

# RapidServe On Line

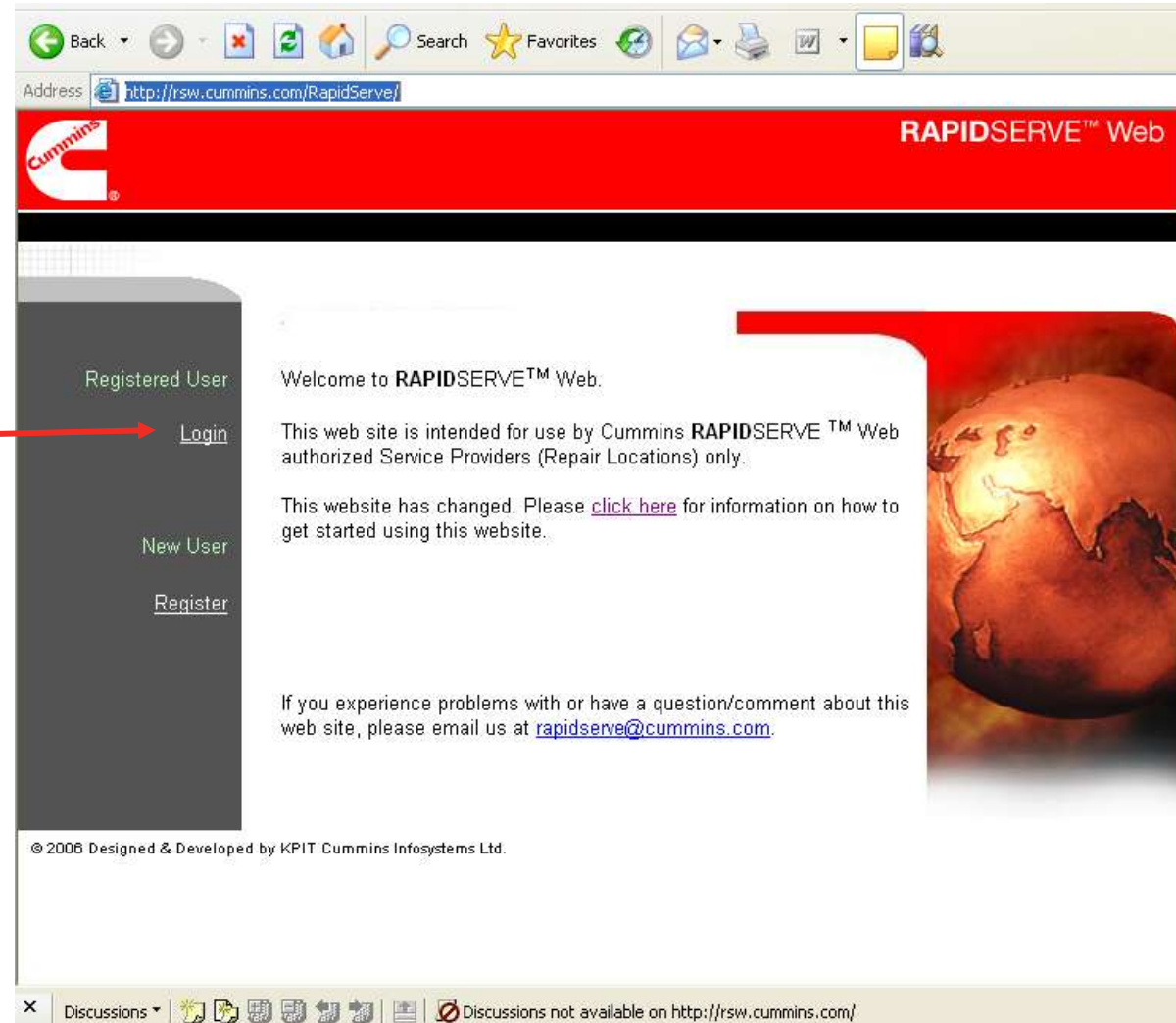
Open the Rapidserve web site

<http://rsw.cummins.com/RapidServe/>

Login



If you have problems with this site send a note to [rapidserve@cummins.com](mailto:rapidserve@cummins.com)





