

Better service support from engine OEM

Following a Cummins Media Breakfast last month, *MechChem Africa* speaks to Orlando Ferrão, the recently appointed general manager for Cummins South Africa (CSA), about his service vision for the Cummins range.

“Cummins’ vision is to deliver an excellent service experience to clients across all of our product ranges and service offerings,” begins Ferrão. “We have different entities within the company and across the continent but, like our ‘Power of One’ engine philosophy, every part of our company is designed to work together to supply products and services from one platform.

“If we talk about coolant, for example, we have a very good Fleetguard product manufactured using organic acid technology (OAT), which is manufactured here in South Africa by Cummins Filtration. This is an excellent product specifically designed to extend the life of Cummins engines, most notably because it

protects the aluminium alloys we use to make modern diesel engines,” he says.

ES Compleat OAT Extended Life Antifreeze/Coolant provides protection against freezing, boil over, cavitation, liner pitting, erosion, corrosion, elastomer gasket degradation and scaling, and is described as the ‘Life-of-the-Engine’ organic additive.

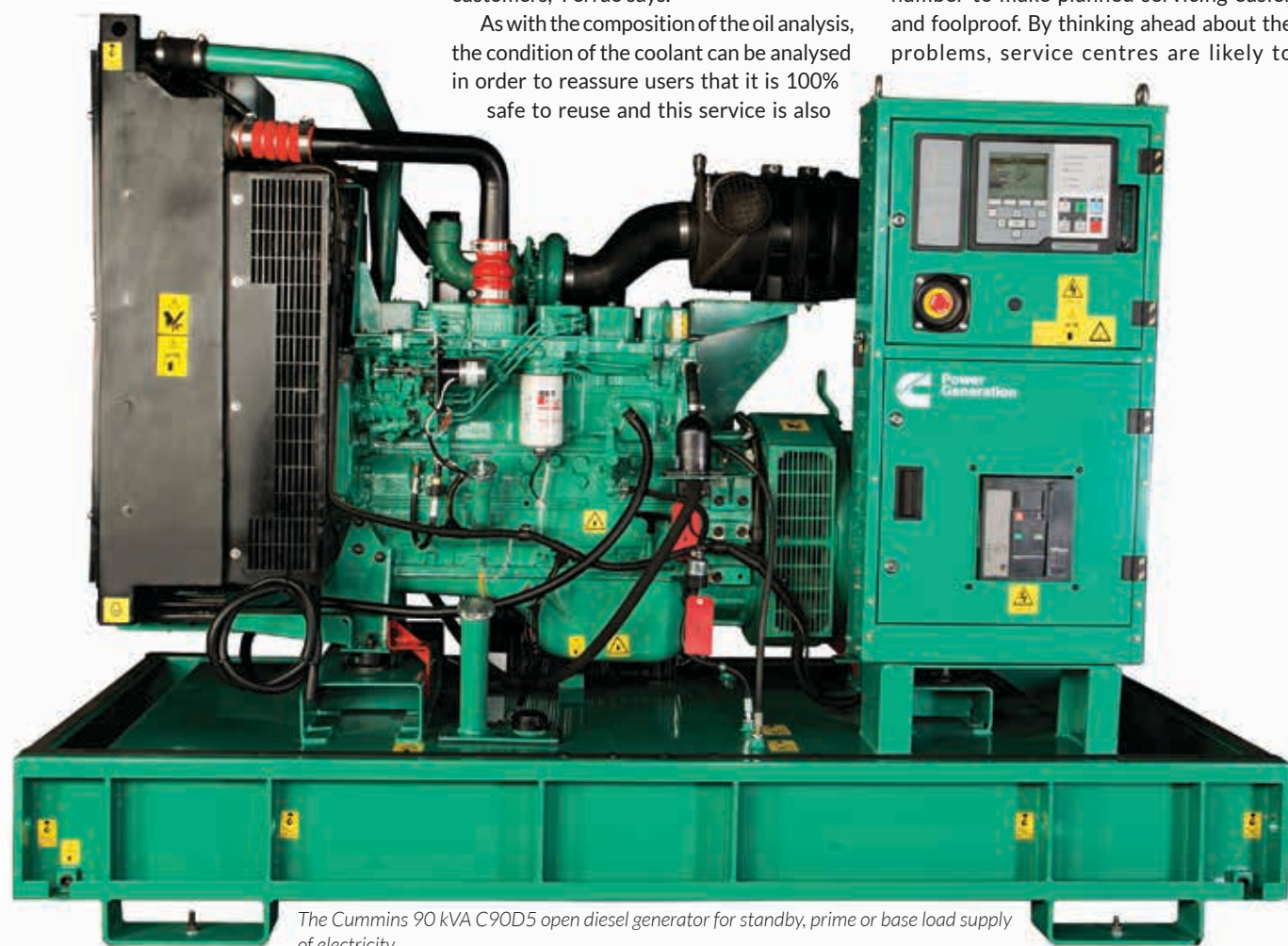
“One of the minor maintenance and servicing tasks is to drain the coolant. So to enable customers to take advantage of the long life of our coolant, we offer offline storage and filtration solutions so that drained coolant can be safely and economically reused,” he notes. “This is just one example of how we are striving to make it easier for our distributed service networks to better support Cummins customers,” Ferrão says.

