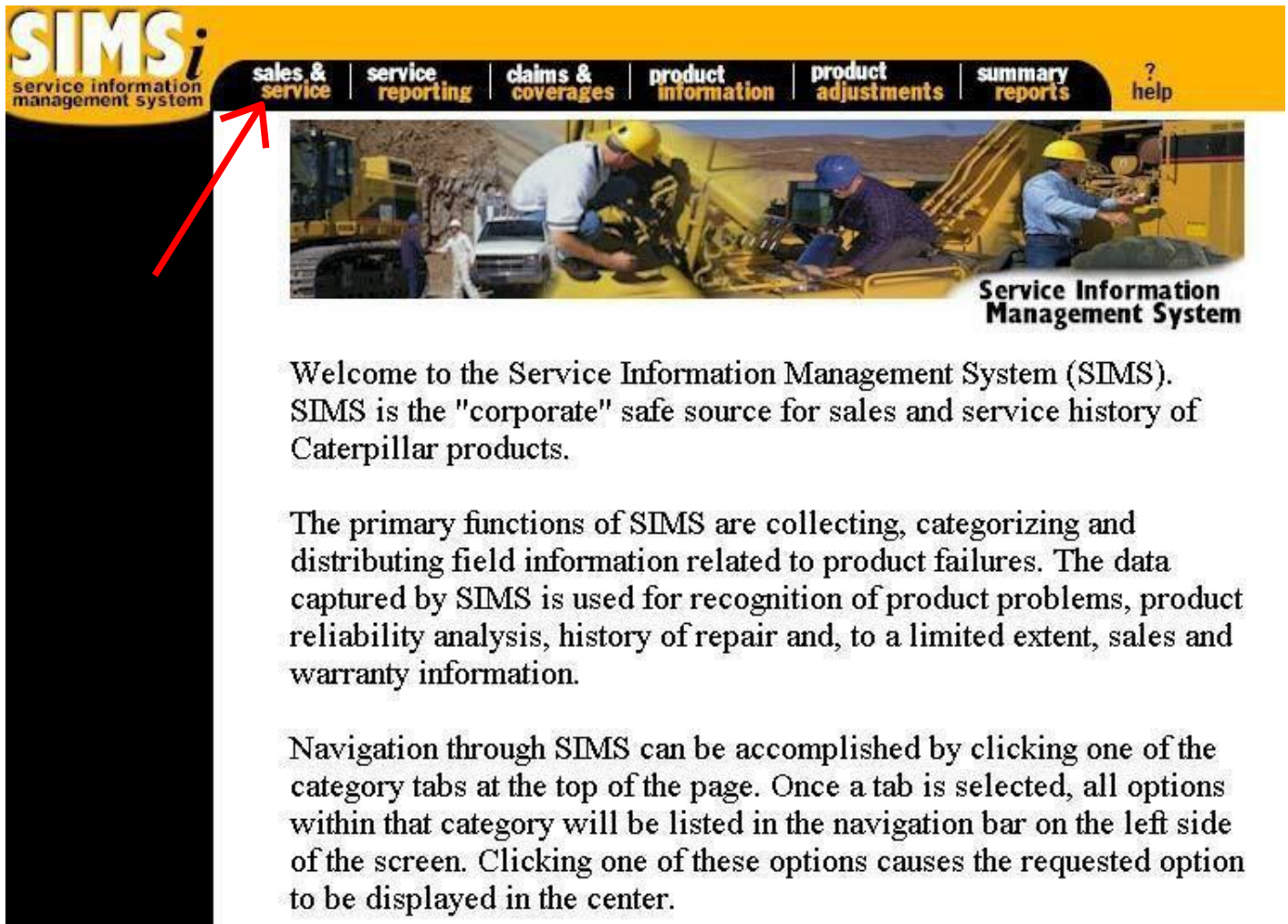
User
Guide

CATERPILLAR®

What's New?

New Options

The following are some of the new options that have been included in this release:

- Durability – https://dealer.cat.com/quality/
- Modify Product Configuration

Click on each option above to view more information related to that option.

General Navigation of SIMS

The following image is the first page that will appear when coming into SIMS. The black tabs that appear across the top of the screen are used for navigation throughout SIMS. As each tab is clicked, information related to that subject will appear in the main body of the page and different links will be available in the left-hand column of the page.

Welcome to the Service Information Management System (SIMS). SIMS is the "corporate" safe source for sales and service history of Caterpillar products.

The primary functions of SIMS are collecting, categorizing and distributing field information related to product failures. The data captured by SIMS is used for recognition of product problems, product reliability analysis, history of repair and, to a limited extent, sales and warranty information.

Navigation through SIMS can be accomplished by clicking one of the category tabs at the top of the page. Once a tab is selected, all options within that category will be listed in the navigation bar on the left side of the screen. Clicking one of these options causes the requested option to be displayed in the center.

General Navigation of SIMS

As you can see, if the Sales & Service tab is selected, information relating to this subject appears. Notice the yellow links that appear in the column on the left side of the screen. By clicking one of these options, the related application will be displayed in the center of the screen.

The Sales and Service tab contains all information that is related to the sales and services of Caterpillar products. It contains a detailed history of each product, including all work that has been completed on a product, as well as all work that should be completed on a product. Work Order information is also available through this option

General Navigation of SIMS

When the Sales/Service by Serial Number link is chosen, the related application appears in the center of the screen, which is shown by the image below. As each link is clicked, normally an application will appear in the center of the screen. However, some links will lead to a different web page, which will cause a new instance of the browser to appear with the chosen application.

Report Options

The following section of the training guide describes all the report options that are located within SIMSi. It is divided into seven broad categories that correspond to the tabs located across the top of the screen in SIMSi. Under each category, the report options for that category are listed and explained in detail.

Sales & Service

This tab contains all information that is related to the sales and services of Caterpillar products. It contains a detailed history of each product, including all work that has been completed on a product, as well as all work that should be completed on a product. Work Order information is also available through this option.

For more information about each of the specific options under Sales & Service continue to the next page.

If you are viewing this training guide online, in the navigation bar on the left side of the screen, click on the plus sign to the left of Sales & Service to view all options that are available under this tab.

Sales/Service by Serial Number

Overview

The Sales/Service by Serial Number option allows users to inquire on all details related to the sale and service of a Caterpillar product. By entering one or more serial numbers of a product, the sales and service information for that product is displayed.

The following are a few examples of why to use Sales/Service by Serial Number:

1. To check a product's service history to see what previous repairs have been made to the machine or product before the product is repaired or serviced.
2. Identify if a particular problem previously occurred on a product.
3. To find the engine information for a certain serial number.
4. To find how many repairs have been performed on a certain product and the dates that these repairs were made.
5. To find the warranty dollars allowed for a certain repair that was made.
6. To check if a SIMS Ticket has been received for a repair or service.

Location in SIMSi

The option, Sales/Service by Serial Number, is located in SIMSi from the Sales and Service tab.

User Scenario

When the "Sales/Service by Serial Number" option is selected, the following screen displays. This is the regular search screen. From the regular search screen, a user may type from one to ten serial numbers to display. Cat or Non-Cat serial numbers may be selected by clicking on the appropriate button. Once all of the serial numbers have been entered, the Report Format may be changed according to the user's preferences. The following three formats are available: Normal, PDF, or Excel.

The PDF format allows the report to be displayed and printed. If multiple serial numbers are entered, each serial number will display on a separate PDF page, but they will all be displayed.

The Excel format displays the information in a spreadsheet enabling the data to be saved and/or manipulated. If multiple serial numbers are entered, the information for all serial numbers will be displayed in one Excel spreadsheet. The information for the first serial number will be displayed first, and then the information for the second serial number, and so forth.

Sales/Service by Serial Number

To see examples of the different report formats, please refer to Different Display Formats.

After the serial numbers are entered and the Report Format is chosen, the Search button should be clicked in order to process the information related to those serial numbers. If the serial numbers need to be reentered, the Clear All Fields link should be clicked to clear the current serial numbers.

Sales/Service by Serial Number

Another way to search for serial numbers is to click on the box beside "Advanced Search" in order to put a checkmark inside it. This will take you to a screen that looks like the below screenshot. Instead of separate text boxes for each serial number, there is only one large text box in which you can enter up to 10 serial numbers. This makes it easier to copy and paste several serial numbers from an existing document into the SIMSi search engine. Again, at the bottom you can select how you would like your report displayed: Normal, PDF, or Excel. When all information has been entered, click on the Search button to process the information related to those serial numbers. To get back to the regular search screen, simply click the box beside "Advanced Search" again in order to erase the checkmark and you will be taken back to the regular search screen.

Sales/Service by Serial Number

Once the Search button has been clicked, the following screen will appear (shown in Normal format). The PIP/PSP screen may also pop up showing all open programs for the given serial number. In order to close this window and return to the Sales & Service information, click on the X in the top right corner of the PIP/PSP screen. More information about the PIP/PSP option will be provided later in this section.

Notice that the four serial numbers that were entered on the previous screen appear across the top of the screen. Clicking on each of these serial numbers will bring up the information that pertains to that particular serial number. The first serial number displayed will be the first serial number entered on the previous screen, in this case, 5ek12345. Also notice to the right of the screen that there is a link for Preferences. This option will be explained in more detail later. In addition, there are two other Report Formats available: View PDF Report and View Excel Report. By clicking on either of these options, the PDF or Excel format will be displayed. The next page will tell more about these options.

Sales/Service by Serial Number
Different Display Formats

In addition to the normal view, which has been demonstrated thus far, this screen offers two additional formats. By choosing the option, View PDF Report, from the top right side of the screen, the following format will be displayed in a pop-up screen.

The other option, View Excel Report, will transfer the data for the selected serial number into an Excel spreadsheet. All of the columns from the sales information and the columns from service history that are displayed on the screen will appear in the spreadsheet. The columns that are displayed for the service information may be changed by choosing the Preferences option and choosing the columns to display. By choosing the option, View Excel Report, the following format will be displayed in a pop-up screen.

Sales/Service by Serial Number

The middle section of the screen gives the sales history for the serial number that is displayed. In order to view or hide the information, place your mouse on the bottom line of the box until it changes to a double-sided arrow and then hold down your mouse button and drag the line up or down to hide or display the information according to your preferences. The scroll bar may be used on the right side of the box to scroll the information, or the entire box may be enlarged to show all the data. Also notice the PIPs/PSPs link to the right of the serial number. By clicking on this link, the user will be taken to a page that lists all of the PIPs and/or PSPs for that particular serial number. See "PIPs/PSPs to Perform" for more details about this option.

5EK12345	PIPs/PSPs	Product Configuration	Product Coverage	OPT/ESC	Customer Name and Address		
Arrangement No:	111-1464			Build Date:	26Mar1994	**Engine Information**	
Mfg Model:	3406E			Factory Ship Date:	Not Applicable	**Specifications**	
Mktg Model Year:	1994			Dealer/Invoiced Ship Date:	02Apr1994	2T-5830	
Prod Family:	ZI	3406/C15 Engines		Sales Date:	04Apr1994		
Sims Prod Family:	62	Truck Engines		Delivery Date:	22May1994	**Application**	
Source Facility:	40	Engine Develop And Mfg 7-18L		Selling Dlr:	B99R	A Primary Drive	
Principle Work:	D10	Trucks - On-Highway		Owner Cls:	E		

Shown full size (above) and with scroll bar (below).

5EK12345	PIPs/PSPs	Product Configuration	Product Coverage	OPT/ESC	Customer Name and Address		
Arrangement No:	111-1464			Build Date:	26Mar1994	**Engine Information**	
Mfg Model:	3406E			Factory Ship Date:	Not Applicable	**Specifications**	
Mktg Model Year:	1994			Dealer/Invoiced Ship Date:	02Apr1994	2T-5830	
Prod Family:	ZI	3406/C15 Engines		Sales Date:	04Apr1994		
Sims Prod Family:	62	Truck Engines		Delivery Date:	22May1994	**Application**	

Sales/Service by Serial Number

The next section of the page shows all the repair or service history for a particular product. To view additional pages of information click on the blue numbers at the top of the box to view page 2, page 3, etc., or click on "next" to view the next page. In order to view all the information on a page, two options are available. The scroll bar may be used on the right side of the box to scroll the information, or the entire box may be enlarged to show all the data. To enlarge the box, place your mouse on the top line of the box until it changes to a double-sided arrow and then hold down your mouse button and drag the line up until all the information is displayed.

Page: **1** 2 3 4 5 6 7 8 9 10 11 12 next

View Image	DT Code	F Code	Part Defect Code	Part Causing Failure	Inoperable Indicator	Service Meter Measurement	Repair Date ▲	Repairing Dealer	Work Order Number	Service Claim	Warranty Allowed	Comment
	395	726	17	8T-9527	Undetermined	63877 Miles	11Oct1994	A65S		Q453098	$315.64	Seal Leaks Oil
	183	468	17	109-5038	Undetermined	93234 Miles	30Dec1994	E080		E739975	$523.58	Leaking Injector
	183	726	17	106-7150	Undetermined	93234 Miles	03Jan1995	E080		E739973	$448.77	Leaking
	980	600	49	No Part Number	Operable	118905 Miles	03Mar1995	B042			$0.00	Level III Generated
	114	696	17	102-9798	Undetermined	221588 Miles	22Mar1996	E095		E074121	$2,293.03	Oil Slobber
	135	736	81	111-8125	Undetermined	265870 Miles	20May1996	A13B		Q776103	$138.01	Intermitten Fault
	141	739	42	3E-7700	Undetermined	273206 Miles	06Jun1996	E095		E168063	$244.31	Erratic
	141	739	42	3E-7700	Undetermined	273206 Miles	06Jun1996	E095		E133366	$0.00	Sensor Erratic
	980	600	49	No Part Number	Operable	1 Miles	08Nov1996	N050			$0.00	Level III Generated
	153	496	56	132-6660	Undetermined	2 Miles	05Mar1997	B153		E337875	$968.97	Authorization
	985	100	49	No Part Number	Operable	31000 Miles	20May1997	T130			$0.00	Lookup +33/-17
	912	101	56	SP0099	Undetermined	1978 Miles	12Sep1997	D250		E504064	$369.60	Policy
	980	300	49	No Part Number	Operable	7670 Miles	24Sep1997	Z047			$0.00	Level III Generated

Notice that the Repair Date column has an arrow pointing up next to it. This arrow indicates that the Repair Date column is the column that sorts the data. Since the arrow is pointing upwards, it means that the column is in descending order. To change the column to ascending order, simply click on the arrow and it will now point downward indicating that the column is sorted in ascending order. If a user would like to change the sorting column, just click on the title of any column to make that column the sorting column.

As seen in the screenshot below, some of the parts have an image associated with them. This is denoted by the camera in the "View Image" column. To view the image, simply click on the camera icon.

Page: previous 1 **2**

View Image	DT Code	F Code	Part Defect Code	Part Causing Failure	Inoperable Indicator	Service Meter Measurement	Repair Date ▲	Repairing Dealer	Work Order Number	Service Claim	Warranty Allowed	Comment
	313	726	17	111-4919	Inoperable	6020 Hours	12Sep2001	B350	TM15893		$0.00	Lip Seal Leaking
	331	726	17	117-7127	Inoperable	6020 Hours	12Sep2001	B350	TM15893		$0.00	Lip Seal Leaking
	391	726	17	8C-3075	Inoperable	6020 Hours	12Sep2001	B350	TM15893		$0.00	Lip Seal Leaking
	181	312	42	123-6968	Undetermined	8090 Hours	18Jun2002	B351		P693496	$3,746.03	Engine Running Hot
	181	312	98	123-6968	Undetermined	8090 Hours	18Jun2002	B351		P703753	$2,190.33	Engine Running Hot
	552	630	10	118-0612	Operable	8568 Hours	24Sep2002	B350	TM27329		$0.00	Plunger Broke Half
📷	552	630	10	118-0612	Operable	8843 Hours	04Nov2002	B350	TM28542	P777450	$162.99	Plunger Failed
	138	468	96	PS50424	Undetermined	9782 Hours	03Apr2003	B350	TM32252		$0.00	
	331	496	49	117-0023	Operable	9782 Hours	10Apr2003	B350	TM32252		$0.00	Rebearing-Reseal
	143	663	96	PS5378	Inoperable	9782 Hours	15Apr2003	B350	TM32252		$0.00	Perform Update
	143	388	96	PS50414	Operable	9782 Hours	14May2003	B350	TM32252		$0.00	Update
	153	822	96	PS50410	Operable	9782 Hours	14May2003	B350	TM32252		$0.00	Update

A list of all the images associated with that part will be displayed. Click on "View" to see the image.

Service Images

Rows **1** to **3**   **No More Results**

	Repairing Dealer	Serial Number	Part Causing Failure	Repair Date	Work Order Number	Dealer Claim	Service Claim	Description	Image Size	File Ext
View	B350	3KR01339	118-0612	04Nov2002	TM28542	M023588	P777450	Test Image	61 KB	JPG
View	B350	3KR01339	118-0612	04Nov2002	TM28542	M023588	P777450	Test Image 2	81 KB	JPG
View	B350	3KR01339	118-0612	04Nov2002	TM28542	M023588	P777450	Demo	82 KB	GIF

No More Results

Caterpillar Confidential: Yellow

View of an image:
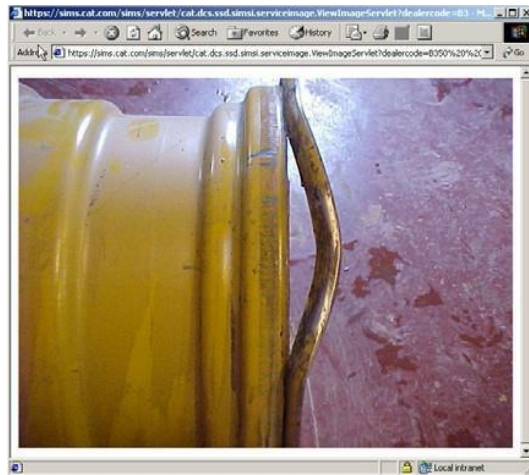
Sales/Service by Serial Number
Preferences

By clicking on the Preferences link located at the top of the page, a user may modify how the data is displayed on the screen.

5EK12345 8SG02020 01X01664	Preferences View PDF Report View Excel Report

Once the Preferences link is clicked, the following screen will appear. This screen allows users to change the way that the information is displayed according to their own preferences.

Sales/Service by Serial Number
Preferences

The fields within the Columns to Display box are the columns that appear on the table on the display page. A list of the fields and their descriptions are available at the end of this document. The fields within the Columns to Hide box do not appear on the display page. In order to remove the columns that are displayed, perform the following steps:

1. Click on a column in the Columns to Display box to select it (Hold the Ctrl key down and click on the desired columns to select more than one at a time.)
2. Click on the top arrow that appears between the two boxes to add the selected column(s) to the Columns to Hide box and remove them from the Columns to Display box.
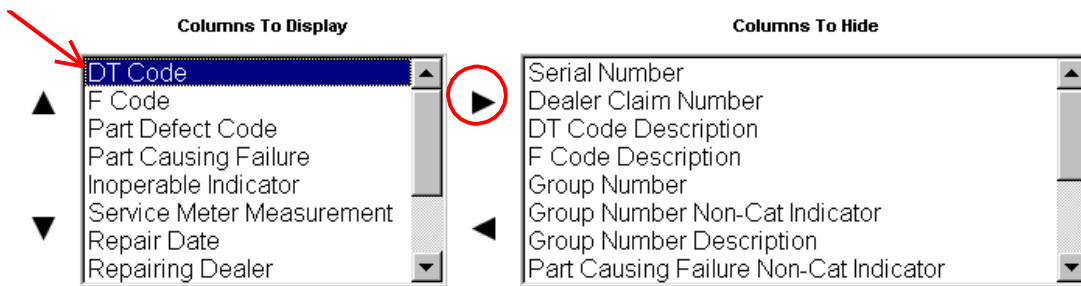
In order to add the columns that are displayed, perform the following steps:

1. Click on a column in the Columns to Hide box to select it (Hold the Ctrl key down and click on the desired columns to select more than one at a time.)
2. Click on the bottom arrow that appears between the two boxes to add the selected column(s) to the Columns to Display box and remove them from the Columns to Hide box.
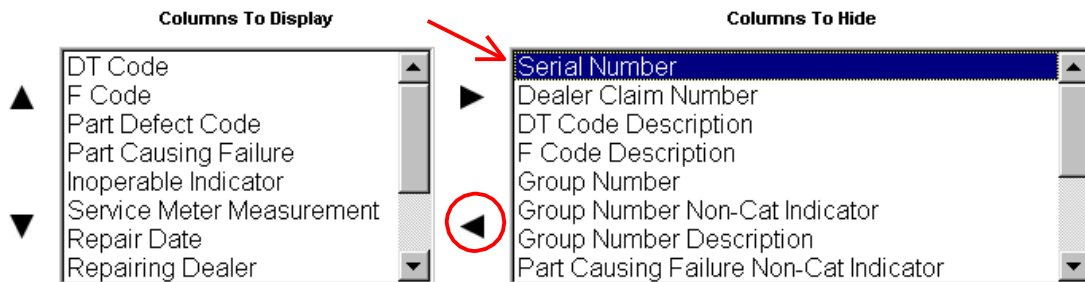
Sales/Service by Serial Number
Preferences

The columns that now appear in the Columns to Display box will now appear in the table on the Sales/Service by Serial Number screen. They will display in the order that they are listed in the Columns to Display box. In order to change the sequence in which the columns are listed, perform the following steps:

1. Click (select) a column in the Columns to Display box that needs to be moved.
2. Click on the black arrows that appear to the left of the Columns to Display box to move the column up or down within the listed columns.

Columns To Display

DT Code
F Code
Part Defect Code
Part Causing Failure
Inoperable Indicator
Service Meter Measurement
Repair Date
Repairing Dealer
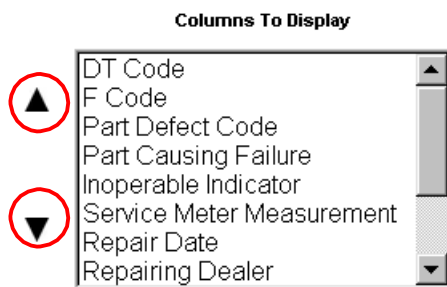
Another option that can be changed on the Preferences page is the number of rows that are displayed on the table per page. This can be altered by changing the number that appears in the Rows Per Page text box. In the following example, the rows displayed per page is 15.

Rows Per Page 15

The last item that can be changed on the Preferences page is the column that the table is sorted by. In order to change the sorting column, click on the down arrow of the Initial Sort Column and choose the column you wish to use to sort. Next, choose if the column should be sorted in ascending or descending order by clicking on the appropriate button. In this case, the table is being sorted in ascending order by the Repair Date.

Initial Sort Column Repair Date

Ascending ⦿   **Descending** ○

Sales/Service by Serial Number
Preferences

Once all of the preferences have been set to the user's standards, the Update button should be clicked to apply the new preferences. If, however, the user decides that they do not want to apply the new changes, the Cancel button can be clicked to cancel all changes. If a user does update their preferences, but then decides that they liked the default settings better, the Reset Defaults button can be clicked to reset all the information to the default settings.

Cancel   Update

Reset Defaults
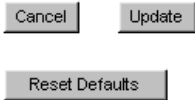
Service History Fields

The following is a table showing the fields that are available from service history and their descriptions.

COLUMN NAME	DESCRIPTION
Serial Number (Prefix)	First three characters (format of XXX) of prime product serial number. This is a unique mix of alphanumeric characters for each product as designated by the product division. This may be a Caterpillar or Non-Caterpillar serialized product.
Serial Number (Body)	The seventeen characters that follow the serial prefix and when used with the serial prefix constitute a serial number. Assigned sequentially to prime products as they are produced. This may be a Caterpillar or Non-Caterpillar serialized product.
Service Claim Number	Sequential number assigned to a warranty claim received from a dealer by the organization receiving the claim. The first character is alphabetic and denotes the receiving company: e.g., P = Peoria, A = Cat Americas. The last six characters are numeric and indicate for the organization the sequence number of that claim as related to other claims received within that calendar year.
DT Code	Identifies the defective component area in a product failure. It is the first three positions of the DTF-CODE. Examples: 174 = Fuel System 395 = Pump Drive
F Code	The code assigned to identify the failing part by a general description. This code is the last three positions of DTF-CODE. Examples: 105 = Body 111 = Bolt
Product Problem Code	Describes product problems encountered in the field or during assembly. The codes are assigned by service engineering technicians or by quality control personnel. Examples of values are: A = Structural B = Surface Defect C = Leaks
Part Defect Code	Code assigned mechanically or by service technicians to machine failures reported on warranty claims and service reports that indicates the type of defect in the part number that was the cause of the machine failure. When the code is mechanically assigned it is obtained from a two-byte field, problem description code that is on the failure report. Examples: 10 = Broken 11 = Cracked
Part Causing Failure	Part number of the part that caused the machine failure.
Group Number	The part number (or SMCS code or Substitute group number) of the group that contains the part (piece part) that was the cause of a machine failure.