Welcome David Bieganski

**Warranty Information**

- [Warranty Manual](#)
- [Warranty Bulletins](#)
- [Product Coverage By ESN](#)
- [Campaigns and TRP's](#)
- [Warranty Alerts](#)

**RAPIDSERVE Claims**

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- [Claim Status Report](#)
- [Claim Detail Report](#)
- [Engine Claim History](#)

**Web Claims**

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- [Web Claim Training](#)
- [More Info About Web Claims](#)




To start a new claim  
Select Claim Processing



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Use the drop  
down tab  
to select your  
Dealer Code

 **RAPIDSERVE™ Web**

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**Repair Location**

Select a repair location:

If you have any problems/questions, please contact your local Cummins distributor.  
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[cummins.com](#)

- 00005-MURRAY'S FORD, INC.
- 01203-STANDBY POWER
- 01547-CUMMINS BRIDGEWAY, LLC
- 02015-CUMMINS BRIDGEWAY, LLC.**
- 02089-CUMMINS BRIDGEWAY, LLC
- 02090-CUMMINS BRIDGEWAY, LLC
- 02357-CUMMINS INTERSTATE POWER
- 02360-CUMMINS BRIDGEWAY, LLC.
- 02361-CUMMINS BRIDGEWAY, LLC
- 02362-CUMMINS BRIDGEWAY, LLC
- 02363-CUMMINS BRIDGEWAY, LLC.
- 02364-CUMMINS BRIDGEWAY, LLC.
- 02368-CUMMINS BRIDGEWAY, LLC
- 02369-CUMMINS BRIDGEWAY, LLC.
- 02370-CUMMINS BRIDGEWAY, LLC.
- 02371-CUMMINS BRIDGEWAY, LLC.
- 02372-CUMMINS BRIDGEWAY, LLC
- 02373-CUMMINS BRIDGEWAY, LLC
- 02374-CUMMINS BRIDGEWAY, LLC.
- 02375-CUMMINS BRIDGEWAY, LLC.

Every Advantage Equipment

[Home](#) [Help](#) [Logout](#)

Location Information

Location Name:  
Location Code:  
Address:

Fax: 724-459-  
Phone: (724) 459-

(This information is maintained by your distributor/Cummins Account Representative)

Create a New Claim:

OR

Select an unsubmitted claim by clicking on the RO Number:

RO Num	Engine Serial Num	Customer Name	Fail Date	Primary Failure	

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Tab onto  
New  
Claim



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### Start New Claim

RO Number:  Engine Serial Number:

Failure Date:  (MM/DD/YYYY) MI/KM/HR:  Units:

If claim is for New Part Warranty, ReCon Component Warranty or Road Relay Warranty, select one of the following and use the MI/KM/HR accumulated since the warranty start date:

Enter Manufacturer along with any additional information that is being requested:

Manufacturer:  Model/Series:

Application:  VIN:  \*

**Note:** To ensure correct coverage determination, it is essential that the application be correct.

Customer Name:  Street:  \*

City:  \*

Country:

Warranty Start Date: 09/01/1999

Unit Number:  \*


(Fields Marked with \* are O

Enter RO Number

Enter ESN

Once an ESN is entered and you move to the next field, RAPIDSERVE validates the entered ESN.




RAPIDSERVE™ Web

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**Start New Claim**

RO Number:       Engine Serial Number:

Failure Date:  (MM/DD/YYYY)      MI/KM/HR:       Units:

If claim is for New Part Warranty, ReCon Component warranty or Road Relay Warranty, select one of the following and use the MI/KM/HR accumulated since the warranty start date:

- New Parts
- ReCon Parts
- Road Relay

---

Enter Manufacturer along with any additional information that is being requested

Manufacturer:       Model/Series:

Application:       VIN:  \*

**Note:** To ensure correct coverage determination, it is essential that the application be correct.

---

Customer Name:       Street:  \*

City:  \*      State/Province:  \*      Zip:  \*

Country:  \*

Warranty Start Date:

Unit Number:  \*

(Fields Marked with \* are Optional)

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This space should be blank except for

New Parts Warranty

Recon Parts Warranty or

Road Relay Warranty

**Start New Claim**

RO Number:  Engine Serial Number:

Failure Date:  (MM/DD/YYYY) MI/KM/HR:  Units:

If claim is for [New Part Warranty](#), [ReCon Component Warranty](#) or [Road Relay Warranty](#), select one of the following and use the MI/KM/HR accumulated since the warranty start date:

Enter Manufacturer along with any additional information that is being requested:

Manufacturer:  Model/Series:

Application:  VIN:

**Note:** To ensure correct coverage determination, it is essential that the application be correct.

Customer Name:  Street:

City:  \* State/Province:  \* Zip:  \*

Country:

Warranty Start Date: 09/01/1999

Unit Number:  \*


(Fields Marked with \* are Optional)

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The unit and customer information will populate if there have been previous claims

If not enter the unit and customer information

RO Number:  Engine Serial Number:

Failure Date:   MI/KM/HR:  Units:

If claim is for New Part Warranty, ReCon Component Warranty or Road Relay Warranty, select one of the following and use the MI/KM/HR accumulated since the warranty start date:

Enter Manufacturer along with any additional information that is being requested:

Manufacturer:  Model/Series:

Application:  Unit Number:  \*

**Note:** To ensure correct coverage determination, it is essential that the application be correct.

Customer Name:  Service Provider Contact Name:

Warranty Start Date:  Complaint:

(Fields Marked with \* are Optional)

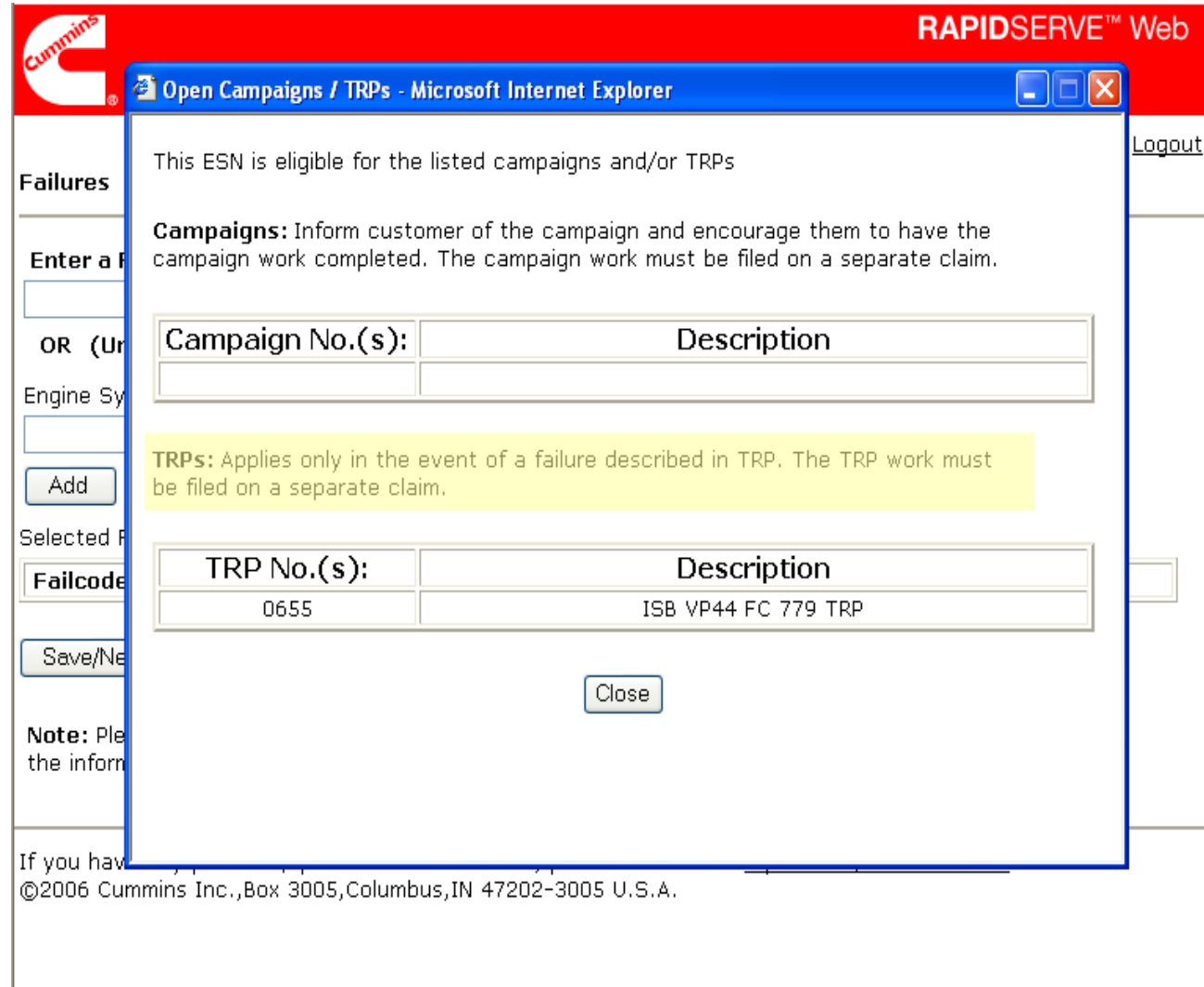
Enter Complaint by using the drop down

Tab onto Save/Next

The system will check for Campaigns and TRPS

Campaigns are proactive, advise customer and complete the campaign if possible

TRPS must have a customer complaint relative to the failure



The screenshot shows the Cummins RAPIDSERVE Web interface. A pop-up window titled "Open Campaigns / TRPs - Microsoft Internet Explorer" is displayed. The window contains the following information:

This ESN is eligible for the listed campaigns and/or TRPs

**Campaigns:** Inform customer of the campaign and encourage them to have the campaign work completed. The campaign work must be filed on a separate claim.

Campaign No.(s):	Description

**TRPs:** Applies only in the event of a failure described in TRP. The TRP work must be filed on a separate claim.

TRP No.(s):	Description
0655	ISB VP44 FC 779 TRP

Buttons: Add, Save/Ne, Close

Background interface elements: Failures, Enter a F, OR (Ur, Engine Sy, Selected F, Failcode, Note: Ple, the inform, If you hav, ©2006 Cummins Inc.,Box 3005,Columbus,IN 47202-3005 U.S.A.

Use the drop box to select the fail code

The Fail Mode must also be selected

Tab onto Add

Tab onto Save/Next after up to 3 fail codes have been added



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### Failures

Enter a Fail Code (Pre-defined failure)

Failure Mode

(Primary failure first)

Selected Failures:

Failcode No.1 (Primary)		
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**Note:** Please do not use the browser's "Back" button, by doing so you might loose the information entered on the previous pages and you will be required to start over again.

