



Cummins Guidanz[™] Mobile Immediate **Assessment and Guest User** Training

Table of Contents

- General App Information
 - Cummins Guidanz
 - Functionality
 - <u>Supported Products</u>
 - Hardware Requirements
 - <u>Supported Adapters</u>
- General Functionality
- Basic Functionality
- Immediate Assessment



Cummins Guidanz



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

 Guidanz app is available for download in US, Canada, Australia, EU (including UK), Mexico, Peru, Columbia, India, and China

Version 5.1.0 Release

What's new:

- New features
- Greenhouse Gas Password support for Powertrain and Low Idle
- Calibration Revision Update Check directly from the Home screen
- Diagnostic Tests:
 - Centinel Operational Test
 - Starter Intake Air Heater Override Test
- Advanced Features:
 - Immobilizer Installation
 - Rated Overspeed Protection
 - Stop Start Active Inhibit Monitor
- All Features dependent upon the subscriber's user level, and availability in the connected engine

Hardware Requirements

IOS

- Bluetooth compatible devices only
- iPhone 8, iPad (8th generation), and newer
- Minimum space requirements: 1 GB
- Recommended space requirements: 2 GB

Android

- Minimum OS: Android 7.1 or higher
- Bluetooth compatible devices only
- Minimum RAM: 2 GB
- CPU Architecture: ARMv8-A
- 64-bit OS and processor only
- Minimum space requirements: 1 GB
- Recommended space requirements: 2 GB



Download/Installation



Free Download

- Android
 - Search for "Cummins Guidanz" on Google Play
- iOS
 - Search for "Cummins Guidanz" on the App Store

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://www.cummins.com/support/digital-products-and-services-support

- 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

Supported Products



2007 and later Engines

List of unsupported devices is available on the user guide at <u>Here</u>

ADEPT Route Parameter Manager (RPM) Module

- For More info
 - https://www.cummins.com/support/digital-products-and-servicessupport/adept-support
 - Note: Currently you do not need a subscription to service the RPM module.



General Functionality

New Log-In Screen







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ervicetoolsupport@cummins.com if you have any questions about the Application or about these ferms of Service

2. DEFINITIONS

2.1. The "Application" means the software and services provided by Cummins Inc., its subsidiaries, divisions, related companies, successors and assigns ("Cummins") to you hereunder, and downloaded or used by you to offer you information, services and products, along with any updates and upgrades provided to you from time to time, and any other software or documentation from Cummins that enables installation or use of any of the foregoing. The latter are also subject to this Agreement unless they are accompanied by a separate license agreement, in which case the term of that separate license agreement will govern

3. DATA COLLECTION AND PRIVACY

3.1. You represent and warrant to Cummins that (1) you have the legal right and authorization to provide all Data to Cummins for the purposes and Cummins' use as set forth herein, and (2) if you are not the owner of the equipment, you have obtained written authorization and consent from the equipment owner to provide the Data to Cummins for the purposes and Cummins' use as set forth herein. You agreed to defend, indemnify, and hold Cummins harmless from and against all third party laims, damages, and expenses (including reasonable attorneys' fees) against or incurred by Cummins arising out of (a) your breach of any terms and conditions of this Section 3, and (b) any Data you provide to Cummins or otherwise collect or process using the Application.

3.2. You acknowledge and agree that Cummins may, from time to time, collect, use and maintain on its servers certain technical, diagnostic, GPS location and other information about or from any equipment that you are monitoring through the Application. The data collected by Cummins throug the Application includes engine data, engine parameters, generator pump data, filter data, fault codes, serial numbers, performance data, services levels and the make, model, serial number and equipment identification number. All data collected by Cummins through the Application is collectively referred to herein as "Data"

3.3. Cummins may use the Data before and after the term of this Agreement to facilitate the provision of software updates, product support, and other products and services related to the Application to you and other customers. Cummins may also use the Data before and after the term of this Agreement for any other commercial purpose as permitted by applicable law. You further agree and acknowledge that Cummins may, without restriction, transmit Data to Cummins third party designees and you authorize release of information for Cummins third party designees to contact you to discus **X**Cancel

Agree✓

All users need to have a valid Cummins user name and password. If not, users can click on the "register now" link or they can register at

https://mylogin.cummins.com/web/IAM N ewRegistration?

- Email login for user name in Email • format
- Corporate login for users with a
- Legacy Email login for which Email • login does not work
- After successful Login users will need ٠ to set a PIN code and accept the EULA Terms and Conditions to land on Home page.