Service Meter Measurement	Denotes whether the length of operation of a machine at the time of failure was reported in hours or miles or kilometers. Values are:
	    Hours Estimated
	    Hours
	    Kilometers
	    Estimated Kilometers
	    Miles Estimated
	    Miles

Work Order Number	A dealer assigned number used to control work units in his service shop. Format varies by dealer.
Repairing Dealer	Dealer code of the dealer who repaired a specific prime product.

Inoperable Indicator	Indicates whether the failure caused the product to be inoperable.
	Values are:
	    Inoperable
	    Operable

Comment	Field used by the dealer to add more information about a machine failure.
Dealer Claim Number	Number assigned to a warranty claim by the dealer submitting it.
Warranty Allowed	The actual dollar amount allowed and credited to the dealer for a specific warranty claim.
Repair Date	Date on which a dealer repaired a particular prime product.
View Image	Displays links to Service Documents (if available)
Add Image	Displays a link to add a Service Document, fields are prepopulated.
SIMS Ticket Received	Indicates whether a SIMS ticket was received or not.
Claim Received	Indicates whether a Service Claim was received or not.
Group Number Description	A description of the group number.
Part Failure Description	A description of the part causing failure.
Part Defect Description	A description of the part defect code.
Product Problem Description	A description of the product problem code.
Main Store Dealer	The related main store dealer code of the repairing dealer code.
Component Serial Number	Required for pumps, motors and control valves that have an attached serial number. If the pump, motor or control valve is the Part Causing Failure populate this element with the corresponding serial number. Identification tags on the pump, motor or control valve should contain a Part Number and a corresponding Serial Number. This element should not be populated when the component serial number is not available or does not apply. If this element is populated, you should also populate Component Serial Number Service Meter and Component Serial Number Usage Description.
Component Service Meter Measurement	Elapsed meter value on the Component Serial Number since it was installed. e.g. 1000 Kilometers

Failure Date	The "Failure Date" field is as follows:
	Part Stock – date the part(s) were removed from stock
	GET – date the GET failed
	Inventory Units – date the issue was reported*
	Tool – date the tool failed
	Freight – date the freight was sent or received
	Before Failure PSP (Product Support Programs) – date work order was opened
	**Please note that 00NIS00 or 00IFI00 entries are not accepted in this field.

Sales History Fields

The following is a table showing the fields that are available from sales history and their descriptions.

COLUMN NAME	DESCRIPTION
Serial Number (Prefix)	First three characters (format of XXX) of prime product serial number. This is a unique mix of alphanumeric characters for each product as designated by the product division. This may be a Caterpillar or Non-Caterpillar serialized product.
Serial Number (Body)	The seventeen characters that follow the serial prefix and when used with the serial prefix constitute a serial number. Assigned sequentially to prime products as they are produced. This may be a Caterpillar or Non-Caterpillar serialized product.
Manufacturing Model	Assigned by manufacturer to facilitate communications with organizations outside the company in referencing company products.
Marketing Model Year	Marketing Model Year for US and Canada is assigned to prime products based on an Oct 1 - Sep 30 final plant ship calendar year. Outside the US and Canada it is set to the year of the final plant ship date based on a Jan 1 - Dec 31 calendar year. (e.g. A final plant ship date for a US prime product of November 1, 2014 would be a 2015 Marketing Model Year.)
Year of Manufacture	The year the prime product manufacturing process is completed in accordance with EU Directive and laws of jurisdictions that use a January 1 - December 31 year. (Applies to EU, China, Brazil, India, Russia)
Month of Manufacture	The month the prime product manufacturing process is completed in accordance with EU Directive and laws of jurisdictions as they apply to EU, China, Brazil, India, and Russia
Arrangement Number	Top level part number, i.e., the part number representing the total machine or engine.
Product Family	Identifies the basic families of products that make up the total Caterpillar product line. This is for parts, quality, and reliability.
Sims Product Family	Identifies the basic families of products that make up the total Caterpillar product line. This is the first two positions of the budget control number.
Source Facility	Identifies the facility responsible for the manufacture, purchase, or procurement of the associated item.

Principle Work	Identifies the principal work in which a machine is used. Data is obtained from the dealer's sales record. Format is ABB where:
	  A = Basic Principal Work
	  BB = Sub Principal Work
	Examples are:
	  D10 = Trucks – On-Highway
	  200 = Highways & Streets: Construction

Production Date	Date that a prime product (serial number) was produced.
Sales Date	Date on which a given serial numbered prime product was originally sold or leased by a dealer to a customer.
Ship Date	Date on which a given serial numbered prime product was shipped from the factory to the point of destination.
Delivery Date	The date the product was delivered to the customer.
Selling Dealer	Identifies the dealer who is credited for the original sale of a prime product.

Owner Class	Categorizes the customer who buys Caterpillar products from Caterpillar dealers. ()
	    The categories for machines are:
	        1 = Private
	        2 = National Government
	        3 = State or Provincial Government
	        4 = County or Township
	        5 = Municipal Government
	        6 = Special Authority
	        7 = Military
	        8 = OEM Dealer
	        9 = Government
	The categories for Engines are:
	        A = Engine Retail
	        B = Engine Dealer OEM
	        C = Engine 2nd Level Dealer
	        D = Engine Government
	        E = Engine Factory OEM
	        F = Engine Dealer Defense Products
	        G = Engine Dealer Through Defense Products
	        X = Engine Centralized Account
	        W = Caterpillar Office Use Only

Engine Application Code	Designates the initial application for which a Caterpillar engine, genset, or transmission is intended at the time it was sold. Values:
	        A = Primary Drive
	        B = Pump
	        C = Compressor
	        D = Other Mechanical Drives
	        E = Prime Power
	        F = Standby Power
	        G = Emergency Standby Power
	        H = Cogeneration (CHP)
	        J = Cooling
	        M = Load Management
	        N = Continuous (Base Load)
	        P = Quality Power
	        T = Transmission (Base Load)
	        X = Transmission-Hybrid

PIPs/PSPs to Perform

Overview

The web site, http://pis.cat.com, allows users to inquire on the Product Improvement Programs (PIP) and Product Support Programs (PSP) that have not yet been completed for a product. PIPs and PSPs are known problems that should be completed when a product is brought in to be repaired or serviced.

Location in SIMSi

The option, PIPs/PSPs to Perform, is located in SIMSi from the Sales and Service tab.

User Scenario
The following screen will appear when you first go to the PIS web site. However, if the PIPs/PSPs link is chosen from another web site, such as the SIMS web site, then the screen that appears on the next page will be displayed first.

CATERPILLAR®
PIS
Product Information System   Service Letter Tracking   Help
Home
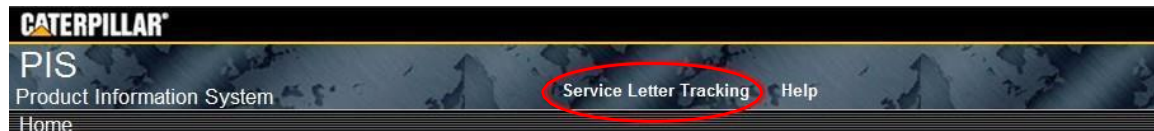
Product Information System

The Product Information System fulfills the Federal Mandate to notify Caterpillar product owners of Product Improvement Programs (PIPs) and to monitor the completions of the Service Letter program.

PIPs are an acknowledgment by the corporation that a product has a known problem and that the corporation recommends that the problem be repaired, often times at the corporation's expense.

In the event that the problem is safety related, owners of the product are notified by mail with up to three mailings.

Since the Product Information System is used to notify customers of product problems, it must display customer name and address for each product sold. Also, since PIPs are often related to components rather than prime product (for example, engines or transmissions), the Product Information System contains the machine configuration for each product sold. The configurations are used to determine the prime product population affected by the rework.

The Product Information System also has Stolen and Missing Equipment information.

Currently Service Letter Tracking and Machine Configuration are on this Web Application and Customer Name and Address as well as Stolen and Missing Equipment are on-line systems which reside on AIMS.

PIPs/PSPs to Perform

To view the PIPs and/or PSPs for a product, click on **Service Letter Tracking** and type in a serial number on the screen as shown and click on the Serial No/PIN Status button.

The following screen shows all the uncompleted PIPs and/or PSPs for the product that was selected on the previous screen. All the information may be viewed by using the scroll bars on the right and on the bottom of the screen.

PIPs/PSPs to Perform

To return to the Selection Criteria page to search for another serial number, click on the **Service Letter Tracking** link in the upper part of the screen.

For more information on PIPs or PSPs, click on the Help link in the upper part of the screen. This option contains a definition of PIPs and PSPs and includes support information for the PIS system.

Service by Model and Prefix

Overview

This option allows inquiry for service performed on a certain model or prefix or both a model and a prefix.

Location in SIMSi

The option, Service by Model and Prefix, is located in SIMSi from the Sales and Service tab.

User Scenario

From the following screen, a user may type in a manufacturer model number and/or a serial number prefix. At least one of these fields is required, but both may be entered. Also notice to the right of the manufacturer model label there is a drop down box. This box allows a user to enter the exact model number ("is equal to"), or if only the beginning of the model number is known, the user may choose the option "begins with" which will bring up all the models that begin with what has been typed into the field. Only the model and/or the serial number prefix need to be entered to find records, but for a more detailed search, more information may be selected by filling in the additional fields.

Service by Model and Prefix

The next two fields, group number and part number, may be entered if this information is known. Notice the drop down boxes to the right of the group and part number labels. If the group or part number(s) should be included in the search, choose "is in" from the drop down box. If the group or parts number(s) should be excluded from the search, choose "is not in" from the drop down box. Multiple group or part numbers may be entered in the boxes to the right.

Group Number: is in ▼

Part Number: is in ▼

The next option, Restrict Record Type, allows a user to exclude informational records. Click on the Exclude Informational box to apply this option (shown by a checkmark in the box).

Restrict record type: ☐ Exclude informational

Another available option is the Restrict to Dates field, which allows a user to restrict the search to certain dates. By clicking on the "No Restrictions" button, the dates will not be restricted. By clicking on the next button, from the drop down boxes to the right of the button, there are two options, "is on or before" and "is on or after". By choosing one of these options and specifying a date in the box to the right, the search will be restricted to records that have been entered either before or after that date. By clicking on the last option, "is between", two dates may be specified to search for records that were entered between these two dates. Notice that to the right of the date fields is an icon that looks like a desk calendar. For more information on this icon, please refer to the user scenario for Report Service.

Restrict to dates: ◉ No restriction.
                        ○ is on or before ▼
                        ○ is between   and

The next available option is Rows to Display which allows a user to specify how many rows should be displayed for the search results. This number must be greater than zero, but less than or equal to 250.

Rows to display: 25

Service by Model and Prefix

The last available option is Format of Results which allows a user to specify how the results will be displayed. The choices from the drop down box include HTML (normal web page), Excel, or PDF. For more information on these options, please refer to the user scenario for Sales/Service by Serial Number.

Report Format: [HTML ▼] [Search]

Now that all of the information has been entered into the screen, a user has three options. In order to continue with the search and display the results, the Search button should be chosen (as shown above). If a new search needs to be specified, the Clear All Fields option may be chosen which will clear all the fields on the screen. The last option, Preferences, allows a user to choose and store as default which fields should be displayed on the search results page and the number of rows displayed.

Clear All Fields - **Preferences**

Once the Preferences link is clicked, the following screen will appear. This screen allows users to change the way that the information is displayed and stored according to their own preferences. For more information about the Preferences screen, please refer to the Preferences section for Sales/Service by Serial Number.

Service by Model and Prefix

After all of the specified search data has been entered into the search screen, click on the Search button to display the search results (as shown below).

Notice that a user may switch to PDF or Excel format from this screen by choosing one of the links at the top of the page. Also, if there are more rows of data, click on the Next Results link to see more records.

As shown above by the serial number column, some of the records have fields that are underlined. By clicking on these links within the record, more data may be displayed for that particular record. For example, if the first serial number, 01X06658, in the Serial Number column were clicked, the Sales/Service by Serial Number screen would display with the information for that serial number. This option is also available for the Repairing Dealer column, which shows the Repairing Dealer screen, the Service Claim column, which shows the Claim Story for the selected claim, and the Dealer Claim column, which shows the Claim Story for the selected claim.

Service by Product Family and Subsidiary

Overview

This option allows inquiry for service performed on a certain product family or both a product family and a subsidiary.

Location in SIMSi

The option, Service by Product Family and Subsidiary, is located in SIMSi from the Sales and Service tab.

User Scenario

From the following screen, a user may type in a product family or a product family and subsidiary. The product family field is required, but the subsidiary does not have to be entered. Also notice to the right of the product family field label there is a drop down box. This box allows a user to select the product family from the drop down list. A drop down box is also provided for all available subsidiaries that may be selected. Only the product family needs to be entered to find records, but for a more detailed search, more information may be selected by filling in the additional fields. For more information on the functionality of this screen, please refer to the User Scenario for Service by Model and Prefix.

Service by Repairing Dealer and Prefix

Overview

This option allows inquiry for service performed on a certain repairing dealer or both a repairing dealer and a serial number prefix.

Location in SIMSi

The option, Service by Repairing Dealer and Prefix, is located in SIMSi from the Sales and Service tab.

User Scenario

From the following screen, a user may type in a repairing dealer or a repairing dealer and serial number prefix. The repairing dealer field is required, but the serial number prefix does not have to be entered. Also notice to the right of the repairing dealer entry box there is a check box labeled "Include related dealers". This box allows a user to select all related dealers to the dealer code that was entered in the entry box. Click on the box to select this option and a checkmark will be displayed in the box. Only the repairing dealer needs to be entered to find records, but for a more detailed search, more information may be selected by filling in the additional fields. For more information on the functionality of this screen, please refer to the User Scenario for Service by Model and Prefix.

Service by Repairing Dealer and Prefix

Overview

This option allows users to inquire on all the work order details entered by the dealership as a service was performed on Caterpillar equipment. Work order detail consists of header, segment, operations, parts, labor, and miscellaneous information.

Location in SIMSi

The option, Work Order, is located in SIMSi from the Sales and Service tab.

User Scenario

From the following screen, a user must type in a repairing dealer code and a work order number.

Service Reporting Statistics

When all of the fields have been entered and the search button has been clicked, a screen similar the one below will appear:

If no work order information was submitted to SIMSi, no results will be returned.

Notice that there is a drop down menu for selected report. Different records can be displayed if they were sent in on the work order by selecting them from this drop down menu. The different options include segment record, operation record, part record, labor record, miscellaneous record, and problem record. Each will display different information. Below is an example of a part record:

Notice there are links in the upper right-hand corner of the screen for viewing different PDFs. The Header PDF link will create a PDF report of the header information. The Search PDF link will create a PDF report of the record currently displayed in the selected report drop down menu.

Service Reporting

This tab contains all the options that are necessary for reporting services on Caterpillar products. This tab also includes an option to validate the part and group numbers and an option to match codes that equate to one another.

For more information about each of the specific options under Service Reporting continue to the next page.

If you are viewing this training guide online, in the navigation bar on the left side of the screen, click on the plus sign to the left of Service Reporting to view all options that are available under this tab.

ReportService

Overview

This option allows the reporting of service tickets (SIMS tickets) to Caterpillar. For more information about reporting service tickets, see the option Service Reporting Documentation.

Location in SIMSi

The option, Report Service, is located in SIMSi from the Service Reporting tab.

User Scenario

To report a service ticket, choose the option, Report Service, in the left hand column of the screen. Once this option is chosen, another screen will pop up that contains the Service Report (shown below).

ReportService

Once inside this screen, enter the fields with accurate information. Notice that to the right of the repair date is an icon that looks like a desk calendar. By clicking on this icon, the following pop-up box will appear:

Use this box to select the year, month, and day. As soon as the day is selected, the date will appear in the repair date box and the pop-up calendar will disappear. If you would like to exit the calendar without applying the date, choose the Cancel button or choose the X in the top right corner of the box.

ReportService

Also notice the binoculars icon located to the right of the Desc Cd box. By clicking on this icon, the following pop-up box will appear:

From this screen, the Part Defect Code or the Problem Description Code may be selected. Use the arrow on the right hand side of either box to display the scroll bar to scroll through the codes. Once the correct code is found, click on it from the drop down menu and then choose the Select box located to the right of the box that the correct code is displayed in. The selected code will now appear in the Desc Cd box.

Once all of the information has been entered into the screen, choose the Add Record button located at the left bottom side of the screen. The record will now be added to the SIMS system.

For more information related to entering SIMS tickets, please refer to the option, Service Reporting Documentation under the Service Reporting tab.

Report Service Letter

Overview

This option allows the reporting of service tickets (SIMS tickets) for service letters to Caterpillar. For more information about reporting service tickets, see the option Service Reporting Documentation.

Location in SIMSi

The option, Report Service Letter, is located in SIMSi from the Service Reporting tab.

User Scenario

To report a service ticket for a service letter, choose the option, Report Service Letter, in the left hand column of the screen. Once this option is chosen, another screen will pop up that contains the Service Letter Report (shown below).

Report Service Letter

Once inside this screen, enter the fields with accurate information. Notice the binoculars icon located to the right of the Serial Number box. By clicking on this icon, the following pop-up box will appear:

In order for this screen to appear, both the Dealer Code and the Part Causing Failure (with a service letter number) must be filled out.

From this screen, multiple serial numbers may be selected to report for the same service letter (PSP/PIP), and also allows the entry of the SMU value when the service letter was completed. Use the arrow on the right hand side of the box to display the scroll bar to scroll through the serial numbers, placing check marks next to the serial numbers that you wish to report.

Report Service Letter

Once the correct serial numbers have been selected, scroll to the bottom of the box and then click the OK button. The selected serial numbers will now appear in the Serial Number box.

Once all of the information has been entered into the screen, choose the Add Record button located at the left bottom side of the screen. The record will now be added to the SIMS system.

For more information related to entering SIMS tickets, please refer to the option, Service Reporting Documentation under the Service Reporting tab.

Service Reporting Errors

Overview

This option allows inquiry to the records that have erred by repairing dealer. This screen also allows these reporting errors to be corrected.

Location in SIMSi

The option, Service Reporting Errors, is located in SIMSi from the Service Reporting tab.

User Scenario

From the following screen, a user must type in a repairing dealer. Also notice to the right of the repairing dealer entry box there is a check box labeled "Include related dealers". This box allows a user to select all related dealers to the dealer code that was entered in the entry box. Click on the box to select this option and a checkmark will be displayed in the box. Only the repairing dealer needs to be entered to find records, but for a more detailed search, more information may be selected by filling in the additional fields.

For example, if a user would like to limit the search to a certain Work Order, the Work Order number may be entered in the Work Order box.

Service Reporting Errors

Also, if a user would like to limit the search to certain error messages, they may choose to select a specific error (is equal to) or exclude a specific error (is not equal to) by choosing one of these options from the drop down box located to the right of the Error label (as shown below). In addition, the user may choose which error they would like to include or exclude by choosing that error from the drop down menu located to far right of the Error label. In the example below, the errors that equal "Cannot Update Service History. Sims Entry Record Already Exists." will be the only records displayed in the results for that repairing dealer.

Error: | is equal to ▼ | Cannot Update Service History. Sims Entry Record Already Exists. ▼

The next available option is Rows to Display which allows a user to specify how many rows should be displayed for the search results. This number must be greater than zero, but less than or equal to 250.

Rows to display: 25

The last available option is Report Format which allows a user to specify how the results will be displayed. The choices from the drop down box include HTML (normal web page), Excel, or PDF. For more information on these options, please refer to the user scenario for Sales/Service by Serial Number.

Report Format: HTML ▼ **Search**

Now that all of the information has been entered into the screen, a user has three options. In order to continue with the search and display the results, the Search button (shown above) should be chosen. If a new search needs to be specified, the Clear All Fields option (shown below) may be chosen which will clear all the fields on the screen. The last option, Preferences, allows a user to choose and store as default which fields should be displayed on the search results page and the number of rows displayed.

Clear All Fields - **Preferences**

Service Reporting Errors

Once the Preferences link is clicked, the following screen will appear. This screen allows users to change the way that the information is displayed and stored according to their own preferences. For more information about the Preferences screen, please refer to the Preferences section for Sales/Service by Serial Number.

After all of the specified search data has been entered into the search screen, click on the Search button to display the search results (as shown below).

Service Reporting Errors

Notice that a user may switch to PDF or Excel format from this screen by choosing one of the links at the top of the page. Also, if there are more rows of data, click on the Next Results link to see more records.

As shown below by the serial number column, some of the records have fields that are underlined. By clicking on these links within the record, more data may be displayed for that particular record. For example, if the first serial number, 2KR03315, in the Serial Number column were clicked, the Sales/Service by Serial Number screen would display with the information for that serial number. This option is also available for the Repairing Dealer column, which shows the Repairing Dealer screen, the Service Claim column, which shows the Claim Story for the selected claim, and the Dealer Claim column, which shows the Claim Story for the selected claim.

Work Order Segment	Serial Number	Repair Da
	2KR03315	12May20(
	2ZN03374	02Jun20(
	7BS00779	12May20(
	BBG00201	04May20(
	3KR01648	18Sep20(
	3KR01648	18Sep20(
	3KR01648	18Sep20(

Notice the checkboxes in the far left column of each record. The user has the option of deleting the error records if desired. To delete a record or records, click on each box for the records that should be deleted. Next, select the Delete button at either the top or bottom of the page. If all records need to be deleted, select the Check All option at the bottom of the listed records and all the boxes will be checked. Select the Delete button to delete these records. If however, the boxes need to be unselected, click on the Clear All option at the bottom of the listed records and this will clear all the boxes so that the records will not be deleted.

	Correct	Duplicate Error. Service History Record Exists. Cannot Add.
	Correct	Duplicate Error. Service History Record Exists. Cannot Add.
	Correct	Duplicate Error. Service History Record Exists. Cannot Add.
	Correct	Duplicate Error. Service History Record Exists. Cannot Add.
	Correct	Duplicate Error. Service History Record Exists. Cannot Add.

Check All Clear All

Delete

Service Reporting Errors

Also notice the Correct option in blue in the second column (as shown below). To correct a specific record that is listed, simply click on the Correct link for that record and the Correct Service screen will appear.

Rows **1 to 25**   **View PDF Report View Excel Report**
Next Results

			Error Description
☐	Correct		Duplicate Error. Service History Record Exists. Cannot Add.
☐	Correct		Duplicate Error. Service History Record Exists. Cannot Add.
☐	Correct		Duplicate Error. Service History Record Exists. Cannot Add.
☐	Correct		Duplicate Error. Service History Record Exists. Cannot Add.
☐	Correct		Duplicate Error. Service History Record Exists. Cannot Add.
☐	Correct		Duplicate Error. Service History Record Exists. Cannot Add.
☐	Correct		Duplicate Error. Service History Record Exists. Cannot Add.

The Correct Service screen (shown on the next page) displays the Service Report populated with the data that was originally entered for that record and sent to Caterpillar. This screen allows the record to be corrected and sent back to Caterpillar to be accepted.

Service Reporting Errors

Notice at the bottom of the page, there are four buttons: Update Record, Delete Record, Cancel, and Add Image. To correct and resubmit the record, choose the Update Record option. To completely delete the record from the system, choose the Delete Record option. To cancel the changes and return back to the Service Reporting Errors search results page, choose Cancel. To add a Service Document to the record, choose Add Image.

For more information about the functionality of the fields on this page, please refer to the User Scenario in the Report Service section.

Also, for more information regarding the guidelines for entering service records please refer to the Service Reporting Documentation.

Service Record Edit

Overview

This option allows inquiry to the service records that have submitted by serial number. This screen also allows those reports submitted by a user's dealership to be edited and/or deleted in some cases.

Location in SIMSi

The option, Service Record Edit, is located in SIMSi from the Service Reporting tab.

User Scenario

From the following screen, a user must type in a serial number.

Service Record Edit

After all of the serial number has been entered into the search screen, click on the Search button to display the search results (as shown below).

As shown above by the Edit column, some of the records have and Edit field that is underlined. This link will only appear for service records where the user's dealer code matches Repairing Dealer on the record or is a related dealer code. Also, only those records that do not have a Service Claim No. can be edited or deleted.

Service Record Edit

Clicking on the Edit link for one of the records displays the following screen. Any filed that is not grayed out may be modified.

Notice at the bottom of the page, there are three buttons: Update Record, Delete Record, and Cancel. To modify the record, choose the Update Record option. To completely delete the record from the system, choose the Delete Record option. To cancel the changes and return back to the Service Record Selection For Edit search results page, choose Cancel.

For more information about the functionality of the fields on this page, please refer to the User Scenario in the Report Service section.

Also, for more information regarding the guidelines for entering service records please refer to the Service Reporting Documentation.

ServiceReportingDocumentation

Overview

This option provides the Guidelines to Follow for Reporting SIMS Information. It outlines in detail how to correctly fill out a service ticket.