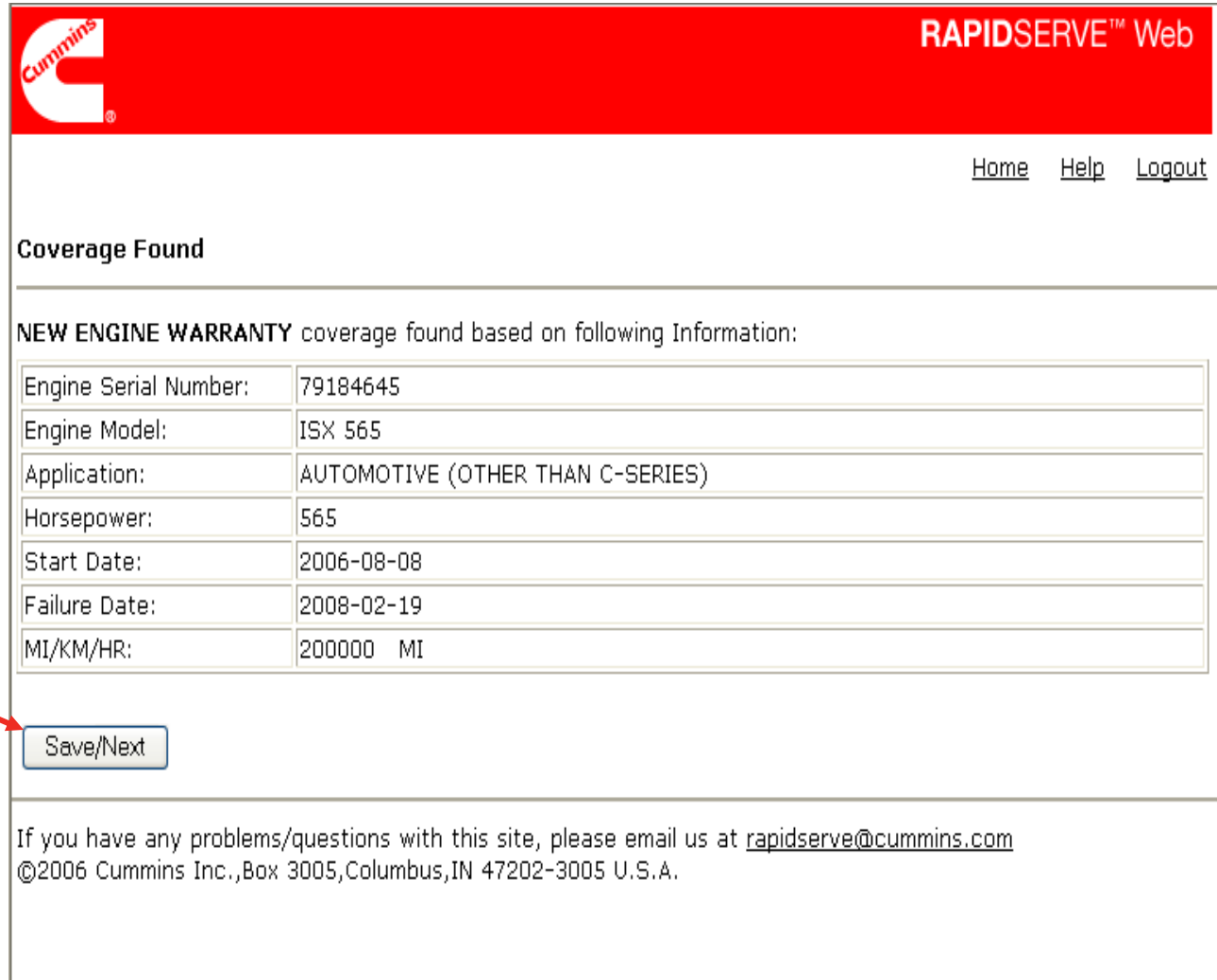
If you have any problems/questions with this site, please email us at [rapidserve@cummins.com](mailto:rapidserve@cummins.com)  
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Discussions not available on <http://rsw.cummins.com/>

start Re: Onan Warranty ... RAPIDSERVE Web - ... Oracle Developer For... Microsoft PowerPoint ...

Once a Fail Code is selected, RAPIDSERVE confirms coverage.

Tab onto Save/Next



The screenshot shows the Cummins RAPIDSERVE Web interface. At the top left is the Cummins logo, and at the top right is the text "RAPIDSERVE™ Web". Below the header are links for "Home", "Help", and "Logout". The main content area is titled "Coverage Found" and contains the text "NEW ENGINE WARRANTY coverage found based on following Information:". Below this text is a table with the following data:

Engine Serial Number:	79184645
Engine Model:	ISX 565
Application:	AUTOMOTIVE (OTHER THAN C-SERIES)
Horsepower:	565
Start Date:	2006-08-08
Failure Date:	2008-02-19
MI/KM/HR:	200000 MI

Below the table is a "Save/Next" button, which is highlighted by a red arrow pointing from the text "Tab onto Save/Next". At the bottom of the page, there is a footer with the text: "If you have any problems/questions with this site, please email us at [rapidserve@cummins.com](mailto:rapidserve@cummins.com) ©2006 Cummins Inc., Box 3005, Columbus, IN 47202-3005 U.S.A."

