

**Parts  
Marketing  
Communications**



**To:** U.S. Parts Managers  
Canadian Parts Managers

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**Subject:** Cummins ISX Service Parts Program Improved!

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Volvo Trucks North America and Cummins, Inc. are pleased to announce the greatest developments to raise Cummins parts availability through your dealership to ever come along. Of course it is in all of our interests to make sure we are the preferred Cummins parts supplier in our local market due to the fact that there are currently more than 168,000 Volvo Trucks on North American roads today with Cummins engines. It is also important for the future as you have seen in the recent announcement that Volvo Trucks North America will continue to offer the Cummins ISX beyond the next EPA emissions standards in 2010. To enhance your position in the local market, Volvo Trucks North America and Cummins, Inc. are pleased to offer the following advantages:

- LPA management of Cummins part numbers, with suggested order functionality and service index measurement
- Weekly stock order from your Cummins distributor with prepaid freight
- No minimum \$ amount to qualify!
- Stock order discounts on all ISX parts ordered on the weekly order

During the fourth quarter of 2007, the above program was piloted with 15 dealerships throughout the U.S. and Canada. **These dealerships translated these benefits to a 14% increase in the service index, in just one quarter!** This is an excellent improvement in customer service, but also an increase in efficiency in the parts departments as there was not an order minimum or freight minimum to figure before placing orders.

Want to increase your customer service on your Volvo Trucks' customers with Cummins engines? Want to worry less about order minimums and place more frequent orders that give you better parts availability? So take the next steps:

1. Verify your dealership certification, you must be certified to service Cummins ISX EPA-04 and ISX EPA-07 to participate. If you need information on certification, please contact your local Cummins distributor branch.
2. Verify you are on one of the following dealer business systems, Karmak INFO 5, Karmak Legend, or ADP. We are not able to offer this program for other business systems.
3. Contact your National Inventory Manager within the LPA group and discuss allowing visibility of your Cummins parts by LPA for suggested order functionality and service index measurement.
4. Contact your local Cummins distributor using the contact list below to discuss implementing this program with them. They should be aware of this offering, but may want you to designate your weekly order to help them manage order flow.
5. Review the list below of 128 part numbers. These part numbers represent 80% of the demand for ISX engine parts. You have to have these in stock to satisfy your customers.

We know this will enhance your availability of Cummins parts to your service department and to your customers. If you have questions, please call Darin Redmon at 336-393-4069 or email at [darin.redmon@volvo.com](mailto:darin.redmon@volvo.com).

### Cummins Distributor Contact List

Distributor	Primary Parts Contact	Phone #
Cummins N Power	Mitch Papke	651-286-2227
Cummins Crosspoint	Doug Doty	317-240-1927
Cummins Atlantic	Phil Bush	704-588-1240
Cummins Cal Pacific	Ron Kick	909-879-8203
Cummins Southern Plains	Don Perry	817-640-6939
Cummins Metropower/Power Systems	Kristy Kibler	410-590-8700
Cummins Bridgeway	Jerry Martin	614-419-2642
Cummins Central Power	Mike Freese	402-551-7678
Cummins Rocky Mountain	Mike Lininger	623-474-2607
Cummins West	Mike Maher	510-351-6101
Cummins Northwest	Gregg Stohler	503-289-0900
Cummins Northeast	Howard Terrien	781-329-1750
Cummins Power South	Randy White	912-232-5565 ext 24
Cummins Mid-South	Wheeler Alcalá	901-577-0637
Cummins Western Canada	Brian Hazelwood	604-882-5705
Cummins Eastern Canada	Jules Beauchesne	514-695-8410

