



# 康明斯中国产品海外服务指南

Overseas Service Guide Book for China OEM Product



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### 一、康明斯中国合资厂产品及服务政策介绍

#### Introduction of China JV Product and Warranty Guideline

#### 1. 康明斯中国合资厂产品 China JV Product

中国合资厂China JV	产品Product	排量Liters	发动机序列号范围ESN range
北京福田康明斯 Beijing Foton Cummins Engine Company Co., Ltd.	ISF	2.8, 3.8	89000000 - 89999999
东风康明斯 Dongfeng Cummins Engine Company Co., Ltd.	B, C, L, ISD, ISL, ISZ	3.9/5.9, 8.3, 8.9, 4.5/6.7, 8.9, 13	69000000 - 69999999 87000000 - 87999999
西安康明斯 Xi'an Cummins Engine Company Co., Ltd.	ISM	11	71000000 - 71999999
重庆康明斯 Chongqing Cummins Engine Company Co., Ltd.	M11, NT, K50, QSK19, QSK38,	11, 14, 19, 38, 50	41000000 - 41999999 42000000 - 42999999

#### 2. 中国合资厂产品全球保修政策 Warranty Guideline for China JV Product

康明斯中国合资厂产品享受统一的康明斯全球服务系统的服务，服务按属地原则制进行，即发动机所在地的康明斯服务站负责该发动机的保修及服务的提供。

China JV engines are treated as same as other Cummins engines, local Cummins global aftermarket network is responsible for providing service by standard aftermarket support processes.

## 二、发动机在海外出现故障时如何获取服务

### How to acquire Cummins service when meeting engine failures overseas?

#### 发动机注册 Engine registration:

中国主机厂每月向康明斯海外服务支持团队提供发动机出口信息  
OEM provide export engine information to CCI Export Support Team monthly,  
或客户在康明斯产品注册网站上直接注册  
Or customer register engine in <https://prodreg.cummins.com>,  
或客户通知当地康明斯发动机销售信息  
Or customer inform local Cummins about engine delivery.

#### 要求服务 Request service:

客户可直接联系就近的康明斯服务站，同时请提供以下信息：  
Customer could contact with Cummins service location directly, below info  
are needed for service request:  
发动机序列号 Engine serial number;  
设备购买日期及工作小时数 Purchase date and working hours/mileage;  
设备生产厂、设备名称及型号 OEM, equipment name and model;  
故障现场描述，现场已经做的工作 Failure description;  
如有故障现场照片，请提供 Photos(if available).

#### 提供服务 Provide Service:

康明斯当地服务站对发动机故障进行检查并提供故障检查报告；  
Cummins service location check failed engine and provide failure analysis report.  
可保故障相关服务费用由康明斯系统支付，客户需支付非保故障服务费用；  
Warrantable failure will be covered by Cummins system, while customer should pay for  
non-warrantable failures.

### 1. 保修索赔政策 Warranty Claim Guideline

康明斯销售的大多数产品都享有保修（即随附保修），保修定义了康明斯和客户在出现因康明斯材料或工厂工艺上的缺陷导致的故障（保修故障）时各自的责任。

Most products sold by Cummins are sold with a warranty (e.g. provided coverages) which defines the responsibilities of Cummins and the customer in the event of a failure caused by a defect in Cummins' material or factory workmanship (a warrantable failure).

如果产品未按照康明斯操作和保养手册中的规定进行维护保养，则因不正确维护导致的故障，或在保修证书限制条件中规定的产品违规操作或疏忽而导致的故障，不在康明斯保修范围内。

If the product was not maintained as specified by Cummins Operation and Maintenance manuals, the failure resulted from improper maintenance or the product was abused or neglected as described in the warranty certificate limitation, then Cummins coverages are not applicable to the resulting failure.

