

MH Service Portal

ALA0 PS Team

DOOSAN

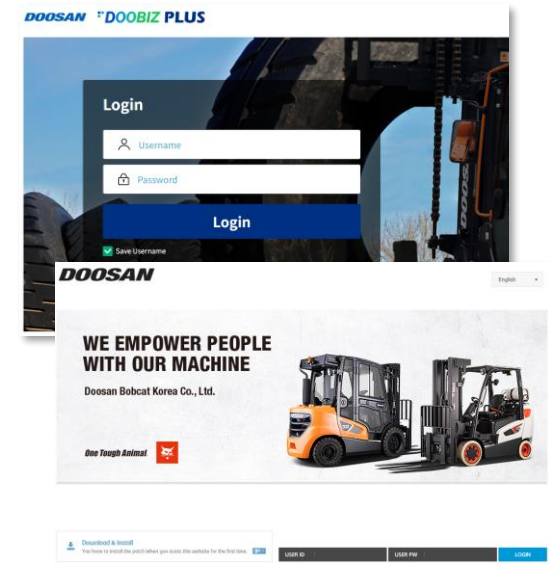
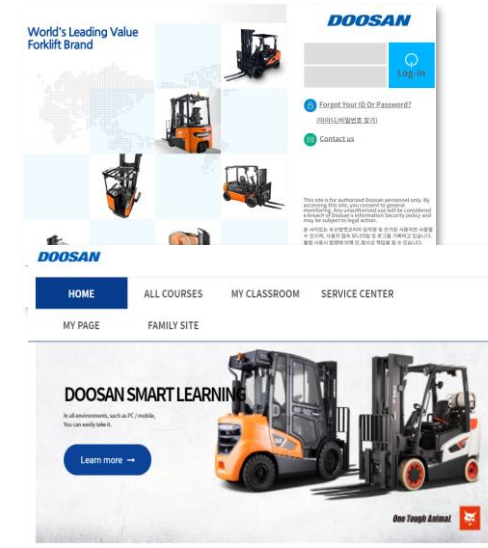
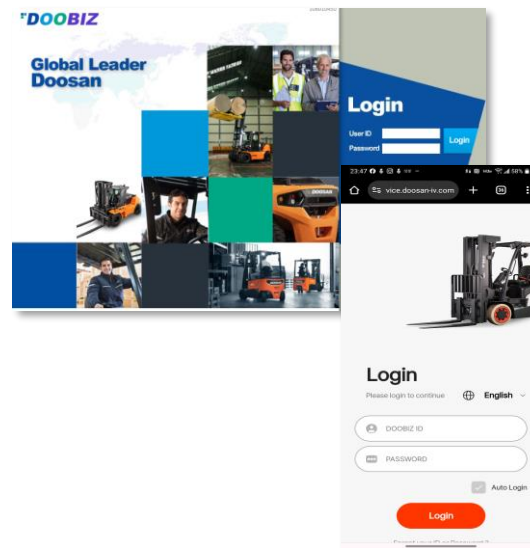


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[TOOLS & SERVICES] FOR MATERIAL HANDLING

AM/PS	Description	Web address
1 [PS] Warranty Portal (Doobiz)	•Warranty Platform •Arrival / Delivery Inspection •Claim submission	• Doobiz Portal https://doobiz.doosan-iv.com • New Mobile App https://doobizservice.doosan-iv.com
2 [PS] Service Portal	•Service Bulletin •Manual (OMM, Service) •Diagnostic Tool	•https://service.doosan-iv.com
3 Doobiz Plus	•Parts Ordering System	•https://doobizplus.doosan-iv.com
4 Dealer Parts Portal (GPES)	•Parts Identification	•https://gpes.doosan-iv.com
5 [PS] Training	•Learning Management System	• through Service Portal



Functions

• Service Materials

Provide materials for smart service

- Technical Bulletin
- Service Manual
- Operation Manual
- Diagnostic tools S/W
- Troubleshooting Guide

• Service Training

Service LMS system (on/offline)

