Cummins GuidanzTM (Mobile App) Training

July 05, 2018

Public



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General App Information

- New release 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:

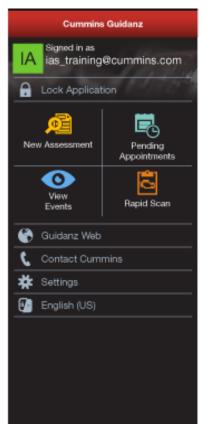
- INLINE Mini new firmware update:
- J1939 device support has been limited to RPM, Engines, Transmission and Brakes to reduce connection failures

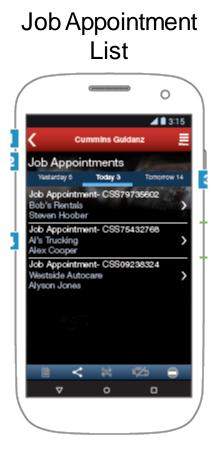


Version 2.0 Release April, 2018

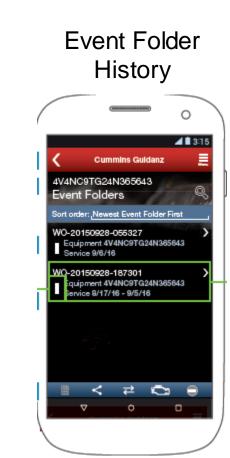


Start Page





| 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[™] 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

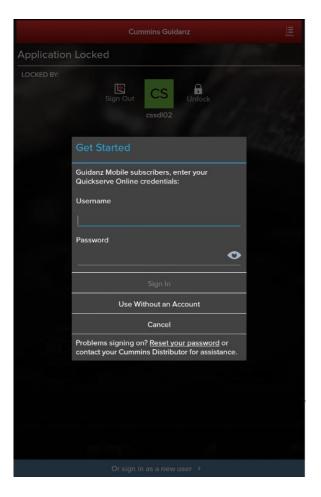
- How to purchase adapters?
 - For Cummins internal employees (non-Distributor) go to Ariba, use Non-catalog items and order the part using
 part number and enter MDC as the supplier
 - Distributors and dealers can purchase it directly from https://store.cummins.com/
 - For all others, users need to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

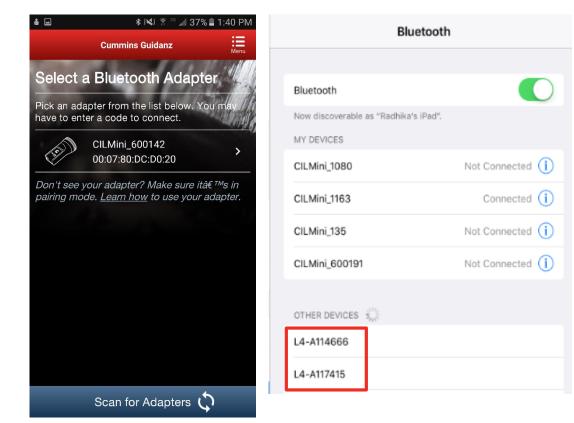
It is also a good idea to avoid any data others may know about you such as birthdates, employee ID numbers, or street addresses.

- 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

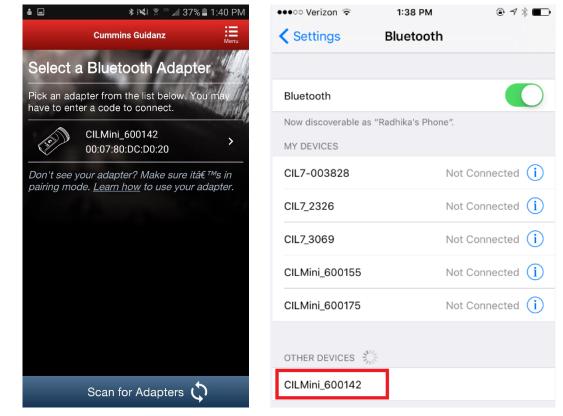
Known Issue

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 | | |
| ☆ 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 | | | |
| ☆ 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

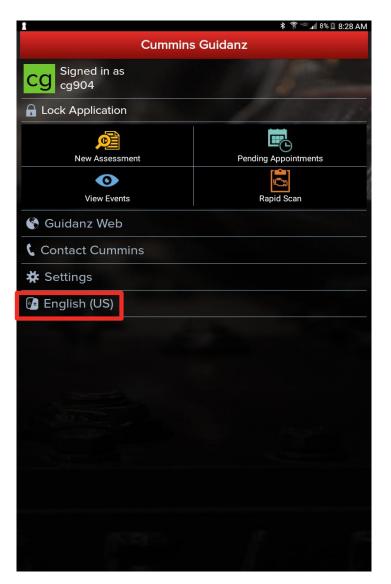
Share Location in Email – Shares location GPS coordinates in email ABOUT

