

Course #	Course Description	SLT	Disc #
1000	This course provides an introduction to the general categories, operating principles and need for aftertreatment systems on diesel engines.	0.3	Gen-1
1001	This course covers the maintenance, safety and common troubleshooting procedures for passive aftertreatment systems. It includes an explanation of the Aftertreatment Monitoring Unit and its associated communications software.	0.7	Gen-1
1003	This course provides information on the steps of electrical troubleshooting, hazards and safe practices in servicing electrical equipment as well as how to determine the experiences and training that should be obtained in order to perform effective electr	0.4	Gen-2
1004	This course provides information on the basic electrical terms and concepts and relationships between voltage, current and resistance in a complete electrical circuit.	0.8	Gen-2
1005	This course provides information on the role of the digital multi-meter in electrical troubleshooting as well as features of the Fluke 23 digital multi-meter and the necessary steps for taking measurements with the Fluke 23 digital multi-meter.	0.6	Gen-2
1006	This course provides information on the requirements for the different types of complete circuits, as well as how to calculate voltage, current and resistance. Information is also provided on the role of circuit types in electrical troubleshooting and how	0.7	Gen-2
1008	This course provides information on the different sensor and switch types and symbols for each as well as the role of the different sensors and interaction with the ECM and how to read and understand sensor readings.	0.8	Gen-3
1009	This course provides information on the ECM operations and diagnostics and the relationship of sensors and switches to the ECM as well as how to utilize multiplexing.	0.4	Gen-3
1010	This course provides information on recognizing and interpreting fault code readings, the relationship and interaction between the ECM and the various outputs, and how to test and troubleshoot components.	0.4	Gen-3
1011	This course provides information on identification of the different Cummins engines and the electronic controls the were implemented on each and the purpose of the improvements of the electronic controls and components.	0.4	Gen-3
1012	This course provides information on how to read and understand Cummins wiring diagrams, recognize the symbols used to represent engine components in the wiring diagrams and understand the importance and benefits circuit tracing.	0.4	Gen-4
1013	This course provides information on role of wiring harness repair in electrical troubleshooting, limitations of copper conductors, different connector types by manufacturer, the steps in the connector repair procedure, and the proper methods for repairing	0.7	Gen-4

1014	This course provides information on multiplexing and the integration with the ECM and engine components, the interaction with the different datalinks, and communication with INSITE.	0.4	Gen-4
1015	This course provides information on troubleshooting trees, fault codes, INSITE and QuickServe and be able to interpret the information gathered from them, and how to use all these tools for effective troubleshooting.	0.4	Gen-5
1016	This course contains information on the common functions that are performed by all diesel fuel injection systems.	0.4	Gen-8
1017	This course contains information on the identifying features of Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.3	Gen-8
1018	This course contains information on the CELECT unit injector equipped, Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.3	Gen-8
1019	This course contains information on the Quantum unit injector equipped, Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.6	Gen-8
1020	This course contains information on the HPI-TP unit injector equipped, Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.3	Gen-8
1021	This course contains information on the Bosch VP44 distributor pump injector equipped, Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.7	Gen-9
1022	This course contains information on the Cummins Accumulator Pumping System (CAPS) injector equipped, Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.5	Gen-9
1023	This course contains information on the Cummins Mid-range Common Rail, Electronically Controlled Diesel Fuel Injection Systems.	0.6	Gen-10
1024	This course contains information on some common fuel system problems and the related diagnostic procedures that are used Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.5	Gen-10
1025	This course contains information on some common sub-system component malfunctions and the related diagnostic procedures that are used with Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.6	Gen-11
1026	This course contains information on some common Electrical Problems and the related diagnostic procedures that are used with Cummins Electronically Controlled Diesel Fuel Injection Systems.	0.3	Gen-11
1027	This course explains how to recognize Windows and Windows based programs, describes the user interface of Windows based software, and navigation through Windows based software.	0.4	Gen-6
1028	This course explains INSITE's registration process and the User Functionality Levels.	0.3	Gen-6
1029	This course gives an introduction, working knowledge, and information about INSITE.	1.0	Gen-6