Location in SIMSi

The option, Service Reporting Documentation, is located in SIMSi from the Service Reporting tab.

User Scenario

By clicking on the Service Reporting Documentation link in the left hand column of SIMSi, a pop-up screen appears providing options for the documentation in different languages.

SIMS Reporting Documentation Links

English SIMS Reporting Documentation
SIMS Español Que divulga La Documentación
SIMS Portuguese Que Relata A Documentação

Clicking the appropriate link will display the documentation in a separate screen. To make the documentation appear full screen, click on the maximize button in the top right corner of the screen (▣). In order to view the full menu of options within this document, click on the plus sign to the left of SIMS Reporting Guidelines in the left column. The menu will now appear as shown below. In order to minimize or maximize the options that are shown, click on the minus and plus signs accordingly. To move from page to page, click on the arrows in the upper left corner of the screen or click on the menu options in the left column.

Service Reporting Documentation

In order to view the documentation as a PDF, click on the Printable Service Reporting Documentation link highlighted in yellow in the upper right corner of the screen. This option will allow the documentation to be printed and offers the functionality for searching the entire document.
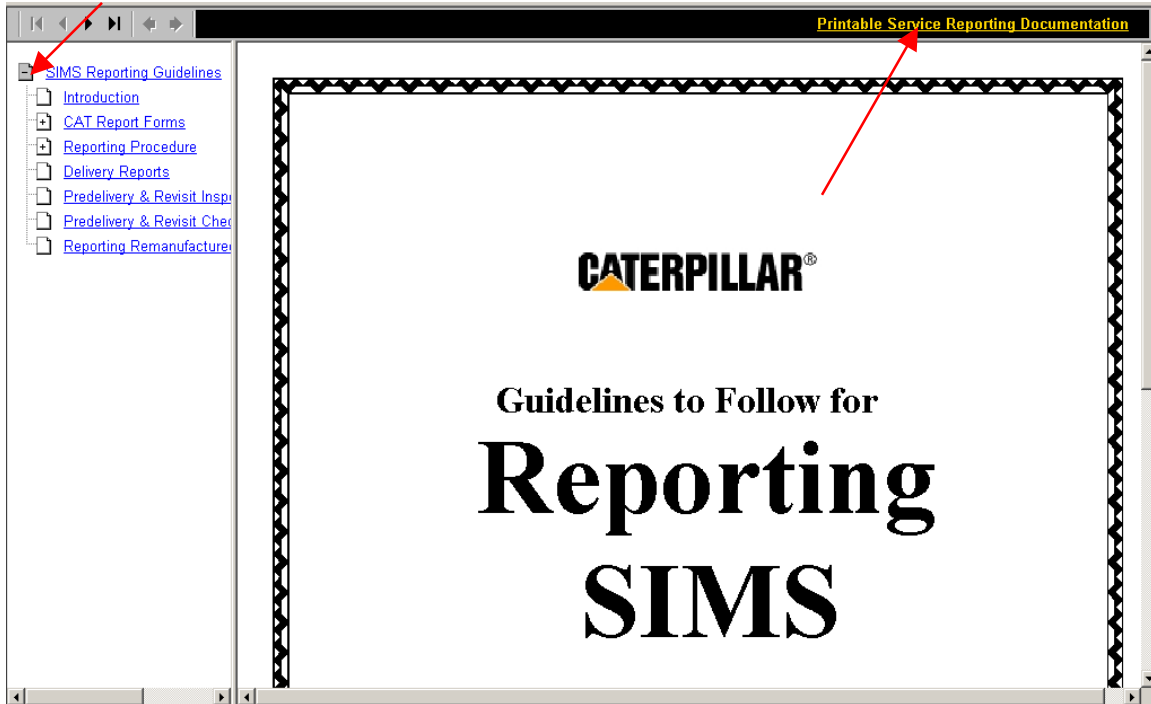
Add Service Document

Overview

This option can be used to store supporting documentation related to a repair. A variety of formats including photos, MS Word & Excel documents, text, and PDF files are supported. There is a 3 MB limit to the size of the documents that can be added.

Location in SIMSi

The option, Add Service Document, is located in SIMSi from the Service Reporting tab.

User Scenario

You have a repair that requires several parts to be replaced that might appear unrelated to the part causing failure. To guarantee that the claims analyst realizes that all parts replaced were related to this failure, you decide to provide Caterpillar with a MS Word document explaining your repair procedure and several photos of the failing part and its resultant damage.

This task can be completed by selecting the Service Reporting tab at the top of the SIMS page and then the Add Service Document option in the left navigation bar. The page displayed below will be presented for completion.

Add Service Document

Entering the required information and clicking the Add Record button at the bottom of the page will store the supporting documentation for later viewing using the View Service Document or Sales/Service by Serial Number options (*see notes at bottom). A dealer code, repair date, serial number, part number group number, document description and document file path are required. Additionally, at least one of the work order, dealer claim or service claim number is also required. The following describes how to complete each piece of information related to the repair:

Dealer Code: Each dealer and its branches are assigned a unique dealer code. Enter the dealer code that pertains to the dealer or branch that performed this repair.

Repair Date: Enter the date that this repair was made. The date should be entered in the customary sequence for your location. The date March 25, 2004 can be entered: 03/25/04 in the U.S, 25/03/04 in Europe, or 25Mar2004 in International format.

Serial Number: Enter the prime product serial number for the product being repaired and identify whether this product is a Cat or Non-Cat product. !!!Note – when you are working on the engine for a Caterpillar product you should enter the serial number from the product – not the engine serial number.

Part Number: Enter the part number that caused the failure on the product being repaired and identify whether this part is a Cat or Non-Cat part.

Group Number: Enter the group number that the part number previously specified belongs to and identify whether this part is a Cat or Non-Cat group. This can be found at the bottom of your Caterpillar parts book page or using SIS web (https://sis.cat.com) and looking for the highest level group..

Work Order: Enter the work order number assigned at your local dealer related to this repair. A maximum of 10 alphanumeric characters can be entered.

Dealer Claim: Enter the dealer claim number assigned at your local dealer related to this repair when it is a claim. A maximum of 8 alphanumeric characters can be entered.

Service Claim: Enter the service claim number assigned by Caterpillar related to this repair when it is a claim. A maximum of 7 alphanumeric characters can be entered.

Document Description: This is description of the documentation being added. This should be a name that helps you and others understand what the documentation pertains to.

Add Service Document

Document
**   File Path:**   This is complete file name including the path of the documentation to attach. A sample document file path is C:\My Pictures\IMG01205.jpg. Select the Browse button to the right of the Document File Path field to search for a file containing supporting documentation.

Information entered using this option can be immediately viewed using the View Service Document or Sales/Service by Serial Number options. A camera 📷 will be displayed in the View Document column in the service history portion of the Sales/Service by Serial Number report when supporting documentation has been added using this option.

NOTES
   * A Service Report (SIMS Ticket) or Claim is not required prior to using the Add Service Document option. Documents sent without a corresponding Service Report or Claim can only be viewed using the View Service Document option.

   * Care should be taken when adding supporting documentation to a Service Report or Claim to make sure that the information entered using the Add Service Document option matches the information entered on the Service Report or Claim. If the information does not match, the supporting documentation will not be viewable from the Sales/Service by Serial Number report.

View Service Document

Overview

This option can be used to view supporting documentation added using the Add Service Image option.

Location in SIMSi

The option, View Service Document, is located in SIMSi from the Service Reporting tab.

User Scenario

A customer brings in their D11 with a cracking radiator. You remember that a few weeks back you had a similar repair for which you used the Add Service Document to document pictures and the details of the repair. You want to review the pictures to see if this repair is similar.

This task can be completed by selecting the Service Reporting tab at the top of the SIMS page and then the View Service Document option in the left navigation bar. From the following screen, a user may inquire on previously added information.

View Service Document

This page contains many fields for inquiry. At least one of these fields is required, but any combination may be entered. For a more detailed search, more information may be selected by filling in the additional fields. The following describes how to enter each piece of information related to the repair:

Repairing Dealer: Each dealer and its branches are assigned a unique dealer code. Enter the dealer code that pertains to the dealer or branch that performed this repair.

Work Order: Enter the work order number assigned at your local dealer related to this repair. A maximum of 10 alphanumeric characters can be entered.

Dealer Claim: Enter the dealer claim number assigned at your local dealer related to this repair when it is a claim. A maximum of 8 alphanumeric characters can be entered.

Service Claim: Enter the service claim number assigned by Caterpillar related to this repair when it is a claim. A maximum of 7 alphanumeric characters can be entered.

Serial Number: Enter the prime product serial number for the product being repaired and identify whether this product is a Cat or Non-Cat product. !!!Note – when you are working on the engine for a Caterpillar product you should enter the serial number from the product – not the engine serial number.

Part Number: Enter the part number that caused the failure on the product being repaired and identify whether this part is a Cat or Non-Cat part.

Group Number: Enter the group number that the part number previously specified belongs to and identify whether this part is a Cat or Non-Cat group. This can be found at the bottom of your Caterpillar parts book page or using SIS web (https://sis.cat.com) and looking for the highest level group..

Serial Number Prefix: Enter the first three positions of the prime product serial number for the product being repaired. !!!Note – when you are working on the engine for a Caterpillar product you should enter the serial number prefix from the product serial number – not the engine serial number.

Manufacturer Model: Enter the model of the prime product being repaired. Can choose whether the model is equal to or begins with the value entered.

View Service Document

The last available option is Rows to Display which allows a user to specify how many rows should be displayed for the search results. This number must be greater than zero, but less than or equal to 250.

Rows to display: 25

Now that all of the information has been entered into the screen, a user has three options. In order to continue with the search and display the results, the Search button should be chosen (as shown above). If a new search needs to be specified, the Clear All Fields option may be chosen which will clear all the fields on the screen. The last option, Preferences, allows a user to choose and store as default which fields should be displayed on the search results page and the number of rows displayed.

Clear All Fields - Preferences

Once the Preferences link is clicked, the following screen will appear. This screen allows users to change the way that the information is displayed and stored according to their own preferences. For more information about the Preferences screen, please refer to the Preferences section for Sales/Service by Serial Number.

View Service Document

After all of the specified search data has been entered into the search screen, click on the Search button to display the search results (as shown below).

Notice that a user may switch to Excel format from this screen by choosing one of the links at the top of the page. There is also a Check All and a Clear All link at the top. Check All will check mark all of the records on the current screen. Clear All will clear of the checked boxes on the current screen. Also, if there are more rows of data, click on the Next Results link to see more records.

As shown above by the serial number column, some of the records have fields that are underlined. By clicking on these links within the record, more data may be displayed for that particular record. For example, if the first serial number, BXS17774, in the Serial Number column were clicked, the Sales/Service by Serial Number screen would display with the information for that serial number. This option is also available for the Repairing Dealer column, which shows the Repairing Dealer screen.

View Service Document

Clicking the Download option for a record will display the following window.
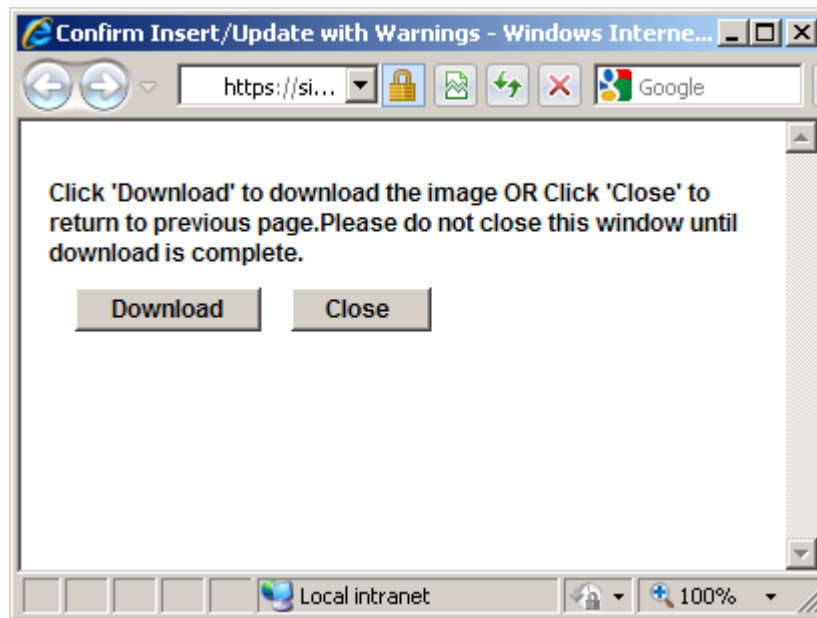
Clicking the Close button will close the window. Clicking the Download button will display the following window, giving the user the option to open the document or to save it to their computer. Only one document can be downloaded at a time.
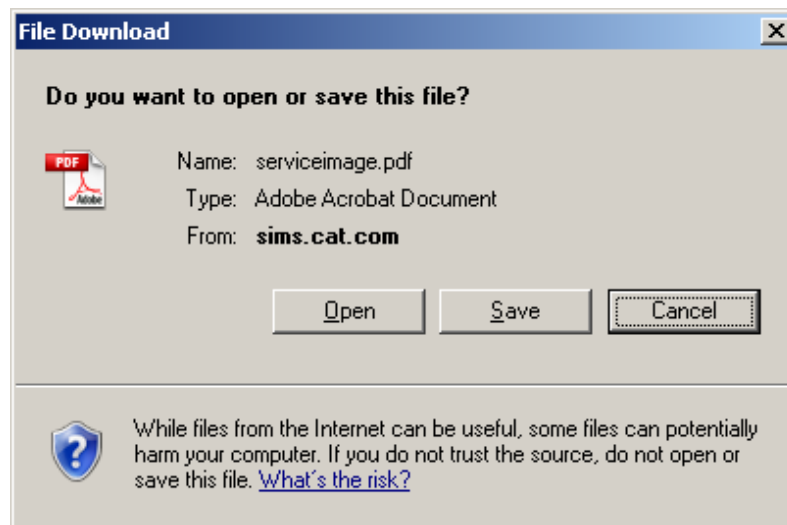
View Service Document

Selecting the <u>View</u> link to the left of a row of information will cause a repairs supporting information (pictures, documents, etc) to be displayed.   Selecting each of the checkboxes on the left side of the rows that you want to display and then clicking any of the <u>View</u> link will cause the first of selected document to be displayed. You can scroll through the remainder of the selected documents using the Next and Previous buttons. A maximum of 25 documents may be selected when selecting multiple images for view. The following shows a sample of the supporting documentation display page

You may find that scrolling through word documents causes a new window to be displayed for each document. This can be corrected by following the instructions found under the <u>Setup Help</u> link found in the upper right hand corner of view page.

Supporting documents may be printed directly from the view page. To print, select the Print button and choose a printer while viewing the supporting documentation.

View Service Document

Finally, supporting documentation (pictures, documents, etc) can be linked to from several other places. Sales/Service by Serial Number is probably the most notable. A camera ⬛ will be displayed in the View Image column in the service history portion of the Sales/Service by Serial Number report when supporting documentation has been added for the Service Report or Claim. Clicking on the camera will display the list of supporting documentation specifically related to that repair.

Add ECM Download

Overview

This option can be used to manually save ECM downloads to SIMSi. Caterpillar Dealers, TEPS/AMD (Second Level) and Fleet dealers need to save Engine Control Module (ECM) downloads associated with a repair. At the time the unit comes into a Service Shop, the CAT ET is to be connected to the engine and the ECM download should be recorded. It is saved as a 'Warranty Report'. As part of this process, the download is automatically sent and saved in SIMS. If the shop experiences problems with their computer, they may elect to save the download to a computer file to be downloaded in SIMS at a later date.

Location in SIMSi

The option, Add ECM Download, is located in SIMSi from the Service Reporting tab.

User Scenario

You have a unit come into the shop. After connecting the CAT ET to the engine and attempting to get the ECM download, you experience a problem with the computer and are unable to successfully send the ECM download. You decide to save the ECM download to your computer and save to SIMSi manually later.

This task can be completed by selecting the Service Reporting tab at the top of the SIMS page and then the Add ECM option in the left navigation bar. The page displayed below will be presented for your completion.

Add ECM Download

Clicking the Browse button will provide the option to point to the ECM Download (saved as a .xml file) on the computer. Once the file has been selected, clicking the Open button will return to the Add ECM Download screen.
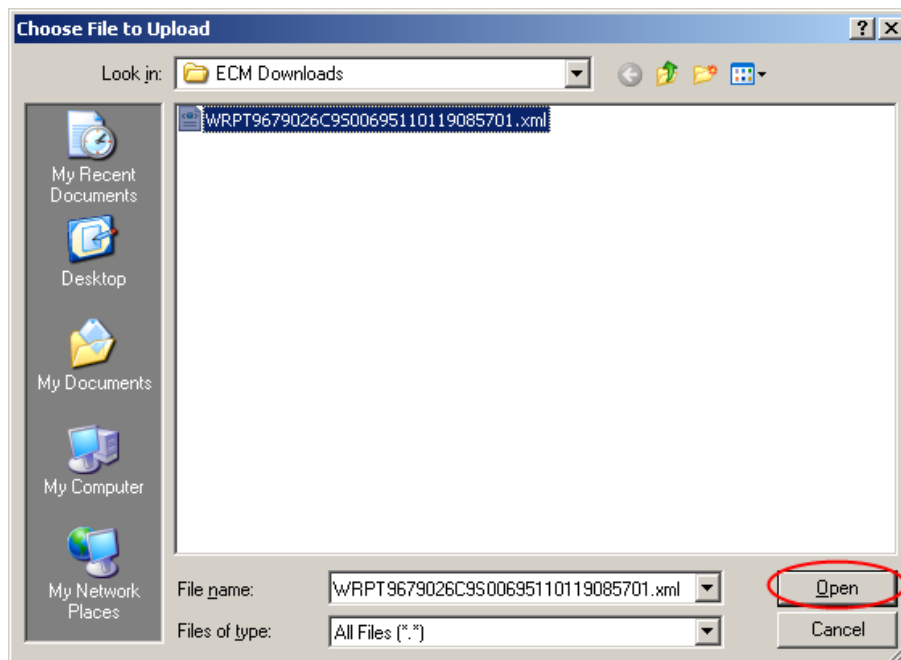
Add ECM Download

The ECM File Path on the Add ECM Download screen will now be populated.

Browsing to the ECM download and clicking the Add Record button at the bottom of the page will store the ECM Download for later viewing using the View ECM Download option.

View ECM Download

Overview

This option can be used to view ECM downloads added using the Add ECM Download option, as well as those sent by the CAT ET.

Location in SIMSi

The option, View ECM Download, is located in SIMSi from the Service Reporting tab.

User Scenario

You would like review the ECM Download from a previous repair.

This task can be completed by selecting the Service Reporting tab at the top of the SIMS page and then the View ECM Download option in the left navigation bar. From the following screen, a user may inquire on previously added ECM Downloads.

View ECM Download

This page contains many fields for inquiry. At least one of these fields is required, but any combination may be entered. For a more detailed search, more information may be selected by filling in the additional fields. The following describes how to enter each piece of information related to the repair:

Repairing Dealer: Each dealer and its branches are assigned a unique dealer code. Enter the dealer code that pertains to the dealer or branch that performed this repair. Multiple dealer codes can be entered.

Serial Number: Enter the prime product serial number for the product being repaired and identify whether this product is a Cat or Non-Cat product. !!!Note – when you are working on the engine for a Caterpillar product you should enter the serial number from the product – not the engine serial number.

Confirmation Code: Each successful transfer using the CAT ET will result in confirmation code being provided. Enter the confirmation code that pertains to the dealer or branch that performed this repair.

Serial Number Prefix: Enter the first three positions of the prime product serial number for the product being repaired. !!!Note – when you are working on the engine for a Caterpillar product you should enter the serial number prefix from the product serial number – not the engine serial number.

Another available option is the Repair Start Date and Repair End Date fields, which allows a user to restrict the search to certain dates. By choosing one of these options and specifying a date in the box to the right, the search will be restricted to records that have been entered either before or after that date.

Repair Start date : [   ] [1↕2] Repair End date [   ] [1↕2]

The last available option is Rows to Display which allows a user to specify how many rows should be displayed for the search results. This number must be greater than zero, but less than or equal to 250.

Rows to display: [25]

View ECM Download

Now that all of the information has been entered into the screen, a user has three options. In order to continue with the search and display the results, the Search button should be chosen (as shown above). If a new search needs to be specified, the Clear All Fields option may be chosen which will clear all the fields on the screen. The last option, Preferences, allows a user to choose and store as default which fields should be displayed on the search results page and the number of rows displayed.

Clear All Fields - **Preferences**

Once the Preferences link is clicked, the following screen will appear. This screen allows users to change the way that the information is displayed and stored according to their own preferences. For more information about the Preferences screen, please refer to the Preferences section for Sales/Service by Serial Number.

View ECM Download

After all of the specified search data has been entered into the search screen, click on the Search button to display the search results (as shown below).

Notice that a user may switch to Excel format from this screen by choosing one of the links at the top of the page. There is also a Check All and a Clear All link at the top. Check All will check mark all of the records on the current screen. Clear All will clear of the checked boxes on the current screen. Also, if there are more rows of data, click on the Next Results link to see more records.

As shown above by the serial number column, some of the records have fields that are underlined. By clicking on these links within the record, more data may be displayed for that particular record. For example, if the first serial number, MME02035, in the Serial Number column were clicked, the Sales/Service by Serial Number screen would display with the information for that serial number. This option is also available for the Repairing Dealer column, which shows the Repairing Dealer screen.

View Service Document

Selecting the <u>View</u> link to the left of a row of information will cause a repairs ECM Download to be displayed. Selecting each of the checkboxes on the left side of the rows that you want to display and then clicking any of the <u>View</u> link will cause the first of selected document to be displayed. You can scroll through the remainder of the selected documents using the Next and Previous buttons. A maximum of 25 documents may be selected when selecting multiple images for view. The following shows a sample of the supporting documentation display page

You may find that scrolling through word documents causes a new window to be displayed for each document. This can be corrected by following the instructions found under the <u>Setup Help</u> link found in the upper right hand corner of view page.

Supporting documents may be printed directly from the view page. To print, select the Print button and choose a printer while viewing the supporting documentation.

View Service Document

Finally, supporting documentation (pictures, documents, etc) can be linked to from several other places. Sales/Service by Serial Number is probably the most notable. A camera 📷 will be displayed in the View Image column in the service history portion of the Sales/Service by Serial Number report when supporting documentation has been added for the Service Report or Claim. Clicking on the camera will display the list of supporting documentation specifically related to that repair.

Validate Part or Group Number

Overview
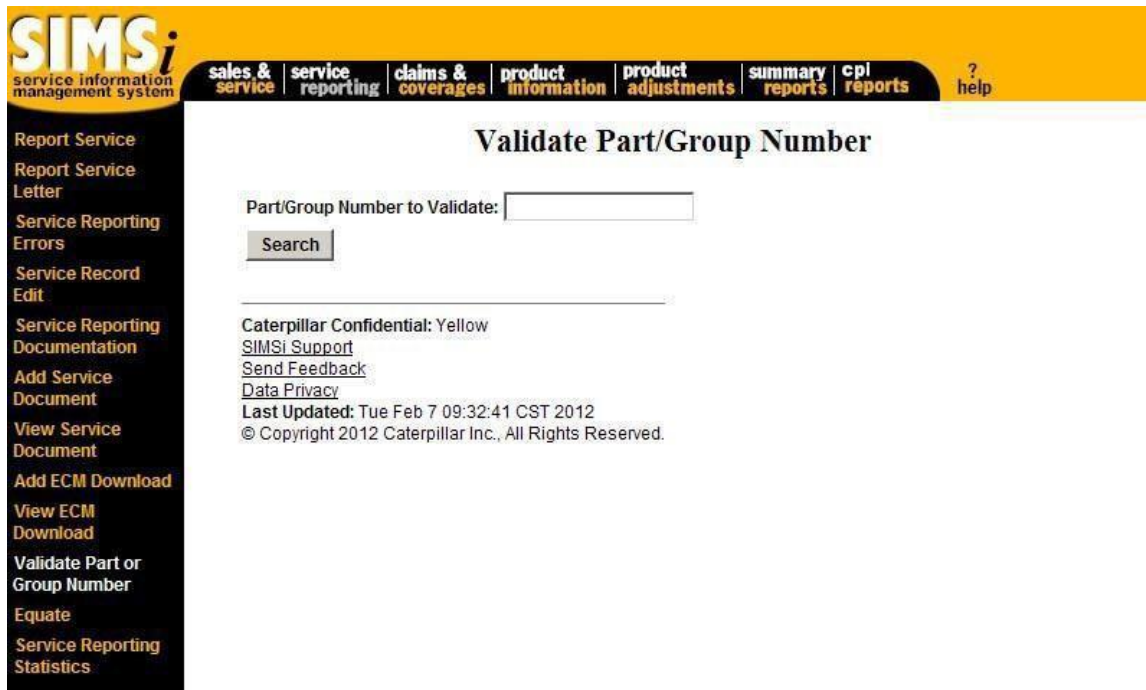
The Validate Part or Group Number option allows users to check if a part or group number is valid.