New Log-In Screen



- Q 🙃 🖬 Monu Cummins Guidanz Sign on to Guidanz Cummins maintains separate authentication services for different regions. It is important you select the right region in order to successfully sign on. If your region on the username page does not match where your user account was registered, you may need to manually select the proper one below. Cummins Global Current Location **United States** 0
- If a user registered in China wants to log into the Guidanz Mobile app, the user needs to change the region by clicking on the change link before login for authentication

PIN Creation



- ul Verizon 🗢 9:13 AM 4 \$ 63% 🔳	না Verizon হ 9:14 AM
Create a PIN	Confirm your PIN
To make it easier to unlock Guidanz, enter a Personal Identity Number.	Enter the same PIN again to confirm it.
Make sure your PIN is at least 6 digits long and not easily guessed. Avoid repeating digits and personal info like bithdates. Read more tips	Keep your PIN secret. Treat it like a password.
Next Sten	Continue
nextorp	

- User is prompted to set a PIN code and then to confirm his/her entry
- New PIN security rules
 - PIN must be at least 6 numbers and can be up to 16 numbers long.
 - 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
 - Try not to use easily guessed sequences of numbers such as your birthdate, address, or phone number

Subscription Expiration Notification





The app will display a notification of active subscriptions expiring within 14 days and expired subscriptions.

Subscription Management

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Settings & Preferences Subscription Management					
gmemployee	21	1 Spice			
All Active S	Subscriptior	าร			
Calibration C	ampaign	Expires in 29 days	\odot		
Immediate A	ssessment	Expires in 29 days	\odot		
Ask <u>Cummins</u> full version of	<u>s Care</u> about a f Guidanz mob	subscription to tl ile.	ne		

Subscription Management

The user can see All Active Subscriptions

To access Subscription Management: Settings & Preferences \rightarrow Account Management \rightarrow Select the user under Profiles And Accounts \rightarrow Select the User \rightarrow Subscription Management



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

After logging in, user will see the Home page.



Note: When the user is on the Home Page/Start Page, the Guidanz Mobile app is disconnected from the ECM.

Note: Features displayed on the Home page are dependent upon the user's subscription level.

Another way to get to the Home page is by clicking on Menu \rightarrow Start while performing any action at which time the Guidanz Mobile app will be disconnected from the ECM.





Menu - Settings and Preferences





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	Menu
Settings & Preferences	
ACCOUNT	Sale Sale
Account Management Guest	>
CONNECTIVITY	
Add New Adapter Add a new INLINE 7 adapter	>
Change Active Adapter NLINE 7	>
PREFERENCES	
Notifications Get Alerts when out of adapter range or calibrations complete	>
Refresh & Update Defaults 30 seconds, 1 sec	>
Language English (US)	>
Share Location in Email Coordinates of the phone will be shared in all emails you send. Location on the must be enabled, and Guidanz must be allowed to use location information. ABOUT	phone
Cummins Guidanz	>
Version 1.4.0.30, Released Feb 02, 2018	
Terms of Service	>
Feedback	>
Fell 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 **Privacy Policy** – Allows user to see Cummins Inc. Privacy Policy **Feedback** – Allows user to contact <u>servicetoolsupport@cummins.com</u>

Language Settings



KBack
Languages
Select your preferred language:
English (US)
Français (France)
Español (Latinoamericano)
简体中文 (Simplified Chinese)

CANCEL

Available languages

- English
- French
- Spanish
- Simplified Chinese

Menu – Contact Cummins/Log File









Allows user to call or email technical support.

In Start page, click on Menu \rightarrow Contact Cummins.

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

Menu – Contact Cummins/Log File







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Cc/Bcc, F	-rom: radhik	afernando@ya	hoo.com	
Subject:	Cummins G	uidanzSupport	/Feedback	
The follo	owing infor	mation will he	elp us better	
diagnos Make : A	e your prot Apple	olem :		
Model :	iPhone			
Product	: : iPhone 6 sion : iOS 1	0.2.1		
Cummir	ns Guidanz	v 1.0.0.305		
Date : 9	Apr2017			
Visit Ins	ite.Cummir	6	wnloads, onl	ine
		<u>is.com</u> for do		
training	, or to cont	act us for ad	ditional help.	
training,	, or to cont	is.com for do act us for add	ditional help.	
training,	, or to cont	<u>is.com</u> for do act us for add	ditional help.	