1030	This course explains Fault Code Fundamentals and Fault Information Systems when using INSITE.	0.4	Gen-6
1031	This course explains INSITE's Data Monitor, Data Logger, and the ECM Diagnostic Tests contained in INSITE.	0.3	Gen-6
1032	This course describes the Features and Parameters, ECM Dataplate, and ECM Templates found in INSITE.	0.4	Gen-6
1033	This course TechCummins provides information about Calibration Fundamentals, ECM Security, Manual Selection of a Calibration, and Calibration Settings and Features when concerning INSITE.	0.4	Gen-6
1034	This course distinguishes between single and multiple ECM engines using the INSITE service tool, shows how to manually calibrate a single ECM of a multiple ECM engine, and explains how to calibrate all ECM engine using the calibration wizard found in INSI	0.3	Gen-6
1035	This course provides an introduction for Trip Information, Audit Trail Information, Engine Protection, and the Duty Cycle Monitor found in INSITE.	0.4	Gen-7
1036	This course describes Work Orders found in INSITE.	0.3	Gen-7
1037	This course explains the Printing and File Manipulation features found in INSITE.	0.3	Gen-7
1039	QuickServe Online Introduction for Service Professionals explains the advantages of a real-time service information system, describes the general features and service applications, types of service information and the outcome of using that information.	0.4	Gen-12
1040	QuickServe Online Locating Service Information for Service Professionals demonstrates how to effectively find service and other information within QuickServe Online and explains the feedback and help functions of QuickServe Online.	1.0	Gen-12
1041	This course discusses the reasons for maintaining cleanliness in the shop environment.	0.4	Gen-12
1042	This course discusses how clean, is clean when concerning Cummins Engines.	0.8	Gen-12
1043	In this course we will examine the principle of Hydrocarbon Dosing.	0.6	Gen-13
1044	This course discusses the maintenance of the Cummins Aftertreatment System.	0.9	Gen-13
1045	Marine Introduction	0.2	Gen-14
1046	Marine Vessel Hull Type	0.5	Gen-14
1047	Marine Vessel Performance	0.8	Gen-14
1048	Marine Engine Data Plate and Engine General Data Sheet	0.5	Gen-14
1049	Marine Vessel Engine Driveline	0.8	Gen-14
1050	Marine Fuel Consumption Troubleshooting	0.3	Gen-14
1051	Marine Vibration Analysis	0.3	Gen-14
1052	Marine Vessel Sea Trials	0.8	Gen-14
2000	This course covers the basic mechanical components of B series engines along with design features and unique assembly and disassembly procedures.	0.5	MR-1

2002	This course covers gear train components, gear train operation, and unique service procedures concerning rear gear train equipped, B series engines.	1.0	MR-1
2003	This course covers type of B series engine cooling systems, including system components, coolant flow, fill procedures, deaeration systems, and unique cooling system test procedures.	0.5	MR-1
2004	This course covers system flows, components, and unique service procedures related to the lubrication system found on B series engines.	0.5	MR-2
2005	This course covers air system configurations, common components, along with general and unique test procedures related to the B series engines.	1.4	MR-2
2006	This course explains the differences between the TIER 3 QSB 6.7L engines and previous B series engines. Covered in this course are the emission requirements and the fuel and electrical control systems used on the TIER 3 QSB 6.7L engines.	0.6	MR-3
2007	This Shop Talk course covers the unique service procedures along with the mechanical and electrical service tools for the TIER 3 QSB 6.7L engines.	1.0	MR-3
2008	This course covers the major Mechanical components and service procedures for the C and L series engines.	1.2	MR-5
2009	This course covers major Air System components and traces the air flow through various versions of the C and L series engines.	0.4	MR-6
2010	This course covers major Lubrication System components and traces the lubrication flow through various versions of the C and L series engines.	0.4	MR-6
2011	This course covers major Cooling System components and traces the cooling flow through various versions of the C and L series engines.	0.3	MR-6
2012	This course provides an introduction to the QSC8.3 and QSL9 CM850 engine's cooling system, fuel system, lubrication system and the engine control system.	1.0	MR-4
2013	This Shop Talk covers the unique and special service considerations for the QSC8.3 and QSL9 CM850 engines.	0.6	MR-4
2014	This course provides information explaining the reasons for SCR aftertreatment requirement, the basic chemical reaction, identifying and describing typical SCR system features or components, and covers the electronic control system.	0.4	MR-7
2015	This course provides an introduction to the ISBe4 CM850 engines, available service information, engine specifications, identifying the engines and dataplate locations.	0.6	MR-7
2016	This Shop Talk covers the unique and special service considerations for the ISBe4 CM850 engines.	0.8	MR-7