Tab here to browse through the claim

Claim Detail - SRTs

SRTs | Parts | Other Claimables | Notes | Claim Summary | Exit Claim

To select the job plan enter 1  
In each box needed

Enter the quantity of the SRTs that were performed for this repair:

Qty	SRT Code	%	Hrs	Description
<b>Primary</b>				
<input type="text" value="1"/>	00-055-01	<input type="text" value="100"/>	.2	TROUBLESHOOT - LUBRICATING OIL CONSUMPTION EXCESSIVE
<input type="text" value="1"/>	00-400	<input type="text" value="100"/>	.2	STEAM CLEAN - SINGLE COMPONENT REPAIR
<input type="text" value="1"/>	10-610	<input type="text" value="100"/>	1.6	TURBOCHARGER, VARIABLE GEOMETRY - REMOVE AND INSTALL
<input type="text" value="1"/>	00-901	<input type="text" value="100"/>	.2	ADMINISTRATIVE TIME - OPEN AND CLOSE REPAIR ORDER (SHOP REPAIRS)
<b>Optional</b>				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Unlisted</b>				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional SRTs can be added here

Add any SRTs that were used in the repair, but are not listed above:

Enter text to search for non-listed SRTs:

Tab onto Save/Next

Qty SRT Group

**Procedure**

**Step**

**%**

Note: Clicking on Save/Next will not save any details selected from dropdown or entered in the text fields.

