### Cummins Guidanz<sup>TM</sup> (Mobile App) Training

July 05, 2018

Public



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### General App Information

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## Versions 1.2 - 1.4

#### Version 1.2 Released Dec 18, 2017

- Update includes but not limited to:
  - Estimated Service Time probability graphs
  - Location coordinates in share emails
  - Other minor improvements

#### Version 1.3 Released Jan 17, 2018

- Update includes but not limited to:
  - Performance update to improve connection time
  - Known Issue:

Connection failure on some trucks with IOS and INLINE mini – We believe this is an issue with INLINE mini and are working with Nexiq on priority.

#### Version 1.4 Released Feb 10, 2018:

#### - Update includes but not limited to:

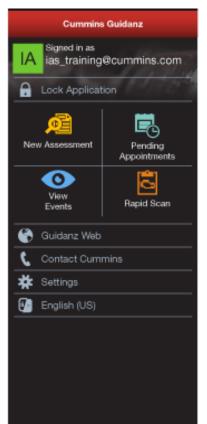
- INLINE Mini new firmware update:
- J1939 device support has been limited to RPM, Engines, Transmission and Brakes to reduce connection failures



# Version 2.0 Release April, 2018

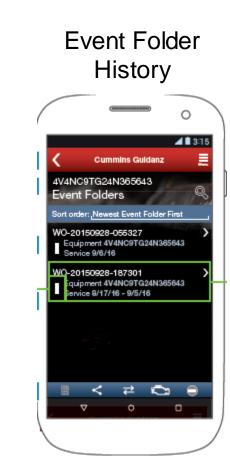


#### Start Page





Event Folder		
Summary		
Event Folder		
Hake New Immediate Assessment		
OUpdate Job Appointment		
• View Event Folder Details		
Event Folder W0901151011		
Job Appointment CSS79735602		
Immediate Assessment IAS-0000000130		
VIN 4V4NC9TG24N365643		
ESN 89651073		
Service Model ISX15 CM2250 X101		
Date Nov 11, 2017 at 9:30 am		
Customer Name Al's Trucking		
Close Drawer		





# Version 2.1 Release July, 2018

### Release Date: 02 July, 2018

- Update includes but not limited to:
  - Minor bug fixes

## **Cummins Guidanz**



- Guidanz<sup>™</sup> is Cummins' new suite of genuine service products, features and capabilities. <u>https://cumminsengines.com/guidanz</u>
- Guidanz mobile app will start with INSITE like capability and will eventually combine everything from diagnostics, training, repair, warranty, metrics and performance feedback

 Initially Guidanz app will be available for download in US, Canada, Australia, EU (including UK), Mexico, Peru and Columbia (Immediate Assessment Subscriptions are available only for US, Canada, and EU (including UK))

## Functionality



- Guest User Functionality
- Subscribers to Immediate Assessment:

### **Supported Products**



### Core II ECMs

 List of unsupported devices is available on the user guide at https://insite.cummins.com/guidanz/

### ADEPT Route Parameter Manager (RPM) Module

- For More info
  - https://cumminsengines.com/adept
  - https://insite.cummins.com/ADEPT
- Note: Currently you do not need a subscription to service the RPM module. Users can select the "Use without Account" option.

## **Hardware Requirements**



### IOS

- IOS 9 or higher
- Bluetooth compatible devices only
- Only 64 bit processors are supported
  - Supported Devices
    - Phones IPhone 5S and newer
    - Tablets IPad Air and newer, IPad mini 2 and newer, IPad Pro and newer

### Android

- Android OS 4.4 or higher
- Bluetooth compatible devices only
- If you have compatibility questions please email the make and model of your device to servicetoolsupport@cummins.com

### **Download/Installation and Subscriptions**



- App available for download in US, Canada, Australia, EU (including UK), Mexico, Peru and Columbia
- Free Download
  - Android
    - Search for "Cummins Guidanz" on Google Play
  - iOS
    - Search for "Cummins Guidanz" on the App Store
- Immediate Assessment Feature Subscriptions
  - Immediate Assessment Subscriptions are available for US, Canada, and EU (including UK)
  - Dealer/Distributor users needs to contact their regional distributor channel admin to get a subscription (<u>Licensing Support</u>). In EU (including UK), please contact Customer Assistance EMEA (<u>emea.customerassistance@cummins.com</u>).
  - Subscriptions are for a location. If a subscription is purchased for a location, multiple people can be added under that subscription.
  - Cummins Internal employees (non-Distributor employees) who need a subscription should contact ServiceToolSupport@cummins.com
  - Subscribed users can sign into the app using their QSOL user ID and password

### **Supported Adapters**



- INLINE 7
  - Has Wired/Wi-Fi/Bluetooth, but Guidanz only works in Bluetooth mode
  - Works with INSITE as well
- INLINE Mini
  - Bluetooth
- More information about Adapters

https://cumminsengines.com/INLINE

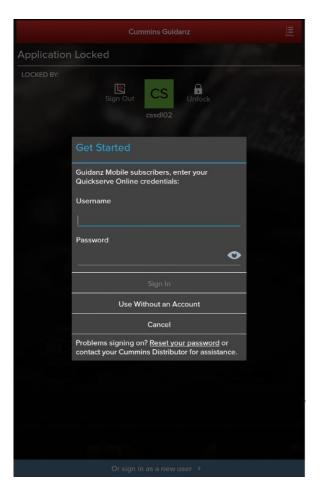
- How to purchase adapters?
  - For Cummins internal employees (non-Distributor) go to Ariba, use Non-catalog items and order the part using
    part number and enter MDC as the supplier
  - Distributors and dealers can purchase it directly from <a href="https://store.cummins.com/">https://store.cummins.com/</a>
  - For all others, users need to contact their local distributor



### **General Functionality**

# Signing In





Guest users can use the app without signing in. Immediate Assessment subscribers need to get an account.

### **New Pin Security Rules**

A 🗎 3:15



#### Cummins Guidanz

#### PIN Security Rules

To assure your access to Guidanz is secure, we require your PIN follow these rules:

- Your PIN must be at least 6 numbers long. It can be as long as 16 numbers if you wish to use a longer value
- Try not to use easily guessed sequences of numbers such as your birthdate, address, or phone number
- The PIN cannot be an entire sequence of numbers such as 123456 or 654321
- The entire PIN cannot be a sequence that simply repeats two digits like 121212
- You cannot repeat any single number 4 or more times, such as 000012

Other PINs may also be rejected if they are very common, or known to be easily guessed.