2019	This course identifies the source of the engine name, the engine dataplate location and serial number stamping, the engine features and external component locations, and the emission requirements for the ISB CM2150 engines. It also explains any available	0.9	MR-8
2020	This course describes unique operational characteristics, new or unique service procedures, unique INSITE applications, new service tools required, and critical service information for the ISB CM2150 engines.	0.5	MR-8
2021	This course provides an introduction to the ISC and ISL CM2150 engine's cooling system, fuel system, lubrication system and the engine control system.	0.8	MR-8
2022	This Shop Talk covers the unique and special service considerations for the ISC and ISL CM2150 engines.	0.6	MR-8
2023	This course describes the ISC and ISL CM2150 engine fuel flow, fuel system changes, updated fuel system parts, and service changes.	0.3	MR-8
2024	This course explains the operational characteristics, unique service procedures and critical service information for the Crankcase Ventilation System on the ISB, ISC and ISL CM2150 engines.	0.4	MR-8
2025	This course covers the ISB, ISC and ISL CM2150 engine electronic components, component functions, new and unique features and parameters, sensor locations and multiplexing.	0.5	MR-8
2029	This course states the legislated emission terms associated with the combustion process and covers the influence of Exhaust Gas Recirculation on this process. It describes the VGT and EGR components, system fault code information, and unique service proce	0.9	MR-9
3000	This course covers the QSX15 Tier 3 new or modified engine components and operations.	0.6	HD-1
3001	This course covers the QSX15 Tier 3 special service considerations.	0.6	HD-1
3002	This course covers coolant flow through the X series engine.	0.3	HD-2
3003	The course covers X series Lubrication flow through various versions of the X series engine and major lubrication system components.	0.4	HD-2
3004	This course covers X series engine Fuel Flow during Priming, fuel flow during normal engine operation, Diagnostic Test Ports on the IFSM, and the IFSM Fuel System Components.	0.2	HD-2
3005	This course covers the Fuel Flow through the X series engines, Diagnostic Test Ports on the IFSM, and IFSM Fuel System Components.	0.2	HD-3
3006	This course covers X series engine High Pressure Fuel system components, the High Pressure Fuel flow through the X series engine and fuel system revisions to the injectors.	0.4	HD-3
3007	This course covers X series engine Front Gear Train components and assembly procedures.	0.4	HD-3

