

Cummins Guidanz™ Mobile Immediate Assessment and Guest User Training

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Cummins Guidanz

- Guidanz™ is Cummins' new suite of genuine service products, features and capabilities. <https://cumminsengines.com/guidanz>
- 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 6.3.0 Release

- **What's new:**
- **New features**
 - *General User Interface Improvements*
- All Features dependent upon the subscriber's user level, and availability in the connected engine



Version 6.3.0 Release Continued

- **What's new:**

- **New features**

- Advance Features (3):
 - Ether Injection Reset
 - Vehicle Classification
 - FCE Duty Cycle Monitor

- Diagnostic Tests (4):
 - Aftertreatment Diesel Exhaust Fluid Doser Accuracy Test
 - Hydrogen Shutoff Valve
 - Hydrogen Water Drain Valve
 - Hydrogen Purge Valve

- All Features dependent upon the subscriber's user level, and availability in the connected engine

Hardware Requirements

- **IOS**
 - Bluetooth compatible devices only
 - Minimum OS: iOS 14 or higher
 - Minimum space requirements: 1 GB
 - Recommended space requirements: 2 GB
- **Android**
 - Minimum OS: Android 10 or higher
 - Bluetooth compatible devices only
 - Minimum storage requirements: 1 GB
 - Recommended storage 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

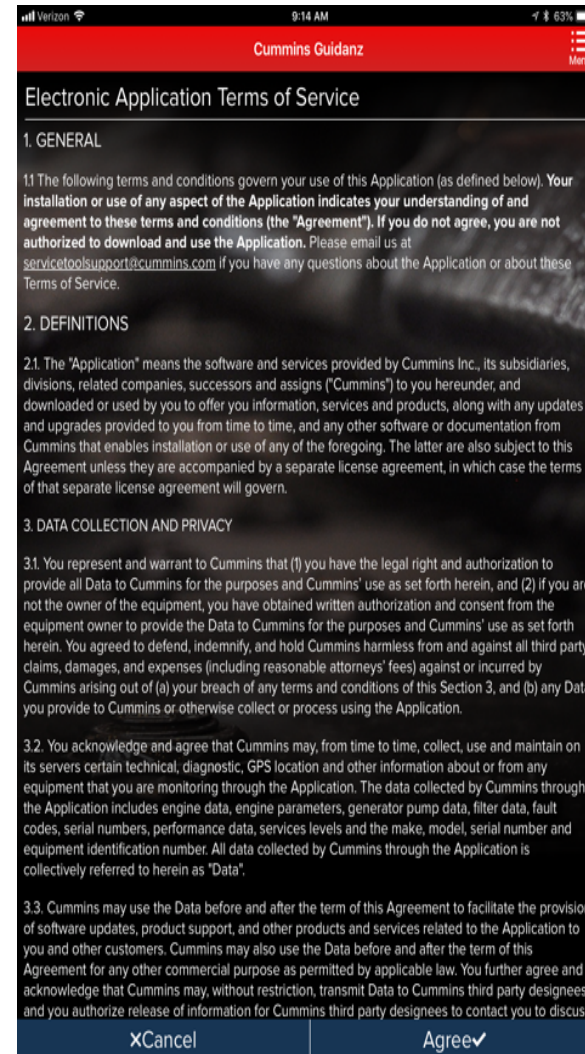
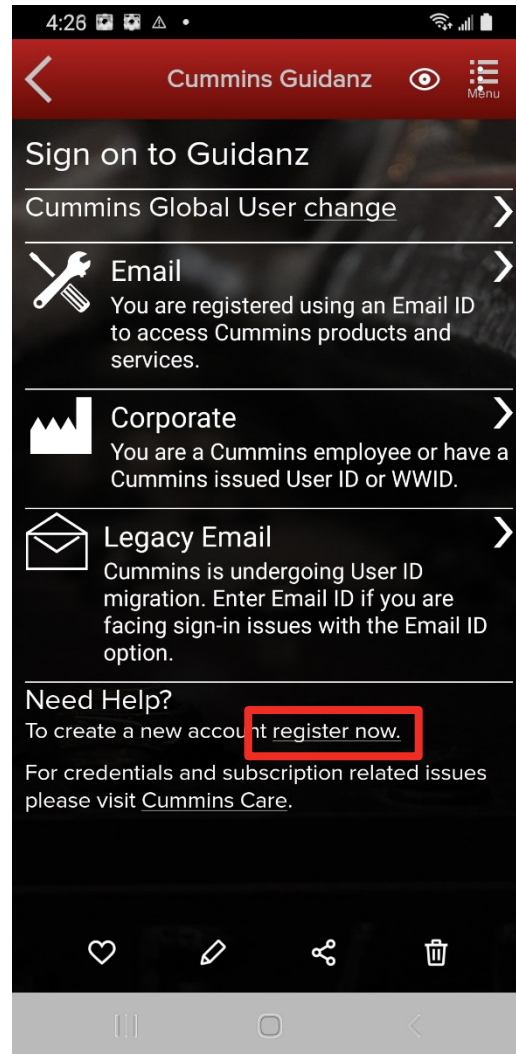
Supported Products