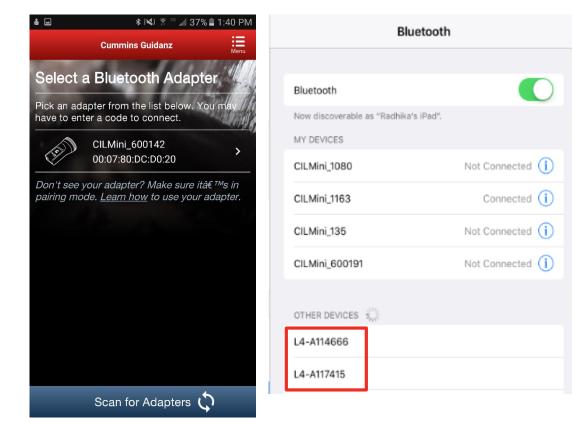
It is also a good idea to avoid any data others may know about you such as birthdates, employee ID numbers, or street addresses.

- Pin must be between 6 and 16 numbers.
- No entire sequences can be used.
- Two or more digits cannot be repeated.
- No single number can be repeated 4 or more time.



# **Connecting Adapter to Guidanz**

- For Initial Pairing, the adapter has to be put on pairing mode
  - Hold the reset button at the end of the adapter for about 2-3 seconds
  - The light on the adapter will flash for about 2 minutes
  - You have to pair it to the device within that time
- Subsequent connections
  - The device would be able to find the adapter without needing to press the button on the adapter
- The adapter can be identified by the last few digits of the s/n on the label



Android Pairing screen is within the app

IOS Pairing and connection is done on the devices Bluetooth settings window



# **Connecting Adapter to Guidanz**

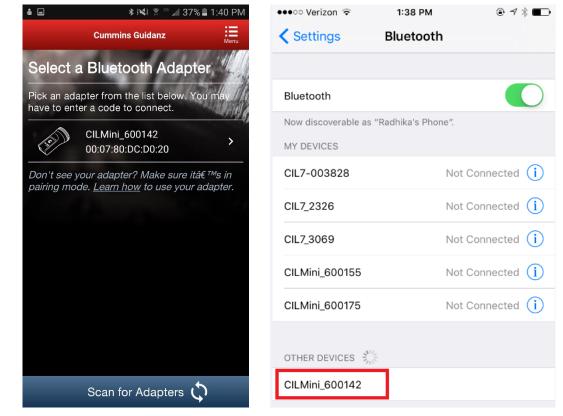
### Known Issue

This is not a bug.

App does not auto connect to the adapter.

Unlike some adapters in the market the INLINE 7 and INLINE mini do not auto connect to the mobile device after the initial connection. This is by design to prevent unintended auto connection in locations where multiple users share the adapters.

We are investigating if something can be done to make it easier to the user, while we (Cummins) must keep our security protocol in place.



Android Pairing screen is within the app

IOS Pairing and connection is done on the devices Bluetooth settings window

# **Connecting Adapter to Guidanz**



### - Firmware Update of INLINE Mini

If the firmware of the INLINE Mini needs to be updated, once you have selected the INLINE Mini adapter in the app, the app will automatically update it and display a status update once completed.

If a firmware update has been completed, please be aware that you will have to reconnect again the INLINE Mini.



### **Home Page/Start Page**



To get to the Home page/Start page, click on Menu → Start. This will disconnect you from the ECM.

Cummins Guidanz		
Cg Signed in as cg904		
Lock Application	A SECONDER	
New Assessment	Pending Appointments	
View Events	Rapid Scan	
🚱 Guidanz Web		
Contact Cummins		
<b>☆</b> Settings		
🚰 English (US)		



### **Menu - Settings and Preferences**

Cummins Guidanz			
CG Signed in as cg904	1163		
Lock Application	18 -36		
New Assessment	Pending Appointments		
View Events	Rapid Scan		
🚱 Guidanz Web			
Contact Cummins			
<b>☆</b> Settings			
🖅 English (US)			

To access Settings and Preferences:

- In the Start page, click on the Settings button
- When connected, click on Menu  $\rightarrow$  Settings



### **Menu - Settings and Preferences**



	Cummins Guidanz	Me
Settings & Preferen	ces	
ACCOUNT	and the second second	
Account Management Guest	1112	-
CONNECTIVITY		
Add New Adapter Add a new INLINE 7 adapter	and the second second	
Change Active Adapter INLINE 7		
PREFERENCES		
Notifications Get Alerts when out of adapter	range or calibrations complete	
Refresh & Update Defaults 30 seconds, 1 sec		
Language English (US)		
	e shared in all emails you send. Location on the phone must be allowed to use location information.	
ABOUT		
Cummins Guidanz Version 1.4.0.30, Released Feb	02, 2018	
Terms of Service		
Feedback Tell us what you think, or report	: a problem	

#### ACCOUNT

Account Management - Allows user to view subscription status, change pin, remove user profiles, add new users, enable/disable background/foreground locks and time, change PIN CONNECTIVITY

Add New Adapter - Allows user to add a new adapter Change Active Adapter - Allows user to add a new adapter Change Storage Limits – Allows user to change the duration IA records are stored for. By default they are stored for 30 days.

#### PREFERENCES

**Notifications** - Allows user to enable/disable onscreen notification when the adapter goes out of range or when a time consuming task(like calibration update) is completed

**Refresh & Update Defaults** – Allows user to set faults and monitor refresh rates

Language – Allows user to change the language

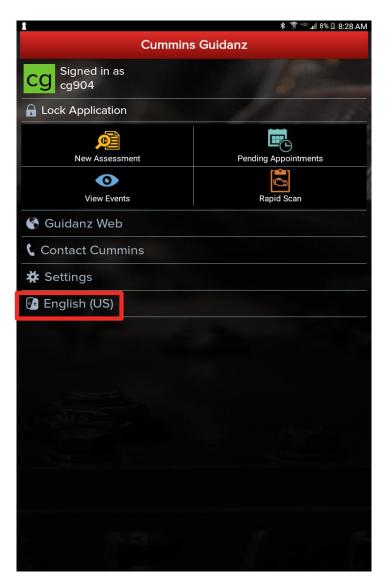
Share Location in Email – Shares location GPS coordinates in email ABOUT