3008	This course covers X series Engine Brake components, design features, Oil Flow and Operating Principles.	0.5	HD-4
3010	This course identifies the source of the engine name, the engine dataplate location and serial number stamping, the engine features and external component locations, and the emission requirements for the ISX CM871 engines. It also explains any available s	0.5	HD-5
3011	This course covers the ISX CM871 engine electronic components, component functions and new and unique features and parameters, fault code information, and component circuits on the wiring diagram.	0.5	HD-5
3012	This course describes the ISX CM871 engine component coolant flow and component de-aeration process.	0.2	HD-5
3013	This course states the legislated emission terms associated with the combustion process and covers the influence of Exhaust Gas Recirculation on this process. It describes the VGT and EGR components, system fault code information, and unique service proce	0.9	HD-5
3014	This course describes the purpose and operation of the aftertreatment injection system and injection system components. It identifies the injection system fault code information and unique service procedures.	0.4	HD-6
3015	This course identifies the major mechanical components of the ISX CM871 engines and how to perform service procedures on those components.	1.2	HD-7
3017	This course describes unique operational characteristics, new or unique service procedures, unique INSITE applications, new service tools required, and critical service information for the ISX CM871 engines.	0.6	HD-6
3018	This course identifies the engine features and components, the engine dataplate locations, and the engine emissions equipment for the ISM CM876 engines. It also explains any available service information.	0.4	HD-8
3019	This course covers the ISM CM876 engine electronic components, component functions, new and unique features and parameters, potential faults for the sensors, multiplexing, and component circuits on the wiring diagram.	0.6	HD-8
3020	This course describes the ISM CM876 engine component coolant flow, coolant system changes, service changes, and location of test ports and components.	0.3	HD-8
3021	This course describes the ISM CM876 engine component lubrication flow, lubrication system changes, and location of test ports.	0.4	HD-8
3022	This course describes the ISM CM876 engine fuel flow, fuel system changes, updated fuel system parts, and service changes.	0.3	HD-8
3023	This course describes the ISM CM876 engine brake components, brake design features, engine brake oil flow, operating principles, and engine brake adjustment procedures.	0.3	HD-8

3024	This course identifies the major mechanical components of the ISM CM876 engines and how to perform service procedures on those components.	0.6	HD-9
3025	This course describes unique operational characteristics, new or unique service procedures, unique INSITE applications, new service tools required, and critical service information for the ISM CM876 engines.	0.4	HD-9
3030	This course explains the operational characteristics, unique service procedures and critical service information for the Crankcase Ventilation System on the ISX CM871 and ISM CM876 engines.	0.2	HD-9
4001	This course is a basic introduction to new or modified QSK19 CM850 MCRS engine components and operations.	0.2	HHP-1
4002	This course covers the basic system components and operation	0.8	HHP-1
4003	The course covers the significant electronic changes from previous QSK19 engines.	0.2	HHP-1
4004	This course covers the basic lubrication flow and differences in the lubrication system from previous QSK19 engines.	0.2	HHP-1
4005	This course covers coolant flow and significant changes from previous QSK19 engines.	0.1	HHP-1
4006	This course covers the air handling system which includes: intake air, exhaust, and the turbocharger.	0.1	HHP-1
4007	This course covers the basic engine components such as the valve train, and overhead systems. Also covered is the block, head, and piston construction.	0.2	HHP-1
5001	Basic information on the B Gas Plus engine	0.2	AF-1
5002	Basic information on the BGI engine	0.2	AF-1
5003	Basic information on the B LPG engine	0.2	AF-1
5004	Basic information on the C Gas Plus engine	0.2	AF-1
5005	Basic information on the L Gas Plus engine	0.2	AF-1
5006	General information on the ignition system for Cummins natural gas engines	0.4	AF-1
5007	Specific information concerning the B Gas Plus, BGI, and B LPG ignition systems	0.3	AF-1
5008	Specific information concerning the C Gas Plus and L Gas Plus ignition systems	0.4	AF-1
5009	General information on the fuel system for Cummins natural gas engines	0.5	AF-2
5013	Specific information concerning the B LPG fuel system	0.2	AF-2
5014	General and specific information on the lubrication system for the B series engines	0.3	AF-2
5015	General and specific information on the lubrication system for the C Gas Plus engine	0.3	AF-2
5016	General and specific information on the lubrication system for the L Gas Plus engine	0.3	AF-2
5017	General and specific information on the cooling system for the B series engines	0.2	AF-2
5018	General and specific information on the cooling system for the C Gas Plus engine	0.1	AF-2