- 2007 and later Engines
 - List of unsupported devices is available on the user guide at [Here](#)
- ADEPT Route Parameter Manager (RPM) Module
 - For More info
 - <https://www.cummins.com/support/digital-products-and-services-support/adept-support>
 - Note: Currently you do not need a subscription to service the RPM module.

General Functionality



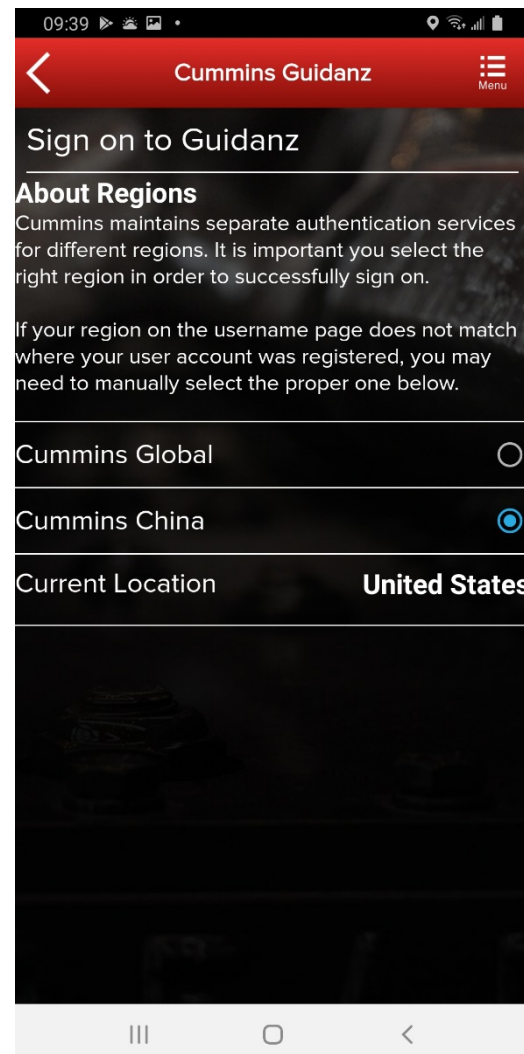
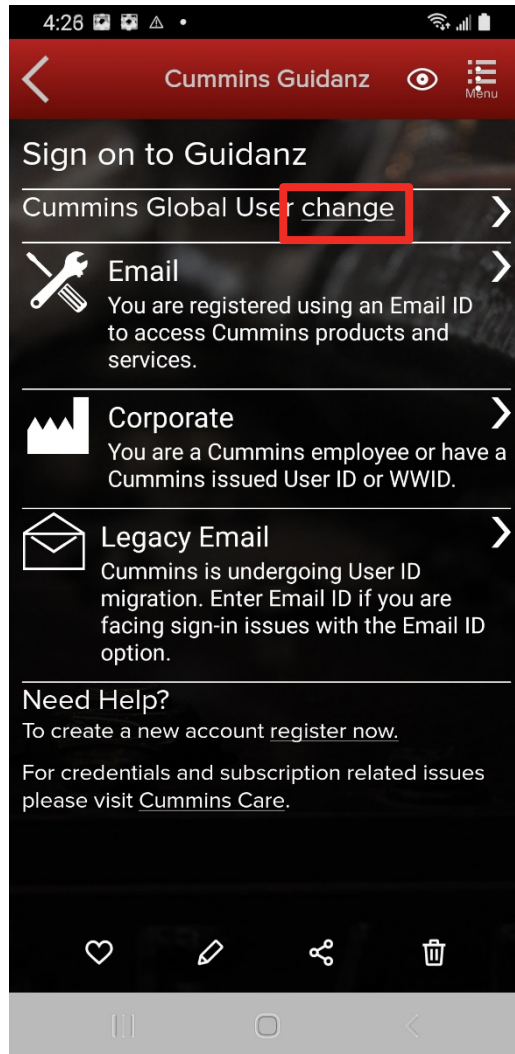
Log-In Screen



- 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_NewRegistration?appid=a1a4N00000F2oKa
 - Email login for user name in Email format
 - Corporate login for users with a WWID
 - Legacy Email login for which Email login does not work
- After successful Login users will need to set a PIN code and accept the EULA Terms and Conditions to land on Home page.