Location in SIMSi

The option, Validate Part or Group Number, is located in SIMSi from the Service Reporting tab.

User Scenario

By selecting the Validate Part or Group Number option, the following screen will appear:

To find if a part or group number is valid, type in the part or group number that you would like to check. In order to view the information click the Search button.

Validate Part or Group Number

The following screen will appear after clicking the search button:

This screen shows the part or group number and its description. It also shows if the number is a valid part or group number. If another part or group number needs to be checked, the part or group number may be entered in the Part/Group Number to Validate text box. Next, click on the Search button to check that number.

Validate Part or Group Number

Another option that is available from this screen is to View PDF Report as shown below:

Validate Part/Group Number

Part/Group Number to Validate: [   ]

[Search]

(View PDF Report)

1239 (Cylinder Pack)

1239 is **NOT** valid as a Caterpillar Part Number

1239 is valid as a Caterpillar Group Number

_____

Caterpillar Confidential: Yellow
SIMSi Support
Send Feedback
Last Updated: Wed Apr 3 13:21:34 CST 2002
© Copyright 2002 Caterpillar Inc., All Rights Reserved.

By clicking on this option, a new screen will appear that displays the part or group number information in PDF format. This will allow the information to be printed. The following is the PDF screen that will appear:

SIMSi   Validate Part/Group Number   **CAT**

1239

1239 is **NOT** valid as a Caterpillar Part Number

1239 is valid as a Caterpillar Group Number
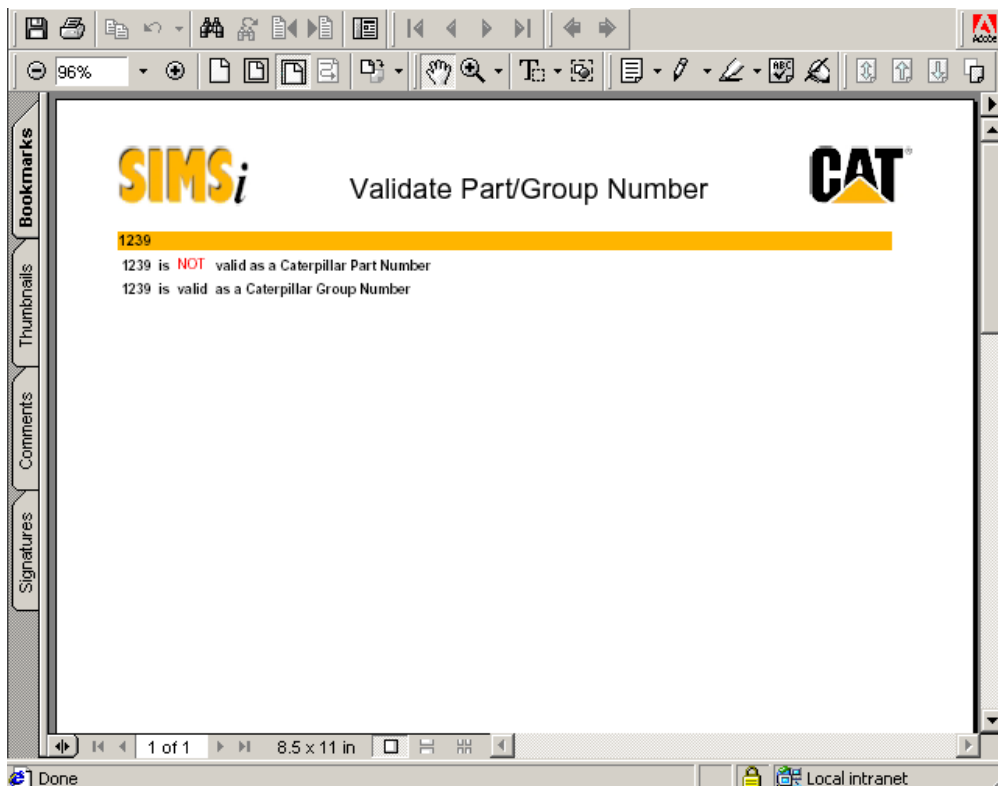
Equate

Overview

This option provides the matching codes that equate to one another.

Location in SIMSi

The option, Equate, is located in SIMSi from the Service Reporting tab.

User Scenario

From this screen, a user may enter up to ten codes that need to be equated. The types of codes that may be equated include: Group Number/Substitute Group Number, Part Number, DT Code, F Code, Product Problem Code, and Part Defect Code. These options may be selected by clicking on the down arrow of the drop down box on the right hand side of the text boxes as shown below.

More than one type of code may be entered on the main equate screen. The results will all be displayed by clicking on the Search button. By clicking on the reset button at the bottom of the page, all fields will return to blank and the drop down boxes will return to the default, Group Number/Substitute Group Number. An example of sample data is shown on the next page.

Equate

The results may be displayed in two different report formats: Normal and PDF. This may be altered by clicking on the down arrow of the drop down box next to Report Format. The following screen shots are the results that are displayed in Normal view.

Equate

Part Number Section

6D-4749 (Breaker As-Ckt)

SMCS Code	DT Code	F Code
		141

Part Defect: **Part Type:**   11
Desgin Code: P416
Create Date: 30Sep2000 **Update Date:** 11May2002

7W-0370 (Arm As-Rocker)

SMCS Code	DT Code	F Code
		036

Part Defect: **Part Type:**   11
Desgin Code: W116
Create Date: 13Jul1999 **Update Date:** 29May2001

DT Code Section

138 (Unit Injectors)

SMCS Code: 1290
Create Date: 11Jun1999
Update Date: 11Jun1999

466 (Brake Grp, Parking)

SMCS Code: 4267
Create Date: 26Jul2001
Update Date: 26Jul2001

F Code Section

105 (Body)

Create Date: 11Jun1999
Update Date: 11Jun1999

885 (Valve)

Create Date: 11Jun1999
Update Date: 11Jun1999

Equate

Problem Description Code Section

A (Structural)
Part Defect Code: 10
Create Date: 21Jul1999
Update Date: 21Jul1999

Part Defect Code Section

12 (Bent Or Twisted)
Problem Description Code: A
Create Date: 21Jul1999
Update Date: 21Jul1999

By choosing the PDF format from the Equate Search screen, a printable version of the results is displayed as shown below. To close this screen, click on the X in the upper right hand corner of the screen.

Service Reporting Statistics

Overview

This option allows inquiry for service statistics performed on a certain repairing dealer.

Location in SIMSi

The option, Service Reporting Statistics, is located in SIMSi from the Service Reporting tab.

User Scenario

From the following screen, a user may type in a repairing dealer. Also notice to the right of the repairing dealer entry box there is a check box labeled "Include related dealers". This box allows a user to select all related dealers to the dealer code that was entered in the entry box. Click on the box to select this option and a checkmark will be displayed in the box. Another available option is the Report Start Date and Report End Date fields, which allows a user to restrict the search to certain dates. Notice that to the right of the date fields is an icon that looks like a desk calendar. For more information on this icon, please refer to the user scenario for Report Service. Both the Dealer Code and Date fields are required. The difference between the Start and End dates should be 12 months or less.

Now that all of the information has been entered into the screen, a user has two options. In order to continue with the search and display the results, the Search button should be chosen (as shown above). Or if a new search needs to be specified, the Clear All Fields option may be chosen which will clear all the fields on the screen.

After all of the specified search data has been entered into the search screen, click on the Search button to display the search results (as shown below).

SIMS Performance Reporting

Dealer: E140
Report Start Date : FEB2011   Report End Date : APR2011

	Feb-11	Mar-11	Apr-11	Total
SIMS Received	305	413	368	1086
SIMS Accepted	296	394	361	1051
% SIMS Accepted	97.05%	95.4%	98.1%	96.78%
SIMS Errored	9	19	7	35
% SIMS Errored	2.95%	4.6%	1.9%	3.22%

Caterpillar Confidential: Yellow
SIMSi Support
Send Feedback
Data Privacy
Last Updated: Tue Feb 7 10:14:16 CST 2012
© Copyright 2012 Caterpillar Inc., All Rights Reserved.

Claims & Coverages

This tab contains information related to previously handled claims. It also contains an option to view existing coverages on Caterpillar products.

For more information about each of the specific options under Claims & Coverages continue to the next page.

If you are viewing this training guide online, in the navigation bar on the left side of the screen, click on the plus sign to the left of Claims & Coverages to view all options that are available under this tab.

Claims Home Page

Overview

This option provides a link to the Claimsi home page.

Location in SIMSi

The option, Claims Home Page, is located in SIMSi from the Claims & Coverages tab.

User Scenario

You would like to view a specific claim. From the following screen, click on the Claims Home Page link on the left hand menu.

*Note: Claimsi may require additional access

Product Coverage

Overview
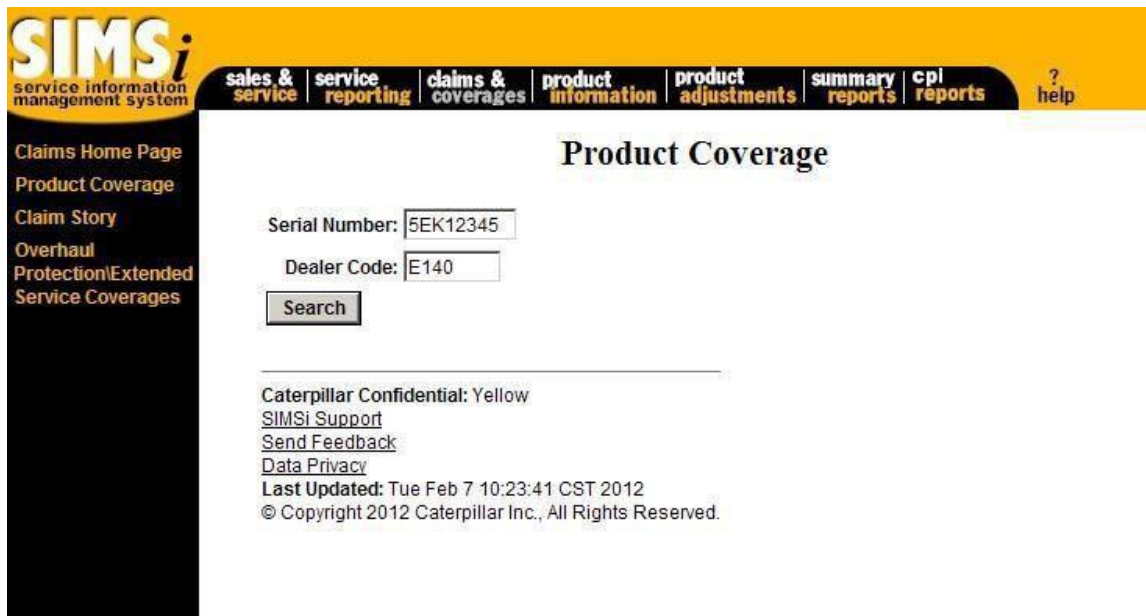
This option provides product coverage information for a specific serial number and dealer code.

Location in SIMSi

The option, Product Coverage, is located in SIMSi from the Claims & Coverages tab.

User Scenario

From the following screen, type in a serial number and dealer code and then select the Search button.

Once the Search button is clicked, you will be redirected to the Claimsi website. SIMSi provides a link to this option, but does not support this option. Claimsi may require additional access. For more information about Product Coverage, select the Help option from the Claimsi website as shown below.

Claim Story

Overview

This option provides claim story information for a specific dealer claim number and dealer code or by the Caterpillar service claim number.

Location in SIMSi

The option, Claim Story, is located in SIMSi from the Claims & Coverages tab.

User Scenario

From the following screen, two scenarios are available for a search. The dealer code and dealer claim number may be entered to view the claim story for a dealer. The other option is to enter the Caterpillar service claim number. Select the search button that pertains to the scenario that was chosen.

Once the Search button is clicked, you will be redirected to the Claimsi website. SIMSi provides a link to this option, but does not support this option. Claimsi may require additional access. For more information about Claim Story, select the Help option from the Claimsi website as shown below.

Overhaul Protection\Extended Service Coverages

Overview

This report allows users to inquire on overhaul protection or other extended service coverages purchased for Caterpillar engines by the customer.

Location in SIMSi

The option, Overhaul Protection\Extended Service Coverages, is located in SIMSi from the Claims and Coverages tab.

User Scenario

Once the option, Overhaul Protection\Extended Service Coverages, is chosen, the following screen will be displayed:

From this screen, type in a serial number and select the Search button. The PIP/PSP screen may appear in a pop-up screen. To close this screen click on the X in the upper right corner of the PIP/PSP screen.

OverhaulProtection\ExtendedServiceCoverages

The following screen appears after the Search button is selected:

This screen shows the available information for the serial number that was entered. The first section of the report lists the Coverage History of that serial number. The second option, Most Recent Coverage, lists the detailed information for the first coverage listed in the Coverage History.

If you would like to search for a different serial number, enter the serial number in the box and select the "New Search" button. This will display the information for the new serial number.

Overhaul Protection\Extended Service Coverages

If you would like to view this information in PDF format so that it may be printed, select "View PDF Report" from the right upper side of the screen. The PDF format is shown here:

Two other display options are available from the initial display screen for Overhaul Protection\Extended Service Coverages. Notice that the column "View Detail" has two options for each record, "PDF" and "HTML". By choosing the PDF option, the detailed information for that record will be displayed in a PDF format that may be printed. This view is shown below:

OverhaulProtection\ExtendedServiceCoverages

The other way to display the detailed information for a particular record is to choose the HTML option from the "View Detail" column. This will display the information as shown below:

Overhaul Protection\Extended Service Coverage Detail

5EK25751	Customized Coverage: N424OPT110400

Customer Name:	Wright Christopher	Customer Sequence Number:	1998000324636
Selling Dealer:	Mhc Kenworth	Contract Form #:	
Cat Dealer:	Holt Texas	Activity Date:	28Nov1998
Program:	OPT	Start Date:	09Nov1998
Registration:	NEW	Veh ID No (Last 6 digits):	348369
Coverage:	Extended Overhaul Protection	Deductible Amount:	$0.00

Months Covered	Hours Covered	Miles/Kilometers Covered
24 Months	7200 Hours	200000 Miles

Expiration Date	Expiration Hours	Expiration Miles/Kilometers
09Nov2000	7200 Hours	572994 Miles

Overhaul Protection For On-Highway Vehicle Engines

Required Actions	Completed Yes
DOWNLOAD EMC AND RECORED ACTIVE FAULTS AND LIFETIME TOTALS	X
CHECK SIMS AND PREFORM ANY APPLICABLE PIP / PSPs	X
ENGINES MUST COMPLETE AND PASS TEST AFTER OVERAHUL	X

Required Replacement Components	
THERMOSTAT	X
SPACER PLATE GASKET	X
ROD, MAIN & THRUST BEARINGS	X
VALVE COVER GASKET	X
CATERPILLAR OIL FILTER, FUEL FILTER, AND COOLING SYSTEM CONDITIONER	X

Optional Replacement Components	Replace	Exceptions
FRONT COVER GASKET		
TURBOCHARGER(S)** / SEALS / GASKETS		X
WATER PUMP / SEALS / GASKETS		X
UNIT INJECTORS ***		X
AIR COMPRESSOR		

Additional Components	Inspected Yes	Replace	Exceptions
PRE-COOLER (TURBOCHARGER) ++			
PRE-COOLER MOUNTING BRACKET (TUBOCHARGER) ++			

Product Information

This tab contains general information about Caterpillar products. Dealer and customer information is available under this option.

For more information about each of the specific options under Product Information continue to the next page.

If you are viewing this training guide online, in the navigation bar on the left side of the screen, click on the plus sign to the left of Product Information to view all options that are available under this tab.

Product Configuration

Overview
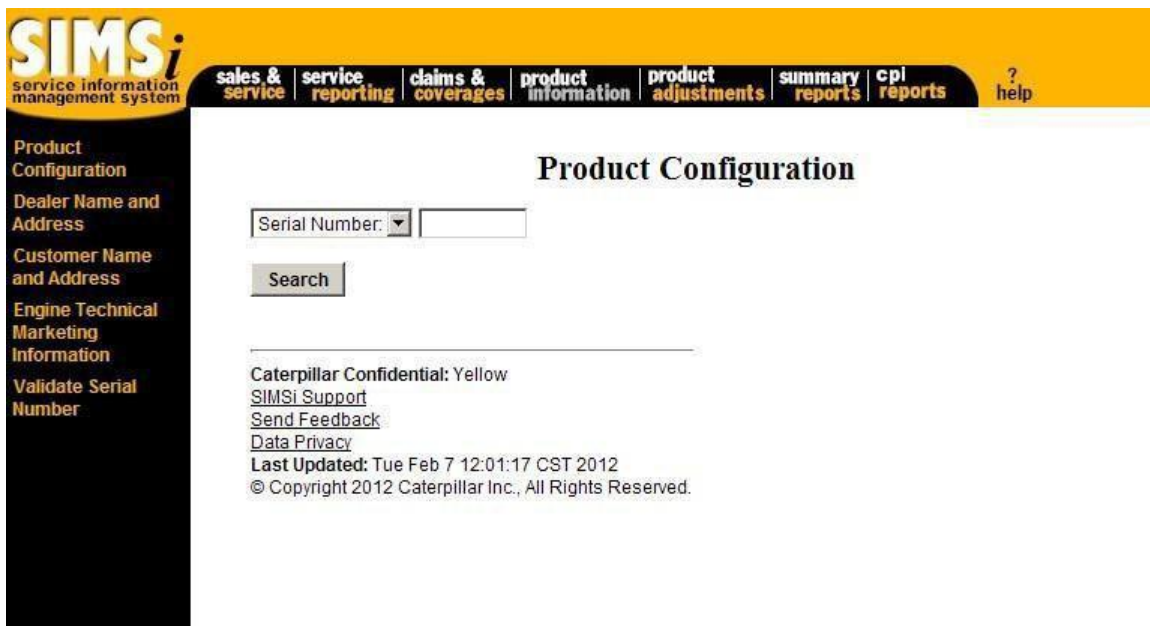
This option allows inquiry for additional options (components) that have been installed on a product either at a factory or by a dealer. It also allows for the option to add or remove components under a product.

Location in SIMSi

The option, Product Configuration, is located in SIMSi from the Product Information tab.

User Scenario

The following screen will appear when you first go to the Product Configuration option.

To view the components installed on a product, select either Serial Number or VIN Number from the drop down. Enter the serial number/VIN number you want to view, and click the Search button.

Product Configuration

The following screen will appear after clicking the search button:

This screen shows the general product information at the top of the page, followed by a table that shows all the additional options (components) that have been installed on the product. It shows a Serial Number if this is available, the Reference Number or SMCS Code, the Description of the installed component, the Install Indicator that designates the location where the component was installed , and the Install Date, which is the date that the component was installed on the product (if available).

Product Configuration

To show the components, click the Plus sign icon next to the serial number on the table. The screen will be shown as below:

Notice that the components under the serial number are indented. This is to indicate that they are installed on that product. In this case, the unit (8SG02020) has Attachments, a transmission, and an engine with related serial number 5HK02931.

Product Configuration

Also notice that next to Attachments is another Plus sign icon. Clicking that icon displays the page as below:

This lists all of the components/attachments that are installed under the product. Also notice the scroll bar to the right of the page. Use this scroll bar to scroll down to view all the components.

Clicking on the Expand All link will also show all of the components under the serial number

In order to inquire on another product, type the serial number in the Serial Number box, and click on the New Search button to display the results.

Two report options are available from this page: View Excel Report and View PDF Report.

Product Configuration

The View Excel Report allows users to download all the information into an Excel spreadsheet. By clicking on this link, the following page will appear. This page can then be saved for later viewing.

By clicking on the View PDF Report, a new screen will appear that displays all the information in PDF format. This will allow the information to be printed. The following is the PDF screen that will appear:

Product Configuration

Modifying Product Configuration:

On the results page, there is a Modify option for each record.

Clicking on this link for record of the product displays the screen as shown below:

Product Configuration

The user will have three options on this screen. The first option is Add Attachment (component). The second option is Add Related Serial Number for components that have serial numbers (e.g. engines, transmissions, etc.). The last option is to click the Cancel button to go back to the results page.

Clicking on Add Attachment displays the screen as below:

Fill in the information (Type, Install Date, Reference Number) and click the Add Attachment button, or click the Cancel button to go back to the results screen.

Clicking the Add Attachment button will update the results page with a new record under the product.

Product Configuration

Clicking Add Related Serial Number displays the screen as below:

Fill in the information (Serial Number, Install Date, Reference Number) and click the Add Related Serial Number button, or click the Cancel button to go back to the results screen.

Clicking the Add Related Serial Number button will update the results page with a new record under the product.

Product Configuration

Additionally, any existing component on the Product Configuration results page has a Modify link as well. Clicking on this link for one of these records will display a page similar as shown below:

Thee options are available. The first option is to update existing information (e.g. Install Date) and click the Update button to update the record. The second option is to click the Delete button to remove the component from the serial number. The last option is to click the Cancel button and go back to the results page without making any changes.

Dealer Name and Address

Overview

The Dealer Name and Address option allows users to view contact information for any dealer. The following information is displayed: Dealer Code, Dealer Name, Phone Number, Site Address, Mailing Address, and Active Agreements.

Location in SIMSi

The option, Dealer Name and Address, is located in SIMSi from the Product Information tab.

User Scenario

By selecting the Dealer Name and Address option, the following screen will appear:

To find a dealer name and address, type in the dealer code that you would like to view. In order to view the information, click the Search button.

Dealer Name and Address

The following screen will appear after clicking the search button:

This screen shows all the contact information for the specified dealer. If information is needed for another dealer code, the dealer code may be entered in the Dealer Code text box. Next, click on the New Search button to display the information for that dealer.

Dealer Name and Address

Another option that is available from this screen is to View PDF Report as shown below:

Dealer Name & Address Detail

Dealer Code: [   ]

New Search

View PDF Report

Patten Industries, Inc.

Dealer Code:	B350	Phone Number:	(630) 279-4400
Legal Name:	Patten Industries, Inc.	Mailing Address:	635 W Lake St Elmhurst Il 60126-1465
Active Agreements:	Yes	Site Address:	635 W Lake St Elmhurst Il 60126-1465

By clicking on this option, a new screen will appear that displays the dealer information in PDF format. This will allow the information to be printed. The following is the PDF screen that will appear:

SIMSi   Dealer Name & Address   **CAT**

Patten Industries, Inc.

Dealer Code:	B350	Phone Number:	(630) 279-4400
Legal Name:	Patten Industries, Inc.	Mailing Address:	635 W Lake St Elmhurst Il 60126-1465
Agreements Exist:	Yes	Site Address:	635 W Lake St Elmhurst Il 60126-1465

99%   1 of 1   8.5 x 11 in
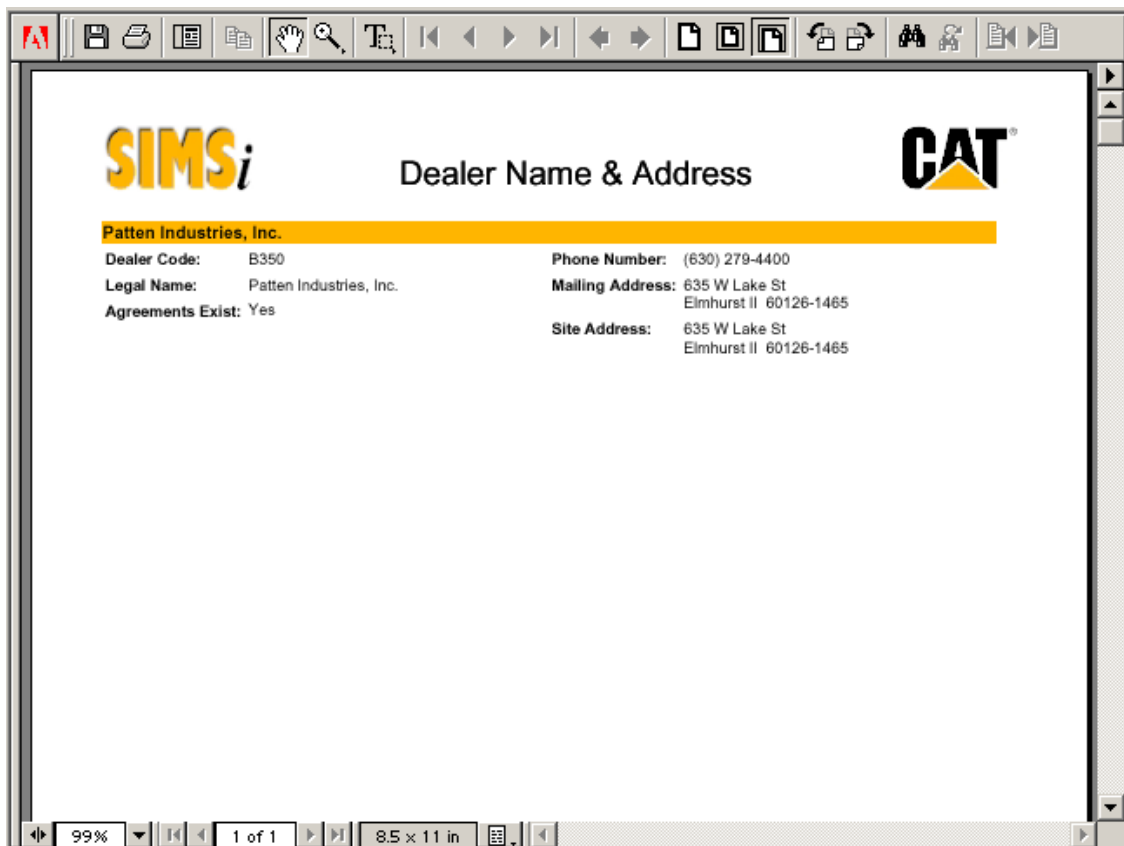
Customer Name and Address

Overview

The Customer Name and Address option allows users to view contact information for any serial number. The following information is displayed: Sales Model, Delivery Date, Declaring Dealer, Name, Phone Number, and Address.