5019	General and specific information on the cooling system for the L Gas Plus engine	0.2	AF-3
5020	General and specific information on the control system for the B Gas Plus engine	0.5	AF-3
5021	General and specific information on the control system for the BGI engine	0.4	AF-3
5022	General and specific information on the control system for the B LPG engine	0.5	AF-3
5023	General and specific information on the control system for the C Gas Plus engine	0.5	AF-3
5024	General and specific information on the control system for the L Gas Plus engine	0.5	AF-3
5025	Information on the closed crankcase ventilation system for Cummins natural gas engines	0.1	AF-3
5026	Information on the overhead and valve train assembly for Cummins natural gas engines	0.2	AF-3
5027	Information on open and closed loop operation.	0.1	AF-3
5028	Specific information concerning the B Plus, BGI, C Plus and L Plus fuel systems	0.4	AF-2
8000	The Warranty Terminology course of the Warranty Fundamentals training will provide information on application, coverage and product terminology as well as acronyms commonly used in warranty claims.	0.6	W-1
8001	This course will provide you with a review of the information presented in the Warranty Terminology module.	0.2	W-1
8002	The Warranty Partnership course will provide information on who's involved in the warranty partnership, the responsibilities of each partner and specific items that warranty administrators should be familiar with.	0.2	W-1
8003	The Four C's course will provide information on the logical steps to follow in every repair situation. You will learn what the Four C's represent, what the goals of each step are and why documentation is integral to the repair process.	0.1	W-1
8004	The Repair Order course will provide information on the importance of the repair order, how and when it should be completed and the information required to complete the repair order.	0.2	W-1
8005	The Process Architecture course will provide information on the general warranty process flow and a description of the process flow for RAPIDSERVE, Business Management System, Movex and KA91.	0.1	W-1
8006	This course will provide you with a review of the information presented in the Warranty Architecture modules including: The Warranty Partnership, The Four C's, The Repair Order and Process Architecture	0.2	W-1
8007	The Warranty Philosophy course will focus on providing specific information on warranties.	0.3	W-1
8008	This course will provide you with a review of the information presented in the Warranty Philosophy module.	0.2	W-1
8009	The Policy course training will focus on providing an explanation of what policy is and how it works.	0.1	W-1

8010	This course will provide you with a review of the information presented in the Policy module.	0.1	W-1
8011	The QuickServe Online course will focus on providing an explanation of how to access information using QSOL.	0.7	W-1
8012	This course will provide you with a review of the information presented in the QuickServe Online module.	0.1	W-1
8013	The Warranty Administration Manual course will provide information on how the manual is organized and the purpose of each section.	0.6	W-2
8014	The Warranty Alerts course will provide information on what constitutes a warranty alert, how the alerts affect the Warranty Administration Manual and where to locate them.	0.1	W-2
8015	This course will provide you with a review of the information presented in the Warranty Administration Manual and Warranty Alerts modules.	0.2	W-2
8016	The Warranty Failure Code course will provide information on what constitutes a fail code, how they are assigned and how to use the Fail Code Manual.	0.1	W-2
8017	This course will provide you with a review of the information presented in the Warranty Failure Code Manual module.	0.1	W-2
8018	The Standard Repair Time Manual Overview course will provide information on the structure of Standard Repair Times, or SRTs, the different types of SRTs and how they are assigned, and how to use the manual.	0.2	W-2
8019	This course will provide you with a review of the information presented in the Standard Repair Time Manual Overview module.	0.1	W-2
8020	The Temporary Repair Practices, or TRPs, and Campaigns course will provide information on what TRPs and Campaigns are, where to locate them and how many times they can be completed on an engine.	0.2	W-2
8021	This course will provide you with a review of the information presented in the Temporary Repair Practices and Campaigns module.	0.2	W-2
8022	The RAPIDSERVE course will provide information on the purpose of RAPIDSERVE, how it works, how reimbursement is affected for warrantable repairs by using RAPIDSERVE, tips to improving phone time and an overview of the call in process flow and claim proces	0.3	W-2
8023	This course will provide you with a review of the information presented in the RAPIDSERVE module.	0.2	W-2
8024	The RAPIDSERVE Web course of the training will provide information on how to properly submit information for a warranty claim using RAPIDSERVE Web.	0.3	W-2
8025	This course will provide you with a review of the information presented in the RapidServe Web module.	0.1	W-2
8026	The How to Complete a Claim course of the training will provide you with the necessary information for properly completing information required on a warranty claim.	0.3	W-2