Log-In Screen



- 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

Read more tips'. At the bottom is a 'Next Step' button." data-bbox="98 252 311 841"/>

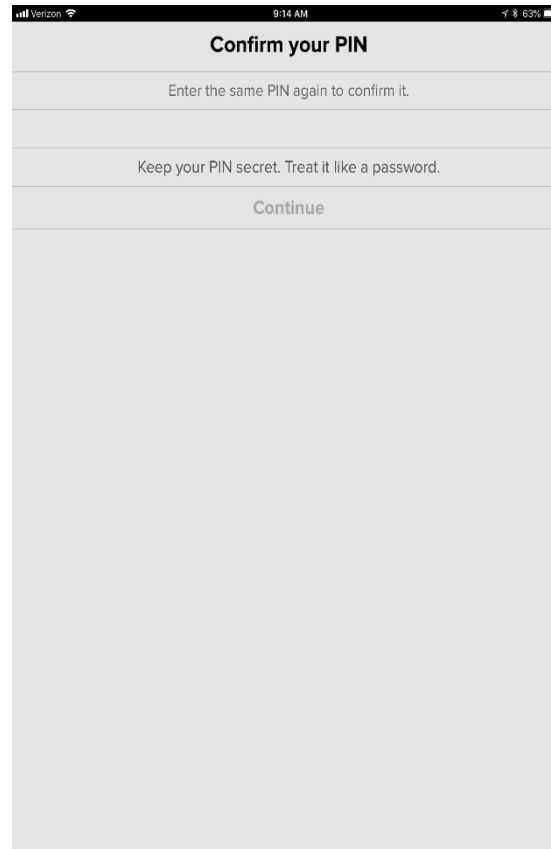
Verizon 9:13 AM 63%

Create a PIN

To make it easier to unlock Guidanz, enter a Personal Identity Number.

Make sure your PIN is at least 6 digits long and not easily guessed. Avoid repeating digits and personal info like birthdates. [Read more tips](#)

Next Step



Verizon 9:14 AM 63%

Confirm your PIN

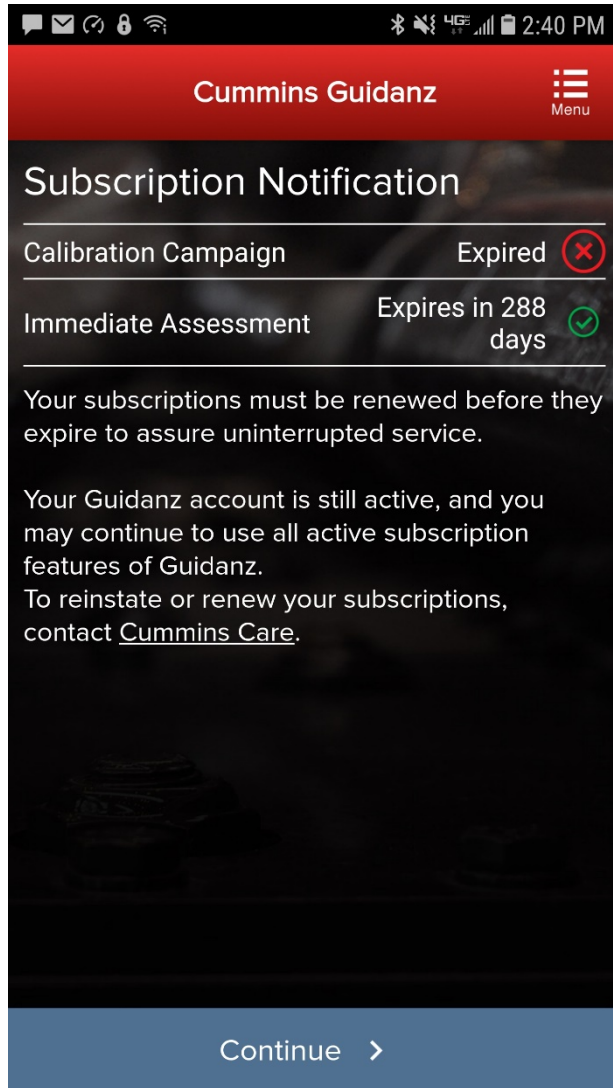
Enter the same PIN again to confirm it.