Home Help Logout

Claim Detail - Parts [SRTs](#) | [Parts](#) | [Other Claimables](#) | [Notes](#) | [Claim Summary](#) | [Exit Claim](#)

**Add Parts:**

Qty	Part Number
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Qty	Part Number	Description	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Enter parts

After parts have been entered tab onto Add

When all parts have been added

Save/Next

Enter Cummins Engine Company parts only on this page, CPP parts will be entered in Other Claimables


Enter Other Claimables

Select Unlisted

Add part Description

Enter cost of CPP Part

Tab onto ADD


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**Claim Detail - Other Claimables**    [SRTs](#) | [Parts](#) | [Other Claimables](#) | [Notes](#) | [Claim Summary](#) | [Exit Claim](#)

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Add an Other Claimable:

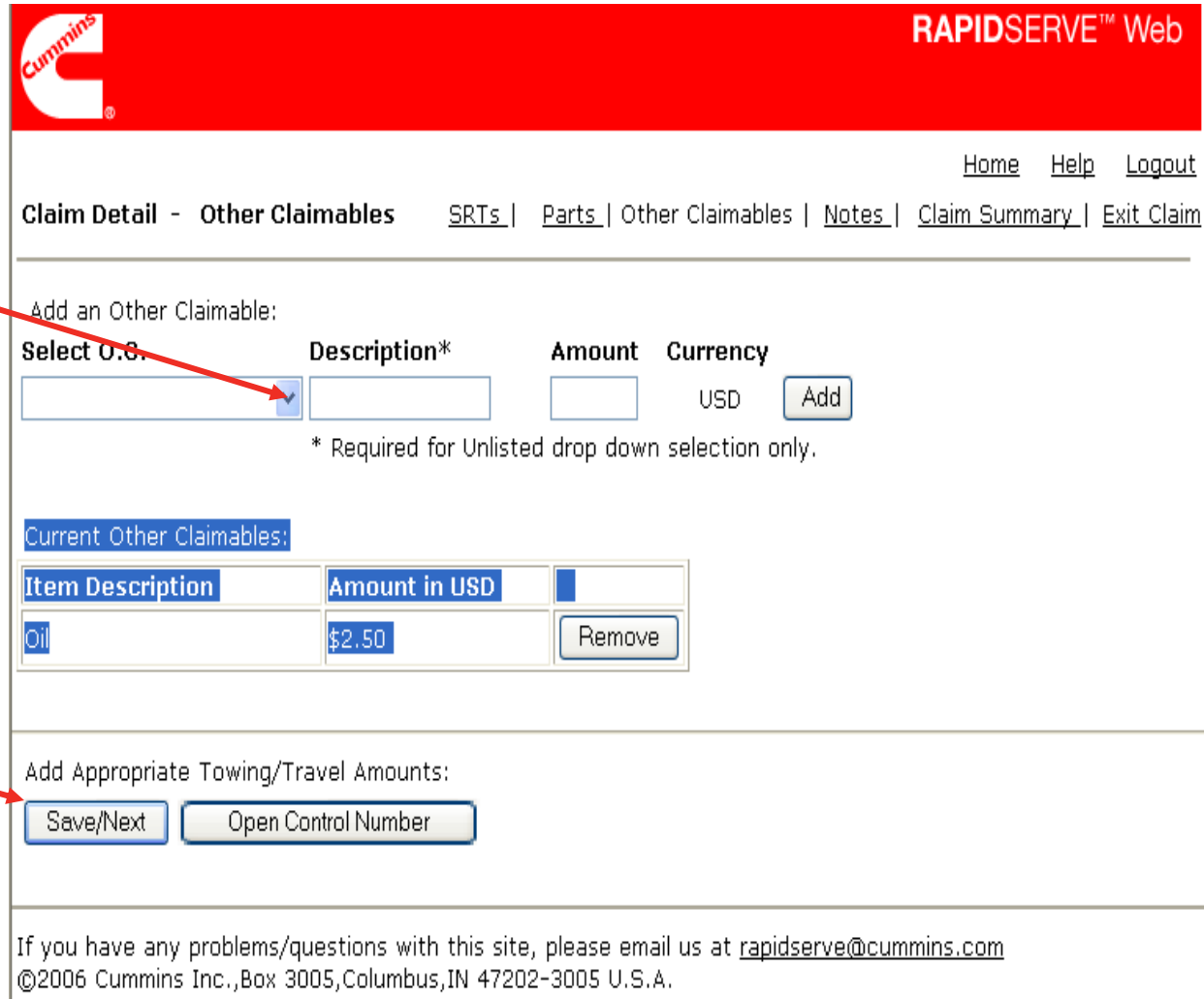
Select O.C.	Description*	Amount	Currency							
▼	<input type="text"/>	<input type="text"/>	USD	<input type="button" value="Add"/>						
* Required for Unlisted drop down selection only.										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left;">Amount in USD</th> </tr> </thead> <tbody> <tr> <td style="width: 50%;"><input type="text"/></td> <td style="width: 50%;"><input type="text"/></td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table>					Amount in USD		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Amount in USD										
<input type="text"/>	<input type="text"/>									
<input type="text"/>	<input type="text"/>									