Location in SIMSi

The option, Customer Name and Address, is located in SIMSi from the Product Information tab.

User Scenario

By selecting the Customer Name and Address option, the following screen will appear:

To find a customer name and address, type in the serial number that you would to search on. In order to view the information, click the Search button.

Customer Name and Address

The following screen will appear after clicking the search button:

This screen shows all the contact information for the customer of the specified serial number. If information is needed for another serial number, the serial number may be entered in the Inquiry Serial Number text box. Next, click on the Search button to display the information for that serial number.

This information can also be updated by check marking the box next to Check to Update. All information can be updated at any time except for the Delivery Date. The Delivery Date can only be entered one time when the box is blank. The Declaring Dealer can also be updated at any time to reflect where the unit is currently be serviced. Clicking the Update button will save the changes in SIMSi.

Dealer Name and Address

Another option that is available from this screen is to View PDF Report as shown below:

Customer Name & Address Detail

Inquiry Serial Number:	5EK12345 Search *View PDF Report*
Check to Update: ☐ Update	
Prime Sales Model:	3406E
Prime Serial Number:	5EK12345
Delivery Date:	22May1994 Declaring Dealer: B99R
Delivery Units:	0 (Unknown)
Customer Number:	
Customer Name:	TRUCK CASH OK CITYS
Customer Phone Number:	
Address Line 1:	4501 W RENO AVE
Address Line 2:	
Address Line 3:	
Address Line 4:	
City:	OKLAHOMA CITY

By clicking on this option, a new screen will appear that displays the dealer information in PDF format. This will allow the information to be printed. The following is the PDF screen that will appear:

SIMSi   Customer Name & Address   **CAT**

Inquiry Serial Number:	5EK12345
Prime Sales Model:	3406E
Prime Serial Number:	5EK12345
Delivery Date:	22May1994
Customer Number:	
Customer Name:	TRUCK CASH OK CITYS
Customer Phone Number:	
Address Line 1:	4501 W RENO AVE
Address Line 2:	
Address Line 3:	
Address Line 4:	
City:	OKLAHOMA CITY
State/Province:	OK
Zip/Postal Code:	73127-6412
Country:	USA
Sales Contact:	
Service Contact:	
Addressing Dealer:	
Last Update Date:	19Jan2012

Declaring Dealer: B99R
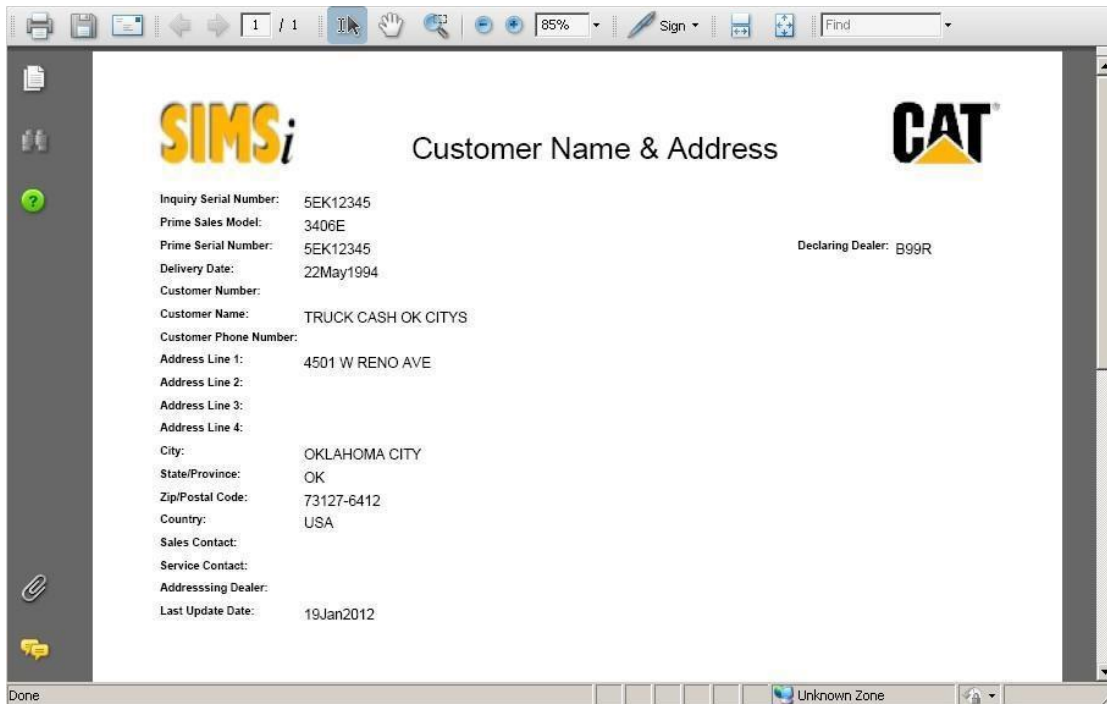
Engine Technical Marketing Information

Overview

This option provides Engine Division technical data.

Location in SIMSi

The option, Engine Technical Marketing Information, is located in SIMSi from the Product Information tab.

User Scenario

From the following screen, type in a serial number and select the Search button.

Engine Technical Marketing Information

Once the Search button is clicked, you will be redirected to the TMI (Technical Marketing Information) website. SIMSi provides a link to this option, but does not support this option. For more information about TMI, please refer to their website (shown below).

Validate Serial Number

Overview

The Validate Serial Number option allows users to check if a serial number is valid.

Location in SIMSi

The option, Validate Serial Number, is located in SIMSi from the Service Reporting tab.

User Scenario

By selecting the Validate Serial Number option, the following screen will appear:

To find if a serial number or prefix is valid, type in either the prefix, serial number, or Sales Model Number. Notice to the right of the Sales Model Number model label there is a drop down box. This box allows a user to enter the exact model number ("is equal to"), or if only the beginning of the model number is known, the user may choose the option "begins with" which will bring up all the models that begin with what has been typed into the field. Models can also be selected by clicking on the binoculars icon next to the Sales Model Number text box.

Only one of these fields needs to be entered to find records. Clicking the search button will either return results or an error message.

Validate Serial Number

An invalid prefix / serial number will return the following pop-up window:
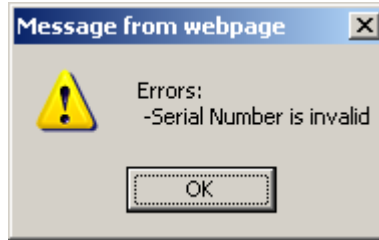
A search with results will return a screen similar to the following:

A user has two options on this screen. The first option is to click the Return to Serial Number Information Search page. The second option is to click the Prefix link to go to a screen with more information.

Validate Serial Number

Clicking the prefix link on the record selection screen will display the following screen:

This screen displays some basic information about the prefix / serial number, including whether it's prime product, accepts warranty, accepts SIMS records, and model.

If multiple records where returned on the record selection screen, the Prev and Next buttons would be enabled to allow browsing through the different records.

If another prefix needs to be checked, the prefix may be entered in the text box next to the Search button. Next, click on the Search button to check that prefix.

Another option that is available from this screen is to View PDF as shown below:

Validate Serial Number

By clicking on this option, a new screen will appear that displays the prefix / serial number information in PDF format. This will allow the information to be printed. The following is the PDF screen that will appear:
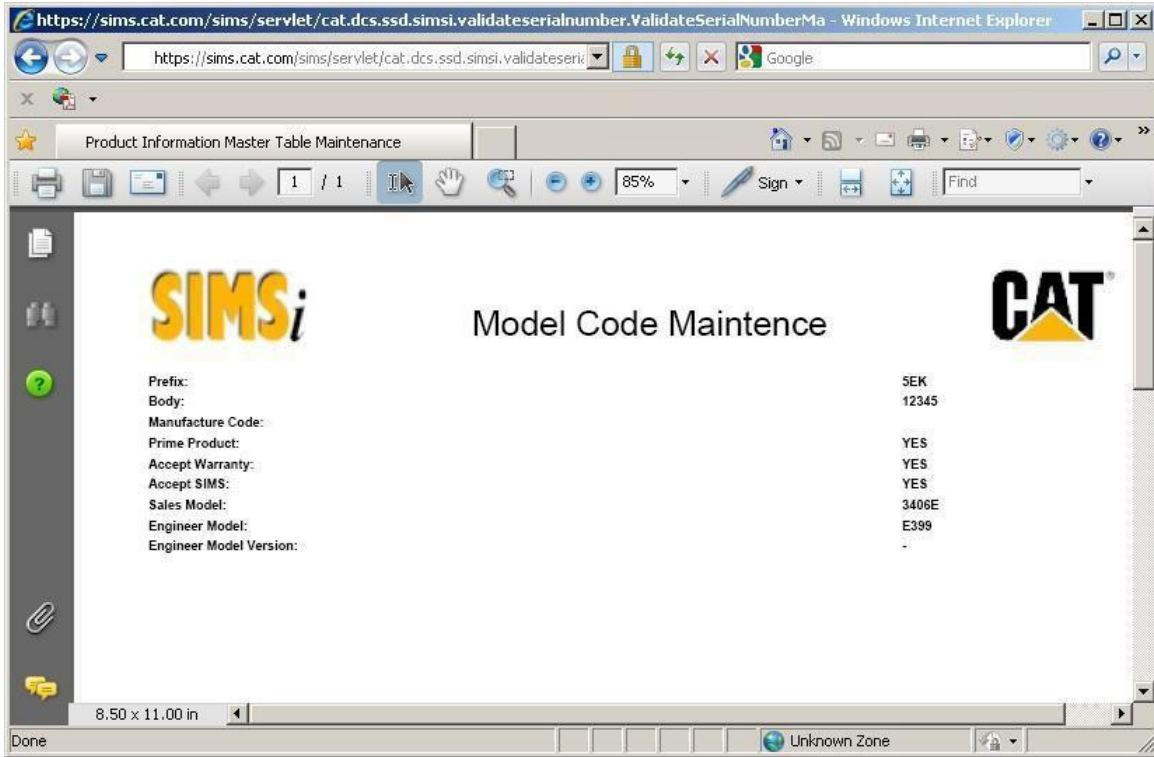
The last two options that are available on this screen are to click the Return to Serial Number Information Search link or click the Return to Record Selection link.

Product Adjustments

This tab contains the tools that are required to get the passwords for Caterpillar products so that service tasks may be performed. It also contains information about settings for Caterpillar products (for example: fuel settings).

For more information about each of the specific options under Product Adjustments continue to the next page.

If you are viewing this training guide online, in the navigation bar on the left side of the screen, click on the plus sign to the left of Product Adjustments to view all options that are available under this tab.

Feature Protection System

Overview

This option allows users to get the passwords for Caterpillar products so that service tasks may be performed.

Location in SIMSi

The option, Feature Protection System, is located in SIMSi from the Product Adjustments tab.

User Scenario

By clicking on the Feature Protection System link in the left column of SIMSi, the following page will appear in a new screen.

Once the Feature Protection System link is clicked, you will be redirected to the Feature Protection System website. SIMSi provides a link to this option, but does not support this option. For more information about the Feature Protection System, select the Support option from this website as shown above.

ParDyno

Overview
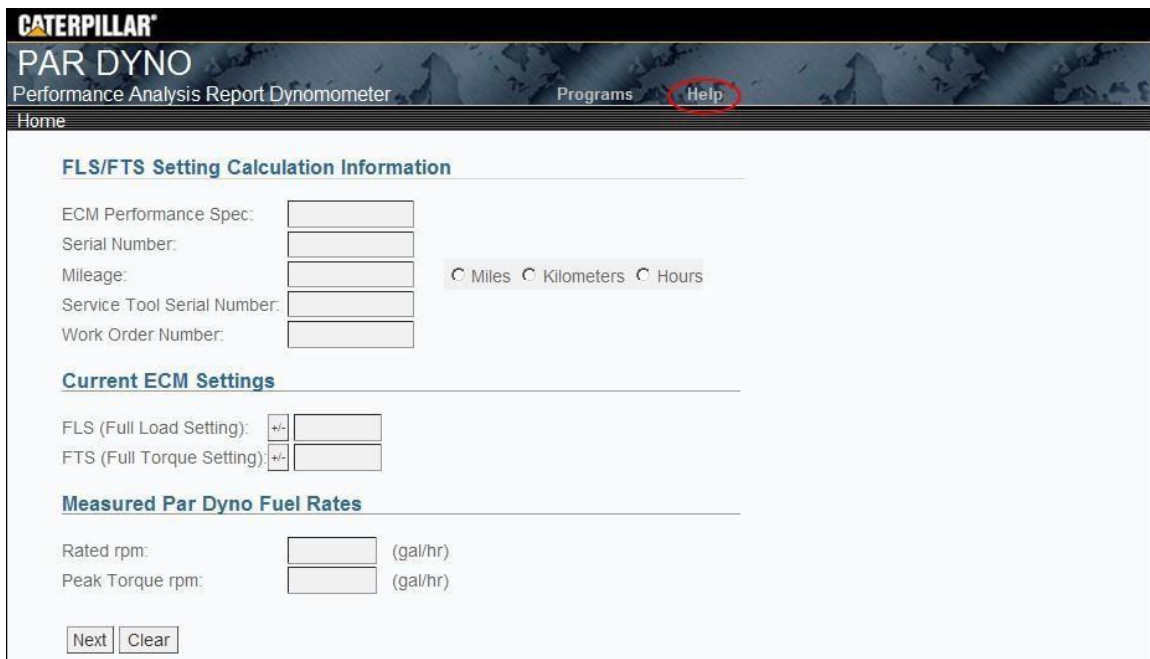
This option contains information about settings for Caterpillar products.

Location in SIMSi

The option, ParDyno, is located in SIMSi from the Product Adjustments tab.

User Scenario

By clicking on the ParDyno link in the left column of SIMSi, the following page will appear in a new screen.

Once the ParDyno link is clicked, you will be redirected to the ParDyno website. SIMSi provides a link to this option, but does not support this option. For more information about ParDyno, select the Help option from this website as shown above.

Summary Reports

This tab contains reports that summarize product sales and service history on Caterpillar products. These reports can be used to quantify product problems on a particular product line.

For more information about each of the specific options under Summary Reports continue to the next page.

If you are viewing this training guide online, in the navigation bar on the left side of the screen, click on the plus sign to the left of Summary Reports to view all options that are available under this tab.

Summary Report Rules

The SIMS*i* summary reports were created to allow a user to quantify product problems. A wide variety of standard exclusions and business rules are used in calculating totals for all SIMS*i* summary reports. The following tables identify the standards exclusions and business rules.

1. Standard exclusions are SIMS records are automatically excluded from all summary reports. The standard exclusions and the reason for exclusion are as follows:

Exclusion	Explanation
Serial Number Prefix = 99Z	Records with Serial Number Prefix of 99Z represent a parts warranty. Parts warranty are claims by dealers that are for a specific part but are not specific to a product. For example, dealers will keep track of all failing batteries during the month and then file a single combined claim for all batteries. This claim will have a 99Z prefix.
Serial Number Body = 00000	Records with Serial Number Body of 00000 used to represent field follow products. They are newly designed products that are put in the field for testing. SIMS no longer accepts SIMS tickets with serial number body of 00000.
Non Cat indicator != SPACES	Records with Non Cat indicator other than spaces represent Non Cat products. The summary reports only display information for failures on Caterpillar product.
Sales or Service Marketing Organization = ADMIN	Records with a marketing organization of ADMIN represent products that were sold internally to Caterpillar. The summary reports only display information for failures on product not owned by Caterpillar.
Document Date (Report Date) outside of last 10 years unless Part Causing Failure starts with PI or PS.	SIMS only keeps a complete 10 years of repair history except for repairs that were made as the result of a Product Improvement or Product Support program.
Group Number = 7759	Value Assurance Registrations(VAR) – these records show that a product is being registered for parts warranty.
Group Number = 7760	Records with a Group Number of 7760 are considered informational (non failure) and are therefore excluded from the summary reports.
DT Code = 980	Records with a DT Code of 980 are considered informational (non failure) and are therefore excluded from the summary reports.
Record Source Ind = L3 or PD	Records that are sent to SIMS as a result of a password calculation or a re-rate of an engine.
Pay Class Code = 23	Dealer incentive – these records show money transferred to a dealer as a result of a product sale.
Pay Class Code = 24	Special Parts Programs & Goods and Service Tax(GST) claims –these programs show money transferred to a dealer. Parts programs show a % discount given back to the dealer to help them remain competitive on parts sales. GST shows a tax given back to them for money charged them by the Canadian government.
Pay Class Code = 25	Premiums (NACD to Nashville) –
Pay Class Code = 61	Premiums-

2. The rules used in summarizing SIMS totals are as follows:

Rule	Explanation
Do Not include records with Part Defect of 98 or 20 in failure counts, claim failure counts, average hours, miles, or kilometers.	Records with Part Defect of 98 and 20 represent supplemental and additional claims. These repairs do not represent a new failure but an addition to an existing failure and therefore are not added into total failure counts. (!Note records meeting this condition will have an N in the SUM_IND on service history.)
Do Not include records with Part Defect of NA, CD, or PC in failure counts, claim failure counts, average hours, miles, or kilometers.	Records with Part Defect of NA, CD, or PC are used for marking PIPs / PSPs complete when the work really has not been performed. See the Part Defect Description using the SIMSi Equate Inquiry to view the descriptions for each. These repairs do not represent a failure and therefore are not added into total failure counts. (!Note records meeting this condition will have an N in the SUM_IND on service history.)
Do Not include records with a DT Code starting with 9 in failure counts, average hours, miles, or kilometers.	Records with DT code starting with 9 are considered to be non-failures and are not counted in the failure counts and average hours, miles, and kilometers. They are, however, counted in the claim counts and total warranty when a claim was received for the service. (!Note records meeting this condition will have an N in the SUM_IND on service history.)
Do Not include records with a Part Causing failure starting with PI or PS and having a Part Defect of 56 in failure counts, average hours, miles, or kilometers.	Records with Part Causing Failure starting with PI or PS and a Part Defect of 56 are Product Improvement or Product Support Programs where the dealer made a fix prior to the part failing. These are considered to be non-failures and are not counted in the failure counts and average hours, miles, and kilometers. They are, however, counted in claim counts and total warranty when a claim was received for the service. (!Note records meeting this condition will have an N in the SUM_IND on service history.)
Do not include records with Hours, Miles, or Kilometers of 99999 or 999999 or 9999999 in average hours, miles, or kilometers.	Records with hours, miles, or kilometers of 99999 or 999999 or 9999999 usually indicate that the user entering the SIMS ticket did not know the service meter units(SMU) on the product. Many users also use the values to by pass having to enter a valid SMU. We exclude the records to keep from skewing the averages.
Only include records with a service claim number not equal to SPACES in the claim failure counts and dollar totals for claims.	Records with Service Claim Number represent claims made by dealers to Caterpillar. Only records have a service claim number should be included in the totals on for claim information.
Population counts should show totals for only those records that have a production date in the last 20 years	Periodically other applications that required sales data for processing will add records for products that are more than 20 years old. These records should not be included in the build and sold counts.
Do not remove repairs on products that are more than 20 years old	Failures should appear in the totals even if they are for products that are more than 20 years old. These failures should not appear in the total failure with sales counts.

Part Number Summary*
(*Part Number / DTF Code Summary for Caterpillar Employees)

Overview

The Part Number Summary* option allows users to determine the number of service reports and claims that were reported for a part number. It also lists the serial number prefix and its associated number of reports for those serial number prefixes that were reported most often.

The following are a few examples of why to use Part Number Summary*:

1. To determine the number of service reports received by Caterpillar for a part number.
2. Identify which serial number prefixes that a part number is most likely to have a problem on.
3. To determine the number of warranty dollars paid by Caterpillar for claims related to a part number.
4. To determine the average number of hours, miles or kilometer across all Caterpillar products that service on a part has occurred.
5. To find the warranty dollars allowed for a certain repair that was made.

Location in SIMSi

The option, Part Number Summary*, is located in SIMSi from the Summary Reports tab.

User Scenario

From the following screen, a user may type a part number and optionally select the portion of the report to display.

Part Number Summary*
(*Part Number / DTF Code Summary for Caterpillar Employees)

The "Advanced Search" checkbox can also be selected to reveal additional criteria for further refining your search. The Advanced Search gives you the option of including the Source Facility Code, restricting the build dates, and restricting the report dates in your search. To have your dates automatically filled in, click on the calendar icon and select the year and the month from the drop down boxes. Click "Select" to have your dates automatically filled in. Finally when all of the text box fields are filled in to your liking, click the Search button to create the report.

Once the Search button has been clicked, the following screen will appear.

Part Number Summary*
(*Part Number / DTF Code Summary for Caterpillar Employees)

This report contains a Summary and a Top Prefixes section of information. The Summary section is displayed first and shows service reporting information relative to all Caterpillar products for the specified part number. The Top Prefixes section is displayed second and shows those prefixes that Caterpillar has received the largest number of service reports for.

Notice that a user may switch to PDF format from this screen by choosing the View PDF Report link towards the top of the page.

BusinessFunctionality:
    A. Serial number prefix should be validated to make sure that the user did not enter 99Z.

    B. The Part Number or a DTF code field should be validated based on its indicator field. If Part Number is specified, the value must be a valid Caterpillar part number. If DTF Code is specified, the value must be a valid DTF Code. (Dealers only get Part Number search)

    C. If entered, the production date range and report date range must be checked to make sure that they contain valid dates.

    D. This report contains two sections of information. The paragraphs below describe each.

Summary

Summary of Repairs and Claims		
	Total	Average
All Repairs	120	
Hours at Repairs		36,869.88
Miles at Repairs		541.78
Kilometers at Repairs		872.17
Labor Hours	0.00	0.00

This section summarizes population, failure information, claim information and is useful for determining the extent of a specified failure (Part Number of DTF Code) on a product. It contains the following information:

1) (All Repairs) Total number of failures occurring for the specified product (Prefix) and failure (Part Number or DTF Code).

2) (Hours at Repairs) Average number of hours on the prime product when these failures were reported. Records containing hours with 99999, 999999, 9999999 are assumed to be invalid entries and are not included in the calculation of this value.

Part Number Summary*
(*Part Number / DTF Code Summary for Caterpillar Employees)

3) (Miles at Repairs) Average number of miles on the prime product when these failures were reported. Records containing miles with 99999, 999999, 9999999 are assumed to be invalid entries and are not included in the calculation of this value.

4) (Kilometers at Repairs) Average number of kilometers on the prime product when these failures were reported. Records containing kilometers with 99999, 999999, 9999999 are assumed to be invalid entries and are not included in the calculation of this value.

5) (Labor Hours) Total number of hours required fixing these failures. Labor hours are pulled from the work order.

6) (Labor Hours) Average number of hours per failure required fixing these failures. Labor hours are pulled from the work order.