### Cummins ISX Popular Parts List

Cummins P/N	Description	Cummins P/N	Description
154916	Hydraulic Pump Gasket	4935092	Fuel Transfer Pump
3682826	Grommet Seal	3330537	O Ring Seal
3335550	Thermostat	3049221	O Ring Seal
3818824	Regular Hexagon Nut	3347937	O Ring Seal
3682710	Exhaust Manifold Gasket	3865312	Temperature Sensor
3818121	Hex Flange Head Cap Screw	4965698	Hex Flange Head Cap Screw
4026696	Hex Flange Head Cap Screw	4089158RX	Water Pump ISX02
3922794	O Ring Seal	4076586	Fuel Pump Gasket
4952204	Thermostat	4923996	Exhaust Manifold Seal
3682228	Hexagon Flange Nut	3914136	Filler Cap
4952178	Engine Brake Slave Piston	3347939	O Ring Seal
4076848	Support Gasket	4921487	Pressure Sensor
4952463	Engine Brake Slave Piston	4932615	Connection Gasket
3936876	Rectangular Ring Seal	3104227	Wiring Harness
3103015	Grommet Seal	4903035	Pressure Sensor
3688557	Heater Gasket	4907447	Exhaust Manifold Gasket
3042401	Grommet Seal	3101768	Stud
3679445	Mounting Spacer	4024808	Fuel Solenoid Kit
3682946	Belt Tensioner	4026507	Valve Cover Gasket
3963983	Sealing Washer	4089405	Rod Bearing Set (Std.)
3101268	Flange Gasket	186780	Thermostat Seal
4101869	Oil Cooler Core Gasket	3680329	Sealing Washer
3102314	Turbocharger Gasket	4965064	AFM Device Gasket
3682940	Exhaust Manifold Gasket	4025097RX	Water Pump, Signature 600
3883223	Noise Isolator	4965096	V Band Clamp
3095798	Stud	4076580	Priming Pump

<b>Cummins P/N</b>	<b>Description</b>	<b>Cummins P/N</b>	<b>Description</b>
4921728	Pressure Sensor	3682076	O Ring Seal
3330538	O Ring Seal	3104229	EGR Valve Gasket
4088507	Fuel Transfer Pump	3680324	Flange Gasket
4928594	Pressure Sensor	4059460	Cooler Core
4088832	Temperature Sensor	4921850	PRS Temperature Sensor
3678786	O Ring Seal	4089139	Rod Bearing Set (Std)
4088665RX	Injector	3903475	Rectangular Ring Seal
4026684	Oil Pan Gasket	3824011	Electrical Connector Seal
3084879	Thermostat Seal	4101422	Oil Seal
3104230	EGR Valve Gasket	31895	Noise Isolator
3678925	O Ring Seal	3682360	O Ring Seal
4046304	Air Control Valve	4089431RX	Gear Kit AHD Pump
3682673	Thermostat Hsg Cover Gasket	3412860	Piston Cooling Nozzle
3627695	O Ring Seal	3376891	Fluorescent Dye Additive
3047134	Breather Tube	3678606	O Ring Seal
4924040	Engine Brake Lever	4955306NX	HE551V Turbocharger
4089197	Lube Oil Cooler Gasket Set	4059197	Thrust Spacer
4926173	Pressure Sensing Tube	3680443	Acc. Drive Support Gasket
4928589	Injector Fuel Supply Connector	3937479	Exhaust Manifold Gasket
212161	O Ring Seal	4059201	Belt Tensioner
4921746	Pressure Sensor	4101504	Oil Seal
4926177	Pressure Sensing Tube	3066211	O Ring Seal
4059183	Rectangular Strip Seal	4921599	Position Sensor
3679139	O Ring Seal	4089169	Upper Engine Gasket Set
3683144	V Band Clamp	4042573	VG Actuator Service Kit
4926527	Oil Seal	4089894	Engine Piston Kit
4965729	Stud	3682551	EGR Valve Gasket
3678724	O Ring Seal	3101917	EGR Valve Gasket
4039813	Air Control Valve	4089436	EGR Cooler
3335548	Thermostat Seal	4027997	VG Actuator Service Kit
3089392	O Ring Seal	4089551NX	HE551V Turbo (ISX02)
3683145	V Band Clamp	38465	Pipe Plug
4026884	Turbocharger Gasket	4062567RX	Injector
3865346	Temperature Sensor	4101867	Cap Screw
3052586	O Ring Seal	38942	Solenoid
4089153	Liner Kit	4089832	Position Sensor
3818885	O Ring Seal	4962721	Rectangular Strip Seal
4932396	Fuel Supply Tube	3945493	Hex Flange Head Cap Screw