As with the composition of the oil analysis, the condition of the coolant can be analysed in order to reassure users that it is 100% safe to reuse and this service is also



being made available to Cummins’ dealer and service network.

Along with the coolant, Cummins’ dedicated Midrand plant manufactures a number of air filters for local use. “From the lubricants, coolant filters, gaskets and other service components, we make up engine service kits for clients that each have a registered part number to make planned servicing easier and foolproof. By thinking ahead about the problems, service centres are likely to



The Cummins 90 kVA C90D5 open diesel generator for standby, prime or base load supply of electricity.

experience, we strive to offer a streamlined service to help our network look after Cummins products in the field,” he says.

“We are one of only engine OEMs to have filtration development capability and, we believe, ours is superior to most because it is central to Cummins’ campaign to make engines last longer. The correct filtration, coolant, oil and fuel work together to better protect the engine so that maintenance intervals and engine life can be extended – with fuel efficiency being an essential feature.

“Together with the extended design life of our engines, this approach makes the total costs of ownership for Cummins engine users very low,” Ferrão assures.

Going forward into 2018, he says that CSA is on a drive to ensure clients are better provided for. “We are targeting two key areas of improvement, service support and parts availability.

“The starting point for improving service support levels is training. We are introducing various new training programmes to increase the number of people with the skills necessary to maintain our equipment. This includes recruiting and training internal service technicians as well as making training positions available to our dealers, clients and end users. We see training as vital if we are to expand access to maintenance services for Cummins engines in the region,” he argues.

From a parts availability perspective, Cummins has established a central distribution warehouse in Waterfall, Midrand, on the same site as the Filtration and OAT coolant plant. “We are now in the process of optimising the distribution of parts from the warehouse to our regional network, to give the fastest possible response times to minimise disruption to end users.

“We are looking at better ways of supporting branches and partners in each city, securing contracts with logistic and freight services to quickly and seamlessly get products and spares to where they are needed,” he says.

Talking of connectivity, Ferrão says that, Cummins is also looking to have a broader visibility of products being used in its equipment. “We are already able to advise clients when a service is due, but we want to be able to alert them to potential failure risks so that we can pre-empt them.

“We are currently launching new filtration systems with built-in sensors, for example, which will be connected to the vehicle’s local Can Bus. Condition information can be generated that will alert operators to any problems or imminent replacement needs. The cost of this technology is decreasing and, because the life of the components can be safely extended, service and ownership cost



Ideal for remote locations, the Cummins 22 kVA C22D5 is available with an extended service change interval and a 20 months/4 000 hours warranty that includes unlimited hours within the first 12 months.

reductions are making the business case for implementation easier.”

Remote condition monitoring is an imminent reality, Ferrão believes. “We are not exactly sure when this will be a mainstream technology, but we expect it to become part of our service provision within the next few years,” he says.

Another CSA initiative currently being implemented is to create a light-duty dealer network for trucks, which will enable smaller dealers in the automotive sector to sell parts, offer routine maintenance services and repair specific engines for local clients. “We have engines from 7 to 3 000 kW (10 to 4 000 Hp) and no dealer can comfortably support the whole range in every aspect. So, for the likes of truck OEMs that factory-fit our engines during assembly, we see a need for targeted support service outlets across the region.

“There are also large numbers of older trucks that use our legacy ADT engines and, with Capex still being constrained, we see a role for light-duty dealers to provide better services for these engine users,” he says, adding: “We want to bring dealerships into a more affordable space where both dealers and their customers embrace us as the OEM

Now manufactured in South Africa, Fleetguard ES Compleat™ OAT (organic acid technology) is a life-of-the-engine ethylene glycol-based (EG) antifreeze/coolant.

rather than going the pirate route.”

Ferrão thinks the economy is going through a difficult time: “But we are determined to find ways to add value to clients within these constraints. For this we will tailor the services to offer an engine or a back up power unit to best suit the clients needs. The big thing for us is our ability to integrate our products to align with the customers need. In spite of the wide product range and the number of sectors and regions in which we operate, we strive to serve clients as an integrated Cummins team, making sure we all focus on improving real levels of support,” he says.

“We are proudly obsessed with customer service. We really want to make a difference in the businesses of our clients and to make it as easy as possible for them to depend on Cummins’ support,” Ferrão concludes. □