7) (Claims) Total number of failures in which the dealer claimed warranty dollars for these failures. (available to Caterpillar employees only)

8) (Amount Claimed) Total amount requested by dealerships for claims that resulted from these failures. (available to Caterpillar employees only)

9) (Amount Claimed) Average amount requested by dealerships for claims that resulted from these failures. (available to Caterpillar employees only)

10) (Amount Allowed) Total amount paid by Caterpillar to dealerships for claims that resulted from these failures. (available to Caterpillar employees only)

11) (Amount Allowed) Average amount paid by Caterpillar to dealerships for claims that resulted from these failures. (available to Caterpillar employees only)

12) (Repair Costs) Total cost (parts, labor, and travel, miscellaneous) required repairing these failures. (available to Caterpillar employees only)

13) (Repair Costs) Total cost (parts, labor, and travel, miscellaneous) per failure required repairing these failures. (available to Caterpillar employees only)

Part Number Summary*
(*Part Number / DTF Code Summary for Caterpillar Employees)
Top (Max 30) Prefixes

Top 14 Prefixes (Ranked by Total Reports)			
Rank	**Prefix**	**Model**	**Failure to Percent Sold**
1	3PR	777D	4.74%
2	4XJ	777C	2.48%
3	5EK	3406E	0.01%
4	4YC	777B	0.0%
5	63W	773B	0.62%
6	BGL	773D	2.67%
7	AGC	777D	0.17%
8	7ER	773D	0.33%
9	2YW	777D	6.9%
10	7XJ	775B	0.85%
11	5ER	776D	2.0%
12	64W	772B	0.0%
13	8SG	416B	0.01%
14	9ZC	789	0.0%

This section reports products (serial number prefixes) that a failure occurred and the products corresponding number of failures.

If a prefix is clicked a new screen will appear, going directly to Part Number/DTF within Prefix (available to Caterpillar employees only). You will see the same number of reports but with more detail than you get with Part Number Summary.

If a user clicks on a number under Total in the Summary of Repairs and Claims on the Part Number/DTF within Prefix screen, they will get all of the reports done on that Prefix and Model that meets the search criteria (available to Caterpillar employees only).

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

Overview

The Part Number within Prefix* option allows users to determine the number of service reports and claims that were reported for a part number and prefix. It also lists more details information about the failures. You get reports by date received, reports by quarter built, latest serial numbers with repairs, and report by problem code.

The following are a few examples of why to use Part Number within Prefix*:
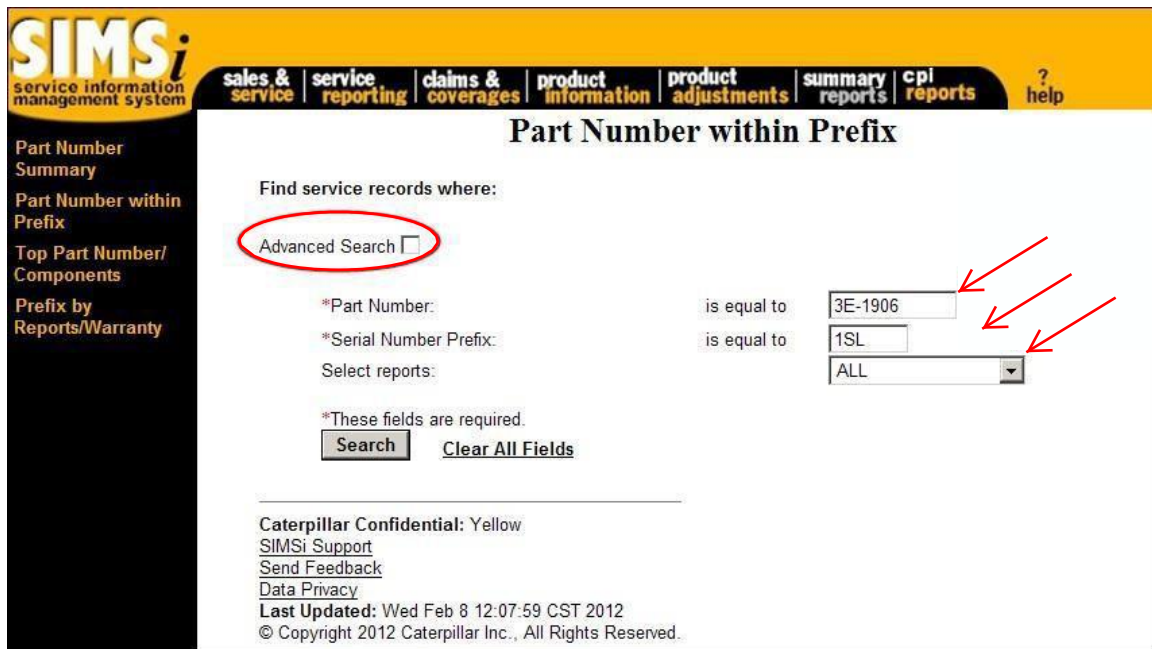
1. To determine the number of service reports that received by Caterpillar for a part number and prefix.
2. Identify which common trend of when reports are issues.
3. To determine if certain quarters have higher rates of failure then others.
4. To determine the last serial number that has reports.
5. To determine reports with like problem descriptions.

Location in SIMSi

The option, Part Number within Prefix*, is located in SIMSi from the Summary Reports tab.

User Scenario

From the following screen, a user may type a part number, a serial number prefix, and optionally select the portion of the report to display.

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

The "Advanced Search" checkbox can also be selected to reveal additional criteria for further refining your search. The Advanced Search gives you the option of including the Source Facility Code, restricting the build dates, and restricting the report dates in your search. To have your dates automatically filled in, click on the calendar icon and select the year and the month from the drop down boxes. Click "Select" to have your dates automatically filled in. Finally when all of the text box fields are filled in to your liking, click the Search button to create the report.

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

Once the Search button has been clicked, the following screen will appear.

This report contains a Summary, Reports by Date Received, Reports by Quarter Built, Serial Number of Latest Reports, and Reports by Problem Description section of information. The Summary section is displayed first and shows service reporting information relative to Caterpillar products for the specified part number and prefix. Reports after the Summary have information displayed that helps with the narrowing your search criteria.

The totals shows on all summary report have some standard exclusion to more closely match common practice done throughout Caterpillar.

Additionally, the totals displayed on this report differ between Caterpillar and dealers users. Caterpillar users see totals for worldwide sales and service. Dealer users see total for their dealership and all of its related branches.

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

BusinessFunctionality:

A. Serial number prefix should be validated to make sure that the user did not enter 99Z.
B. The Part Number or a DTF code field should be validated based on its indicator field. If Part Number is specified, the value must be a valid Caterpillar part number. If DTF Code is specified, the value must be a valid DTF Code. (Dealers only get Part Number search)
C. If entered, the production date range and report date range must be checked to make sure that they contain valid dates.
D. This report contains 5 sections of information. The paragraphs below describe each.

Summary

Population Summary	
	Total
*Reports with Sales	5
*Units Built	69
*Units Sold	69

*Caterpillar only retains 20 years of sales information. The Units Built and Units Sold counts are representative of those units built within the last 20 years unless a smaller build date range is specified and sold by your Dealership or Related Dealers.

Summary of Repairs and Claims					
	Total	**Average**		**Total**	**Average**
All Repairs	5		**Claims**	2	
Hours at Repairs		15,535.00	**Amount Claimed**	$824.78	$412.39
Miles at Repairs		0.00	**Amount Allowed**	$824.78	$412.39
Kilometers at Repairs		0.00	**Repair Costs**	$824.78	$412.39
Labor Hours	0.00	0.00			

This section summarizes population, failure information, claim information and is useful for determining the extent of a specified failure (Part Number of DTF Code) on a product. It contains the following information:

1 (Reports with Sales) Total number of failures occurring for the specified product (Prefix) and failure (Part Number or DTF Code) within the prod date specified. If not specified, then last 20 years is assumed.

2) (Units Built) Total number of products that were built for the specified prefix.

3) (Units Sold) Total number of products that have been sold for the specified prefix.

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

4) (All Repairs) Total number of failures occurring for the specified product (Prefix) and failure (Part Number or DTF Code).

5) (Hours at Repairs) Average number of hours on the prime product when these failures were reported. Records containing hours with 99999, 999999, 9999999 are assumed to be invalid entries and are not included in the calculation of this value.

6) (Miles at Repairs) Average number of miles on the prime product when these failures were reported. Records containing miles with 99999, 999999, 9999999 are assumed to be invalid entries and are not included in the calculation of this value.

7) (Kilometers at Repairs) Average number of kilometers on the prime product when these failures were reported. Records containing kilometers with 99999, 999999, 9999999 are assumed to be invalid entries and are not included in the calculation of this value.

10) (Labor Hours) Total number of hours required fixing these failures. Labor hours are pulled from the work order.

11) (Labor Hours) Average number of hours per failure required fixing these failures. Labor hours are pulled from the work order.

12) (Claims) Total number of failures in which the dealer claimed warranty dollars for these failures (available to Caterpillar employees only).

13) (Amount Claimed) Total amount requested by dealerships for claims that resulted from these failures (available to Caterpillar employees only).

14) (Amount Claimed) Average amount requested by dealerships for claims that resulted from these failures (available to Caterpillar employees only).

15) (Amount Allowed) Total amount paid by Caterpillar to dealerships for claims that resulted from these failures (available to Caterpillar employees only).

16) (Amount Allowed) Average amount paid by Caterpillar to dealerships for claims that resulted from these failures (available to Caterpillar employees only).

17) (Repair Costs) Total cost (parts, labor, travel, miscellaneous) required repairing these failures (available to Caterpillar employees only).

18) (Repair Costs) Total cost (parts, labor, travel, miscellaneous) per failure required repairing these failures (available to Caterpillar employees only).

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

Reports by Date Received

Reports by Date Received				
	2002	**2006**	**2009**	**2010**
January	0	0	0	0
February	0	0	0	0
March	0	0	0	0
April	0	0	0	0
May	0	0	0	0
June	1	0	0	0
July	2	0	1	0
August	0	0	0	0
September	0	0	0	0
October	0	0	0	1
November	0	0	0	0
December	0	0	0	0

The piece of the Part Number within Prefix is used to see when Caterpillar received the information about this report. This information is used to see if the problem in increasing or decreasing over time. You can see in the picture that in June of 2002 Caterpillar received one report. You may also see that in July of 2002, July of 2009 1 and October of 2010 additional reports were received. You may click on any of the three values above to see the actual record(s) we have on file.

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

Reports by Quarter Built

Reports by Quarter Built			
	Units Built	Units Sold	Reports
1Q1993	1	1	0
2Q1993	3	3	0
3Q1993	1	1	0
4Q1993	8	8	0
1Q1994	2	2	0
2Q1994	2	2	0
4Q1994	3	3	0
1Q1995	4	4	0
3Q1995	3	3	0
4Q1995	1	1	0
1Q1996	5	5	0
2Q1996	4	4	0
3Q1996	3	3	0
4Q1996	3	3	0
1Q1997	2	2	0
2Q1997	2	2	0
3Q1997	1	1	0
4Q1997	2	2	1
1Q1998	3	3	0
2Q1998	7	7	0
3Q1998	4	4	4
4Q1998	5	5	0

Reports by Quarter Built give the dealer the option to see reports by the Quarter it was built in. You may also drill down into see the actual records that have information. This information is used to see a potential for problems in the future.

Serial Number of Latest Report

Serial Number of Latest Report
'1SL03299', '1SL02815', '1SL03413',

This section reports the serial numbers that most recently failed. Serial numbers are list from most in order from most recent to least recent. It is useful for providing a link to Sales / Service by Serial number which will show all failures surrounding this failure on a product and a recent dealer contact who has failure information fresh on his mind.

Part Number within Prefix*
(*Part Number / DTF Code within Prefix for Caterpillar Employees)

Reports by Problem Descriptions

Reports by Problem Descriptions	
	Reports
(E) System Malfunction	3
(C) Leaks	1
(G) General Repair	1

This section reports the identified description codes and their corresponding number of reports for this failure. It is useful for identifying what kinds of defects are causing the failure.

Top Part Number/ Components

Overview

The Top Part Number/ Components report allows users to inquire on top part failures for a Caterpillar product. By entering in the serial number prefix of a product, the top part failures for that product are displayed.

The following are a few examples of why to use Top Part Number/ Components:
1. To see the total number of units of that product that were built and sold.
2. To see how many reports of failures there were for that product.
3. To see the total amount in warranty that was paid out for that product.
4. To see the part numbers that failed the most often for that product.
5. To see the total warranty allowed for that product.

Location in SIMSi

The option, Top Part Number/ Component, is located in SIMSi from the Summary Reports tab.

User Scenario

From the following screen, type in a Serial Number Prefix, a Dealer Code, and if necessary, change the Rank option and select the report to display. If you would like the report to include related dealers, make sure to checkmark the box "Include Related Dealers."

Top Part Number/ Components

The "Advanced Search" checkbox can also be selected to reveal additional criteria for further refining your search. The Advanced Search gives you the option of including the Manufacturer Model, Source Facility Code, restricting the build dates, and restricting the report dates in your search. To have your dates automatically filled in, click on the calendar icon and select the year and the month from the drop down boxes. Click "Select" to have your dates automatically filled in. Finally when all of the text box fields are filled in to your liking, click the Search button to create the report.

If you do not know the Source Facility code, click on the binoculars icon. A search box will pop up with a drop down box listing all of the facilities and their corresponding codes. Once you have made your selection, click the Select button.

You will be taken back to the original Top Part Number/ Component screen, and your Receiving Facility text box will be filled in with your selection. Once you have all of the text boxes filled in correctly, click on the Search button to display the results.

Top Part Number/Components

After the Search button is clicked, the following screen will appear. This screen has 2 sections: the Summary Report and the Top 30 Parts Report.

Summary Report

The Summary Report shows the total number of units of that product that were built and sold. The Summary Report also shows how many reports of failures there were for that product, and the total amount in warranty that was paid out for that product.

Top Part Number/Components

Top 30 Parts Report

The Top 30 Parts Report lists the part numbers that failed the most often for that product. They are ordered by total number reported in descending order. To get a more detailed description of the failures, click on the number in the "Total Reported" column.

Top 30 Parts by Reports					
Rank	**Part Number**	**Part Description**	**Total Reported**		**Total Warranty Allowed**
1	No Part Number	No Part Number	26		$7,044.34
2	PS4558		16		$9,073.90
3	1R-0739	Filter As.-Lube	13		$0.00
4	108-8100	Cable As	8		$574.70
5	122-0237	Sender As-Fuel	7		$1,086.63
6	4Z-5798	Rod Assembly	6		$1,115.24
7	6E-5028	Rod As	5		$4,839.30
8	107-6219	Cont Gp-Xmsn -L	5		$4,571.07
9	3G-5264	Cylinder As.	5		$1,776.93
10	3J-4407	Seal-Lip Type	5		$373.51
11	7W-7045	Nozzle As-Valve	5		$255.61
12	9X-7546	Seal-Lip Type	5		$255.28
13	146-3645	Seal As	5		$0.00
14	1R-0658	Filter As-Oil	5		$0.00
15	4W-3864	Seal Gp-Basic	4		$189.96
16	2W-8952	V-Belt St	4		$157.11
17	9X-4492	Lamp	4		$32.51
18	9X-4959	Switch As	4		$0.00
19	9U-9658	Bearing-Spl Ball	4		$0.00
20	9G-9287	Cont Gp -B	3		$1,290.53

When you click on the number in the "Total Reported" column, a new browser will open up, similar to the screenshot below. This screen will list each of the incidents of the part failure individually along with detailed information about each failure. From this screen, by clicking on any of the underlined data, you can view other detailed information. To exit this screen and return to the original screen, simply close the web browser window.

Service Detail Summary

Serial Number Prefix:	1SL	Dealer Code:	B350 Include Related Dealers
Build dates:	No restrictions	Source Facility Code:	ALL
Report dates are between:	Jun1993 and May2003		
Part Number:	6E-5028 (Rod As)		

Rows 1 to 5   View PDF Report View Excel Report   Preferences
No More Results

Serial Number	Repair Date	Service Meter Measurement	Part Causing Failure	Part Causing Failure Description	Group Number	Group Description	Comment	Product Problem	Product Problem Description	Inoperable Indicator	Repairing Dealer
1SL02721	05Aug1998	35 Hours	6E-5028	Rod As	6E5024	CYL GP-0102-0597	Rods Pitted	B	SURFACE DEFECT	Inoperable	B350
1SL02721	13Aug1998	36 Hours	6E-5028	Rod As	6E5024	CYL GP-0102-0597	Rods Surface Pitted	B	SURFACE DEFECT	Undetermined	B350
1SL02557	15Oct1998	205 Hours	6E-5028	Rod As	6E5024	CYL GP-0102-0597	Chrome Finish Pitted	B	SURFACE DEFECT	Inoperable	B350
1SL00612	07Jan1999	11948 Hours	6E-5028	Rod As	6E5024	CYL GP-0102-0597	Leaks Hyd Oil	B	SURFACE DEFECT	Inoperable	B354
1SL02261	15Oct1998	2400 Hours	6E-5028	Rod As	6E5024	CYL GP-0102-0597	Rods Are Pitted	A	STRUCTURAL	Inoperable	B354

No More Results

Caterpillar Confidential: Yellow

Prefix By Reports/Warranty

Overview

The Prefix By Reports/Warranty option allows a dealer to view his history of warranty claims by entering in his dealer code on the search screen. The information is organized by prefix number and model. For each prefix number and model, the dealer will be able to see the number of reports he filed for that piece of equipment, the total amount of warranty claims in dollars he received for that piece of equipment, and the total number he sold of that piece of equipment. If the dealer wishes, he can view more detailed information from this screen by clicking on the number of reports filed. This will open a window that displays each individul report filed.

The following are a few examples of why to use Prefix By Reports/Warranty:

1. To see the prefix numbers and model numbers a specific dealer has filed reports for.
2. To see the number of reports filed by a specific dealer for a certain piece of equipment (shown by that equipment's prefix number and model number).
3. To see how much money was distributed to the dealer in warranty claims for each piece of equipment.
4. To see the number sold of each piece of equipment by that dealer.

Location in SIMSi

The option, Prefix By Reports/Warranty, is located in SIMSi from the Summary Reports tab.

User Scenario

From the following screen, enter in a dealer code If necessary, change the type of report you would like to view by clicking on the down arrow underneath the field where you typed the dealer code. If you would like the report to include related dealers, make sure to checkmark the box "Include Related Dealers."

Prefix By Reports/Warranty

The "Advanced Search" checkbox can also be selected to reveal additional criteria for further refining your search. The Advanced Search gives you the option of including the Source Facility Code, restricting the build dates, and restricting the report dates in your search. To have your dates automatically filled in, click on the calendar icon and select the year and the month from the drop down boxes. Click "Select" to have your dates automatically filled in. Finally when all of the text box fields are filled in to your liking, click the Search button to create the report.

If you do not know the Source Facility code, click on the binoculars icon. A search box will pop up with a drop down box listing all of the facilities and their corresponding codes. Once you have made your selection, click the Select button.

You will be taken back to the original Top Part Number/ Component screen, and your Receiving Facility text box will be filled in with your selection. Once you have all of the text boxes filled in correctly, click on the Search button to display the results.

Prefix By Reports/Warranty

After the Search button is clicked, the following screen will appear. The top of the screen displays the search criteria you selected. There is also an option at the top to view the report in PDF format. The search results are displayed underneath the search criteria. They are ranked according to the number of reports that were filed for each prefix number and model. Also included in the data is the total warranty and the number sold for that prefix number and model by the dealer that the search was performed on.

Prefix By Reports/Warranty

If you would like to view more detailed information about the reports that were filed for a particular prefix number and model, simply click on the number in the "Total Reports" column and another window will open with a listing of all the reports filed by that dealer. Data that is displayed in the new window among other information includes the repair date, service meter measurement, part causing failure, part description, build date, ship date, and sale date.

Part Forecast
This option is only available for internal Caterpillar employees!

Overview
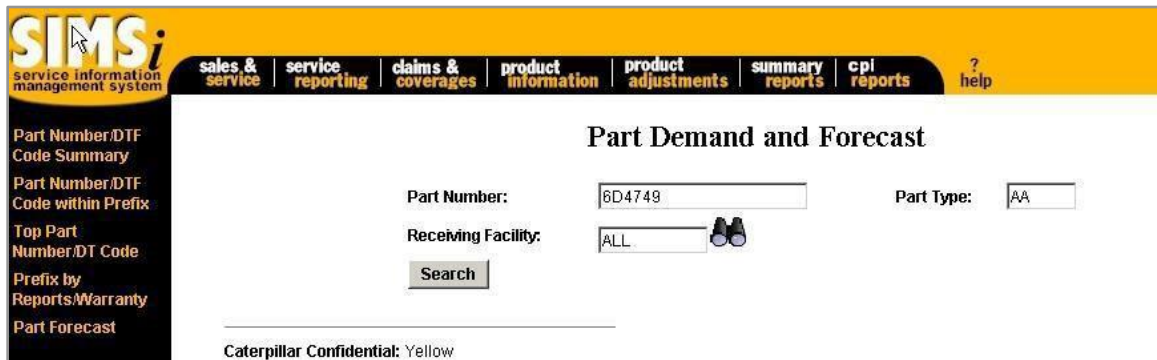
This option produces a report that shows part usage for the last few years and identifies the projected parts usage for the current year.

Location in SIMSi

The option, Part Forecast, is located in SIMSi from the Summary Reports tab.

User Scenario

From the following screen, type in a Part Number, and if necessary, change the Part Type and Receiving Facility code.

If you do not know the Receiving Facility code, click on the binoculars icon. A search box will pop up with a drop down box listing all of the facilities and their corresponding codes. Once you have made your selection, click the Select button.

You will be taken back to the original Part Forecast screen, and your Receiving Facility text box will be filled in with your selection. Once you have all of the text boxes filled in correctly, click on the Search button to display the results.

Part Forecast

After the Search button is clicked, the following screen will appear:

To view the complete information, use the scroll bar along the right side of the page. The figures in the blue background represent part forecasts, while the rest of the figures indicate part demands. This information may also be displayed in Excel or PDF format by clicking on the View Excel Report or View PDF Report links in the upper right corner of the report (shown in red above).

The PDF Report is shown below:

PartForecast

The Excel format is shown here:

	A1		=	Part Number:			
	A	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**
1	Part Numb	6D4749	Part Type:	AA				
2	Part Descr	BREAKER	Receiving f	ALL				
3								
4		2003	2002	2001	2000	1999	1998	
5	January	39.1	20	23	32	31	39	
6	February	39.1	26	43	19	32	74	
7	March	39.1	71	19	32	72	35	
8	April	39.1	19	48	25	76	34	
9	May	39.1	39.1	26	34	53	62	
10	June	39.1	39.1	68	22	91	57	
11	July	39.1	39.1	71	60	105	71	
12	August	39.1	39.1	82	33	45	61	
13	September	39.1	39.1	40	41	63	71	
14	October	39.1	39.1	37	39	68	75	
15	November	39.1	39.1	45	43	44	44	
16	December	39.1	39.1	27	54	17	53	

cat.dcs.ssd.simsi.partforecast.

In order to begin a new search, type in a Part Number at the top of the Part Number and Forecast Demand screen and select the New Search button.

CPI Reports

This tab contains all dealer information related to Caterpillars Continuous Product Improvement (CPI) process. It contains documentation and reports that allow users to determine if a given failure is a known product problem. Caterpillar is committed to quick and thorough resolution of product problems.

For more information about each of the specific options under CPI Reports, continue to the next page.

If you are viewing this training guide online, in the navigation bar on the left side of the screen, click on the plus sign to the left of CPI Reports to view all options that are available under this tab.

About CPI

Overview

This option provides brief information about CPI.

Location in SIMSi

The option, About CPI, is located in SIMSi from the CPI Reports tab.

CPI Report Terminology

Overview

This option provides brief descriptions of CPI terminology.

Location in SIMSi

The option, CPI Report Terminology, is located in SIMSi from the CPI Reports tab.

CPI Status Reports

Overview

This option provides the ability to create a report of all relevant CPI projects. This page is only accessible by Dealer Technical Communicators, and requires approval.

Location in SIMSi

The option, CPI Status Reports, is located in SIMSi from the CPI Reports tab.

On this screen the user has the option to search on manufacturer model, serial number prefix, part number, CPI number or word search. Only one of these is required in order to create a report of all relevant CPI projects.

CPI Status Reports

Once all of the information has been submitted, the following screen will appear:

Clicking on one of the issue/project names will open a window with details on that issue/project.

CPI Feedback

Navigate to CPI Reports > CPI Feedback

1. Enter a valid CPI Number **(Required)**
2. Provide relevant CPI Feedback **(Required)**
3. Attach up to 100 files relating to this feedback submission
   a. Click Browse and Select file to attach
   b. Add Description of File
   c. Click "Add another File" to add additional files (up to 100). Repeat part A and B as needed
4. Indicate how you would like to be involved in the CPI Process
5. Click 'Submit to CPI Issue/Project" button

SIMS Forms

Some of the forms that pertain to SIMS users are now found online. These forms may be viewed and printed by clicking on the following link. Note: Please finish reading this page for instructions before clicking on this link:

SIMS Service Forms

After clicking on this link, you must enter your CWS (Corporate Web Security) ID and password to access the page. Once you have passed through the CWS screen, this link will take you to the SIS (Service Information System) website. If you have never been to this site before, you will need to follow their contact information in order to gain access.

Once you are in the SIS website, you will be taken to the following page:

As indicated by the red circle above, click on the option "Service Forms" in order to view the available SIMS forms. You will be taken to a page that asks if you would like the English or Espanola version of the forms. Choose according to your preference and the forms will be displayed on the next screen.