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

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



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More

Share Button

- User can share the content in the screen via email



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.

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





Close Drawer

Manual Refresh



 Users can manually refresh the screen by swiping down the screen



Basic Functionality – Guest User

Home Page





- Basic Functionality
 - Campaign Calibration installation capability
 - "Scan Fault" which is a focused function that can be used to just read the faults from the engine without any fault prioritization.
 - Enter ESN and customer information
 - Create Events and View Events
 - RPM module support
 - Equipment and device dataplate information
 - Prioritized Cummins fault codes, and descriptions
 - Does not apply to multiple ECM engines
 - J1939 Device Fault
 - The ability to share any information in the app via email
 - French, Spanish, Simplified Chinese language support

Scan Faults





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<	Cummins Guidanz	Menu
00000 🛣 Fai	00000000000000 > Engine #1 ults	
1117	Power Supply Lost With Ignition On Data Erratic, Intermittent, or Incorrect 1 Count Active	>
2765	Engine Injector Bank 1 Barcodes Out of Calibration 1 Count	>
4517	Vehicle Identification Number Out of Calibration 1 Count 1 Active	>
5276	Engine Exhaust Back Pressure Regulator Position Sensor Circuit Voltage Below Normal or Shorted to Low Source 1 Count 1 Active	>
1239	Accelerator Pedal or Lever Position Sensor 2 Circuit Voltage Above Normal or Shorted to High Source 1 Count • Active	>
1881	Aftertreatment Diesel Particulate Filter Differential Pressure Sensor Circuit	>
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When selecting Scan Faults the user is taken directly to the Equipment Dashboard

No prioritized fault codes will be displayed

Event folder will be created

Campaign Calibration Installation Through Analyze Equipment





 If the user clicks on Analyze Equipment the user will be taken to the ECM Device Dashboard once the user is connected to the ECM.

Calibrate Engine





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- The Calibrate Engine feature on the ECM Device Dashboard will display to the user whether or not the installed ECM code is up to date or whether there is a new revision of the ECM code available.
 - Does not apply to multiple ECM engines.



Calibrate Engine





- × 🙃 ... Menu **Cummins Guidanz** Engine #1 **Engine Dataplate** ISX15 CM2350 X101 Engine Serial Number 79784906 ap to scan for fault **Calibrate Engine** nstalled ECM Code B90015.29 0
- If there is a new ECM code available, and the user clicks on the Calibrate Engine feature on the ECM Device Dashboard, the app checks whether the ESN is in campaign and then user will be taken through the process to upgrade to the latest ECM code revision.
- Only for an ESN in campaign, if the calibration download fails or the ECM gets rombooted during the calibration download, the user can recover the ECM by going through the pre-defined steps using the same device and user login.

Campaign Calibration Installation





- To check for available calibration download, click on the Campaign Calibration Check button which will connect the user to the ECM.
 - Does not apply to multiple ECM engines.

Engine Serial Number (ESN) Eligibility Check



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<	Cumm	nins Gui	danz	Menu		
Engine I	Engine Information					
Your Engine Serial Number is invalid. Please enter a valid Cummins Engine Serial Number to check for Campaign eligibility. The Engine Serial Number is typically located on the Engine Dataplate.						
Engine Ser	ial Num	ber				
Continue >						
	<	⋧	Ę			

 If Guidanz detects an invalid ESN, the user is prompted to enter a valid ESN
Engine Serial Number (ESN) Eligibility Check



Cummins Guidanz

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Calibration Campaign Available

C1989, ISX12 G EMD PLUS CALIBRATION CAMPAIGN will update the calibration for the connected engine with serial number 75025780.

Press the Begin Process button to learn more about the new calibration, download the file to this phone, and install it to the engine.





Guidanz mobile will notify the user of the availability or non-availability of a calibration.

If the Engine is not Calibration Campaign eligible, the engine calibration revision can be updated through "Analyze Equipment" path.

ECM Code Information





If user clicks on Begin Process, after retrieving the calibration data for the connected ECM, the app will display the installed ECM Code and the ECM Code revision.

If the installed ECM Code is already at the latest revision, the user will receive an Up to Date notification that there is no new ECM code to install.

If there is a newer ECM Code revision, the app will prompt the user to Download ECM Code.

Once the user clicks on Download ECM Code the app will validate the revision compatibility and then download the new ECM Code.