**Cummins Guidanz link** – Shows app version and displays intro screen again

**Terms of Service** – Shows user the End User License Agreement **Feedback** – Allows user to contact <u>servicetoolsupport@cummins.com</u>

## **New Language Settings**





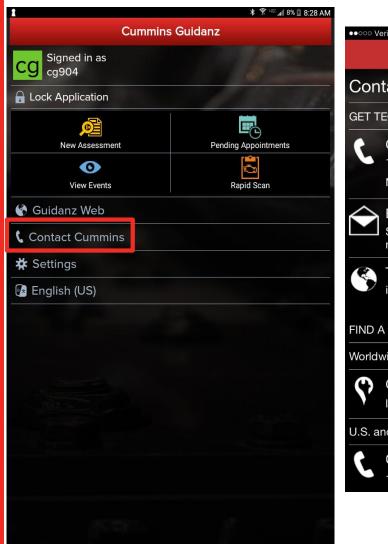


#### Available languages

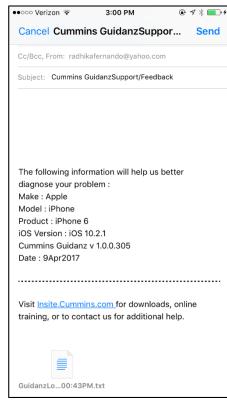
- English
- French
- Spanish

### Menu – Contact Cummins





●●000 Ve	Cummins Guidanz	Menu
Con	tact Cummins	
GET T	ECHNICAL SUPPORT	
٤	Call 1-800-CUMMINS Mon - Fri, 8 am - 7 pm ET	>
$\diamond$	Email ServiceToolSupport@Cummins.co m	>
	Tool Support Website insite.cummins.com	>
FIND A	A LOCAL DEALER OR DISTRIBUTOR	{
World	wide	
Ŷ	Cummins Global Locator locator.cummins.com	>
U.S. a	nd Canada	
٢	Cummins Care 1-800-CUMMINS	>



Allows user to call or email technical support.

In Start page, click on Contact Cummins.

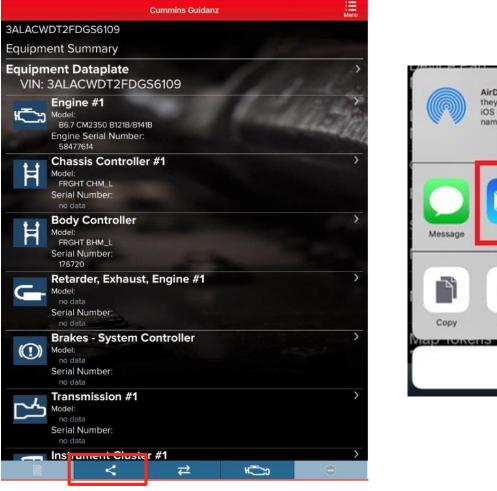
Or when connected, click on Menu  $\rightarrow$  Contact Cummins  $\rightarrow$  Email

The email contains device details that will help the support personnel troubleshoot issues.

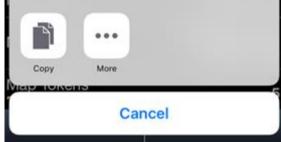


### **Share Button**

 User can share the content in the screen via email

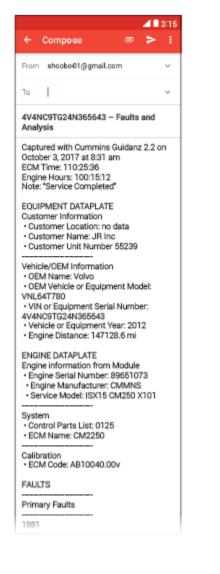


AirDrop. Share instantly with people nearby. If they turn on AirDrop from Control Center on IOS or from Finder on the Mac, you'll see their names here. Just tap to share.



## **Sharing Fault Results**





 Intake Manifold Pressure Sensor Circuit Voltage Above Normal or Shorted to High Source Active Check Engine Count:1 SPN: 3251 • FMI: 4 ECM Time: 34:32:43 (Last) Engine Hours: 55:25:34 (Last) RELATED FAULTS: 147 - Aftertreatment 1 Diesel Oxidation Catalyst System - Data Valid But Below Normal Operating Range - Moderately Severe Level 2414 -Aftertreatment Fuel Drain Valve Mechanical System Not Responding Properly or Out of Adjustment 1896 EGR Valve Controller Circuit – Out of Calibration Inactive 2 Count Check Engine SPN: 2791 FMI:13 ECM Time: 110:12:32 (Last) Engine Hours: 111:25:30 (Last) Unprioritized Faults: 122 Intake Manifold Pressure Sensor Circuit -Voltage Above Normal Operating Range Inactive Count: 1 Check Engine SPN: 102 FMI: 3 ECM Time: 109:14:42 (Last) Engine Hours: 110:10:20 (Last) 1300 Engine Spark Plug 7 (A4) Voltage -Data Valid But Above Normal Operating Range Inactive 5 Count Check Engine SPN: 1366 • FMI: 2 ECM Time: 96:34:12 (Last) Engine Hours: 110:25:36 (Last) Visit Insite.Cummins.com for downloads,

online training, or to contact us for additional help.

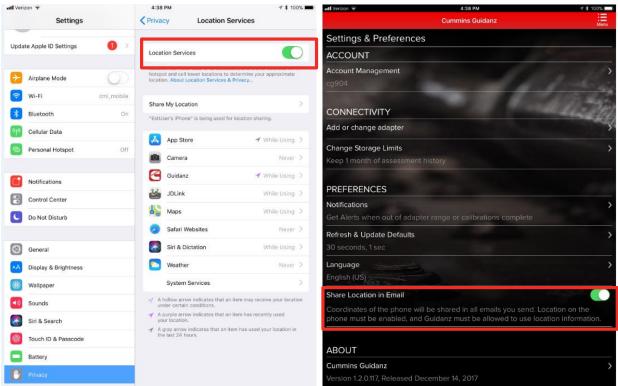
⊲

- User can click the "Share" button from the Faults screen or from the Immediate Assessment summary page to email the results
- Emailing from either page will share the same results
- It appends VIN, ESN, and some other information from the Dataplate and individual fault details page so that the user doesn't need to go to individual pages and email
- "Share" button from any other page will email only the content in that page.

# cummins

## Location

- When user selects the Location option in Settings in the device, as well as the Share Location in Email in Settings in the app, the device location will be included in the email.