#### 对下列情况，康明斯不承担任何责任 Cummins is not responsible for:

对于在应关闭发动机后产生的损坏 Damage which occurred after the engine should have been shut down;

对于康明斯确定为因违规操作或疏忽而导致的故障或损坏 Failures or damage resulting from what Cummins determines to be abuse or neglect;

保修零件的磨损或磨坏 Wear or wear out of covered parts;

附带或间接损坏 Incidental or consequential damages.

### **a. 发动机保修起始日期 Warranty Start Date**

维修站必须确定保修起始日期。客户负责提供有关日期的证明（如有需要）。如果文件中没有记录保修起始日期，并且用户尽了最大努力也未能提供关于日期的证据，维修站应在首次索赔时将保修起始日期设定为发运日期加一个月。

The repairing location must determine the warranty start date. The customer is responsible for providing evidence of the date, if needed. If no warranty start date is documented and the owner's best efforts cannot produce evidence of the date, the repair location should set the warranty start on the first claim as the ship date plus one month.

确定保修起始日期的步骤因应用类型而有所不同。有关确定保修起始日期的详细内容，参考相应的保修说明。

The procedure for determining the warranty start date varies by application. Refer to the applicable warranty description for details on determining the warranty start date.

### **b. 客户责任 Owner Responsibilities**

- 按照康明斯操作和保养手册中的建议使用和维护康明斯产品。
- Use and maintain Cummins products as recommended in the Cummins Operation and Maintenance manual.
- 维护工作里程表或工时计。  
Maintain an operating odometer or hourmeter.
- 在适用保修到期之前：  
Before the expiration of the applicable coverage:
  - 通知康明斯特约维修站所有保修范围内故障，并Notify a Cummins-authorized repair location of any covered failure, and
  - 提供必要的文件以核实产品保修起始日期，以及Provide documentation, if necessary, to verify product warranty start date, and
  - 如果需要，将发动机运到维修站，或者在有效保修期内使发动机处于待维修状态。  
Deliver the engine to a repair facility, if required, or make the product available for repair during the valid coverage period.
- 一旦出现保修范围内的故障，客户必须与康明斯特约维修站联系，以进行修理。故障日期是开立维修单的日期。发动机必须处于等待接受维修的状态，并且维修单必须在保修期内开立/建立。In the event of a covered failure the customer must contact a Cummins-authorized repair location to perform a repair. The failure date is the date the repair order is opened. The engine must be made available for repair and the repair order must be opened/created within the coverage period.

更多信息请参考发动机操作和维护保养手册中的保修条例。

For more information, please refer to the Warranty Regulations from Engine Operation and Maintenance Manual.