Contact Information

Contact information can be found by clicking the "SIMSi Support" link at the
bottom of any SIMS*i* page.

SIMS*i* GLOSSARY OF TERMS

ACCOUNTING MODEL CODE
Identifies prime products and miscellaneous materials for accounting purposes. General format is
ANNXXX where:

      A   = Product line
      NN   = Model (sequence within product line)
      1st X = Producing plant
      XX   = Engine configuration and aspiration

ACTIVITY MONTH
The month this record was last updated. Format is: MM.

ACTIVITY YEAR
The year this record was last updated. Format is: CCYY.

ADMINISTRATING FACILITY CODE
Used in the service claim system to identify the controlling facility responsible for updating the
service/warranty administrator controlled data.

ALTERNATE FAILURE REPORT SOURCE CODE
Same as failure report source code. The source from which Caterpillar received information regarding
failure of the serial number. Values are:

      D = Claim
      P = Predelivery
      G = SIMS ticket

APPROVED BY CODE
Warranty claim policy who code. Denotes who approved a service claim.

ARRANGEMENT NUMBER
 Top level part number, i.e., the part number representing the total machine or engine.

AVERAGE CLAIM AMOUNT
The average of all dollar amounts claimed (both allowed and not allowed amounts) for the failures that
have occurred for the corresponding key for the past ten years associated with the create date.

AVERAGE LABOR HOURS
The average number of hours spent repairing a machine. It includes both warranty claim and non-warranty
claim labor hours.

AVERAGE MACHINE HOURS
The average number of hours of operation recorded against a group of failures.

AVERAGE MACHINE KILOMETERS
The average number of kilometers of operation recorded against a group of failures.

AVERAGE MACHINE MILES
The average number of miles of operation recorded against a group of failures.

AVERAGE REPAIR COST
The average repair cost (includes: labor, parts, miscellaneous and travel) per repair recorded against a
group of failures.

AVERAGE WARRANTY CLAIM PAID AMOUNT
The average dollar amount paid for a group of failures that have occurred for the corresponding key for the past ten years associated with the create date.

BEGINNING SERIAL NUMBER
The first in a range of contiguous product serial numbers (see corporate code directory) authorized for use by a given facility. The product item(s) to which it will be applied is specified at assignment time. This may be a Caterpillar or Non-Caterpillar serialized product.

BREAKDOWN DATE
Date that the product broke down. Format for date is CCYY-MM-DD.

BROWSER
A computer program providing access to sites on the World Wide Web, SIMS II is accessed through either Netscape Navigator or Internet Explorer.

BUYING FACILITY CODE
The facility code to which the buyer is assigned.

CATERPILLAR IDENT NUMBER/PART CAUSING FAILURE
Part number that was the cause of the machine failure. (The part causing the failure).

CATERPILLAR IDENT NUMBER CLASS CODE/PART CAUSING FAILURE CLASS CODE
Identifier for the type of control number contained in the associated Part Causing Failure field. (Part CAUSING FAILURE CLASS CODE).

CAT/NON-CAT INDICATOR
Used to determine if a serial number was produced by Caterpillar or another company.
       Blank = Produced by Caterpillar
       N   = Not produced by Caterpillar

COMMENT TEXT
Field used by the dealer to add more information about a machine failure.

COMPONENT SERIAL NUMBER
Required for pumps, motors and control valves that have an attached serial number.

If the pump, motor or control valve is the Part Causing Failure populate this element with the corresponding serial number.
Identification tags on the pump, motor or control valve should contain a Part Number and a corresponding Serial Number.

This element should not be populated when the component serial number is not available or does not apply. If this element is populated, you should also populate Component Serial Number Service Meter and Component Serial Number Usage Description.

COMPONENT SERIAL NUMBER SERVICE METER (SMU VALUE)
Elapsed meter value on the Component Serial Number since it was installed. e.g. 1000.

COMPONENT SERIAL NUMBER USAGE DESCRIPTION (SMU DESCRIPTION)
Indicator telling the measurement unit for the service meter. e.g. K – Kilometers

COUNTRY CODE
Country code of the main store for the selling dealer of the prime product.

COVERAGE TYPE
An abbreviation assigned by service engineering to classify the coverage (warranty).

CREATE DATE
Date the item associated with this data element was created. Format is CCYY-MM-DD.

CREATE DAY
Day the item associated with this data element was created. The last two positions of the Create Date.

CREATE MONTH
Month the item associated with this data element was created. The fifth and sixth positions of the Create Date. Format is: MM.

CREATE YEAR
Year the item associated with this data element was created. The first four positions of the Create Date. Format is: CCYY.

CURRENCY CODE
Denotes which country's currency was used to price and process a given transaction. Values are defined in ISO DP 4217. For additional information see the corporate code directory. Examples:
        USD = United States Dollars
        GBP = United Kingdom Pounds

CURRENCY CONVERSION RATE
The rate used in converting from one currency to another currency. This rate is normally the pegged rate but for selected accounts a historic rate is used.

CURRENT QUARTER AVERAGE LABOR HOURS
The average number of hours spent repairing a machine for the corresponding key for the quarter associated with the create date. It includes both warranty claim and non-warranty claim labor hours.

CURRENT QUARTER AVERAGE MACHINE HOURS
The average number of hours of operation recorded against a group of failures for the corresponding key for the quarter associated with the create date.

CURRENT QUARTER AVERAGE MACHINE KILOMETERS
The average number of kilometers of operation recorded against a group of failures for the corresponding key for the quarter associated with the create date.

CURRENT QUARTER AVERAGE MACHINE MILES
The average number of miles of operation recorded against a group of failures for the corresponding key for the quarter associated with the create date.

CURRENT QUARTER FAILURE COUNT
The number of failures that have occurred for the corresponding key for the quarter associated with the create date.

CURRENT QUARTER TOTAL CLAIM AMOUNT
The total dollar amount claimed (both allowed and not allowed amounts) for the failures that have occurred for the corresponding key for the past quarter associated with the create date.

CURRENT QUARTER TOTAL LABOR HOURS
The total number of labor hours spent working for the corresponding key for the quarter associated with the create date.

CURRENT QUARTER TOTAL REPAIR COST
The total repair cost (includes: labor, parts, miscellaneous and travel) recorded against a group of failures for the quarter associated with the create date.

CURRENT QUARTER TOTAL UNITS BUILT COUNT
A quantity representing the total units built recorded against a group of failures for the quarter associated with the create date.

CURRENT QUARTER TOTAL UNITS SOLD COUNT
A quantity representing the total units sold recorded against a group of failures for the quarter associated with the create date.

CURRENT QUARTER TOTAL WARRANTY CLAIM PAID COUNT
The number of warranty claims allowed and credited for the failures that have occurred for the corresponding key for the quarter associated with the create date.

CURRENT QUARTER TOTAL WARRANTY DOLLARS ALLOWED AMOUNT
The total dollar amount allowed and credited to the dealer for the failures that have occurred for the corresponding key for the quarter associated with the create date.

CUSTOMER CODE
Uniquely identifies Caterpillar customers and certain special Caterpillar inventory control accounts. The code of a given dealer. This code can also represent dealers and the marketing organization abbreviated name (subsidiary). It also may be used to represent corporate information. For additional information see the corporate code directory. Examples:

        Dealer code: B010, U170
        Marketing Org: COSA, NACD, SCM
        Corporate: CAT

CUSTOMER NAME
Identifies an open-end order customer may be used to identify any customer by name.

CWS
Corporate Web Security. You must have a CWS account and ID through Caterpillar in order to gain access to SIMSi.

DBS
Dealer Business System

DEALER BUSINESS SYSTEM (DBS) RELEASE NUMBER
Dealer Business Systems (DBS) product release number. Denotes which DBS product release the repairing dealer was under when the Work Order/SIMS transaction was created.

DEALER CLAIM NUMBER
Number assigned to a warranty claim by the dealer submitting it.

DEALER/CUSTOMER/SUBSIDIARY   TYPE
Indicates the type of account represented by the accompanying dealer/customer/subsidiary code. Codes and their values are:

     A = Agricultural
     B = Towlift
     C = Customer
     E = Licensee
     F = Affiliate
     G = Government
     L = Loan
     M = Branded Production Manufacturer
     O = Original Equipment Manufacturer
     P = Parent Company
     R = Regular
     S = Subsidiary
     T = TEPS Dealer

W = Warranty
X = Forwarder/Broker (Notify Party)

DEALER DIVISION CODE
Specifies a division, region, or category of Caterpillar dealers or customers. This field contains facility-code for subsidiaries or affiliates.

DEALER WORK ORDER CONTROL NUMBER
A dealer assigned number used to control work units in his service shop. Format varies by dealer.

DECLARING DEALER CODE
Usually the dealer servicing the unit. This is considered to be the highest level of dealer assignment.

DELIVERY DATE
The date the product was delivered to the customer.

DELIVERY DAY
The day the product was delivered to the customer. The last two positions of the Delivery Date.

DELIVERY MONTH
The month the product was delivered to the customer. The fifth and sixth positions of the Delivery Date. Format is: MM.

DELIVERY YEAR
The year the product was delivered to the customer. The first four positions of the Delivery Date. Format is: CCYY.

DESCRIPTION
A free form area describing the associated item.

DESIGN CONTROL CODE
Identifies a specific engineering organizational body.

DESIGN PROFIT CENTER FACILITY CODE
Code of the engineering organization profit center that was responsible for the design of the prime product.

DIVISION TOPIC (DT) CODE
Identifies the defective component area in a product failure. It is the first three positions of the DTF-CODE. Examples:

      130 = fuel system
      510 = mechanical controls

DIVISION TOPIC/FAILURE (DTF) CODE
A code controlled and used by service engineering on machine failures reported on warranty claims and service reports. It is the primary coding scheme used to designate the type of failure that occurred for management reporting and analysis purposes.

DOCUMENT DATE
Date that the given failure record was first received in SIMS. Format for date is CCYY-MM-DD.

DOCUMENT DAY
Day that the given failure record was first received in SIMS. The last two positions of the Document Date.

DOCUMENT MONTH
Month that the given failure record was first received in SIMS. The fifth and sixth positions of the Document Date. Format is: MM.

DOCUMENT YEAR
Year that the given failure record was first received in SIMS. The first four positions of the Document Date. Format is: CCYY.

DRAWING VERSION NUMBER
Drawing version number (left justified in a two position field) is assigned to each master drawing of an Engineering Ident Number to distinguish it from all other master drawings (other versions) of the same Engineering Ident Number.

DURABILITY
Durability is the "Achieved Life" of a critical component, including both failurs and wear outs.

DURABILITY EVENT
When running repairs cease and major intervention is required to repair, build, or replace the critical component.

ENDING SERIAL NUMBER
The last in a range of contiguous product serial numbers (see corporate code directory) authorized for use by a given facility. The product item(s) to which it will be applied is specified at assignment time. This may be a Caterpillar or Non-Caterpillar serialized product.

ENGINE APPLICATION CODE
Designates the initial application for which a Caterpillar engine, genset, or transmission is intended at the time it was sold. Values:

        A = Primary Drive
        B = Pump
        C = Compressor
        D = Other Mechanical Drives
        E = Prime Power
        F = Standby Power
        G = Emergency Standby Power
        H = Cogeneration (CHP)
        J = Cooling
        M = Load Management
        N = Continuous (Base Load)
        P = Quality Power
        T = Transmission (Base Load)
        X = Transmission-Hybrid

ENGINE CLASS CODE
Identifies category of Caterpillar engine in terms of series or bore size and number of cylinders.

ENGINE MODEL VERSION
The last two characters (positions 6 and 7 from left) of engineering model designation. Refer to the corporate code directory for further explanation of engineering model designation.

ENGINEERING DRAWING VERSION STATUS CODE
A code representing why a specific action or processing took place. When used with a work order issued to the factory, it identifies why this work order was issued. Example: TC = Tool Consolidation.

ENGINEERING MODEL DESIGNATION
A code whose value is assigned by engineering to identify prime product models for internal company-wide control. The actual values used are shown on the model identification code lists issued by 3the machine order division and by engineering services. For additional explanation see the corporate code directory. (Note: AANNN are commonly referred to as Engineering Model Number) The format is AANNNBB where:

  AA   = Product Family
  NNN = Family Sequence No (Sequential Number Within Product Family)
  BB   = Model Version (Engineering Model Version)

EQUIPMENT MANUFACTURER PRODUCT CODE
The family code assigned to the product, for example, general line product code "A" is track type tractor. This code is defined by the dealer on the Sales Control Table.

EQUIPMENT SERIAL NUMBER TYPE
A way to identify the type of serial number. For example:

RM =   Remanufactured
CM =   Component
JV =   Joint
Venture CA =
            Caterpillar
DR =   Dealer
Rebuild RE =   Rental

EXTERNAL PART CAUSING FAILURE
Part number of the part that caused the machine failure.

EXTERNAL RELATED SERIAL NUMBER BODY
The seventeen characters that follow the serial prefix and when used with the serial prefix constitute a serial number. The related serial number is attached to a prime product serial number. This may be a Caterpillar or Non-Caterpillar serialized product.

EXTERNAL SERIAL NUMBER BODY
The seventeen characters that follow the serial prefix and when used with the serial prefix constitute a serial number. Assigned sequentially to prime products as they are produced. This may be a Caterpillar or Non-Caterpillar serialized product.

FAILURE (F) CODE
Code that identifies the failing part by a general description. This code is the last three positions of DTF-CODE.   Examples:

036 = arm
150 = bucket

FAILURE DATE
The "Failure Date" field is as follows:

Part Stock – date the part(s) were removed from stock
GET – date the GET failed
Inventory Units – date the issue was reported*
Tool – date the tool failed
Freight – date the freight was sent or received
Before Failure PSP (Product Support Programs) – date work order was opened

**Please note that 00NIS00 or 00IFI00 entries are not accepted in this field.

FAILURE PART HOURS
Number of hours recorded against a part when that part failed.

FAILURE REPORTING SOURCE CODE
The source from which Caterpillar received information regarding failure of the serial number. Values are:

D = Claim
P = Predelivery
G = SIMS
    ticket

FAILURE SEQUENCE NUMBER
Mechanically assigned sequential number for each failure reported against a specific prime product.

FUEL TYPE CODE
A two position code that describes the type of fuel that the engine uses. For Example:

       D   =   Diesel
       NG =   Natural
       Gas HF =
                Heavy Fuel

GEOGRAPHY AREA CODE
Geographic area code indicator.   Values are:

       0 = United States and Canada
       1 = Outside United States and Canada

GROUP CATERPILLAR ID NUMBER/GROUP PART NUMBER
The part number (or SMCS code or Substitute group number) of the group that contains the part (piece part) which was the cause of a machine failure.

GROUP PART NUMBER CLASS CODE
Identifier for the type of control number contained in the associated Group Part Number field.

GROUP PART NUMBER
The part number (or SMCS code or Substitute group number) of the group that contains the part (piece part) which was the cause of a machine failure.

INOPERABLE INDICATOR
Indicates whether the failure caused the product to be inoperable. Values are:

           Y = Inoperable
       Blank or N = Operable

INSTALL DATE
The date a component was installed on a prime product.

INSTALL DAY
The day a component was installed on a prime product. The last two positions of the Install Date.

INSTALL MONTH
The month a component was installed on a prime product. The fifth and sixth positions of the Install Date. Format is: MM.

INSTALL YEAR
The year a component was installed on a prime product. The first four positions of the Install Date. Format is: CCYY.

INVOICE SPECIFICATION CONTROL NUMBER
Used to uniquely identify data related to reference numbers on an order. This number will be assigned by the specification program in order entry. Resultant maintenance to related segments will be controlled through the use of this element. Ultimate use of related segments in invoicing will be controlled through the use of this element. Field may contain spaces before initially assigned.   Unused occurrences in segment will contain spaces.

LABOR WARRANTY CLAIM DOLLARS ALLOWED
The summation of all labor line allow elements. It is created after it has been determined that a warranty claim is to be paid. It will be printed on the warranty claim credit memo.

LABOR WARRANTY CLAIM DOLLARS NOT ALLOWED
The difference between the amount for labor claimed by a dealer for a warranty repair and the amount allowed for that expense by the company administering the warranty. This amount is calculated by subtracting labor dollars allowed from labor dollars claimed.

LANGUAGE DESCRIPTION
A free form area describing the associated language code.

LAST ACTIVITY DATE
Last refresh date for a row on a DB2 table. Date is formatted as CCYY-MM-DD.

LAST UPDATE DATE
The date this record was last revised This represents when the information was current. It is in the format of: CCYY-MM-DD. Example: 1999-01-25

LAST UPDATE DAY
The day this record was last revised This represents when the information was current. The last two positions of the Last Update Date.

LAST UPDATE LOGON ID
The LOGON ID of the person or process that last revised this record.

LAST UPDATE MONTH
The month this record was last revised This represents when the information was current. The fifth and sixth positions of the Last Update Date. Format is: MM.

LAST UPDATE TIME STAMP
The date and time this record was last revised This represents when the information was current. It is in the format of: CCYY-MM-DD.HH.MM.SS.SSSSSS. Example: 1999-01-25-09.53.57.813804

LAST UPDATE YEAR
The year this record was last revised This represents when the information was current. The first four positions of the Last Update Date. Format is: CCYY.

LINE NUMBER
A sequence line number assigned to a line of text or a record. The last field in the warranty application code.

MACHINE HOURS
The number of hours of operation recorded against a machine at the time of a specific failure.

MACHINE KILOMETERS
The number of kilometers recorded on a prime product at the time of a specific failure.

MACHINE MILES
The number of miles recorded on a prime product at the time of a specific failure.

MAIN STORE DEALER CODE
The code of a given dealer's main store (as opposed to a branch).

MARKETING MODEL YEAR
Marketing Model Year for US and Canada is assigned to prime products based on an Oct 1 - Sep 30 final plant ship calendar year. Outside the US and Canada it is set to the year of the final plant ship date based on a Jan 1 - Dec 31 calendar year. (e.g. A final plant ship date for a US prime product of November 1, 2014 would be a 2015 Marketing Model Year.)

MANUFACTURER CAT/NON-CAT INDICATOR
Code used to determine if the manufacturer of the product Caterpillar or another company.
        Blank = Produced by Caterpillar
        N   = Not produced by Caterpillar

MANUFACTURER CODE
A unique two position code assigned the manufacturer of a product. This code is defined by the dealer on the Sales Control Code Table. NOTE: The code for Caterpillar must be "AA".

MANUFACTURER EQUIPMENT SERIAL NUMBER
A unique identification number assigned by the equipment manufacturer. This element identifies the primary equipment such as trucks, machine tools and office equipment. This may be a Caterpillar or Non-Caterpillar serialized product.

MANUFACTURER MODEL NUMBER
Assigned by manufacturer to facilitate communications with organizations outside the company in referencing company products.

MANUFACTURER NAME
Name of an equipment manufacturer. May be Caterpillar or a competitive manufacturer. Source: International Services.

MANUFACTURER SERIAL NUMBER
A unique identification number assigned by the manufacturer. This may be a Caterpillar or Non-Caterpillar serialized product.

MANUFACTURER SERIAL NUMBER TYPE
A way to identify the type of serial number. For example:

RM =	Remanufactured
CM =	Component
JV =	Joint Venture
CA =	Caterpillar
DR =	Dealer Rebuild
RE =	Rental

MANUFACTURING PROFIT CENTER FACILITY CODE
Code of the manufacturing organization profit center that was responsible for the building of the prime product.

MARKETING DISTRICT INQUIRY ABBREVIATION
An abbreviation for a marketing district. It is used with and is a breakdown of MARKETING REGION INQUIRY ABBREVIATION. Source of the data is a CORPORATE DEALER INDICATIVE DATA SYSTEM (CDID) table.

MARKETING ORGANIZATION ABBREVIATED NAME
An abbreviation for a marketing organization. The source of the data is a CORPORATE DEALER INDICATIVE DATA SYSTEM (CDID) table. Example values are:

ADMIN	CACO	CAPL	CBSA
CCL	CIPI	COFA	COSA
COSACE	COSAPS	DEFP	MCF
NACD	NADLR	NAOEM	SCM

MARKETING REGION INQUIRY ABBREVIATION
An abbreviation for a marketing region. It is used in conjunction with and is a further breakdown of MARKETING ORGANIZATION ABBREVIATED NAME. The source of the data is a CORPORATE DEALER INDICATIVE DATA SYSTEM (CDID) table. Example: When MARKETING ORGANIZATION ABBREVIATED NAME has a value of "NACD", region values are:

CAN	CENT	EAST	PLAI	WEST

MISCELLANEOUS WARRANTY CLAIM DOLLARS ALLOWED
The summation of all miscellaneous warranty line allowed elements. This is created after it has been determined that a claim is to be paid. It will be printed on the warranty claim credit memo. Refers to the amount to be paid as determined by the administrating company.

MISCELLANEOUS WARRANTY CLAIM DOLLARS NOT ALLOWED
The difference between the amount for miscellaneous expense claimed by a dealer for a warranty repair and the amount allowed for that expense by the company administering the warranty. This amount is calculated by subtracting miscellaneous warranty dollars allowed from miscellaneous warranty dollars claimed.

MONTHLY AVERAGE LABOR HOURS
The average number of hours spent repairing a machine against a group of failures for the corresponding key for the month associated with the create date. It includes both warranty claim and non-warranty claim labor hours.

MONTHLY AVERAGE MACHINE HOURS
The average number of hours of operation recorded against a group of failures for the corresponding key for the month associated with the create date.

MONTHLY AVERAGE MACHINE KILOMETERS
The average number of kilometers of operation recorded against a group of failures for the corresponding key for the month associated with the create date.

MONTHLY AVERAGE MACHINE MILES
The average number of miles of operation recorded against a group of failures for the corresponding key for the month associated with the create date.

MONTHLY FAILURE COUNT
The number of failures that have occurred for the corresponding key for the month associated with the create date.

MONTH OF MANUFACTURE
The month the prime product manufacturing process is completed in accordance with EU Directive and laws of jurisdictions as they apply to EU, China, Brazil, India, and Russia

MONTHLY PERCENT OF FAILURES TO BUILT COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were built for the corresponding key for the past month associated with the create date.

MONTHLY PERCENT OF FAILURES TO SOLD COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were sold for the corresponding key for the past month associated with the create date.

MONTHLY TOTAL CLAIM AMOUNT
The total dollar amount claimed (both allowed and not allowed amounts) for the failures that have occurred for the corresponding key for the past month associated with the create date.

MONTHLY TOTAL REPAIR COST
The total repair cost (includes: labor, parts, miscellaneous and travel) recorded against a group of failures for the month associated with the create date.

MONTHLY TOTAL UNITS BUILT COUNT
A quantity representing the total units built recorded against a group of failures for the month associated with the create date.

MONTHLY TOTAL UNITS SOLD COUNT
A quantity representing the total units sold recorded against a group of failures for the month associated with the create date.

MONTHLY TOTAL WARRANTY ALLOWED AMOUNT
The total dollar amount allowed and credited to the dealer for the failures that have occurred for the corresponding key for the month associated with the create date.

MONTHLY TOTAL WARRANTY CLAIM PAID AMOUNT
The total dollar amount paid for the failures that have occurred for the corresponding key for the month associated with the create date.

MONTHLY TOTAL WARRANTY CLAIM PAID COUNT
The number of warranty claims allowed and credited for the failures that have occurred for the corresponding key for the month associated with the create date.

NUMBER OF CYLINDERS
An amount representing the number of cylinders in a particular engine.

NUMBER OF MONTHS TO RANK
A search parameter of a query summary that will rank failures (from most occurrences to least occurrences) for the specified number of ranking months within a span of multiple months.

NUMBER OF RELATED SERIAL NUMBERS
An amount representing the number of related serialized components identified for this particular serial number. This number is used to determine if any information is stored on the Related Serial Number File.

OPEN DATE
The date the work order was opened. Format is CCYY-MM-DD.

OPEN DAY
The day the work order was opened. The last two positions of the Open Date.

OPEN MONTH
The month the work order was opened.   The fifth and sixth positions of the Open Date. Format is: MM.

OPEN YEAR
The year the work order was opened. The first four positions of the Open Date. Format is: CCYY.

ORDER CONTROL NUMBER
A unique control number mechanically assigned to each order at the time of order entry. Format is AANNNNN. For additional information see the corporate code directory.

ORIGIN INDICATOR
Denotes the source of the sales prime product information (PPI). Values are:

      M = Machines
       E = Engines
       L = Lift Truck
      R = Remanufactured
  Blank = undetermined

OWNER CLASS CODE
Categorizes the customer who buys Caterpillar products from Caterpillar dealers. The categories are:

      1 = Private
      2 = National Government
      3 = State or Provincial Government
      4 = County or Township
      5 = Municipal
      6 = Special Authority
      7 = Military
      8 = OEM Dealer
      9 = OEM

PAID OR CANCELED DATE
Date a given warranty claim was mechanically approved for payment or was flagged as canceled. Format of date is CCYY-MM-DD.