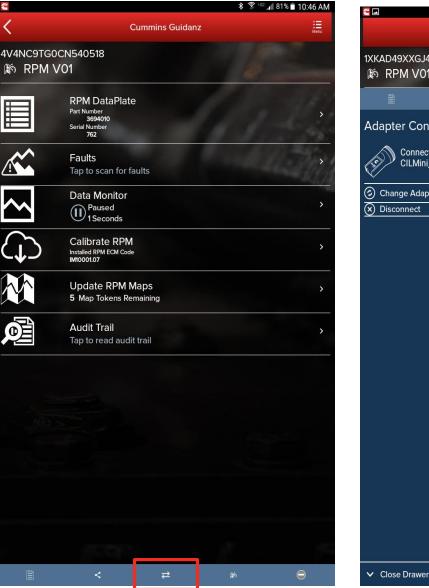


The following information will help us better diagnose your problem : Make : Apple Model : iPhone Product : iPhone 6 OS Version : iOS 11.1.2 Cummins Guidanz v 1.2.0.116 Username :cssd102 Date : 20Dec2017 Your Location: google.com/maps?q=39.1957599543729,-85.8936142118446

Visit Insite.Cummins.com for downloads,online training, or to contact us for additional help

### **Connection Button**

Adapter Tab Allows user to
 change adapter or
 disconnect app
 from adapter



Cummins Guidanz
 1XKAD49XXGJ499205
 INF RPM V01
 INF RPM V01
 INF Connection
 Connected with CILMini\_135
 Change Adapter
 Obisconnect

### **Manual Refresh**



 Users can manually refresh the screen by swiping down the screen



### **Guest User**

# **Home Page**

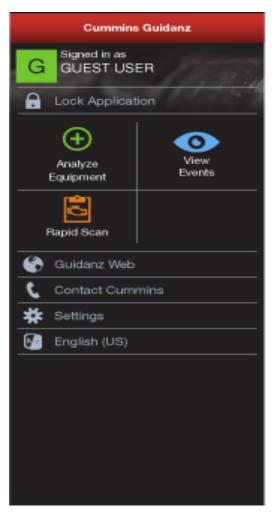


### **Guest User Functionality**

- Enter ESN and customer information
- Create Events and View Events
- RPM module support
- Equipment and device dataplate information
- Prioritized Cummins fault codes, and descriptions
- J1939 Device Fault
- The ability to share any information in the app via email
- French and Spanish language support



## **Rapid Scan**

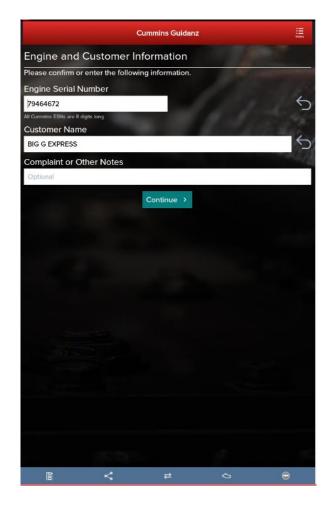




- When selecting Rapid Scan the user is taken directly to the Equipment Dashboard
- No prioritized fault codes will be displayed
- Event folder will be created

## **Analyze Equipment**





- When selecting Analyze Equipment the app pulls up Engine Serial Number, and Customer Name from ECM, and the user can edit them if they are incorrect
- The user is taken directly to the Equipment Dashboard
- Faults will be displayed in a prioritized order
- An event folder will be created

### Equipment Dashboard (Equipment Summary Screen)

 The equipment summary screen will show Engine #1, and all J1939 devices, such as Transmission #1, Brake Controller, and Route Parameter Manager (if available).

VIN-4V4NC9TGOCN540518         Engine #1         Bitstyth 345 CM2250         Engine #1         Bitstyth 345 CM2250         Engine #1         Model         Productor         Product		COTCOCNE 40E40	
Equipment Dataplate       Figure #1         Wodel       Engine #1         Model       Engine #1      <			
VIN-4V4NC9TGOCN540518         Engine #1         Itelestics in Number         *295         Engine #1         Model         *2064/072 <th>.զար</th> <th>Shent Summary</th> <th>Contraction of the local division of the loc</th>	.զար	Shent Summary	Contraction of the local division of the loc
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Image: Seriel Number     Model       Image: Seriel Number     Transmission #1       Image: Seriel Number     Transmission #1       Image: Seriel Number     Eators Proceeding       Image: Seriel Number     Seriel Number		79464672	
modula       Social Number no data         model       Transmission #1 Model         model       Social Number USPOHNO7         model       Social Number no data         Social Number       Social Number no data         model       Social Number no data         model       Social Number Notes         model       Social Number Notes         Electric Propulsion Control Unit #4 Model no data         Model no data       Social Number Notes         model       Social Number Notes	æ		
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ro data			
Exhaust Emission Controller     Controler     Controller     Controller     Controller     Controller			
Unsupported Device Type Guidanz does not yet support this device. Please try using INSITE.     Route Parameter Manager Model RMW Vot Seriel Number 782     Electric Propulsion Control Unit #4 Model not file Seriel Number     Seriel Number			
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no data Serial Number	ية ا	Guidanz does not yet support this device. Please try Route Parameter Manager Model Sena Number 792	
		Guidanz does not yet support this device. Please try Route Parameter Manager Model RRN V01 Senia Number 762 Electric Propulsion Control Unit #4	;
no difa		Cuidanz does not yet support this device. Please try Route Parameter Manager Model IRM V01 Seniel Number 792 Electric Propulsion Control Unit #4 Model no dra	
		Guidanz does not yet support this device. Please try Route Parameter Manager Model BRN vol Senin Number 782 Electric Propulsion Control Unit #4 Model no dria Senin Number	;
		Guidanz does not yet support this device. Please try Route Parameter Manager Model BRN vol Senin Number 782 Electric Propulsion Control Unit #4 Model no dria Senin Number	;
		Guidanz does not yet support this device. Please try Route Parameter Manager Model BRN vol Senin Number 782 Electric Propulsion Control Unit #4 Model no dria Senin Number	;
		Guidanz does not yet support this device. Please try Route Parameter Manager Model BRN vol Senin Number 782 Electric Propulsion Control Unit #4 Model no dria Senin Number	;
		Guidanz does not yet support this device. Please try Route Parameter Manager Model BRN vol Senin Number 782 Electric Propulsion Control Unit #4 Model no dria Senin Number	;
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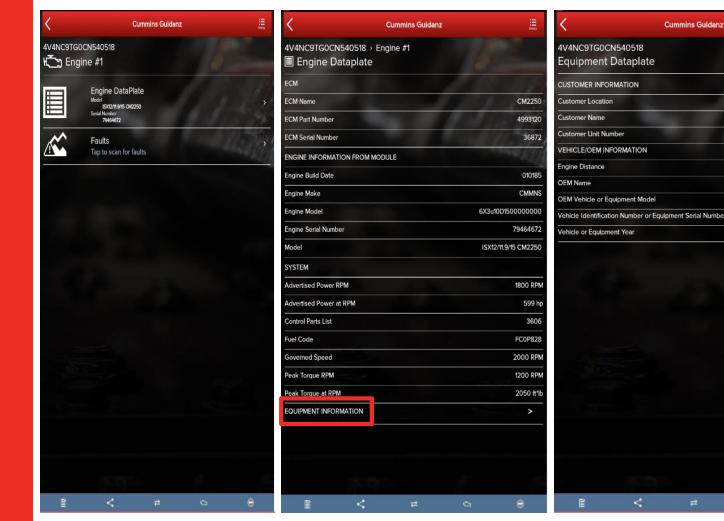