Keep your PIN secret. Treat it like a password.

Continue

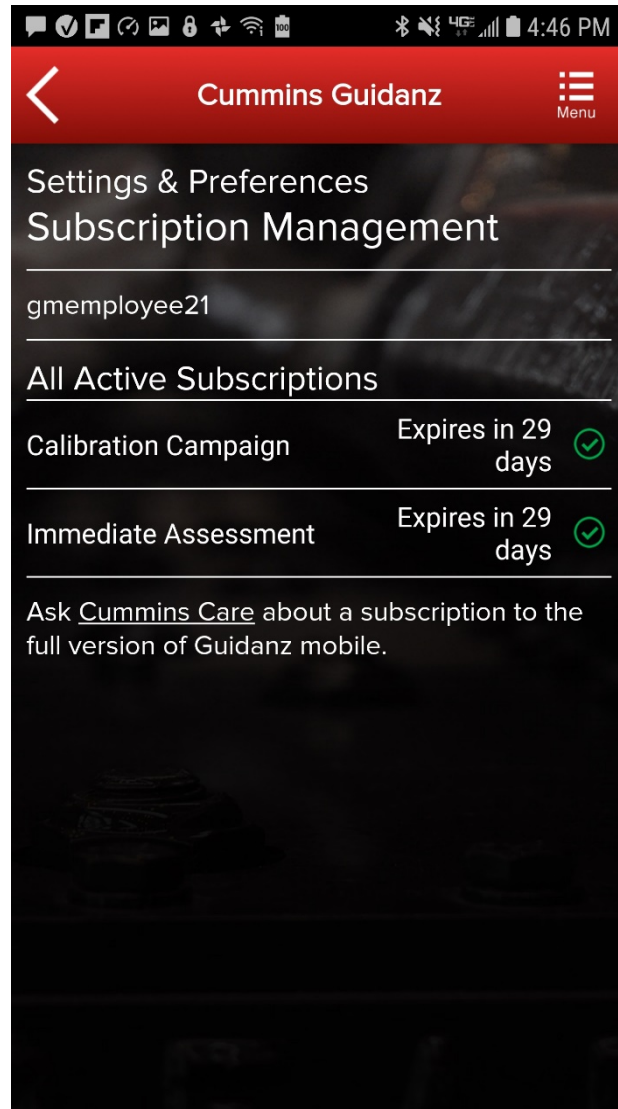
- User is prompted to set a PIN code and then to confirm his/her entry
- New PIN security rules
 - PIN must be at least 6 numbers and can be up to 16 numbers long.
 - The PIN cannot be an entire sequence of numbers such as 123456 or 654321
 - The entire PIN cannot be a sequence that simply repeats two 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



Subscription Management

The user can see All Active Subscriptions

To access Subscription Management:

Settings & Preferences →

Account Management →

Select the user under

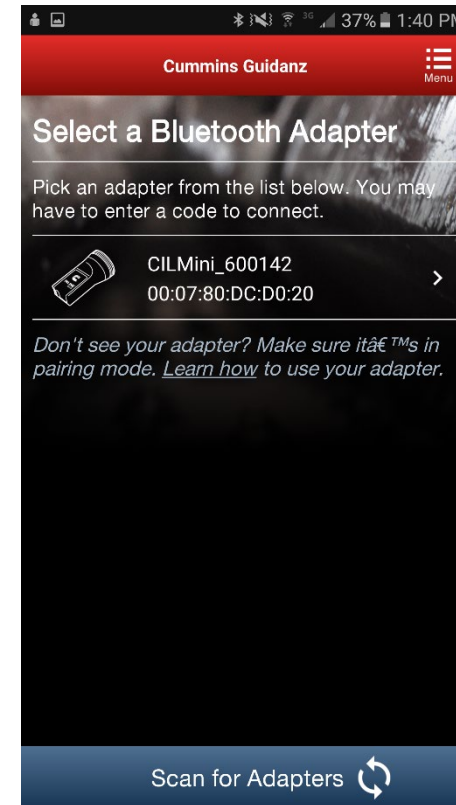
Profiles And Accounts →

Select the User →

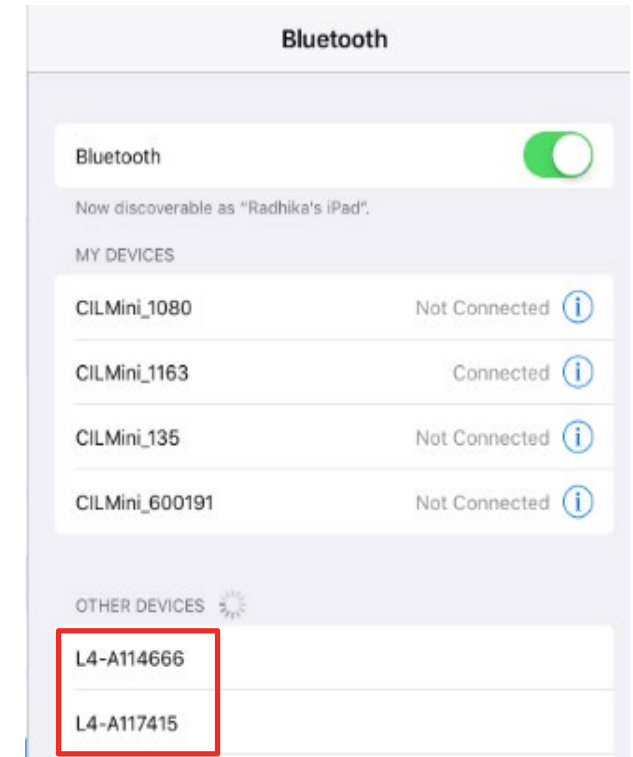
Subscription Management

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

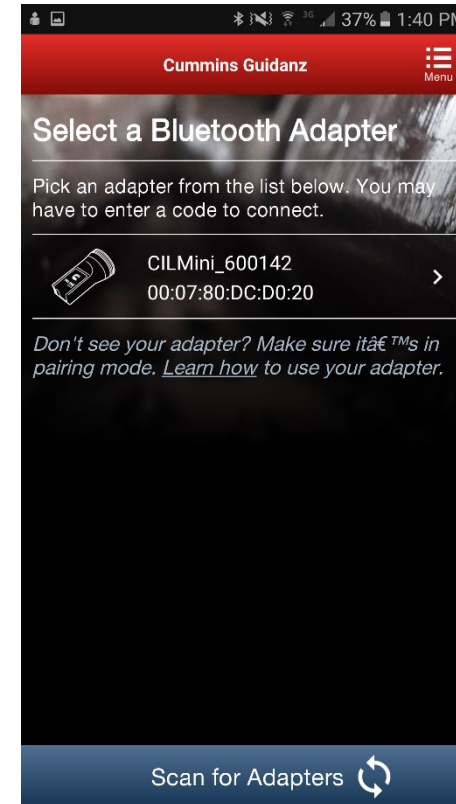
— Known Issue

This is not a bug.

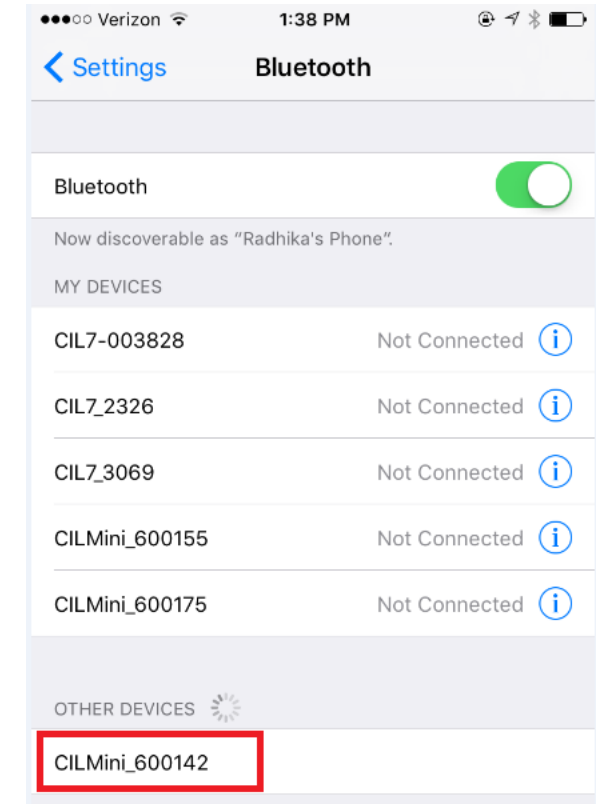
App does not auto connect to the adapter.