## 2. 康明斯全球服务网络信息 Cummins Global Service Network Information

### a. 康明斯全球区域总部及代理信息 Cummins Headquarter and Dealer Information

东亚区域 East Asia		
<b>区域总部 Headquarter</b>	Gateway Plaza, Tower A, 28/F, 18 Xiaguangli, East 3rd Ring Road North, Chaoyang 中国北京市朝阳区东三环北路霞光里 18 号 佳程广场 A 座 28 层 District, Beijing, P.R.China 100027 Tel:+86 10 84548777/8619; Fax: +86 10 64620226; Email: eaabo.exportsupport@cummins.com	
国家/地区 Country/Region	地址 Address	联系方式 Contact details
<b>Hongkong</b>	Cummins Hong Kong Ltd. 4 Lok Tung Street, On Lok Tsuen, Fanling, Hong Kong 康明斯香港有限公司 香港粉嶺安樂村樂東街 4 號	Tel: (852) 2606 5678 Fax: (852) 2687 3552 Email: chiming.lee@cummins.com
<b>Taiwan</b>	Cummins Taiwan Pte Ltd 49, Ting Hu Road, Kuei Shan Hsiang, Taoyuan County ( 4th Industrial Park), Taiwan, R.O.C. 333 臺灣康明斯股份有限公司 桃園縣龜山鄉頂湖路 49 號	Tel: +886 3 211 5160 Fax: +886 3 211 4158 Email: roger.hsu@cummins.com
<b>Mongolia</b>	HERA EQUIPMENT LLC 3rd Floor ,Barmash building,Chinggis, 3rd Microdistrict, Khan-Uul district, Ulaanbatar	Tel: (976) 11 344352 Fax: (976) 11 344351 Email: wang.zhongming@cummins.com
东北亚和东南亚区域 NE/SE Asia		
<b>区域总部 Headquarter</b>	CUMMINS SALES AND SERVICE SINGAPORE PTE LTD NO 8 TANJONG PENJURU, JURONG INDUSTRIAL ESTATE, SINGAPORE Tel: (65) 6261-3555; Fax: (65) 6261-2405; Email: keith.teo@cummins.com	
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<b>Bangladesh</b>	Jakson International Ltd 87, Suhrawardi Avenue, Baridhara, Dhaka	Tel: +880 2 9893621 Fax: +880 02 9863307 Email: gulzar.mahmud@jakson-bd.com
<b>Brunei</b>	SAFAVID MEGABIZ SDN BHD Unit 2, Block A, Bangunan HABZA, Simpang 150, Kg. Kiulap, Bandar Seri Begawan BE1518, Negara Brunei Darussalam	Tel: (673) 2342600 Fax: (673) 2342700 Email: rapidserve@cummins.com
<b>Cambodia</b>	DKSH ( Cambodia ) Limited No. 160 Mao Tse Toung Blvd., Phnom Penh	Tel: (855) 23222288 Fax: (855) 23213464 Email: prom.sarin@dksh.com.kh
<b>Indonesia</b>	PT. ALTRAK 1978 - JAKARTA JL. R.S.C. Veteran No. 4, Bintaro, Jakarta Selatan	Tel: (62) 21 7361978 Fax: (62) 21 7361977 Email:cmns.claims@altrak1978.co.id
<b>Laos</b>	Diethelm Limited Ban Phonsinouan,Unit New 18, New Road	Tel: (856) 21454888 Fax: (856) 21453555 Email: bouasone@laotel.com

<b>Malaysia</b>	SCOTT & ENGLISH (M) SDN BHD NO 12, JALAN U1/15, SEKSYEN U1, HICOM-GLENMARIE IND PARK, SHAH ALAM	Tel: (60-3) 7805-1111 Fax: (60-3) 7803-5122 Email: thasan_angamuthu@sne.com.my
<b>Maldives</b>	Island Engineering Services & Supplies Pte Ltd Galolhu Assreemage, No 48 Alikilegefaanu Magu, Male 20-04	Tel: (960) 3321130 Email: rapidserve@cummins.com
	Hassan Marine Engineering Services 11, Fareedhee Magu, Male	Tel: (960) 3312733 Fax: (960) 331 2133 Email: hassan@hmes.org
<b>Philippines</b>	CUMMINS SALES & SERVICE PHILIPPINES INC. LOT 1 & 2 BLK 15, LIIP AVENUE, LAGUNA INT'L INDUSTRIAL PARK, LAGUNA	Tel: (632) 843-0630 Fax: (632) 843-0730 Email: franz.l.tadena@cummins.com
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<b>Sri Lanka</b>	TRADE PROMOTERS LIMITED 272/25, SUDHARSHANA MAWATHA, MALABE	Tel: (94-11) 241-3002 Fax: (94-11)2407166 Email: rapidserve@cummins.com
<b>Thailand</b>	CUMMINS DKSH ( Thailand ) LIMITED 1696 New Petchburi Rd., Bangkapi, Huaykhwang, Bangkok	Tel: (66-2) 652-8510 Fax: (66-2) 652-7635-36 Email: pakpoom.j@dksh.com
<b>Vietnam</b>	Cummins DKSH Vietnam LLC - Branch 5B Le Van Thiem, Thanh Xuan District, Ha Noi	Tel: 84-43 9424 943 Fax: 84-43 9424903 Email: thoa.thi.duong@dksh.com
	Cummins DKSH Vietnam LLC Etown 2, 364 Cong Hoa Street, Ward 13, Tan Binh District, HO CHI MINH CITY	Tel: 84-8-38134124 Fax: 84-8-38134140 Email: thoa.thi.duong@dksh.com
<b>南太平洋区域 South Pacific</b>		
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<b>French Polynesia</b>	Tahiti Automobiles 192 Avenue Georges Clemenceau, PAPEETE	Tel: (689)-50-4100 Fax: (689)-42-1458