 A yellow indicator will show unsupported devices.

#### Eg: ROM booted devices

Exhaust Emission Controller
 Unsupported Device Type
 Guidanz does not yet support this device. Please try using INSITE.

### **Equipment Dataplate**



**Equipment Dataplate** can be accessed via the ECM Device **Dashboard and Engine** Dataplate

**Cummins Guidanz** 

Columbus, IN

3214321

768.1 mi

387

2011

PETERBILT

4V4NC9TG0CN540518

**BIG G EXPRESS** 

It contains the information the user enters such as customer name, manufacturer, model, etc., as well as other information





### **ECM Fault Screens**

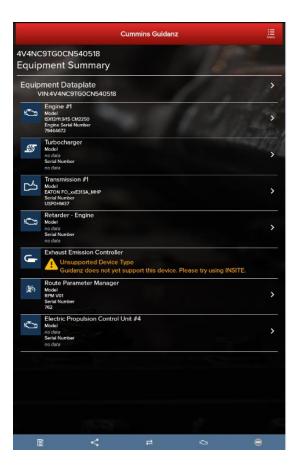


<	Cummins Guidanz	Here
V4NC9T	G0CN540518 → Engine #1	
📽 Faults	s and Analysis	
RIMARY FA	AULTS	
3733	Crankcase Breather Filter Heater Circuit Voltage Above Normal or Shorted to High Source Count      Active	>
3232	Aftertreatment 1 Intake NOx Sensor Abnormal Update Rate 1 Count  Active	>
2636	VGT Actuator Driver Circuit Abnormal Update Rate 1 Count I Active	>
2274	Exhaust Gas Recirculation Differential Pressure Sensor Circuit Voitage Below Normal or Shorted to Low Source Count      Active	>
256	Ambient Air Temperature Sensor 1 Circuit Voltage Below Normal or Shorted to Low Source 1 Count III Active	>
141	Engine Oil Rifle Pressure 1 Sensor Circuit Voltage Below Normal or Shorted to Low Source 1 Count  Active	>
3319	Aftertreatment 1 Diesel Particulate Filter Outlet Temperature Sensor Circuit Voltage Above Normal or Shorted to High Source ① Count III Active	>
1928	Aftertreatment Fuel Pressure Sensor Circuit Voltage Below Normal or Shorted to Low Source 1 Count  Active	>
2771	Aftertreatment 1 Outlet NOx Sensor Abnormal Update Rate 1 Count  Ative	>
800	< ≠ 0	ñ

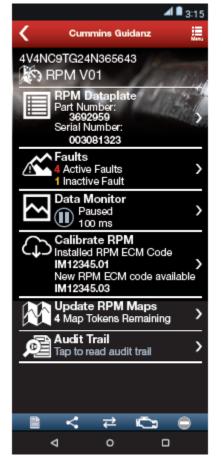


- Clicking on Faults in the ECM Device Dashboard displays the Faults and Analysis screen
- Clicking on an individual Cummins fault code displays the Fault Details

### **Device Dashboard**



**Core II ECM - Device Dashboard** Currently only "Engine Dataplate" and "Faults" functionality is available



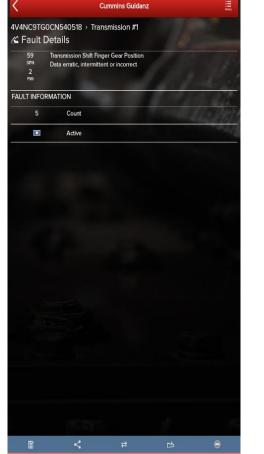
**RPM - Device Dashboard** 

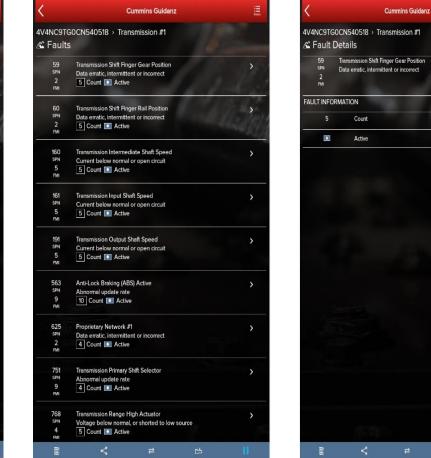


- Clicking on a device on the equipment dashboard displays the device dashboard
- The device dashboard screen shows all the functionality that is available for that device

### **J1939 Device Dashboard and Faults**



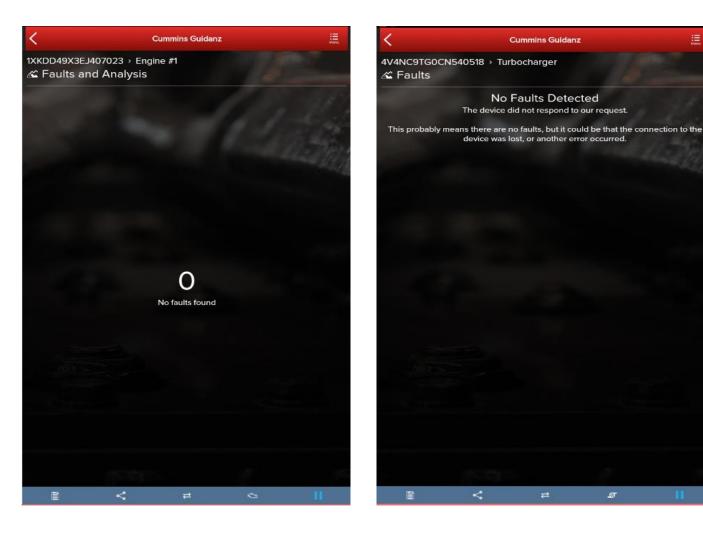




- Clicking on a J1939 device on the equipment dashboard displays the J1939 device dashboard
- The device dashboard for J1939 devices allows you to view the faults and fault details.

