
FAQ's (Frequently Asked Questions)

Q. Why isn't the "View" button active when I log into the EPC?

A. The "View" button only becomes active when you have selected your Series 60 navigation.
The "View" button is only available in the Series 60 catalog.

Q. Why isn't the "Common Parts" button active when I log into the EPC?

A. The "Common Parts" button only becomes active when you have entered a serial number in the Series 60 catalog.

Q. Is the "Common Parts" button available for every engine series?

A. The "Common Parts" button is only available for the Series 60 catalog.

Q. What is "Common Parts" in the Series 60 catalog?

A. The "Common Parts" represents the most commonly ordered parts for a specific serial number.

Q. What happens when I click on a Series 60 "part number" in the Common Parts window?

A. EPC navigates to the parts book type where that part resides.

Q. When I am in the Series 60 portion of the EPC and have entered a Series 60 serial number nothing happens, why?

A. You must first choose between the "Image Navigation View" or the "Classic View" before entering a Series 60 serial number. Once the navigation has been established, the engine serial number search will be functional from the homepage as well as the Series 60 catalog.

Q. I chose the image navigation view for Series 60. Will the eParts Catalog remember that when I log back in?

A. Yes.

Q. Is the "Image Navigation View" available for every engine series?

A. The "Image Navigation View" is only available for the Series 60.

Q. If I select the "Image Navigation View" for Series 60, can I switch to the "Classic View"?

A. Yes, simply click on the "View" button in the navigation bar to toggle back and forth between the "Image Navigation View" and the "Classic View".

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- Q.** How do I make the image window larger in the “Classic View”?
- A.** Select “Hide Tree” in the upper right hand corner in the navigation column.
- Q.** How do I get the navigation tree to return?
- A.** Select “Show Tree” in the upper right hand corner in the image window.
- Q.** I place my cursor over a drawing callout and nothing happens (neither a change in my cursor or a redirect to a part), why?
- A.** The link to that specific part or component is not available in the catalog.
- Q.** What happened to the “NS” in the Bill Of Material (BOM)?
- A.** “NS” is an older DDC code that depicted that a part was superseded. The new EPC has a special “S” icon next to any part that has a supersession chain, upon which you can click to see preceding parts. The “NS” code in the Parts BOM will no longer be used to depict Parts supersession. This will reduce the amount of notes and active parts that appear in the Parts BOM.
- Q.** How do I copy the items I have in my cart to Excel?
- A.** When your shopping cart is active, click on the “Copy to Excel” button in the menu bar. Next open Excel and select “Edit” then “Paste” from the menu bar or Ctrl + V to paste the items in your cart.
- Q.** I can’t see the whole EPC page on my computer screen. What settings should I use?
- A.** 1024 x 768
- Q.** What is the “StepUP Overhaul Packages” in the S60 navigational tree?
- A.** “StepUP Overhaul Packages” is a Menu Pricing Calculator tool within the catalog that has been designed to help parts and service manager’s work together to quickly determine one price for a group of parts. The tool will allow the user to type in a Series 60 serial number, select a “Step”, fill out important variables and calculate the customer’s price. The selected Step will include all of the required kits, sets, and parts that are required for that level of overhaul.
- Q.** Is “StepUP” available for MBE?
- A.** Not at this time.
- Q.** I’m in the EPC and have entered my engine serial number. I’ve selected the StepUp Overhaul Packages. The 4 boxes have populated the area next to the navigational tree. I want StepUp package 3. I select the “MENU PRICE STEPUP 3” button and nothing happens, why?
- A.** Look at the yellow banner above the e Parts Catalog logo on the left side of the screen. It reads “Pop-up blocked. To see this pop-up or additional options click here...” After you have “clicked here” you will have 2 options appear.



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- Q.** I've entered my engine serial number in to the EPC. Now I want to look at the EPC without the serial number. The EPC keeps bring up my original serial number. How can I drop the serial number?
- A.** Blank out the serial number from the "Engine Serial Number Search" box then press the blue button to the right. This will return EPC without the serial number.
- Q.** Can I print a larger image from the eParts catalog?
- A.** No, at this time you cannot print a larger image from the catalog. You can use the print screen function on your computer to print needed information.