

JCB Service Pro (Parts): Release 1.9 and 1.10 [24.4.0]

Introduction

This document provides a high-level summary of the Improvements and Bug Fixes which are included in the combined Release 1.9 and Release 1.10 JCB Service Pro's Parts Catalogue function.

Combined Releases 1.9 and 1.10 were deployed to PRODUCTION (servicepro.jcb.com) on July 25th, 2024.

Important! JCB Service Pro's Parts Catalogue function is still under development. Access has been provided to allow JCB and Dealer employees to become familiar with the new parts catalogue solution and to gather user feedback. Until the official launch, our expectation remains that the primary point of reference for parts identification remains as Service Parts Plus+.

Users Group(s) Affected

User Group	Affected?	Comment(s)
Manufacturer	N	
JCB/Dealer Employee [A/R]	Y	
Customer [I/O]	n/a	User type not supported

Primary Impact of Change

Priority	Benefit	Definition	Qty.
1	Accuracy	Change ensures that the system returns concise data	3
2	Efficiency	Change which makes it easier for the Parts Catalogue user to complete their business	3
3	Error	Change resolves a known system error (but consumes resources that should be focused on Priority 1 or 2 type tasks)	3

Summary of Change

NEW FEATURE – “Routine Maintenance” tab

[REF: PADS-2526 - EFFICIENCY]

Post-1.9: A “Routine Maintenance” tab has been added (Parts > Routine Maintenance). Refer to Figure 1.

Note: We are currently reviewing options for allowing a user to export this information in an editable format.

Figure 1. “Routine Maintenance” Tab

JCB PartsPlus+

Serial Number: 2727378 Ex Works date: 31-May-2018 Engine Number: SL320/40925U/1254918 Sales Model: 540P180 SPD: 540V180 MP [T4F 55kW]

Specification(s): 540-180R 2460601-2473000,2546101-2556100,2565203-2575200,2724382-2734380,2781755-2792710,2860745-2866744,2951430-2956429,2993723-2993750,3006551-3007805,3007807-3008745,3008747-3010158,3010160-3010256,3011529-3011550,3059266-3064265,3084315-3084315,3092741-3100499,3149255-3157254,3235601-3244600,3310367-3319366,3406000-3412999 9822/0390

Please Choose the Maintenance Interval For the full service schedule please refer to Service Pro/Operator Manual

500 1000 1500 2000 2500 3000 3500 4000 4500 5000 5500 6000 6500

SPP	Item	Part #	Description	Superseded From	Change Number	Comment
B130-15-1	80	823/10874A	Washer Washer sealing MS	823/10874		
B270-345-1	4	333/C7305	Filter Cab fresh air			
C340-96-5	3	30/925759	Filter Paper fresh air Heater/Aircon			
E520-1-1	1	334/C0376	Element filter 3 micron			
E550-5-1	30A	334/F0077	Filter Element			
F0-335-1	80	581/R5206	Filter Transmission-15 Micron	581/M8564		
L820-10-1	10A	320/A7123	Element fuel filter 5 micron			
V520-10-1	8	320/G4050A	O Ring	320/G4050		
V530-55-1	30	320/B4420	Filter Engine Oil			

Routine Maintenance Parts List

Please Choose the Maintenance Interval For the full maintenance schedule, please refer to the Operator's Manual or the Service/Inspection Checklist

500 1000 1500 2000 2500 3000 3500 4000 4500 5000 5500 6000 6500

SPP	Item	Part Number	Description	Superseded From	Change Number	Comment
B130-15-1	80	823/10874A	Washer Washer sealing MS	823/10874		
B270-345-1	4	333/C7305	Filter Cab fresh air			
C340-96-5	3	30/925759	Filter Paper fresh air Heater/Aircon			
E520-1-1	1	334/C0376	Element filter 3 micron			
E550-5-1	30A	334/F0077	Filter Element			
F0-335-1	80	581/R5206	Filter Transmission-15 Micron	581/M8564		
L820-10-1	10A	320/A7123	Element fuel filter 5 micron			
V520-10-1	8	320/G4050A	O Ring	320/G4050		
V530-55-1	30	320/B4420	Filter Engine Oil			

NEW FEATURE – “Dealer Stock List” tab

[REF: PADS-2526 - EFFICIENCY]

Post-1.9: A “Dealer Stock List” tab has been added (Parts > Dealer Stock List). Refer to Figure 2.