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



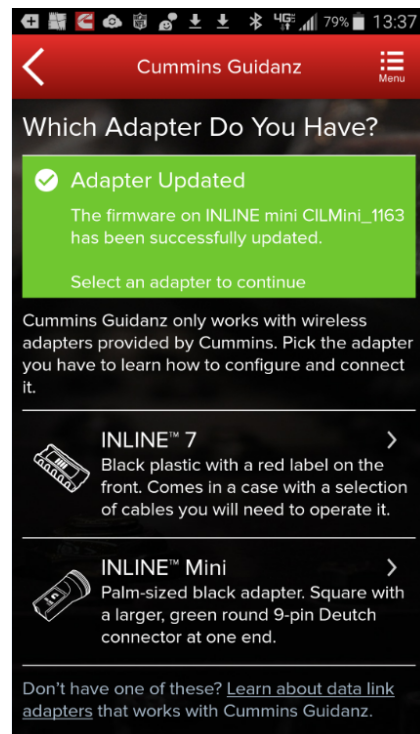
IOS
Pairing and connection
is done on the devices
Bluetooth settings
window

Connecting Adapter to Guidanz

— Firmware Update of INLINE Mini

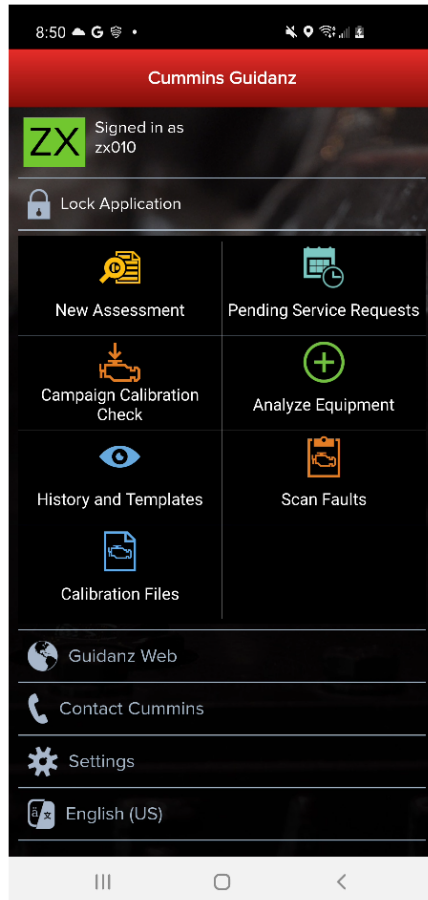
If the firmware of the INLINE Mini needs to be updated, once you have selected the INLINE Mini adapter in the app, the app will automatically update it and display a status update once completed.

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



Home Page/Start Page

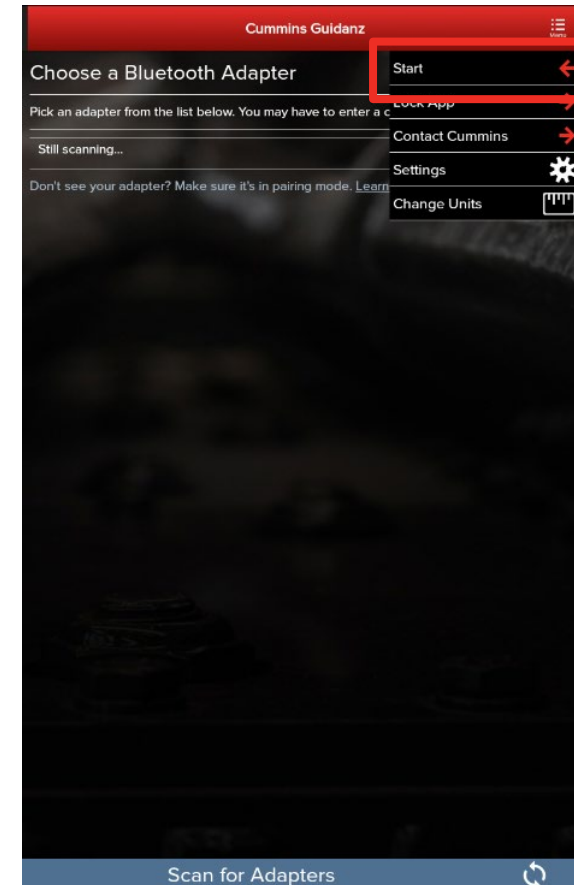
After logging in, user will see the Home page.