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





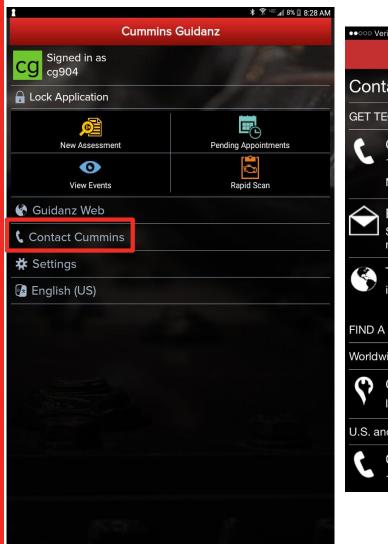


Available languages

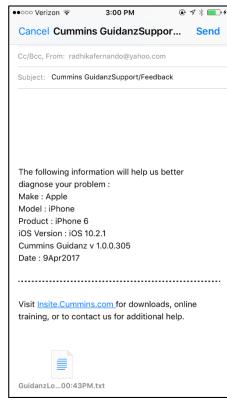
- English
- French
- Spanish

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.

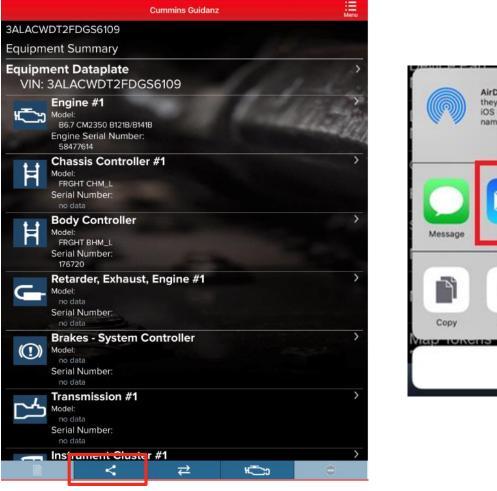
Or when connected, click on Menu \rightarrow Contact Cummins \rightarrow Email

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

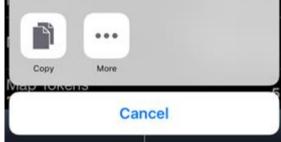


Share Button

 User can share the content in the screen via email

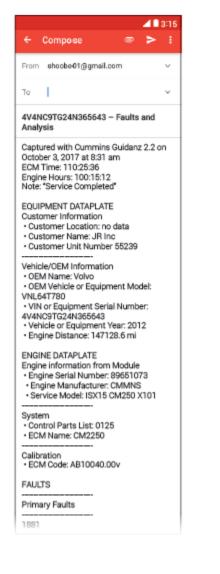


AirDrop. Share instantly with people nearby. If they turn on AirDrop from Control Center on IOS or from Finder on the Mac, you'll see their names here. Just tap to share.



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.

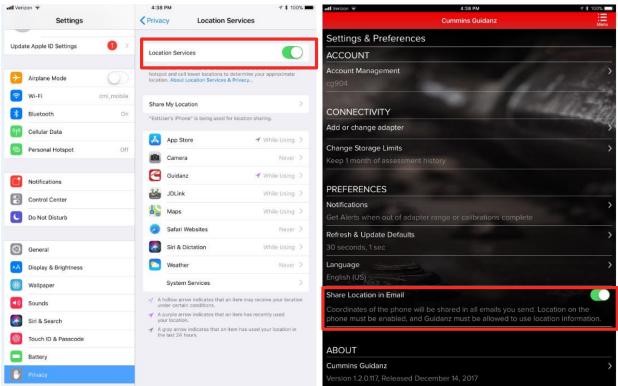
⊲

- 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.