Note: We are currently reviewing options for allowing a user to export this information in an editable format.

Figure 2. “Dealer Stock List” Tab

The screenshot shows the JCB PartsPlus+ web application. The top navigation bar includes the JCB logo, a search bar, and user information (SIMONCALEAR). The left sidebar contains a list of menu items, with 'Dealer Stock List' highlighted. The main content area displays a table of parts with columns for SPP, Item, Part, Description, Superseded, Change, and Page Quantity. A yellow star icon is placed over the 'Dealer Stock List' menu item in the sidebar.

SPP	Item	Part	Description	Superseded	Change	Page Quantity
B190-340-1	1	331/63982	Minor Exterior			1
B290-201-1	10	335/E3613	Minor M250CEB			1
B290-705-5	40	334/R2016	Minor wide angle			1
C100-409-1	40	700/50129	Light Rear Light Cluster Stop Tail Di Ref Rev			1
C100-409-1	50	700/50130	Light Rear R.O.V.L.H.U.K.R.H Stop Tail Di Ref Fog			1
F110-25-1	7	453/00303	Breather Nylon Black			1
F690-165-1	30	716/E6740	Sensor Temperature Transmission			1
L290-155-1	20	320/09687	Sensor TMAF, Straight			1
L720-15-1	1	320/08765	Belt 6PK1855 AR3 MT610 Aramid Cord	320/A8705		1
V210-1-1	30	320/04355	Sensor Temperature Coolant (2 pin)			1
V310-5-1	90	320/05924	O Ring 82X2.5			1
V420-15-1	20	320/04907	Thermostat water ABI			1
V530-15-1	10	320/04084	Sensor oil temperature			1
V530-75-1	90	320/A4470	Switch Oil Pressure	320/D9623		1
V520-10-1	1A	320/06631	O Ring injector DFI2			1
V520-11-1	10	320/06639	Washer fuel injector			1
V560-30-1	10	320/07428	Fuel Filter ABI Element number 320/07382	320/A7352		1

GENERAL – Access to child parts pages following a Product Lookup

[REF: PADS-2511 - ACCURACY]

Pre-1.10: Users report that some of the parts pages are missing links to child parts pages (i.e., there is no link from the engine assembly to its sub-assemblies/child parts).

Post-1.10: General improvements to make sure that:

- Where pages containing child parts are found within the current catalogue, links to those pages are provided.
- Where pages containing child parts are not found within the current catalogue, links to the “Where Used” tab are provided. Users can then use the parts page provided to access the page containing child parts (which are contained in a different parts catalogue).

GENERAL – Access to child parts pages following a Part Number Lookup

[REF: PADS-2567 - ACCURACY]

- Pre-1.9:** After searching for a part number for a product (i.e., engine or assembly), users report that the “Where Used” tab reports “no data found” and therefore they cannot access the parts pages.
- Post-1.9:** General improvements to make sure that the “Where Used” tab returns the correct usages (including page links).

CATALOGUE – Incomplete catalogue returned for JCB Attachments’ products

[REF: PADS-2751- ACCURACY]

- Post-1.9:** Users report that incomplete catalogue(s) are returned for JCB Attachments’ products. For example, a search for HM200T returns twelve pages in Service Parts Parts + but only two pages in JCB Service Pro.
- Post-1.9:** A publishing error was identified and has been resolved.