<b>New Caledonia</b>	Sidaps SAS 45 Rue Fernand Forest, ZI DUCOS, Noumea	Tel: (687)240101 Fax: (687)240101
<b>New Zealand</b>	Cummins Auckland 9 Langley Rd, Manukau City	Tel: (64-9) 2771000 Fax: (64-9) 2771001
	Cummins Palmerston North 852 - 860 Tremaine Ave, PALMERSTON NORTH	Tel: (64-6) 3562209 Fax: (64-6) 3569130
	Cummins Bay of Plenty 328 Te Ngae Rd, Rotorua, BAY OF PLENTY	Tel: (64-7) 3456699 Fax: (64-7) 3456694
<b>Papua New Guinea</b>	Cummins Lae Macdhui St, LAE	Tel: (675) 4723699 Fax: (675) 4723803
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<b>Angola</b>	AutoPower - Angola Estrado do Cacucaco k 3,4 Luanda	Tel: 00244 222 409 150; 00244217750883; Fax: 00244 222 409 151; Mail: csa.warranty@cummins.com.
<b>Botswana</b>	Cummins Botswana Plot 50637 Cnr Western Bypass and Airport Road Botswana	Tel: 00267 02673937635; Fax: 02673937636; Mail: csa.warranty@cummins.om.
<b>Cameroon</b>	PRIMO BP1139 DOUALA	Tel: 00237 99203510
<b>Cote d'Ivoire</b>	LEMERCIER ET FILS 15 BP : 102 ABIDJAN 15 10, RUE DES BRASSEUR ZONE 3 Abidjan	Tel: 00225 21352522; 21350687 76; Fax: 00225 21358562; 21243938;
<b>Demoratic Republic of the Congo</b>	Bureau Technique Bia (Lubumbashi) Avenue Kigali 17 Lubumbashi	Tel: 00243 97027918
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<b>Djibouti</b>	Tamamoul Motors Zone Industrielle Sud, Boulas, Djibouti	Tel: 00253 352771; 253617288; Fax: 253352772;
<b>Ethiopia</b>	AFCOR LION ZOO RD PO BOX 263 ETHIOPIA	Tel: 251 1 232359;
<b>Ghana</b>	CUMMINS GHANA LTD Odorkor Winneba Road Accra	Tel: 002330302301451; Fax: 002330302301201; Mail: Sallas.Agbemabiese@cummins.com;
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<b>Mauritius</b>	Traxx Equipment & Rental Royal Road Chapman Hill Beau Bassin Port Louis	Tel: 00230 4038000
	IFRAMAC LTD MAURITIUS Allee des Manguiers Pailles Port Louis	Tel: 00230 2074300; Mail: csa.warranty@cummins.com.
<b>Morocco</b>	GROUPE AUTO HALL Chemin Ain Borja Beausite Aun Sebaâ CASABLANCA	Tel: 00212 022 66 66 40 / 41 / 42 /43; Fax: 022 66 66 45; Mail: sav@soberma.ma.
<b>Mozambique</b>	E.C.V. de Mozambique , Lda Av da Namaacha 730 casa 9 EN4 Maputo	Tel: 00258 21783761; 258823597266; Mail: csa.warranty@cummins.com.
	Selected Supplies . Lda Rua de Alentejo No 3218 Pioneiros ,Zona Industrial Beira	Tel: 00258 823033426; 827533400; Fax: 23354002; Mail: csa.warranty@cummins.com.