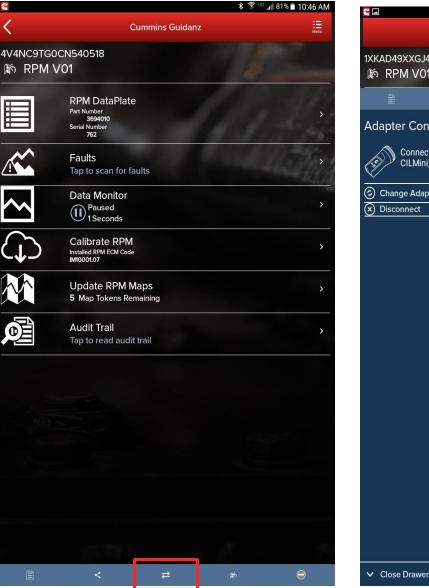


The following information will help us better diagnose your problem : Make : Apple Model : iPhone Product : iPhone 6 OS Version : iOS 11.1.2 Cummins Guidanz v 1.2.0.116 Username :cssd102 Date : 20Dec2017 Your Location: google.com/maps?q=39.1957599543729,-85.8936142118446

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

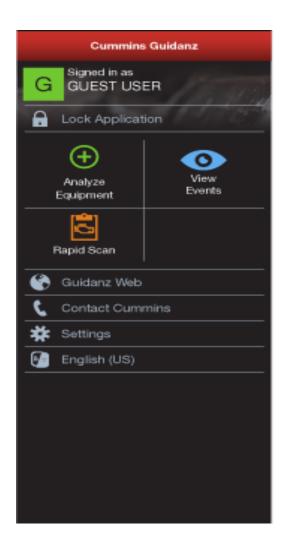


 Users can manually refresh the screen by swiping down the screen



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

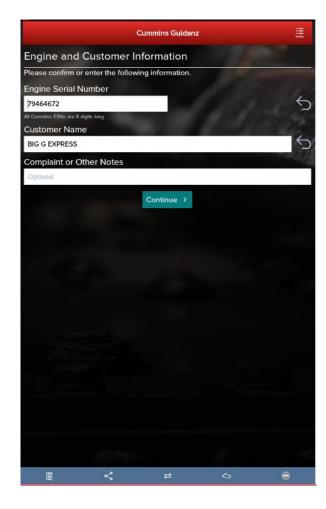




- When selecting Rapid Scan the user is taken directly to the Equipment Dashboard
- No prioritized fault codes will be displayed
- Event folder will be created

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 |
| Engine #1 Model Extraction Number | | | |
| Wood Boddl Status & CM2250 Explane Sarah Number Pathocharger Model Decideral Sarah Number Post Bian Pathocharger Model Pathocharger Model< | | | 1 4 March 19 |
| Biggle Stark Number Biggle Stark Number Turbocharger Model modula Sonia Number no data Sonia Number no data Retarder - Engine Model modular Provide Sonia Number USD Wat2 Sonia Number USD Wat2 Sonia Number uspoke Retarder - Engine module Model Wold Number Bouter Bouter Model Modular Poster Bouter Model Model Poster Bouter Model Poster Bouter < | 150 | | |
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| Image: Solution of the second seco | | | |
| 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 | |
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| no data Image: Source State Address of the Source State Addres of the Source State Address of the Source | | | |
| Model ExtON PO_xd513A_MeP Serial Number USSOW437 : Image: Serial Number USSOW437 : Image: Serial Number Model metades : Image: Serial Number Model Model Model Model Model Number Notes : Image: Serial Number Model Notes : Image: Serial Number Notes : Image: Serial Number Notes : Image: Serial Number Notes : Image: Serial Number Notes : Image: Number Notes | | | |
| Model ExtON PO_xd513A_MeP Serial Number USSOW437 : Image: Serial Number USSOW437 : Image: Serial Number Model metades : Image: Serial Number Model Model Model Model Model Number Notes : Image: Serial Number Model Notes : Image: Serial Number Notes : Image: Serial Number Notes : Image: Serial Number Notes : Image: Serial Number Notes : Image: Number Notes | | Transmission #1 | |
| Exton No.vst313.0469 Seriel Number USR014W37 Retarder - Engine Model Point Provide Seriel Number Colder Exhaust Emission Controller Colder Model Provide Seriel Number Colder Seriel Number Seriel Number Boate Parameter Manager Model Note Boate Parameter Manager Model Tool Reter Tool Reter Provide Seriel Number 72 Model Seriel Number 72 Seriel Number 72 | C 4 | | |
| USROWA97 Retarder - Engine Meddel Bedeuter Bede | | EATON FO_xxE313A_MHP | |
| Retarder - Engine Model no data Serial Number Image: Constraint of the series of the | | | |
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| no data serial Number no data Exhaust Emission Controller | | | |
| Serial Number re data Serial Number Serial | 5 | | |
| ro data | | | |
| Exhaust Emission Controller Controler Controller Controller Controller Controller | | | |
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| Guidanz does not yet support this device. Please try using INSITE. Route Parameter Manager Model Model Seriel Number 762 Electric Propulsion Control Unit #4 Model Seriel Number Seriel Number Seriel Number | C | | |
| Route Parameter Manager Model Brief Norther 702 Route Parameter Manager Berlin Vorther 702 Electric Propulsion Control Unit #4 Model no dira Sariel Number no | | | |
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| Serial Number 762 Kerkin Komber Kerkin Kerki | | Guidanz does not yet support this device. Please try | using INSITE. |
| 762 Fectric Propulsion Control Unit #4 Model no dira Seriel Number | j já | Guidanz does not yet support this device. Please try Route Parameter Manager | |
| Electric Propulsion Control Unit #4 Model | jin | Guidanz does not yet support this device. Please try Route Parameter Manager Model RMM V01 | using INSITE. |
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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 | ; |
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| | | 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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| | | 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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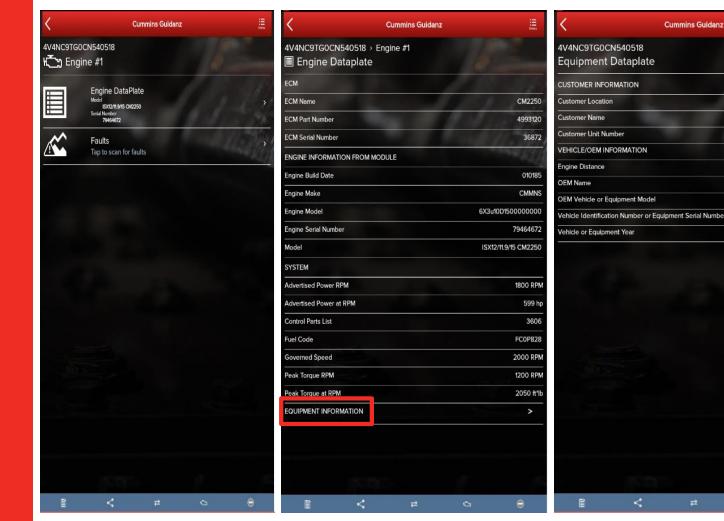