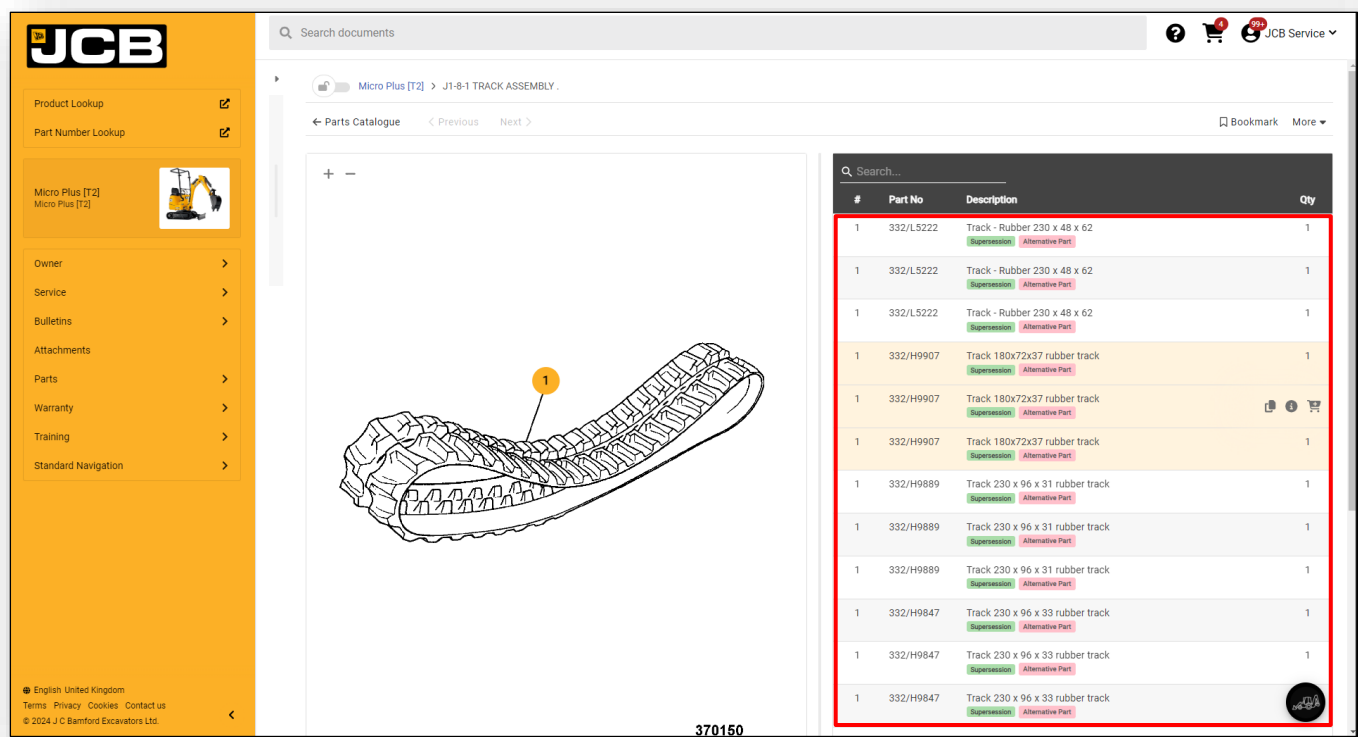
Note: Where source data is available, we are now creating digital product records for JCB Attachments’ products. This allows users to search for these products using their serial numbers (i.e. BE01656 [HM033T 2018], B0023309 [HM22 2014], etc.).

PARTS PAGE – Alternative Parts incorrectly shown multiple times

[REF: PADS-2745 – ERROR]

- Pre-1.9:** Where one or more Alternative Parts are available, the part numbers are now inserted alongside the production use part number (in the page BOM). A rendering error has resulted in the same part numbers appearing multiple times. Refer to Figure 3.

Figure 3. Alternative Parts (in Page BOM)



- Post-1.9:** The error has been resolved.

PARTS PAGE – part number incorrectly rendered with lowercase letter(s)

[REF: PADS-2706 – ERROR]

Post-1.9: Part number (in "found in supersession chain" note) incorrectly rendered with lowercase letter(s). Refer to

Figure 4. Example Link from bulletin to Parts Master Dialogue

31	335/G7508	Thermostat 670mm	1
32	335/E9732	Actuator Supersession 334/s3085 found in supersession chain	1
33	400/02466	Valve water assembly	1

Post-1.9: The error has been resolved.