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	Burgers Equipment & Spares 168 Romery Street, Okahandja Okahandja	Tel: 00264 62500370; 0813155171; Fax: csa.warranty@cummins.com.
	Rex Quip 8101 Parsons Street Southern Industrial , Windhoek	Tel: 00264 61220539; Fax: 61232917;
	M & Z MOTORS 24 JOULE STR WINDHOEK	Tel: 0026461372041; Fax: 0026461252652; Mail: csa.warranty@cummins.com.
	NAMIB DIESEL WALVISBAAI 28 2nd Street Walvis Bay	Tel: 00264 64203971; Fax: 64203255; Mail: csa.warranty@cummins.com.
	Pupkewitz International Trucks 28B Rendsburger Street Lafrenz Industrial Area Windhoek	Tel: 00264 61218319; Fax: 26461218326; Mail: csa.warranty@cummins.com
	Pupkewitz Megatech 1 Edison Street Southern Industrial Windhoek	Tel: 00264 612916308;
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<b>Togo</b>	TOGOMAT SA Zone Portuaire BP 1641 Lome	Tel: 00228 227 23 95;
<b>Tunisia</b>	DALMAS S.A.R.L 1 Rue Laroussi Haddad 2033 Z.I. Sidi-Rezig Tunis MEGRINE-LESCURE	Tel: 00216 71 432 888; Fax: 216 71 432 705;
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<b>Zimbabwe</b>	CUMMINS ZIMBABWE 72 BIRMINGHAM ROAD SOUTHERTON HARARE	Tel: 00263 92634621871; Fax: 92634621880; Mail: csa.warranty@cummins.com.
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	YGUNLAR DIS TICARET A.S. External Ring Highway Jeni Jasamal Baku	Tel: 00994 4124379570; Fax: 4124483555;
<b>Belarus</b>	Varianta Brestskaja Str Bill 2-1 Minsk	Tel: 00375 172197682; Fax: 172197682;

<b>Kazakhstan</b>	TOO Cummins Branch Satyark region, Saryark av, 15, office 1006 Astana	Tel: 007 7172901196;
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<b>Russia</b>	OOO "CUMMINS" Klyazma 1G Khimki Moscow	Tel: 007 4959268624; 79629431211; Fax: 4959268699; Mail: anna.chirkova@cummins.com.
	OOO Cummins Nab. Chelny Branch Moscovsky avenue 140 Office 203 Naberezhnye Chelny	Tel: 007 8552599167; 9061213554; Fax: 8552599167; Mail: Ilmir.yamaleev@cummins.com.
	OOO Cummins Vladivostok Branch 57d, 100 let Vladivostoku ave. Office 506 Vladivostok	Tel: 007 4232790348; Fax: 4232790348;
<b>Turkmenistan</b>	IPC Agree - Turkmenistan Oguzhan str 7a Ashgabad	Tel: 00993 12432131;
<b>Ukraine</b>	KOMTEK - Ukraine Nogina Str. 30 Krivoy Rog	Tel: 00380 564958577; Fax: 564958844;
<b>Uzbekistan</b>	MASHIMPORT Usman Nasir str, thorough 1 - 6 Toshkent	Tel: 00998 711503690; Fax: 711503689; Mail: uz mashimport@mail.ru.
<b>欧洲区域 Europe</b>		
<b>区域总部 Headquarter</b>	Cummins UK, 40-44 Rutherford Drive, Park Farm Industrial Estate, Wellingborough, Northants, NN8 6AN, UK. Tel: [44-1933] 334200	
<b>国家/地区 Country/Region</b>	<b>地址 Address</b>	<b>联系方式 Contact details</b>
<b>Albania</b>	AMADEUS GROUP SKY TOWER, 5 TIRANA	Tel: +355 4 274500; Fax: +355 4 224 279; Mail: ELISABETH.GJONI@AMADEUS-AL.COM.
<b>Austria</b>	CUMMINS AUSTRIA GMBH BICKFORDSTRASSE 25 NEUDOERFL	Tel: 0043 2622 774180; Fax: 43 2622 774184; Mail: christian.gartner@cummins.com.

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