# **ECM and J1939 Zero Faults**





- ECM will display 0 No faults found if no faults are detected.
- J1939 devices will display No Faults
   Detected if no faults can be found.

## **Event Folder**

**Cummins Guidanz** 

Event Folders

WO-20180402-161202

VO-20180402-145859

Service 04/02/18

VO-20180402-140531

Service 04/02/18

Sort order: Newest Event Folder First

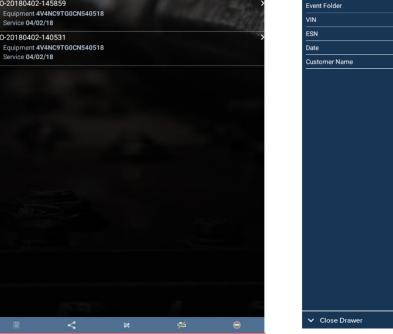
Equipment 4V4NC9TG0CN540518 Service 04/02/18

Event Folders can be viewed by clicking on View Events in the Start screen

#### Event Folder Details can be viewed by

- clicking on an event in the Event Folders screen
- clicking on the bottom left icon on the chyron





Cummins Guidanz

WO-20180402-161202

4V4NC9TG0CN540518

Apr 02, 2018 at 04:12 PM EDT

79464672

**BIG G EXPRES** 

**Engine and Customer Information** 

Ĩ

Event Folder





### **Immediate Assessment**

# **Immediate Assessment**



- When a truck pulls up to a shop, the service writer pulls up the faults and estimate how long the service will take
- Based on the estimated time to service, the truck gets directed to the appropriate service bay

# **Immediate Assessment Service**

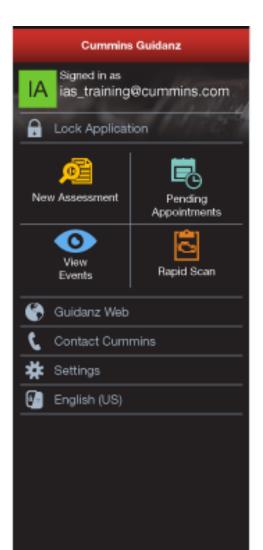


### **Old process**

- 1. The customer is met in the lot by the Service Writer
- 2. The SW plugs in a datalink adapter and uses a smart phone app (Fault Advisor App) to get public(SPN/FMI) fault code information from the ECM
- 3. QSOL is used to convert the SPN/FMI info into a Cummins fault code
- 4. QSOL FCA is used to prioritize the faults
- 5. The prioritized faults and engine make/model are plugged into a spreadsheet that predicted the Average Repair Time and Root Causes by percentage

With the Guidanz App, this process can be done within a few minutes. In addition, a Guidanz web (CSS) job can be created using Immediate Assessment Results to reduce intake on Guidanz web.

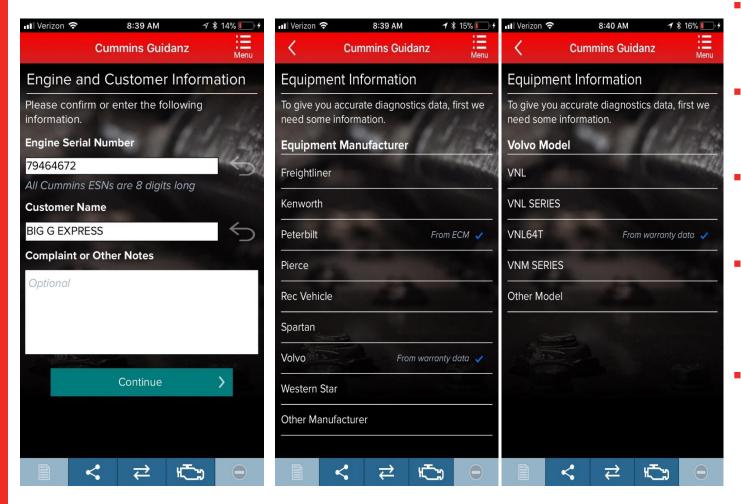
# **Home Page**



- Subscribed User Functionality
  - Prioritized Cummins fault codes, descriptions, and the top three most likely root causes
  - Estimated service times
  - Ability to update Guidanz WebAppointments
  - Enter ESN and customer information
  - Select manufacturer and model
  - Equipment and device data plate information
  - Create, View, Resume, Delete Events
  - RPM module support
  - Create a Guidanz Web Job
  - J1939 Device Fault
  - The ability to share any information in the app via email
  - French and Spanish language support

# **Immediate Assessment Input**

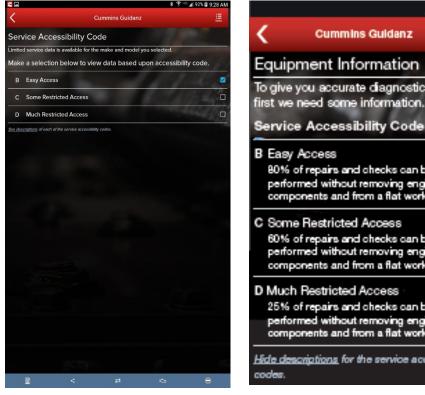




- When clicking on New Assessment, user connects the adapter to the truck and pairs to the adapter via the app
- The app pulls up Engine Serial Number, and Customer Name from ECM, and the user can edit them if they are incorrect
- Based on the confirmed ESN, the equipment make and model list is retrieved from the server.
- App pre-selects the data received from warranty data on the server and from the ECM if available, but the user has to make a selection.
- If there is no manufacturer list, it can be caused by:
  - No data based on the ESN provided
  - No Internet
  - Server issue