 A yellow indicator will show unsupported devices.

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

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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 |

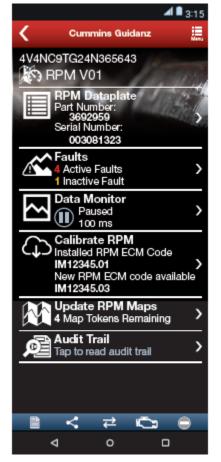


- Clicking on Faults in the ECM Device Dashboard displays the Faults and Analysis screen
- Clicking on an individual Cummins fault code displays the Fault Details

Device Dashboard



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



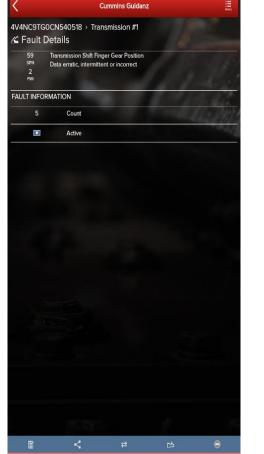
RPM - Device Dashboard

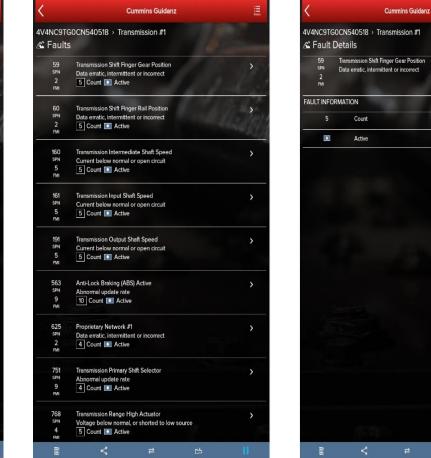


- Clicking on a device on the equipment dashboard displays the device dashboard
- The device dashboard screen shows all the functionality that is available for that device