- Doosan Smart learning

• Service Support aids

Shows claims data and truck's option features etc

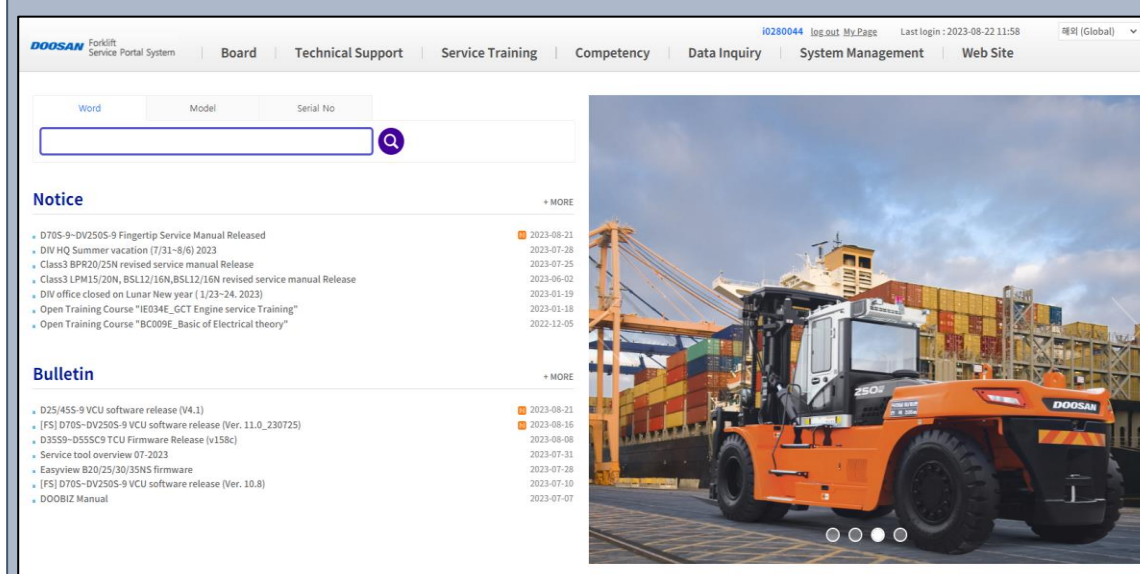
- Claim data inquiry
- Truck configuration inquiry

Users

• Doosan Product support Org. (NA,EU,ALAO)

• Doosan Service dealers (NA,EU,ALAO)

Available except system management menu.



Adobe Acrobat
문서

Service Manual

Search word Search words separated by commas(,) are treated as OR searches

Service Manual >

✓ If the download does not start for 20 seconds

No	
	01. Internal Combustion F
	02. Electric Powered Lift T
	03. ETC
	03. Warehouse

Bulletin

Model	Select Here						
Type	All	Search By	5 all select...				
Period		Region	Select Here				
No	Type	Ref.No.	Title	Region	Register	Registration	Inq
1744	Service	SRB225-B-A-22J12	Easyview Firmware list (23.07.26)	ALAO, NA, EMEA	Woohyuk Choi	2022-10-12 11:56:55	951
1889	Service	SRB215-D-AB-23H10	D25/45S-9 VCU software release (V4.1) (0)	ALAO, NA, EMEA	JINWOO KIM	2023-08-21 09:35:07	122
1886	Service	SRB215-D-BC-23H09	[FS] D70S-DV250S-9 VCU software release (Ver. 11.0_230725) (0)	ALAO, NA, EMEA	JINWOO KIM	2023-08-16 16:42:35	157
1883	Service	SRB215-D-B-23H08	D35S9-D55S9 TCU Firmware Release (v158c) (0)	ALAO, NA, EMEA	JINWOO KIM	2023-08-08 11:56:16	293
1873	Service		Service tool overview 07-2023 (0)	EMEA	Arne Beekman	2023-07-31 22:40:34	49

Count : 1065

[MH] Service Portal ②

Add Dealer Members (By Dealer Manager)

The screenshot shows the DOOSAN Service Portal interface. The top navigation bar includes links for Board, Technical Support, Service Training, Competency, Data Inquiry, System Management, and Web Site. The 'System Management' menu is expanded, showing options for User Management, Dealer Management, System History, and User Authority. The 'User Management' section is active, displaying a search bar and buttons for Excel, Invite, and New. The 'User Registration' form is shown below, with fields for User ID, Password, Re-type Password, Name(English), Name(Korean), Dealer Portal ID, WorkCenter, Telephone No., Fax No., Cellular Phone, E-Mail, Home Page, Company, Department, Title, Job, User Group, and Region. The 'User Group' dropdown menu is open, showing options: Parts & maintenance, Service network2, Service network1, and Dealer Engineer. The 'Region' dropdown menu is also open, showing the option: ALAO. The 'Save' button is highlighted in the top left of the form.

1) Click “System Management” – “User Management” – “New”

2) Enter the required information (“*” mark is mandatory)

3) Select “Dealer Engineer”

4) Select “ALAO” & Click “Save” → Will inform to DBKR PS

5) DBKR PS will confirm for New User

[MH] Service Portal ③

Invite Dealer Members (By Dealer Manager)

The screenshot shows the top navigation bar of the DOOSAN Service Portal with links: Board, Technical Support, Service Training, Competency, Data Inquiry, System Management, and Web Site. The 'System Management' link is highlighted with a red box. Below it, a dropdown menu is open, showing 'User Management', 'Dealer Management', 'System History', and 'User Authority'. 'User Management' is also highlighted with a red box. To the right of the dropdown, there are buttons for 'Excel', 'Invite', and 'New'. The 'Invite' button is highlighted with a red box. Red arrows point from the 'System Management' link to the dropdown menu, from 'User Management' to the dropdown menu, and from the 'Invite' button to the dropdown menu.

User Invite

The screenshot shows the 'User Invite' form. It has two tabs: 'Send' and 'List'. The 'Send' tab is active and highlighted with a red box. The form contains several fields: '* E-Mail', '* WorkCenter', '* User Group', and '* Region'. The '* E-Mail' and '* WorkCenter' fields have search icons. The '* User Group' field has a dropdown menu with options: 'Parts & maintenance', 'Service network2', 'Service network1', and 'Dealer Engineer'. The '* Region' field has a dropdown menu with the option 'ALAO'. The 'Dealer Engineer' option is highlighted with a blue background. Red arrows point from the 'Send' tab to the form fields and from the 'Dealer Engineer' option to the form fields.