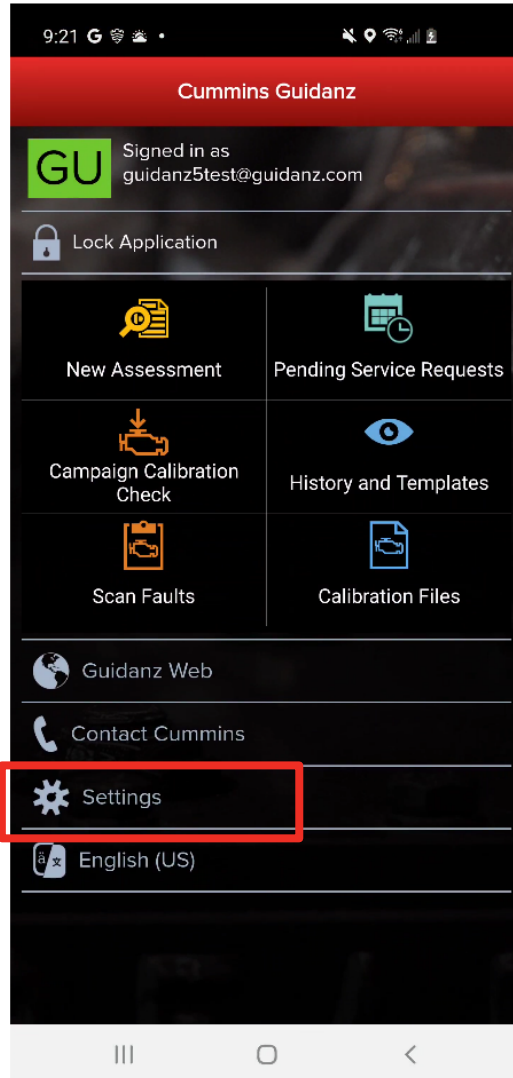
Note: When the user is on the Home Page/Start Page, the Guidanz Mobile app is disconnected from the ECM.

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 → Start while performing any action at which time the Guidanz Mobile app will be disconnected from the ECM.



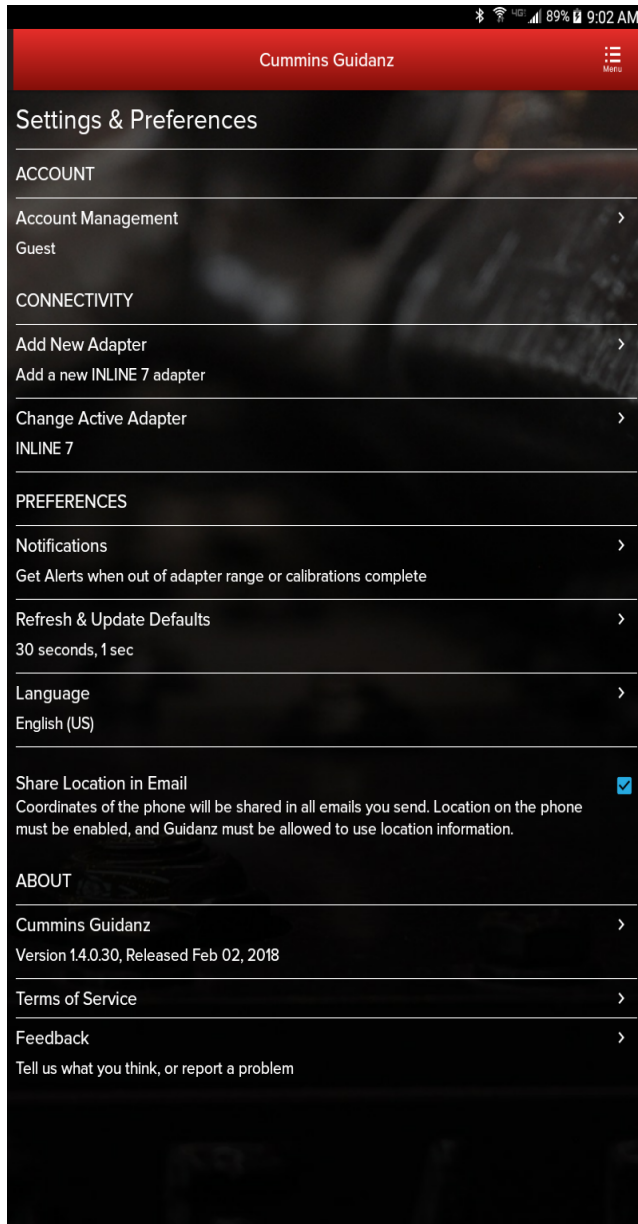
Menu - Settings and Preferences



To access Settings and Preferences:

- In the Start page, click on the Settings button
- When connected, click on Menu → Settings