J1939 Device Dashboard and Faults



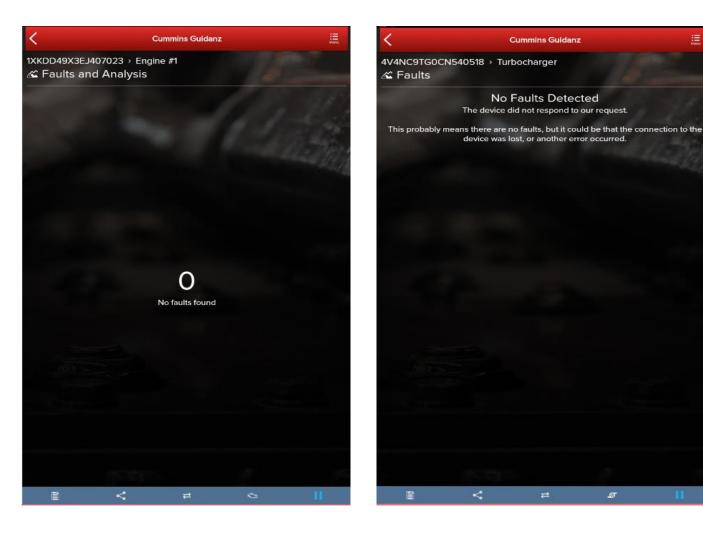




- Clicking on a J1939 device on the equipment dashboard displays the J1939 device dashboard
- The device dashboard for J1939 devices allows you to view the faults and fault details.

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

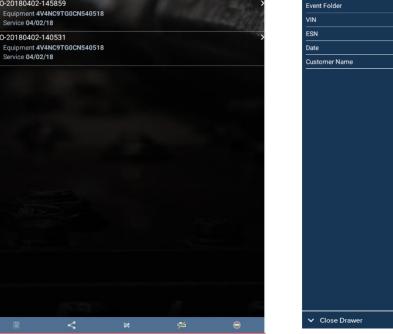
Equipment 4V4NC9TG0CN540518 Service 04/02/18

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

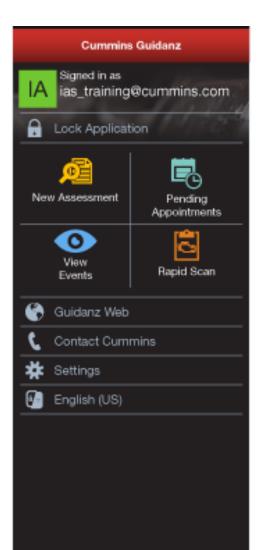


Old process

- 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.

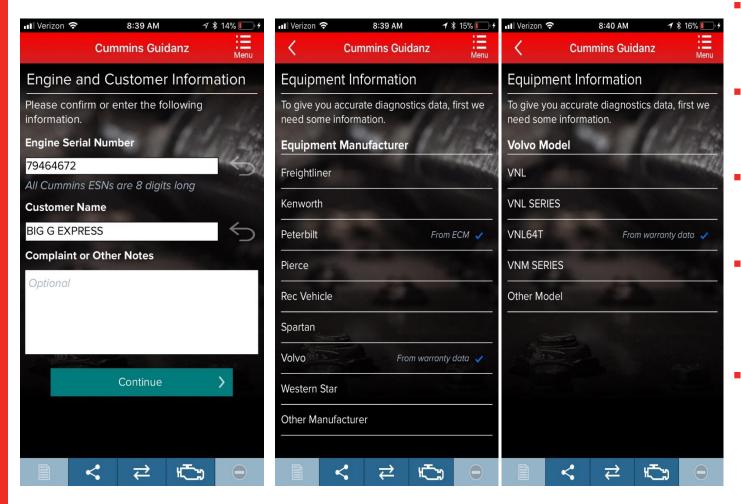
Home Page



- 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

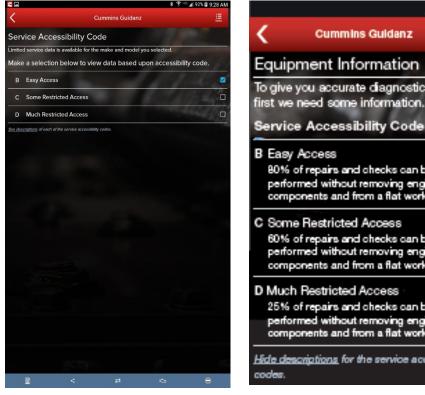




- When clicking on New Assessment, user connects the adapter to the truck and pairs to the adapter via the app
- The app pulls up Engine Serial Number, and Customer Name from ECM, and the user can edit them if they are incorrect
- Based on the confirmed ESN, the equipment make and model list is retrieved 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)