1) Click “System Management” – “User Management” – “Invite”

2) Enter the required information (“*” mark is mandatory)
- Email, WorkCenter for New User

3) Select “Dealer Engineer”

4) Select “ALAO” & Click “Send”

The screenshot shows the 'Forklift Service Portal System - Please complete your registration' page. It contains the following text: 'A user registration has been initiated for you. Please proceed to the following link to complete your registration. If you fail to register, please contact your administrator. Thank you'. At the bottom, there is a button labeled 'Go Sign Up' which is highlighted with a red box. A red arrow points from the 'Go Sign Up' button to the registration confirmation text.

5) Will send email to New User in Dealer

6) New User needs to register

7) DBKR PS will confirm for New User

DOOSAN

Board

Technical Support

Service Training

Competency

1

Data Inquiry

System Management

Web Site

Claim Inquiry

3

Text

EL

Part No.

Part Name

Model

OPH

Period

2021-06-27

31

~

2024-06-27

31

3 years

Material Family

DIV-B15/20T7P x

5

QR Code Generation

Product Inquiry(~2010)

Truck Configuration

Claim Inquiry

With translation

Serial No.

6

Search

Edit

Excel

7

Part No	Part Name	Rate	Area	Part No	Part Name	Qty	Model No	Serial No	Material(Family)	Symptom	Cause	
300726-00065	HORN ASSY	13.84 %	1	eng	101529-01993	KIT;BELT ASSY;SEAT	1	B18T-7 PLUS	FBA11-007124	DIV-B15/20T7P	seat belt found to not be releasing from buckle correctly. this was discovered on the trucks Thorough examination report	release mechanism on seat belt buckle not allowing belt to become stuck.
130202-00241	BELT ASSY;SEAT	12.05 %	2	eng	130202-00231	BELT ASSY;SEAT	0	B20T-7 PLUS	FBA11-007116	DIV-B15/20T7P	MALFUNCTION in ELECTRIC/ELECTRIC DEVICE FOR OTHERS - SEAT BELT SWITCH	POOR MATERIAL
110946-00588	SEAT;SEAT BELT WITH SWITCH	11.16 %	3	eng	110946-00588	SEAT;SEAT BELT WITH SWITCH	0	B18T-7 PLUS	FBA11-007382	DIV-B15/20T7P	MALFUNCTION in ELECTRIC/ELECTRIC DEVICE FOR OTHERS - SEAT BELT SWITCH	POOR MATERIAL
301404-00054	SWITCH ASSY;SEAT	9.38 %	4	eng	130202-00241	BELT ASSY;SEAT	1	B20T-7 PLUS	FBA11-007406	DIV-B15/20T7P	MALFUNCTION in ELECTRIC/ELECTRIC DEVICE FOR OTHERS - SEAT BELT SWITCH	IMPROPER MANUFACTURING
130202-00231	BELT ASSY;SEAT	7.59 %	5	eng	130202-00241	BELT ASSY;SEAT	1	B20T-7 PLUS	FBA11-007379	DIV-B15/20T7P	MALFUNCTION in ELECTRIC/ELECTRIC DEVICE FOR OTHERS - SEAT BELT SWITCH	IMPROPER MANUFACTURING
300611-02110	CONTROLLER;36V;450A;LEFT	3.13 %	6	eng	130202-00241	BELT ASSY;SEAT	1	B20T-7 PLUS	FBA11-007401	DIV-B15/20T7P	MALFUNCTION in ELECTRIC/ELECTRIC DEVICE FOR OTHERS - SEAT BELT SWITCH	IMPROPER MANUFACTURING
300612-00121	CONVERTER ASSY;36V/48V	2.68 %	7	eng	130202-00241	BELT ASSY;SEAT	1	B20T-7 PLUS	FBA11-007570	DIV-B15/20T7P	MALFUNCTION in ELECTRIC/ELECTRIC DEVICE FOR OTHERS - SEAT BELT SWITCH	POOR MATERIAL
A244087	SWITCH,LIMIT	2.68 %										
300717-00443	CONTACTOR ASSY	2.23 %										
301310-00123	SENSOR,SPEED;FOR MOTOR	2.23 %										
301411-00462	SWITCH,LIMIT;2000MM	2.23 %										
410135-01168	VALVE,SOLENOID;UNLOADING	1.79 %										
A244980	POTENTIOMETER STEERING ANGLE	1.79 %										
A504077	GRIP ASSY;SWITCH	1.79 %										
310207-12042	HARNESS ASSY;B20T-7P;STD	1.34 %										

- 1) Click “Data Inquiry” – 2) “Claim Inquiry”
- 3) Enter fault code (ex. EL or 17 or F4)
- 4) Select Material Family

- 5) Select Period “Max. 3 Years”
- 6) Click “Search”
- 7) Showing the claim history based on Claim Rate