### **Immediate Assessment Input (continued)**

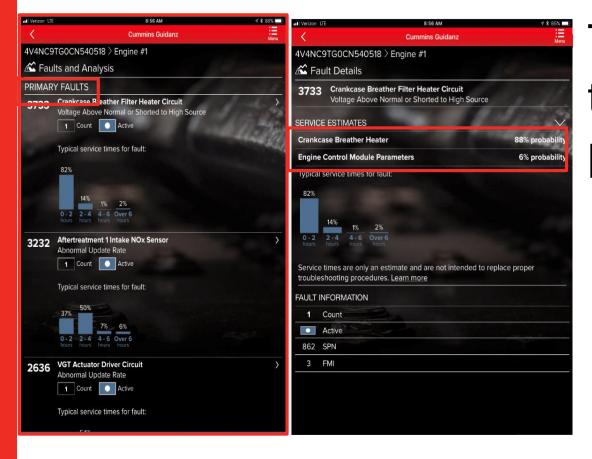




- 🖌 🖿 3:15 To give you accurate diagnostics data, Service Accessibility Code 80% of repairs and checks can be performed without removing engine components and from a flat work deck 60% of repairs and checks can be performed without removing engine components and from a flat work deck 25% of repairs and checks can be performed without removing engine components and from a flat work deck Hide descriptions for the service accessibility
- If the user selects 'Other Manufacturer', the app prompts the user for the accessibility code
- The results are more accurate with manufacturer and model than with accessibility code

# **Immediate Assessment Output**



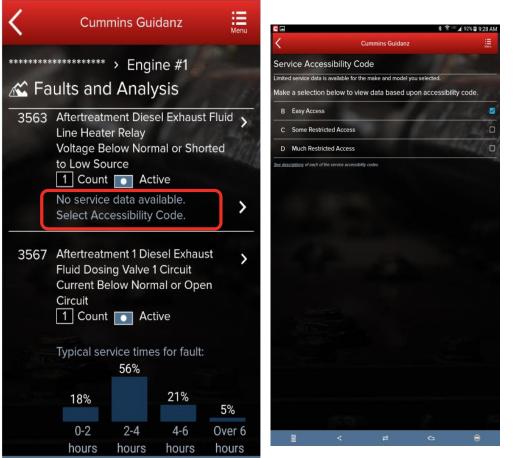


The faults screen displays the following for each **prioritized** fault

 Typical Service Times for fault (if available)

- Top Likely Root Causes

# Immediate Assessment Output (Continued)



- Not all faults will have estimated service time based on manufacturer and model
- If estimated service time is not available, the user can select to enter accessibility code
- If data is available based on accessibility code, the app will display estimated service time for the faults that didn't have data before. (It is possible that even with the accessibility code, some faults still may not have estimated service times)
  - If there are no faults detected, 0 Faults will be displayed.





		Cummins Guidan:	z	
Engine and	Customer Ir			
Ĩ	<	₽	Q	⊜
Event Folde	er			
● View Event F	older Details			>
Event Folder			W0-2	0180402-161202
VIN			4V4N	C9TG0CN540518
ESN				79464672
Date			Apr 02, 2018	at 04:12 PM EDT
Customer Name				BIG G EXPRESS

Close Drawer

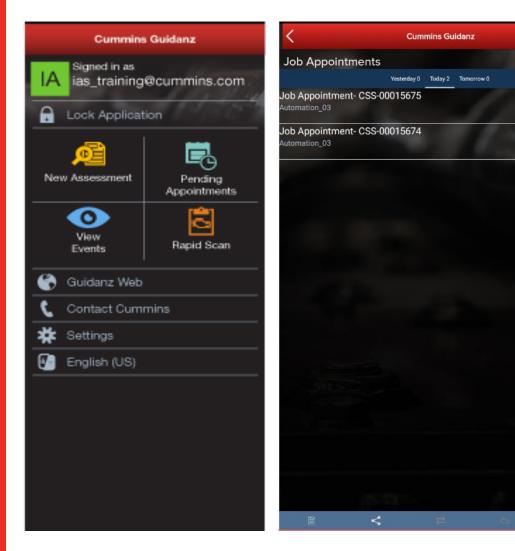
An Immediate Assessment will create an Event Folder. Event Folders can be viewed by clicking on View Events in the Start screen

#### Event Folder Details can be viewed by

- clicking on an event in the Event Folders screen
- clicking on the bottom left icon on the chyron

# **Pending Appointments**

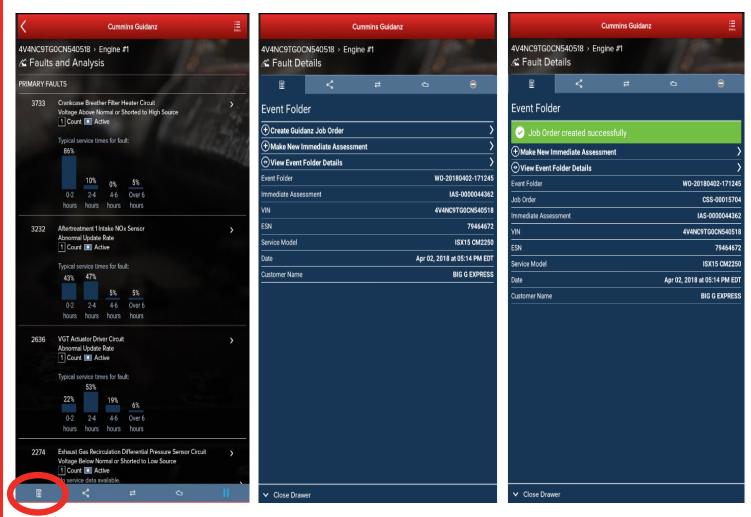




User can create an Immediate Assessment from a pending appointment. Pending appointments are created in Guidanz Web.

# Creating Guidanz Web job from Faults and Analysis Screen





When immediate assessment has been performed, **the user works for a Guidanz Web (CSS) location**, and there is an Internet connection, the bottom left icon on the chyron will allow the user to Create a Guidanz Job Order.