8027	The Business Management System or BMS course of the training will provide information on how to use properly use BMS to complete a Work Order and submit information for a warranty claim.	1.2	W-3
8028	This course will provide you with a review of the information presented in the BMS module.	0.1	W-3
8029	The Lotus Notes course of the training will provide information on how to use properly use Lotus Notes to submit information for a warranty claim.	0.2	W-3
8030	This course will provide you with a review of the information presented in the Lotus Notes module.	0.1	W-3
9001	This course provides information on customer support excellence and how customers judge our services in relation to speed, treatment, convenience and quality.	0.4	SA-1
9002	This course provides information on treating others as you would like to be treated by discussing items like respect and realizing that we are all customers.	0.3	SA-1
9003	This course provides information on how you represent Cummins to the customer. You will learn about who buys Cummins and customer support plans.	0.4	SA-1
9004	This course provides information on professionalism and how it affects your job as a Service Advisor.	0.3	SA-1
9005	This course provides information on meeting customers' needs with the facility and other amenities and building customer relationships. It also provides information on the In-Shop QuickServe and Mobile QuickServe programs as well as the QuickServe guaran	0.2	SA-1
9006	This course will require you to answer a series of scenario-based questions about the information presented in the modules: Customer Service Basics, Treating Others as You Would Like to be Treated, You are Cummins to the Customer, Professionalism and Meet	0.1	SA-1
9007	This course provides information on managing the customer experience by setting positive first impressions as a service advisor.	0.4	SA-1
9008	This course provides information on "fixing" the customer. You will gather information on how to classify customer repairs and how to recognize your customers' situations.	0.3	SA-1
9009	This course provides information on servicing different types of customers: from high volume customers, to customers that you already know, to those that are hundreds of miles from home and customers who are new to your facility.	0.2	SA-1
9010	This course will require you to answer a series of scenario-based questions about the information presented in the modules: Managing the Customer Experience, Your Job is to Fix the Customer and Servicing Different Types of Customers	0.1	SA-1

9011	This course provides information on the impact of your position as a Service Advisor. You will learn about how your position is measured and how you affect technician efficiency, DSCSM, the customer return rate, credit and warranty recovery, and recover	0.2	SA-1
9012	This course provides information on being prepared for your daily responsibilities. This includes information on arriving before your shift, a number of Web sites that you will find useful and the basic business machines in your office.	0.3	SA-1
9013	This course provides information on the Business Management System or BMS used by many Cummins service facilities in North America. You will learn about the parts of BMS, how to enter information and the entry and query modes of the system.	0.4	SA-1
9014	In this course we will be reviewing information about the various types of questions Service Advisors can ask customers during the interview process to collect valuable information about the complaint.	0.7	SA-1
9015	In this course we will be reviewing information about payment and how to handle the question of how payments are made for repairs.	0.3	SA-1
9016	This course provides information on SRTs, or standard repair times, and will give you the basic information you need to understand diagnostic SRTs used on work orders.	0.6	SA-1
9017	This course will require you to answer a series of scenario-based questions about the information presented in the modules: The Impact of Your Position, Preparation, BMS 101, Complaint Basics, Payment, SRTs, Upselling and Understanding the Shop Process	0.3	SA-2
9018	This course will provide information on greeting customers, including telephone and third party greetings.	0.5	SA-2
9019	This course will provide you with specific information on using the BMS to open an existing customer's record.	0.1	SA-2
9020	This course will provide you with specific information on using the BMS to setup a new customer.	0.4	SA-2
9021	This course will provide information on the final customer communication including reviewing the invoice with the customer, addressing customer questions and concerns and providing information about the location of the vehicle.	0.4	SA-2
9022	This course will require you to answer a series of scenario-based questions about the information presented in the modules: Greeting the customer, Opening an existing customer's record, New customer set up, Final customer communication	0.3	SA-2
9023	This course provides information on upselling. We will discuss the appropriate time for introducing options, examples of services sold by the Service Advisor and what to do when the customer says "No."	0.1	SA-2
9024	This course provides detailed information about each of the steps of the QuickServe In-Shop and Mobile QuickServe processes.	0.1	SA-2