PAID OR CANCELED DAY
Day a given warranty claim was mechanically approved for payment or was flagged as canceled. The last two positions of the Paid/Cancel Date.

PAID OR CANCELED MONTH
Month a given warranty claim was mechanically approved for payment or was flagged as canceled. The fifth and sixth positions of the Paid/Cancel Date. Format is: MM.

PAID OR CANCELED YEAR
Year a given warranty claim was mechanically approved for payment or was flagged as canceled. The first four positions of the Paid/Cancel Date. Format is: CCYY.

PART CAUSING FAILURE
Part number of the part that caused the machine failure.

PART CAUSING FAILURE CLASS CODE
Identifier for the type of control number contained in the associated Part Causing Failure field.

PART DEFECT CODE
Code assigned mechanically or by service technicians to machine failures reported on warranty claims and service reports that indicates the type of defect in the part number that was the cause of the machine failure. When the code is mechanically assigned it is obtained from a two byte field, problem description code, that is on the failure report. Examples:

    01bb = broken
    02bb = cracked

PART FAILURE QUANTITY
The quantity of the part number reported as PART CAUSING FAILURE (usually 1).

PART NAME
The description of a unit part, assembly, group, arrangement, or general arrangement based on the name specified on the engineering drawing. Releasing will state the topical noun followed by a brief phrase using Caterpillar engineering standard B75 abbreviations when applicable or the American National Standards Institute Abbreviations.

PART TYPE
Code assigned to an engineering drawing (identified by the concatenation of part number and drawing version number). The assigned value denotes the type of part described by the drawing. Engineering is responsible for this code and its values. These values refer to the type of drawing rather than the part it describes. Values are:

    UP = Unit Part
    AS = Assembly
    GP = Group
    AR = Arrangement
    GA = General Arrangement
    KT = Kit
    ST = Set
    BM = Bulk Material
    RF = Product Related Reference (Diagrams, Charts, Etc.)
    NP = Non Product Related
    PN = Pricing (Or Merchandising) Number

PART WARRANTY CLAIM DOLLARS ALLOWED
The summation of all part warranty allowed elements. The parts warranty dollars allowed list is created after it has been determined that a warranty claim is to be paid. This will be printed on the warranty claim credit memo.

PART WARRANTY CLAIM DOLLARS NOT ALLOWED
The difference between the amount for parts expense claimed by a dealer for a warranty repair and the amount allowed for that expense by the company administering the warranty. This amount is calculated by subtracting part warranty dollars allowed from part warranty dollars claimed.

PARTNERS IN QUALITY (PIQ) INDICATOR
Not used. Future enhancement.

PAYMENT CLASS 1, 2, 3 and 4
A code assigned by service engineering to classify and distribute the service expenses into the proper accounts. The combination of and payment type.

PAYMENT GROUP CODE 1, 2, 3 and 4
A code used to group similar service payment types. Code values are:
 2 - Non Warranty Services
 4 - Policy
 6 - Extended Warranty
 8 - Standard Warranty

PAYMENT TYPE 1, 2, 3 and 4
A code used to classify service claims according to the type of authorization to pay the claim.
Code values are:
 1 Service Engineering Approved
 2 Loan Account
 3 Service Policy
 4 Sales Policy
 5 Company Approved Merchandising Program
 6 Insurance
 7 Prepayment Service Fees
 8 Warranty

PAYOR FACILITY CODE
Warranty claims payor facility code.

PDF
Portable Document Format. Documents in PDF preserve the exact look
and content of the originals, complete with fonts and graphics, and they can be printed,
distributed by e-mail, or stored on the World Wide Web, an intranet, a file
system, or a CD for other users to view on Microsoft ® Windows ® , Mac OS, and
UNIX ® platforms.

PERCENT OF FAILURES TO BUILT COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were built.

PERCENT OF FAILURES TO SOLD COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were sold.

POLICY GROUP CODE
Warranty claim policy group code.

POLICY REASON CODE
Indicates the reason the claim was approved for payment. See the codes data base ADZ1D800 segment key RSNCOD for list of reasons.

POLICY REGION CODE
Warranty claims policy region code.

PRIMARY SHIP COUNTRY
The country code of the main store dealer for the repair dealer. The source of the data is a CORPORATE DEALER INDICATIVE DATA SYSTEM (CDID) table.

PRIME PRODUCTION SERIAL NUMBER
The product identification number (PIN) assigned to uniquely identify designated Caterpillar machines, related equipment and selected major components of products. For additional information see the corporate code directory. The format is: NXANNNNN where

    XXX   = Product Group Code (right justified, left zero filled)
    NNNNN   = Sequence Number   (right justified, left zero filled)

PRINCIPAL WORK CODE
Identifies the principal work in which a machine is used. Data is obtained from the dealer's sales record. Format is ABB where:

        A = Basic Principal Work
        BB = Sub Principal Work

Examples are:

        200 = Construction
        201 = Expressway construction
        202 = Airport construction

PRODUCT CATERPILLAR IDENT CLASS CODE
Identifier for the type of control number contained in the associated Product Reference Number field.

PRODUCT COVERAGE CATEGORY
A two position alphanumeric code. With an Administrating Facility, it identifies a high level grouping of coverages for a type of warranty or plan (extended or service). Special logic to process claims is written for Category 10 and 80. Examples:

        10= Standard Warranty
        21= Extended Service Coverage
        26= Used Engine/Equipment Plan
        35= COSA Equipment Protection Plan (EPP)
        80= Parts Warranty

PRODUCT COVERAGE CLASS CODE
A three position alpha code. With a Category, it identifies a grouping of coverages for a specific product, application or business condition. Examples:

        BDS = Balderson(product)
        IND = Industrial Engines(application)
        ZPP = Zeppelin Protection Plan (business condition)

PRODUCT COVERAGE FACTORY CODE
A two position alphanumeric code. It identifies the facility responsible for the product (warranty) coverage. The Product Coverage Facility Code, Category and Classification must be associated on a cross reference control table prior to creating a coverage.

PRODUCT COVERAGE NUMBER
A six position numeric field. It uniquely identifies the details of a coverage for a facility, category and classification code. Examples: 100100, 100150.

PRODUCT DISPOSAL CODE
Indicates the reason a prime product is no longer in new inventory.
Examples are:

        1 = Sold
        2 = Leased or rented

PRODUCT IMPROVEMENT PROGRAM (PIP) BEFORE FAILURE INDICATOR
Indicates if the PIP was repaired before or after a failure. Values are:

      Y = PIP implemented before failure
      N = PIP implemented after the failure
      Blank = Unknown

PRODUCT IMPROVEMENT PROGRAM (PIP) NUMBER
A number assigned by service engineering for reference and control of a product improvement program to be initiated. A product improvement program consists of some type of factory and field rework of a group of products for reasons such as safety, cost, customer satisfaction, etc.

PRODUCT PROBLEM DESCRIPTION CODE
Describes product problems encountered in the field or during assembly. The codes are assigned by service engineering technicians or by quality control personnel. Examples of values are:

      A = Structural
      B = Surface
      C = Leaks

PRODUCT REFERENCE NUMBER
A number used to identify a product, material or service. It is the same number as the part number, arrangement number, attachment number or "0P" part number. One such number exists for each product or service for which costs and prices are developed and used for costing and invoicing purposes.

PRODUCTION DATE
Date that a prime product (serial number) was produced. The format of the date is CCYY-MM-DD.

PRODUCTION DAY
Day that a prime product (serial number) was produced. The last two positions of the Production Date.

PRODUCTION MONTH
Month that a prime product (serial number) was produced. The fifth and sixth positions of the Production Date. Format is: MM.

PRODUCTION QUARTER
Quarter in which a prime product (serial number) was produced.

PRODUCTION YEAR
Year that a prime product (serial number) was produced. The first four positions of the Production Date. Format is: CCYY.

QUARTERLY PERCENT OF FAILURES TO BUILT COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were built for the corresponding key for the past quarter associated with the create date.

QUARTERLY PERCENT OF FAILURES TO SOLD COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were sold for the corresponding key for the past quarter associated with the create date.

QUARTERLY TOTAL WARRANTY CLAIM PAID AMOUNT
The total dollar amount paid for the failures that have occurred for the corresponding key for the quarter associated with the create date.

RECEIVABLE INVOICE CONTROL NUMBER
Control number assigned to each Caterpillar accounts receivable invoice.

RECEIVED DATE
Mechanically assigned date that the warranty claim source document was received by service engineering and entered into the system. Format is CCYY-MM-DD.

RECEIVED DAY
Mechanically assigned day that the warranty claim source document was received by service engineering and entered into the system. The last two positions of the Received Date.

RECEIVED MONTH
Mechanically assigned month that the warranty claim source document was received by service engineering and entered into the system. The fifth and sixth positions of the Received Date.
Format is: MM.

RECEIVED YEAR
Mechanically assigned year that the warranty claim source document was received by service engineering and entered into the system. The first four positions of the Received Date. Format is: CCYY.

RECORD SOURCE INDICATOR
Identifies the system or area from which this record was selected/received.

RELATED SERIAL NUMBER
A serial number attached to a prime product. This is a unique mix of alphanumeric characters for each product as designated by the product division. This may be a Caterpillar or Non-Caterpillar serialized product.

RELATED SERIAL NUMBER CAT/NON-CAT INDICATOR
Used to determine if a serial number was produced by Caterpillar or another company for the related serial number.
> Blank = Produced by Caterpillar
> N   = Not produced by Caterpillar

RELATED SERIAL NUMBER PREFIX
First three characters (format of XXX) of a serial number attached to a prime product. This is a unique mix of alphanumeric characters for each product as designated by the product division. This may be a Caterpillar or Non-Caterpillar serialized product.

RELATED SERIAL NUMBER TYPE
A way to identify the type of serial number. For example:
> RM = Remanufactured
> CM = Component
> JV = Joint Venture
> CA = Caterpillar
> DR = Dealer Rebuild
> RE = Rental

REPAIR DATE
Date on which a particular prime product was repaired by a dealer. Format is: CCYY-MM-DD

REPAIR DAY
Day on which a particular prime product was repaired by a dealer. The last two positions of the Repair Date.

REPAIR MONTH
Month on which a particular prime product was repaired by a dealer. The fifth and sixth positions of the Repair Date. Format is: MM.

REPAIR YEAR
Year on which a particular prime product was repaired by a dealer. The first four positions of the Repair Date. Format is: CCYY.

REPAIRING DEALER CODE
Dealer code of the dealer who repaired a specific prime product.

REPAIRING LABOR HOUR
The number of hours spent by a dealer in repairing a machine. It includes hours for which the dealer is seeking credit on a warranty claim as well as hours for which the dealer is not seeking credit.

REQUESTER ID
The ACF2 Logon ID of the person who requested that this record be modified.

REQUESTER NAME
The name of the person who requested that this record be modified.

SALES CHANNEL
Indicates the course through which a product was sold. Codes and their meanings are:
        01 = Dealer - Caterpillar
        02 = Dealer - Towmotor
        20 = Dealer OEM
        70 = Factory OEM
        80 = Government (Defense Products)
        90 = Warehouse
        91 = Departmental
        92 = Affiliates

SALES DATE
Date on which a given serial numbered prime product was originally sold or leased by a dealer to a customer. Format of the date is CCYY-MM-DD.

SALES DAY
Day on which a given serial numbered prime product was originally sold or leased by a dealer to a customer. The last two positions of the Sales Date.

SALES DISTRICT CODE
Indicates the district within region within subsidiary. For example:

Subsidiary =	Y901	(USCD)	Y901	(USCD)
Product Type =	M	(Machine)	E	(Engine)
Region =	B	(Eastern)	B	(Eastern)
Sales District =	1	(Hartford)	1	(Not Yet Determined)

SALES MODEL NUMBER
Assigned to facilitate communications with organizations outside the company in referencing company products. Also used internally to reference products at an intermediate level between product families and engineering models. Examples are: 3306, D9GPS.

SALES MONTH
Month on which a given serial numbered prime product was originally sold or leased by a dealer to a customer. The fifth and sixth positions of the Sales Date. Format is: MM.

SALES YEAR
Year on which a given serial numbered prime product was originally sold or leased by a dealer to a customer. The first four positions of the Sales Date. Format is: CCYY.

SELLING COMPANY FACILITY CODE
Identifies the company responsible for the sale of the Caterpillar prime product.
Examples are:

         36 = Caterpillar Overseas
           90 = Caterpillar
             Americas

SELLING DEALER CODE
Identifies the dealer who is credited for the original sale of a prime product.

SELLING FACILITY CODE
Identifies the company responsible for the sale of the Caterpillar prime product. Examples are:
         36 = Caterpillar Overseas
         90 = Caterpillar Americas

SEQUENCE NUMBER
Mechanically assigned sequential number for each sales or failure reported against a specific prime product.

SERIAL NUMBER BODY
The five characters that follow the serial prefix and when used with the serial prefix constitute a serial number. Assigned sequentially to prime products as they are produced.

SERIAL NUMBER PREFIX
First three characters (format of XXX) of prime product serial number. This is a unique mix of alphanumeric characters for each product as designated by the product division. This may be a Caterpillar or Non-Caterpillar serialized product.

SERIAL NUMBER TYPE
A way to identify the type of serial number. For example:
        RM =   Remanufactured
        CM =   Component
        JV =   Joint Venture
        CA =   Caterpillar
        DR =   Dealer Rebuild
        RE =   Rental

SERIOUS NUCLEUS INDICATOR
A "Y" (yes) or "N" (no) indicator denoting whether a failure is or is not considered serious relevant to the machine operation.

SERVICE BUNDLE NUMBER
Ties a group of segments in a work order to a specific service group or type of repair. Sequence number for service bundles within a work order.

SERVICE CLAIM NUMBER
Sequential number assigned to a warranty claim received from a dealer by the organization receiving the claim. The first character is alphabetic and denotes the receiving company: e.g., P = Peoria, A = Cat Americas. The last six characters are numeric and indicate, for the organization the sequence number of that claim as related to other claims received within that calendar year.

SERVICE CLAIM TYPE
Code assigned by Service Engineering to classify the claim. Examples:
        DBT = Debit Memo
        CR = Credit Memo
        ERR = Error

SERVICE DATA SYSTEM (SDS) BUDGET CONTROL CODE
A code used to group several serial number prefixes. For example within the D5 tractor line there are seven serial number prefixes. The budget control number combines all seven prefixes into one model grouping used for reference and sorting purposes. Budget Control Number is made up of product family code and product model code.

SERVICE LANGUAGE CODE
Indicates the language used in writing the publication or item being referenced. Values are:

A = Arabic	N = Norwegian
B = No Lang. Consideration	P = Portuguese
C = Chinese	Q = Finnish
D = Dutch	R = Russian
E = English	S = Spanish
F = French	T = Turkish
G = German	U = Thai, And All Other
H = Greek	Minor Lang.: Malaya
J = Japanese	Indonesian, Indian
K = Afrikaan	V = (Open)
L = Italian	W = Swedish, Danish
M = Multilingual-English,	X = Amharic, Polish, Yugoslav
French, Spanish And	Y = (Open)
German	Z = Hebrew

SERVICE MANAGEMENT CONTROL SYSTEM (SMCS) COMPONENT CODE
Identifies a component, part or part group that is involved in the repair description.

SERVICE METER UNITS (SMU) CHANGE DATE
The last date the service meter unit's field was changed on the prime product record.

SERVICE METER UNITS (SMU) CODE
Denotes whether the length of operation of a machine at the time of failure was reported in hours or miles or kilometers. Values are:

      H = Hours
      I = Estimated Hours
      K = Kilometers
      L = Estimated Kilometers
      M = Miles
      N = Estimated Miles

SERVICE PRODUCT FAMILY CODE
Identifies the basic families of product that make up the total Caterpillar product line for the Warranty System. This code may be used by itself or in conjunction with other codes as required to group, subdivide or sequence product families. Representative examples are:

Code   Family Name
   01 = Construction Equipment
   02 = Engines
   08 = Remanufactured Engines
   71 = Attachments
   91 = Old Machines
   14 = Ripper

SERVICE PRODUCT MODEL
Used by the Warranty System to refer to products at an intermediate level between product families and engineering models. It is an alias for Sales Model Designation. For Example:

Family	Model	Name
01	02	Tractor Type Tractors
01	04	Pipelayer
08	08	3100 Remanufactured Engines
91	02	Old Tractors

SERVICE PRODUCT TYPE
Categorizes products produced into major groups in relation to warranty. This is a further breakdown of the product family code and product model code. For Example:

Family	Model	Type	Name
01	02	03	D3 Tractor Type Tractors
01	04	94	594 Pipelayer
08	08	16	3116 Remanufactured Engines
91	90	50	Old Shovels

SERVICE REPAIR HOURS
Number of hours spent by a dealer in repairing a machine. It includes hours for which the dealer is seeking credit on a warranty claim as well as hours for which the dealer is not seeking credit.

SERVICE TYPE CODE
Ties a segment to a specific service group or type of repair. For example:

01 = Failure/Repair
02 = Preventative Maintenance
03 = Planned Component Replacement
04 = PIP/PSP
05 = PUP
06 = Certified Rebuild
07 = Predelivery/Revisit Inspection
08 = Reconfiguration
09 = Non-Designated
10 = Direct Expense

SHIPMENT DATE
Date on which a given serial numbered prime product was shipped from the factory to the point of destination. Format of date is CCYY-MM-DD.

SHIPMENT DAY
Day on which a given serial numbered prime product was shipped from the factory to the point of destination. The last two positions of the Ship Date.

SHIPMENT MONTH
Month on which a given serial numbered prime product was shipped from the factory to the point of destination. The fifth and sixth positions of the Ship Date. Format is: MM.

SHIPMENT YEAR
Year on which a given serial numbered prime product was shipped from the factory to the point of destination. The first four positions of the Ship Date. Format is: CCYY.

SIMS BASIC SYSTEM CODE
A further breakdown of System Major System Code. Values take on meaning only when used in conjunction with the associated System Major System Code and SIMS MINOR SYSTEM CODE.

SIMS MAJOR SYSTEM CODE
The highest level code used to classify machines into major system areas. Used in tracking machine failures and warranty in different areas of the product.

SIMS MINOR SYSTEM CODE
A further breakdown of System Major System Code. Values take on meaning only when used in conjunction with System Major System Code.

SIMS PRODUCT FAMILY CODE
Identifies the basic families of products that make up the total Caterpillar product line. This is the first two positions of the budget control number.

SIMS PRODUCT MODEL CODE
Last two bytes of the budget control number. Alias for sales model designation.

SOURCE FACILITY CODE
Identifies the facility responsible for the manufacture, purchase or procurement of the associated item.

TOTAL AVERAGE LABOR HOURS
The average number of hours spent repairing a machine against a group of failures for the corresponding key associated with the create date. It includes both warranty claim and non-warranty claim labor hours.

TOTAL AVERAGE MACHINE HOURS
The average number of hours of operation recorded against a group of failures for the corresponding key associated with the create date.

TOTAL AVERAGE MACHINE KILOMETERS
The average number of kilometers of operation recorded against a group of failures for the corresponding key associated with the create date.

TOTAL AVERAGE MACHINE MILES
The average number of miles of operation recorded against a group of failures for the corresponding key associated with the create date.

TOTAL CLAIM AMOUNT
The total dollar amount claimed (both allowed and not allowed amounts) for the failures that have occurred for the corresponding key for the past ten years associated with the create date.

TOTAL DOLLARS ALLOWED
The actual dollar amount allowed and credited to the dealer for a specific warranty claim.

TOTAL DOLLARS CLAIMED
The total dollar amount claimed (both allowed and not allowed amounts) for a specific failure.

TOTAL DOLLARS NOT ALLOWED
The actual dollar amount of a warranty claim submitted by a dealer that is denied.

TOTAL ENGINE PRODUCT SUPPORT (TEPS) DEALER INDICATOR
Indicator field used to show if the associated main store dealer code is a TEPS (Total Engine Product Support) dealer.

Y or space	= TEPS Dealer
N	= not a TEPS Dealer

TOTAL EXPENSE AMOUNT
The total dollar cost of the repair. This would be all labor, parts, miscellaneous and travel costs.

TOTAL FAILURE COUNT
The number of failures that have occurred for the corresponding key in for the past ten years in relation with the create date.

TOTAL INVOICE AMOUNT
Total dollar amount of an invoice.

TOTAL LABOR COST
The total cost of the labor spent on servicing this particular work order.**TOTAL LABOR HOURS**
The total number of labor hours spent working on this particular work order.

TOTAL MISCELLANEOUS COST
The total miscellaneous cost spent on servicing this particular work order.

TOTAL NUMBER OF UNITS BUILT COUNT
A quantity representing the total units built. This is a count of the total units built by the corresponding key associated with the create date.

TOTAL NUMBER OF UNITS SOLD COUNT
A quantity representing the total units sold. This is a count of the total units sold for the corresponding key associated with the create date.

TOTAL PARTS COST
The total parts cost spent on servicing this particular work order.

TOTAL PAYMENT CLASS 1, 2, 3 and 4
Actual dollar amount of the associated Payment Group Code and Payment Type for a specific warranty claim.

TOTAL PERCENT OF FAILURES TO BUILT COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were built for the corresponding key associated with the create date.

TOTAL PERCENT OF FAILURES TO SOLD COUNT
Ratio of the total number of failures recorded against a particular group of prime products to the number of those prime products that were sold for the corresponding key associated with the create date.

TOTAL REPAIR COST
The total repair cost (includes: labor, parts, miscellaneous and travel) recorded against a group of failures by the corresponding key associated with the create date.

TOTAL TRAVEL HOURS
The total number of travel labor hours spent while working on a specific work order.

TOTAL WARRANTY CLAIM ALLOWED
The total dollar amount allowed and credited to the dealer for a specific failure.

TOTAL WARRANTY CLAIM ALLOWED AMOUNT
The total dollar amount allowed and credited to the dealer for the failures that have occurred for the corresponding key for this customer code for the past ten years associated with the create date.

TOTAL WARRANTY CLAIM DEDUCTION AMOUNT
The dollar amount used in the warranty claim system to indicate the deductible amount that is to be paid by the prime product owner.

TOTAL WARRANTY CLAIM PAID AMOUNT
The total dollar amount paid for the failures that have occurred for the corresponding key for the past ten years associated with the create date.

TOTAL WARRANTY CLAIM PAID COUNT
The total number of warranty claims paid for the failures that have occurred for the corresponding key for the past ten years associated with the create date.

VEHICLE IDENTIFICATION NUMBER
A code used by the manufacturer to classify their vehicles.

VITAL INFORMATION MANAGEMENT SYSTEM (VIMS) INDICATOR
An indicator used to determine if this serial number is in the VIMS system.

      Blank or N = Not in VIMS
      Y = In VIMS

WARRANTY APPLICATION CODE
Replaced by the combination of the following Warranty Claim fields: Product Coverage Facility Code, Product Coverage Category, Product Coverage Class Code, Product Coverage Number and Line Number.

WARRANTY CLAIM PAYOR CODE
Identifies the organization responsible for payment of a specific warranty claim.

WARRANTY CLAIM SELLER CODE
Identifies the organization that sold the prime product against which a dealer has submitted a warranty claim.

WARRANTY CLAIM AMOUNT NOT ALLOWED
The total dollar amount denied and debited to the dealer for the failures that have occurred for the corresponding key for the past ten years associated with the create date.

WORK ORDER CLOSED DATE
The date the work order was closed. Format of date is CCYY-MM-DD.

WORK ORDER CLOSED DAY
The day the work order was closed. The last two positions of the Work Order Closed Date.

WORK ORDER CLOSED MONTH
The month the work order was closed. The fifth and sixth positions of the Work Order Closed Date. Format is: MM.

WORK ORDER CLOSED YEAR
The year the work order was closed. The first four positions of the Work Order Closed Date. Format is: CCYY.

WORK ORDER NUMBER
A dealer assigned number used to control work units in his service shop. Format varies by dealer.

WORK ORDER STATUS INDICATOR
Used to indicate the status of a work order. Values are:

      C   = Closed
      O   = Open
      E   = Estimate
      A   = Attempted Close
      I   = Invoiced
      H   = Invoiced and held of file indefinitely
      F   = Finished and scheduled for invoicing

WORK PLANT CODE
A code controlled and used by service engineering that denotes the plant responsible for the workmanship problem that resulted in a machine failure that was reported on a specific warranty claim or service report.

WORKMANSHIP FAILURE CODE
Indicates the type of workmanship failure that has occurred on a prime product. This code is assigned and controlled by service engineering. Examples are:

    A = Assembly
    B = Forming
    C = Plating
    D = Fabrication

YEAR OF MANUFACTURE
The year the prime product manufacturing process is completed in accordance with EU Directive and laws of jurisdictions that use a January 1 - December 31 year. (Applies to EU, China, Brazil, India, Russia)

ZERO – T SPECIFICATION
The number assigned to a particular performance standard an engine was tested to.