Add Appropriate Towing/Travel Amounts:

**Towing Amount:**  USD

----- OR -----

**Travel Hrs:**     **Travel Distance:**  MI    **Lodging, Meals:**  USD



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Claim Detail - Other Claimables [SRTs](#) | [Parts](#) | [Other Claimables](#) | [Notes](#) | [Claim Summary](#) | [Exit Claim](#)

Add an Other Claimable:

Select O.S. Description\* Amount Currency

USD

\* Required for Unlisted drop down selection only.

Current Other Claimables:

Item Description	Amount in USD	
Oil	\$2.50	<input type="button" value="Remove"/>

Add Appropriate Towing/Travel Amounts:

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Enter additional  
Other Claimables  
With description

Tab onto  
Save/Next

After all Other  
Claimables have  
been entered

Enter the **Other Claimable** part information, Complaint, Cause and Correction

Tab onto **Save/Next**



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[SRTs](#) | [Parts](#) | [Other Claimables](#) | [Notes](#) | [Claim Summary](#) | [Exit Clai](#)

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FAILURE NARRATIVE: CAUSE, COMPLAINT AND CORRECTION

**THIS IS A CPP POWER UNIT**  
**QUANTITY PART # DISCR COST**  
**1 10000014 TACH/HR MTR GAUGE \$36.26**  
**25% PMU \$9.06**  
**TOTAL CLAIM \$45.32**  
Then Complaint, Cause and Correction

\* Required for Unlisted failures and all Policy claims

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Review the information below, then click on the Submit button if you are ready to submit the claim to RAPIDSERVE. If you choose to hold this claim in open status for up to 30 days, then you may exit claim now.

**RO Number:** 11111    **Engine Serial Number:** 79184645    **Unit Number:**  
**Customer Name:** ALT LEASING LLC

**Total SRT Time:** 2.2 hours  
**Total Other Claimables in USD:** \$2.50

Claimed SRTs:

Qty	SRT Code	%	Calc Hrs	Description	Ext Hrs
1	00-055-01	100.0	.20	TROUBLESHOOT - LUBRICATING OIL CONSUMPTION EXCESSIVE	.2
1	00-400	100.0	.20	STEAM CLEAN - SINGLE COMPONENT REPAIR	.2
1	10-610	100.0	1.60	TURBOCHARGER, VARIABLE GEOMETRY - REMOVE AND INSTALL	1.6
1	00-901	100.0	.20	ADMINISTRATIVE TIME - OPEN AND CLOSE REPAIR ORDER (SHOP REPAIRS)	.2

Claimed Parts:

PF Qty	Qty	Part Number	Description
	1	495530500RX	TURBO

Review the claim

Submit or Save/Edit the claim for additional corrections