ECM Code Information



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		Delete down	loaded ECM o	code	Ū
0 of 3497 kb Cancel					
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After the app has downloaded the latest ECM Code revision from the cloud, or if the ECM Code has already been downloaded and stored on the phone, a message will be displayed that a new ECM Code is ready to install.

The user can also delete the downloaded ECM code at this point.

User Warning Messages

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Menu





- When the user clicks New ECM Code Ready to Install, the app will display warning messages. The user must read and click Agree, and Install to start the installation process
- If the user has to enter a master password to unlock the device, the **Risks of Calibration Update warning** message will be displayed twice.

Multi-Level Security





If master password is set, user will be prompted for password.



Calibration Installation Process



The app will go through Steps 1 - 4 of the installation process.



Calibration Installation Process





The app will go through Steps 1 -4 of the installation process.

Key Off Instructions

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Cummins Guidanz

ECM Code installed. To commit the changes to the control module:

I. Key off the equipment

Key Off Completed

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After completion of the 4 installation steps, the user is prompted to key off. A timer will count down. Its length is determined by the engine type.

Key On Instructions



📕 🧲 (ମ 🖪 🛜	≵ ₩ ≹ ₩∰ "nfl 🖬 9:52 AM	📕 🔿 🖬 🔒 🌩 1	(î; 100	℁ ₦ ≹ ԿԲՀոՈ ∎ 4:53 PN
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ECM Code install To commit the change	ed. s to the control module:	ECM Code To commit th	e installed. le changes to th	e control module:
 Key off the equipme Wait 100 seconds Key the equipment I 	nt back on	 Key off the Wait 100 se Key the eq 	equipment econds quipment back c	on
Key On	Completed		Reconnecting at	îter Key Cycle
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After the timer reaches 0, the user is prompted to key back on, at which time the app is reconnecting to the ECM.

Calibration Installation Success



The app will inform the user whether the installation was successful.



Calibration Recovery Process

Prerequisites:

- Calibration Recovery only works for ESNs that are in no parts campaign(s).
- Calibration Recovery only works when using the same device that was used for original calibration download.
- No fleet counts are required for Calibration Recovery.

Calibration Recovery Process





If there is a loss of communication in Step 1 of 4 of calibration installation, the app will inform the user that the download failed with the option to Try Again. After reestablishing the connection and clicking on Try Again, the calibration download will start again.

Calibration Recovery Process Snapshot 1 Snapshot 2







If there is a cal download failure in Step 2 of 4 without any loss of communication, the app will inform of the failure status of the module with the option to Try Again.

If there is a loss of communication in Step 2 of 4, the app will inform the user that the download failed with the option to Start Over (Snapshot 2). After reconnecting, you will see Snapshot 1.

At this point, in both cases, the module is ROM booted.

Calibration Recovery Process



Snapshot 1





Snapshot 2



If there is a cal download failure in Step 3 of 4 or Step 4 of 4 without any loss of communication, the app will inform of the failure status of the module with the option to Ignore and Continue or Try Again.

If there is a loss of communication in Step 3 of 4 or Step 4 of 4, the app will inform the user that the installation failed with the option to Start Over (Snapshot 2). After reconnecting, you will see Snapshot 1.

If the cal recovery does not work, the user can chose to Share the Recovery Files and use INSITE to recover.

At this point, in both cases, the module is up-to-date but few parameters failed to restore.

Calibration Recovery Process with INSITE



If any of above prerequisites for calibration recovery process is not met, user has to use INSITE to try to recover a rom-booted ECM.

In Guidanz Mobile app, go to the event folder and find the trim recovery file (ending in .trm). Share the file with a user who has INSITE installed on his computer and the required INSITE subscription.

Save the trim recovery file in the C:\Intelect\INSITE\Cal Logs folder. Connect to the rom-booted ECM and download the same calibration as in the app while using the trim recovery file. A fleetcount will be required.

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 can also enter Customer Unit Number and Odometer/Engine hours and Complaint or Other Notes.
- The user is taken directly to the Equipment Dashboard
- Faults will be displayed in a prioritized order
 - Does not apply to multiple ECM engines
- An event folder will be created. The Event Number is being displayed.

Engine Serial Number (ESN) Eligibility Check





The app will notify the user of the availability of a calibration campaign.

Every time a user connects to an ECM, if a calibration campaign is found a notification of Calibration Campaign Availability will be displayed if the ESN is in campaign.

If user clicks on Begin Process the app will take the user to the Calibration Download process.

If the Engine Serial Number in the ECM is not part of a calibration campaign, there will not be a notification.