- Selecting Create Guidanz Job Order will initiate the job creation process.
- The Guidanz Job Order number, the Event Folder number as well as the Immediate Assessment number are shown
- The user can also Make New Immediate Assessment or View Event Folder Details



# Viewing the Guidanz Web job

inz web. You

lob Order

	Cummins Gu	lidanz 🗮	<	Cummins Guidanz
4V4NC9TG0CM Event Folde			4V4NC9TG00 Event Fold	
Event Folder		WO-20180402-17124	15 Event Folder	
Job Order		CSS-0001570	Job Order	
Immediate Asses	ssment	IAS-000004436	55 Immediate Ass	
Resume Event Fo	older	>	Resume Event	Folder
VIN		4V4NC9TG0CN54051	18 VIN	
ESN		7946467		
Service Model		ISX15 CM225		
Date		Apr 02, 2018 at 05:25 PM ED	Date Date	View Job Summa
Customer Name		BIG G EXPRES	S Customer Nam	
View Guidanz Jol	b Order Details	>	View Guidanz J	Select an option below to open your Gu will need to sign in to search for Guidan CSS-00015706.
VIEW EVENT F	OLDER HISTORY		VIEW EVENT	Distributors
Apr 02, 2018 at	05:14 PM EDT		Apr 02, 2018	Dealers
Immediate As	ssessment	>	Immediate	A
Apr 02, 2018 at	05:25 PM EDT		Apr 02, 2018	Cancel
Contract Contractor	ssessment	>	Immediate	Assessment
Immediate As				
Immediate As Apr 02, 2018 at			Apr 02, 2018	at 05:29 PM EDT

- To view the Guidanz Web job, go into the respective Event Folder details and click on View Guidanz Job Order Details.
- Guidanz web has two different links for distributors vs dealers. Clicking on the link will open Guidanz web on a web browser that the user will need to sign into to view the job.

# Viewing the Guidanz Job Created - Home

				EXTRA GUIDANZ	ADVANCED 1 EAST	2 CUSTOMER SUPPORT
ununins	Guidanz					
Cun		Home	Service Jobs		All	<ul> <li>Search names or Job numbers</li> </ul>
						Home Page Banner

Home												View All
Create a New Job												
Last Saved	Customer	Location	Job	Shop Work Order	Unit	Service Model	Status	Sub Status	Repeat/ Recent Visit	Assignee	Available for Service	Created
17 Jul 2017 09:46 AM EDT	JOHN BROWN		CSS-00009977					🖉 Edit				Jul 11 2017 08:26 AM EDT
15 Jul 2017 06:10 PM EDT	Open Close Images	Schnider Electric		idanz . ur work		ISX15 CM2350 X101	ated in	Work in Progress 10 Jul 2017 02:08 AM EDT	P	Technician 2 South Technician 1 South Technician 3 Tech1	06 Jun 2017 12:00 PM EDT	Jun 06 2017 03:06 PM EDT
14 Jul 2017 10:57 AM EDT	TRACY TRUCKIN 171	Cummins East-Bristol	CSS-00					dit	Ρ		14 Jul 2017 12:00 PM EDT	Jul 14 2017 10:35 AM EDT
14 Jul 2017 10:16 AM EDT	ABC SUPPLY, INC.	Cummins East-Bristol	is p			at the f	numbei time of	ehicle on Lot 14 Jul )9:29 AM EDT 🖋	P	Pesari Anirudh 🖉 Edit	14 Jul 2017 12:00 PM EDT	Jul 14 2017 09:26 AM EDT

Certain fields on Guidanz web will be automatically populated from the data from the app

# Viewing the Guidanz Job Created - Customer

			EXTRA GUIDANZ	ADVANCED 1 EAST FORMS	2 CUSTOMER SUPPORT 0 S LANG
Guidanz	Home	Service Jobs		All	<ul> <li>Search names or Job numbers</li> </ul>
Intake Triage & Diagnosis Job Plan Repairs Warranty C	laim Invoice				
Customer	Visual Inspection	View History 💦 Warranty	Review Job		
* Required for Customer Creation					
Location	Cummins East-Bristol	<b>T</b>			
Customer/Company	John Brown	Q			
Location Code	03742-03735		Customer is		
Customer Code		a			
Phone Number	(###) ### - ####		populated and		
First Name	·	Q	populated and ready for "lookup"		
Last Name	*		ready for lookup		
Customer Contact's Phone	* (###) ### - ####	_	functionality		
Address	•	_	ranotionality		
Country	None V				
State	None V				
Zipcode	•	[ Enter valid Zipcode ]			
Primary Market Segment	None	· · · ·			
Charge Account Status					
Shop Work Order		•			
Job Created	7/11/2017 8:26 AM				
Available For Service	7/11/2017				
	Reset	Create Account			



# Viewing the Guidanz Job Created–Unit & Engine

Unit & Engine Information		
– Unit & Engine Information Mobile PSN Product Serial Number Unit Number Application Service Model Make * Model * VIN	PSN Not Available?	Click "Go" to use the Mobile PSN value
Warranty Start Date		
Before In Service		
Failure Date	7/11/2017	
Product Mileage/Kilometers	Miles     Kilometers	
Product Hours		
Warranty Authorization Flag	Not Applicable	
Location Certification	Not Applicable	
Unit Type *	None <b>v</b>	
Repair Location	In Shop 🔻	
Sub Type *	IS - INSHOP	

\* Required for sending for assignment of job.

### Viewing the Guidanz Job Created– Customer Complaint



Customer Complaint General Symptoms	Engine light on. Multiple faults	Customer Complaint as entered within the IA application is added automatically	
	Remaining Characters: 3968         Complaint Type *        None ▼         e Maintenance       No         No       ▼	⊕ Add Another Complaint	

### Viewing the Guidanz Job Created– Triage and Diagnosis



Cummin	Guidanz		Home	Service Jobs			
Intake	Triage & Diagnosis	Job Plan Repa					
	Job Overview	View History	Visual Inspection	Troubleshoo	oting	Review Job	
	Immediate Assessment Fault Cod	le Information				Fault Code inform from IA is docume Troubleshooting	ented in
						0	
	Prioritized Fault Codes	Last Occurrence	Status	Count			
	1 1894 Related Codes: 5177,1898	6161:09:38	Inactive	40	^		
	2 6341 Related Codes:	6168:11:05	Inactive	6168			
	3 3714 Related Codes:	6167:54:28	Active	7	~		
	Not Prioritized Fault Codes	Last Occurrence	Status	Count			
	1 3712	4513:00:43	Inactive	2	^		
	2 2963	5952:46:16	Inactive	4			
	3 1117	6078:37:53	Inactive	35			
	4 3418	6161:12:29	Inactive	1	~		





## Questions