NAVIGATION – Parts Master component image does not update (after accessing via RMI link)

[REF: PADS-2711 - ERROR]

Pre-1.9: Users can access the parts master dialogue by clicking part number links in Service Bulletins, etc. In the event that the parts master dialogue does not have a component image then the previous component image is (incorrectly) shown.

Note: We have also received reports that some of the part number links do not work [REF: PADS-2711 - ERROR].

Figure 5. Next / Previous buttons

JCB

Product Lookup

Part Number Lookup

Back to S40V180 MP [T4F 55kW]

Q 20/025

All Documents (1)

Bulletins (1)

Standard Navigation (1)

English United Kingdom

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20/025

20/025: Angle Sensor Installation Modification

32.2. If the machine does not function within this 15% band, for example if the machine lifts more than the 105% limit by 20kg then under calibrate by the same value. For example, on a S1930E 230kg rated capacity that is lifting 250kg, recalibrate rated load at 210kg and recheck to see if the machine is within the specification.

Table 1.

Machine Model	S1530E	S1930E	S3032E	S2046E	S2632E
Down Limit Height	1.6m	1.6m	2m	2m	2.2m

Table 2. Parts List

Item	Part No.	Description
A	1315/01100	Bolt, M5X40
B	1420/00050	Washer, M5
C	1370/00030	Nut, M5
D	443/E0285	Pivot pin
E	1391/94010	M4X44 cap head bolt
F	443/E3357	Lower limit switch bracket
G	1411/00010	Washer
H	819/00034	Shim
J	1315/01030	M5X16 Bolt
K	402/V6255	Angle Sensor Shim
L	402/K7754	Angle Sensor Bracket
M	402/V6817	Tension Pin

(1) As Required

Warranty Instruction

PART: 819/00034

General Info

Part Vendor

Where Used

Supersessions

In Stock

My Notes

Close x

Description: Shim 41 x 75 x 1mm

Part Exchange Indicator:

REMAN Exchange Part

NEW Exchange Part

Comments:

Add to Shopping Cart



PART: 402/K7754

General Info

Part Vendor

Where Used

In Stock

My Notes

Close x

Description: Bracket Mounting

Part Exchange Indicator:

REMAN Exchange Part

NEW Exchange Part

Comments:

Add to Shopping Cart



Post-1.9: The errors have been resolved.

SUPERSESSIONS – Not clear that part is subject to a multiple supersession

[REF: PADS-2630 - EFFICIENCY]

Pre-1.9: Users report difficulties reading the supersession table when a part is subject to a multiple supersession [MSS] (aka, when a single part number is superseded by multiple part numbers). Refer to Figure 6.

Example supersession chain:

1. 331/56095 superseded by 160/03448.
2. 160/03448 superseded by six parts (all of which are required at the quantities shown).
3. 160/03448 superseded by NLA (as it is no longer available to order).

Figure 6. Supersession table (Showing a multiple supersession [transaction #2])

Old Part Number	Qty	New Part Number	Qty
162/03848 Viewing	1	NLA Latest	1
162/03848 Viewing	1	1315/0408D	8
162/03848 Viewing	1	265/00532	2
162/03848 Viewing	1	1370/0303D	8
331/56095	1	162/03848 Viewing	1
162/03848 Viewing	1	332/C7376	8
162/03848 Viewing	1	332/C4085	1
162/03848 Viewing	1	1420/0008D	8

Post-1.9: Where multiple rows contain the same “old part number”, the rows are now grouped and merged (similar to the Service Parts Plus+ presentation of this information). Refer to Figure 7.

Figure 7. Example of merged rows for the same “old part number”

Old Part	QTY	New Part	QTY
162/03848	1	1315/0408D	8
162/03848	1	1370/0303D	8
162/03848	1	1420/0008D	8
162/03848	1	265/00532	2
162/03848	1	332/C4085	1
162/03848	1	332/C7376	8
162/03848	1	331/56095	1
331/56095	1		