If the user wishes to participate in cal campaign field test, please contact CumminsFieldTest@cummins.com.

Equipment Dashboard (Equipment Summary Screen)





- The equipment summary screen will show in different sections (if available):
 - Equipment Dataplate
 - Cummins Engines
 - Engine #1
 - Public Cummins Devices,
 - Route Parameter Manager
 - Acumen On-Board Data Logger
 - Smart Devices, etc.
 - Other Devices
 - Transmission
 - Brake Controller, etc.
- A yellow indicator will show unsupported devices (e.g. Rombooted devices)
- User can also get to the Equipment Dashboard by selecting Dashboard in the Menu button





Equip	ment Summary	
Equip	ment Dataplate	
	and the second	VIN: 1Aaaaa33333444555
CUMMI	NS ENGINES	1151
Ċ:	Engine #1 Mose: X15 CM2450 X124B/X134B Engine Seria: Number: 0 ±	,
PUBLIC	CUMMINS DEVICES	
0	On-Board Data Logger Model: Acumen Connectivity Module Serial Number: 1234	,
OTHER	DEVICES	
Ċ	Retarder - Engine Note: In tate Senial Number: In date	,



 The ACUMEN On-Board data logger device is supported and allows user detect and display fault and data plate details, and to monitor data.

Equipment Dataplate



Cummins Guidanz		<	Cummins Guidanz	
540518 → Engine #1 taplate	1000	4V4NC9TG0CN Equipment D	540518 ataplate	
	-		MATION	
	CM2250	Customer Location		Columbus IN
	4992120	Customer Name	1	BIG G EXPRESS
		Customer Unit Numb	er	3214321
	36872	VEHICLE/OEM INFO	RMATION	
DN FROM MODULE		Engine Distance		768.1 mi
	010185	OEM Name		PETERBILT
	CMMNS	OEM Vehicle or Equi	pment Model	387
	6X3u10D1500000000	Vehicle Identification	Number or Equipment Serial Number	4V4NC9TG0CN540518
	79464672	Vehicle or Equipmen	t Year	2011
M	1800 RPM 599 hp 3606			
	FC0P828			
	2000 RPM			
	1200 RPM	103 -		
	2050 ft*lb			
MATION	>			
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Equipment Dataplate can be accessed via the ECM Device Dashboard and Engine Dataplate

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

ECM Fault Screens



<	Cummins Guidanz	iii.
4V4NC9T	G0CN540518 → Engine #1	
🔏 Faults	and Analysis	
PRIMARY 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 Active	>
2274	Evhaust Gas Recirculation Differential Pressure Sensor Circuit Voltage Below Normal or Shorted to Low Source 1 Count Active	>
256	Ambient Air Temperature Sensor 1 Circuit Voltage Below Normal or Shorted to Low Source 1 Count 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 Active	>
1928	Aftertreatment Fuel Pressure Sensor Circuit Voltage Below Normal or Shorted to Low Source 1 Count III Active	>
2771	Aftertreatment 1 Outlet NOx Sensor Abnormal Update Rate Count Active	>
12	1	II.



- 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

Calibration Files – Viewing calibration







 Selecting "Calibration Files" will allow the user to view calibrations that have been downloaded to the device.

Calibration Files - Search









Selecting "Search Online" will allow the user to enter a base calibration, search for the latest revision.

Calibration Files – Download to device







After searching, users have the option to view the revision history, or download the calibration to their device.

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.

History and Templates (Event) Folder





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Engine and Customer Information					
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Event Folde	er				
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Event Folder			W0-20180402-161202		
VIN			4V4NC9TG0CN540518		
ESN	SN 79464672			79464672	
Date			Apr 02, 2018	at 04:12 PM EDT	
Customer Name	istomer Name BIG G EXPRE			BIG G EXPRESS	

Close Drawer

Event Folders can be viewed by clicking on History and Templates 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

Device notifications









If the user gets locked out during the calibration download, both the device and the app will inform the user of the calibration installation through background notification.



Immediate Assessment – IAM Subscription

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
- This feature does not apply to multiple ECM engines

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 Web Appointments
- 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
- Campaign Calibration installation capability
- "Scan Fault" which is a focused function that can be used to just read the faults from the engine without any fault prioritization.
- The ability to share any information in the app via email
- French, Spanish, Simplified Chinese 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)







- 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

Engine Serial Number (ESN) Eligibility Check





The app will notify the user of the availability of a calibration campaign.

