



Special Tool Program

FAQ

- 1. How do I order tools?**
 - a. Tools can be ordered through your local PDC (same as a part).
 - b. SPX tools (J - tools) can also be ordered direct through SPX/Kent Moore.
- 2. How do I know if a tool has been released?**
 - a. When a new tool is released, a Tool Letter (TL) is emailed to the field and posted on DDCCSN.
- 3. When will tools be automatically sent (pushed) to me?**
 - a. Anytime an essential tool is released to support an existing product it will be pushed to all locations certified for that product.
 - b. New engine launches will usually (not always) have a time period to sign up through a website to receive special tools.
- 4. How do I get tools that have already been released?**
 - a. If you are a new location the tools can be ordered the same as parts, use the special tool list to determine tools required to support engines your location will service.
 - b. If 60 days following a tool release you still have not received your tool, follow these steps.
 - i. Check with your parts department to ensure it was not mistaken for a part and put on a shelf.
 - ii. Verify your location has not been billed for it.
 - iii. Have your parts department verify availability (back ordered etc.).
 - iv. Verify your locations shipping information is correct in SSI.
 - v. If the above steps have been completed and the tool was not located you must order the tool through your normal parts distribution channel.
- 5. Where do I find a list of special tools for Detroit Diesel engines?**
 - a. A list of special tools for S60, MBE 900, MBE 4000, DD Platform is available on DDCCSN and is updated when a new tool is released.
 - b. Special tool information for older Detroit Diesel engines is available on the SPX tool website. The link is on DDCCSN.
- 6. How can I tell if a tool is sent to the service or training department?**
 - a. Examples of a PO# for a tool pushed to the field are as follows:
 - i. "ESSTL-015122xxx" = a Service department tool.
 - ii. "TRAINING-05120xxx" = a Training department tool
- 7. How do I find out what tools are needed to become certified for a specific product?**
 - a. By downloading the Detroit Diesel essential tool list (excel file) you can sort by engine/product to determine what tools are required to support the engine your location plans to service.
- 8. Who do I contact for questions regarding a specific tool (usage, concerns, etc.)?**
 - a. A list of engine/product support contacts is posted on DDCCSN under Tools/Mechanical/Contacts, refer to this list.
- 9. How long is the warranty on Detroit Diesel special tools?**
 - a. SPX (J) tools are limited lifetime warranty, refer to the SPX website accessible through DDCCSN for specific details.
 - b. Detroit Diesel (TLZ) and Daimler (W) developed tools are 1 year. If the tool is defective return it to Canton using the same process defined for defective/broken parts.



FAQ

10. What is the difference between a “W”, “J” or “TLZ” tool?

- a. The first letter of the tool identifies the tool supplier
 - i. W = Daimler
 - ii. J = SPX
 - iii. TLZ = Detroit Diesel

11. What is the difference between a non-essential and essential tool?

- a. An essential tool is necessary to perform service on Detroit Diesel products and is required to be certified to perform warranty repairs. While a non-essential tool is not required for certification, it has been developed to aid technicians during specific repairs.

12. Who approves tools to become essential Detroit Diesel tools?

- a. In 2005 a tool committee was formed consisting of service representatives from Dealers, Distributors and Corporate (RPSM's and parts people) to evaluate new tools based on the following:
 - i. Is the tool required to perform a repair?
 - ii. Is there a similar tool on the market that could be used?
 - iii. Can a change be made to the component design to eliminate the need for a new tool?
 - iv. Will the tool improve the quality of a repair?
 - v. Will the tool improve technician efficiency?
 - vi. Is there a potential hazard or risk (OSHA) consideration associated with the repair that would be reduced or eliminated with a tool?