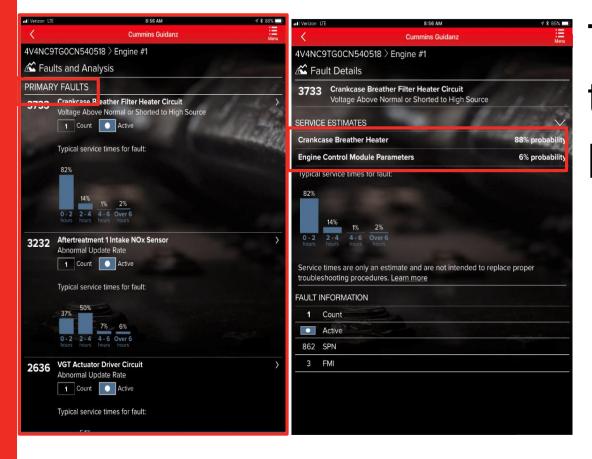




- 🖌 🖿 3:15 To give you accurate diagnostics data, Service Accessibility Code 80% of repairs and checks can be performed without removing engine components and from a flat work deck 60% of repairs and checks can be performed without removing engine components and from a flat work deck 25% of repairs and 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



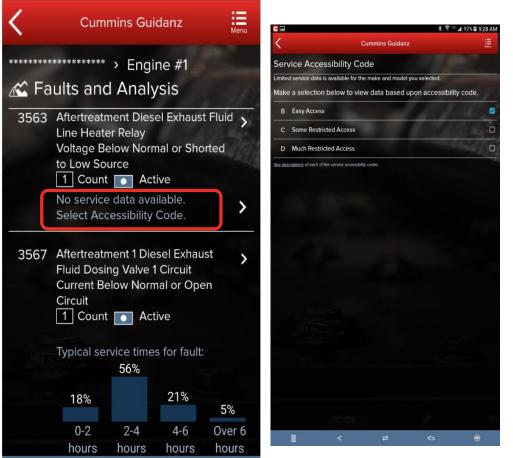


The faults screen displays the following for each **prioritized** fault

 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

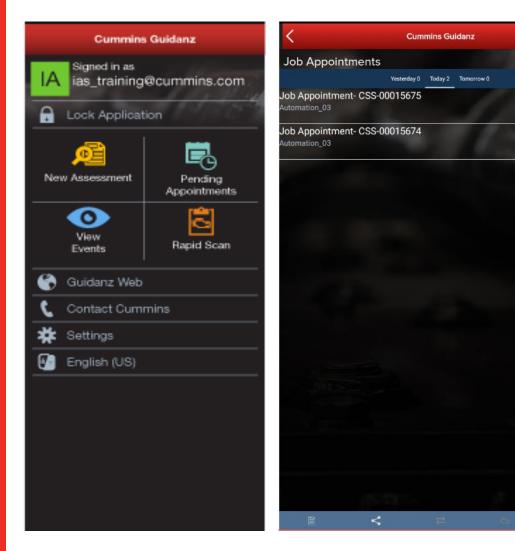
An Immediate Assessment will create an Event Folder. Event Folders can be viewed by clicking on View Events in the Start screen

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

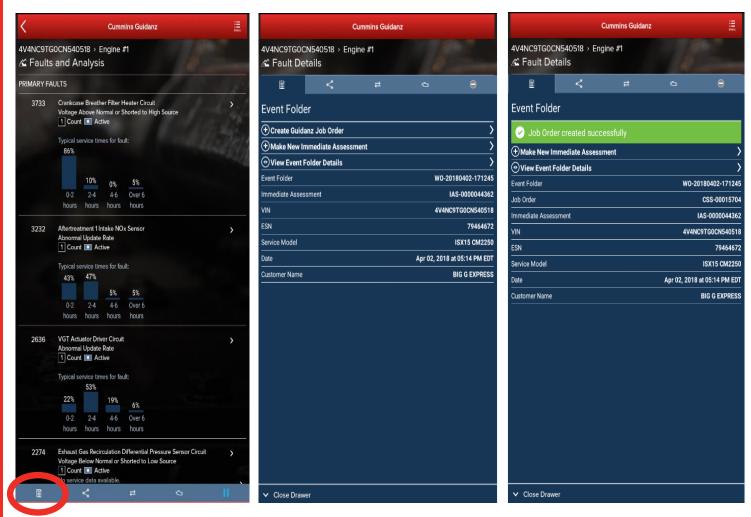




User can create an Immediate Assessment from a pending appointment. Pending appointments are created in Guidanz Web.

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 | Search names or Job numbers |
| | | | | | | 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 | Search names or Job numbers |
| 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 | T | | | |
| 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 v | |
| 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