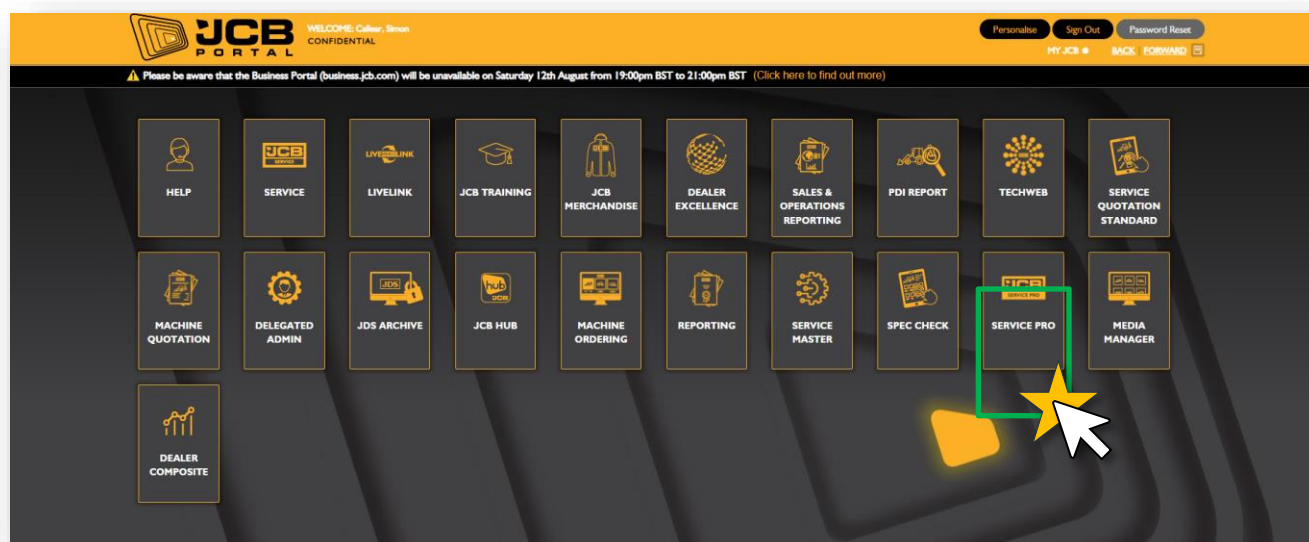
Old Part Number	Qty	New Part Number	Qty
162/03848 Viewing Not for sale	1	NLA Latest	1
162/03848 Viewing Not for sale	1	1315/0408D	8
	1	265/00532	2
	1	1370/0303D	8
	1	332/C7376	8
	1	332/C4085	1
	1	1420/0008D	8
331/56095	1	162/03848 Viewing	1

Q&A / AOB

IMPORTANT: Project Bonneville [repeated for quick reference]

Following the launch of the new JCB Portal (as part of Project Bonneville), users will need to click the *SERVICE PRO* tile to access JCB Service Pro and the integrated parts catalogues (refer to Figure 8). The existing *Service Parts Plus+* tile will not be carried forward (as Service Parts Plus+ will have been retired).

Figure 8. New JCB Portal (with SERVICE PRO tile)



Next Release (v1.11 – ETA: w/c July 29th, 2024)

The following items (amongst others) are currently included in the next release. Refer to: Table 1.

Important! This is subject to change as the identification of/need to resolve new bugs may delay the release of some of the items shown.

Table 1. Key Item(s) under development

Ref #	Type	Description
PADS-2691	IMPROVEMENT	SUPERSESSIONS - Add part descriptions to table and chart views
PADS-2731	IMPROVEMENT	SUPERSESSIONS - group parts on chart into MSS
PADS-2732	BUG	SEARCH – In-catalogue search does not recognise part number containing lowercase letter(s) WHEN user presses Enter
VARIOUS	IMPROVEMENT	ALTERNATIVE PARTS - Improvements to presentation of information: • Add "Alternative Part" tab/information to Parts Master Dialogue • Change sort order for Page-BOM • Add "Alternative Parts" Lozenge
TBC	-	We continue to review user feedback with the intention of identifying concerns that we must resolve pre-launch; therefore, we expect to add more items to this release

Reporting Errors

Please continue to report any errors and/or suggestions to: support.servicepro@jcb.com.

Note: To help us to review faster, please include as much useful information as possible (for example: product's serial number, parts page, part number(s), screenshots, etc.).