Every time a user connects to an ECM, if a calibration campaign is found a notification of Calibration Campaign Availability will be displayed if the ESN is in campaign.

If user clicks on Continue, the app will take the user to the Equipment Dashboard.

If the Engine Serial Number in the ECM is not part of a calibration campaign, there will not be a notification.
ECM Fault Screens - Severity



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 The app displays the severity to show the current condition of the engine based on below color codes:

Each severity is displayed with a specific strip color and icon.

Severity	Icon		Strip color	Message
Stop Now	0	Stop Now	Red	Stop Now
Service Now	A	Service Now	Amber	Service Now
Service Soon		Service Soon	Yellow	Service Soon
Information	0	Information	Bright Blue	Information

ECM Fault Screens – Fast Track Repair Notification

Menu

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1 Solution N

1 Solution





Only if an engine has a fault code which is part of Fast Track Repair (formerly known as Analytic Based Repair), user will be notified that there is a Fast Track Repair available for the associated fault code. User will see the associated solution(s).

ECM Fault Screens – Optimized Diagnostics (formerly ADBR)







- During the initial IA connection, Guidanz will capture Optimized Diagnostics from the ECM.
- Please stay connected to the ECM until the ECM data is successfully extracted for the most accurate estimates.
- This will take 5 minutes.



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.

Creating Guidanz Web job from Faults and Analysis Screen





- When immediate assessment has been performed, **the user works for a Guidanz Web 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

Pending Service Requests



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- User can create an Immediate Assessment from a pending Service Requests.
- Pending Service Requests are created in Guidanz Web.

Updating Guidanz Web job from Faults and Analysis Screen



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When immediate assessment has been performed from a pending appointment, **the user works for a Guidanz Web location**, and there is an Internet connection, the bottom left icon on the chyron will allow the user to Update the Job Appointment.

- Selecting Update Job Appointment will update the already existing Job Order in Guidanz Web
- 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 80 Event Folder Details

History and Templates (Event) Folder





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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

Viewing the Guidanz Web job

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VIN	4V4NC	9TG0CN540518
ESN		79464672
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Customer Name	Select an option below to open your Guidanz web. You	BIG G EXPRESS
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- To view the Guidanz Web job, go into the respective Event Folder details and click on View Guidanz Job Order Details.
- Guidanz web has 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.
 - Distributor (Classic): css.cummins.com/cmi
 - Distributor (Evolution): <u>https://guidanzfsl.cummins.com/cmi</u>
 - (Chrome is the preferred browser)
 - Dealer (Classic): css.cummins.com



Engines not supported

Engine Program 480C-E B5.9G C Gas Plus/B Gas Plus	ECM CM552 CM420 CM556
C8.3G	CM420
CELECT CELECT Plus CELECT Plus Industrial Centinel CENTRY	ECM-B ECM-C ECM-C CM400 CM400
Gas Compression GTA3.9/5.9/8.3GC, KTA19/38GC - SSM558/CM556/CM2358	CM556
ISB	CM550
ISB - CM850	CM850
ISB Daimler Chrysler ISBe (4 and 6 Cylinder) ISBe2/3 - CM850 ISBe4 (4 and 6 cylinder) ISC / Transit Bus ISL8.3 - CM850 ISC/ISL ISL8.9 - CM850	CM551 CM800 CM850 CM850 CM850 CM554 CM850
ISLe4 (6 cylinder)	CM850

Engine Program	ECM
ISM	CM570
ISM - CM870	CM870
ISM - CM875	CM875
ISM - Fuel Control Module - CM570	CM570
KTA19, G855 CM558 G Drive	CM558
L Gas Plus	CM556
L10G	CM420
PIM	CM550
QSB5.9/44, 5.9/30, 4.5/30, 3.9/30	CM550
QSC8.3/QSL9	CM554
	CM500
QSK19/23/45/60/78	CM500
QSK19G/38G/60G, QSV81/91 -	CM700,
CM700/SSM558/CM2358	SSM558
	CM2358
QSM11	CM570
QST30	CM552
QST30 - Power Gen	CM552
QSX15	CM570
Signature/ISX	CM570
Signature/ISX - CM870	CM870

Questions or Issues



- Please contact Cummins Care for any questions or issues
 - Call: 1-800-CUMMINS
 - Email: ServiceToolSupport@cummins.com
 - Chat Service: www.cummins.com
 - Tool Support Website: www.cummins.com