Menu - Settings and Preferences



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, Change Display Style

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

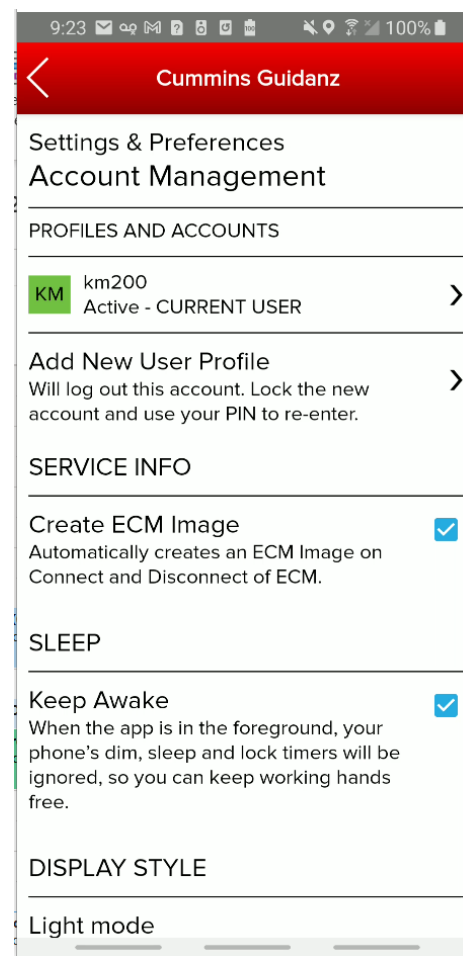
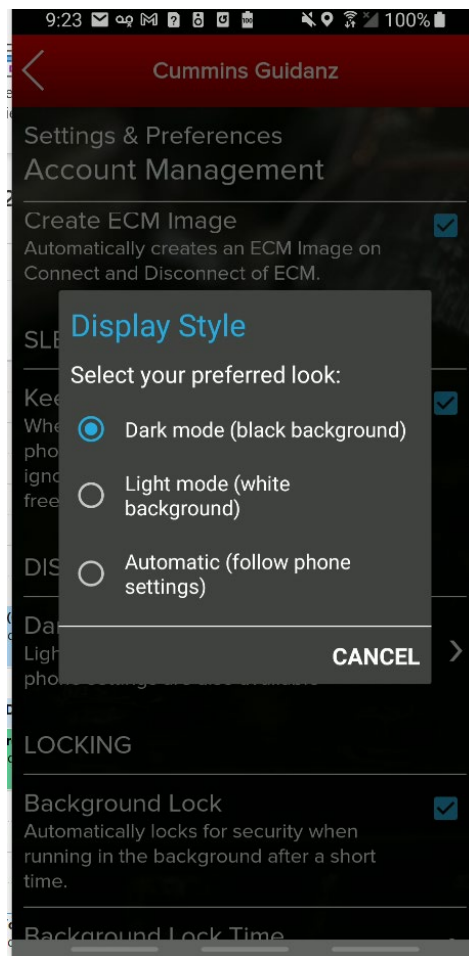
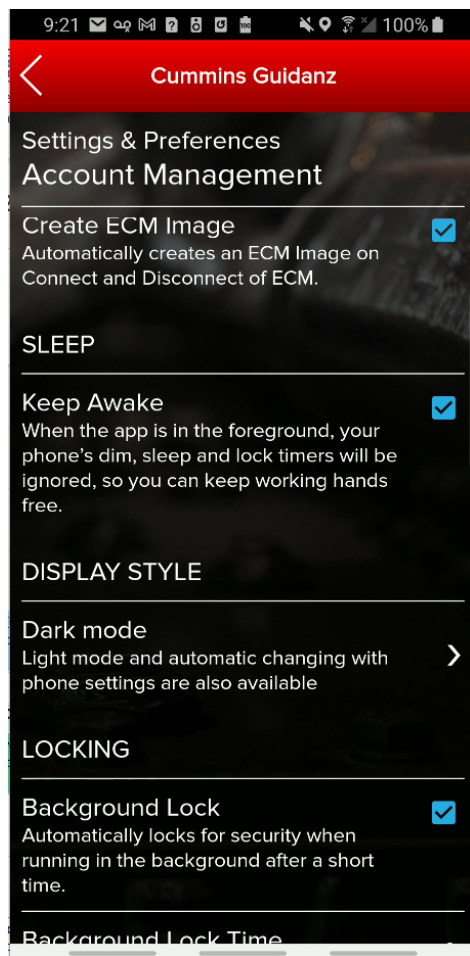
Cummins Guidanz link – Shows app version and displays intro screen again

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 servicetoolsupport@cummins.com

Display Style



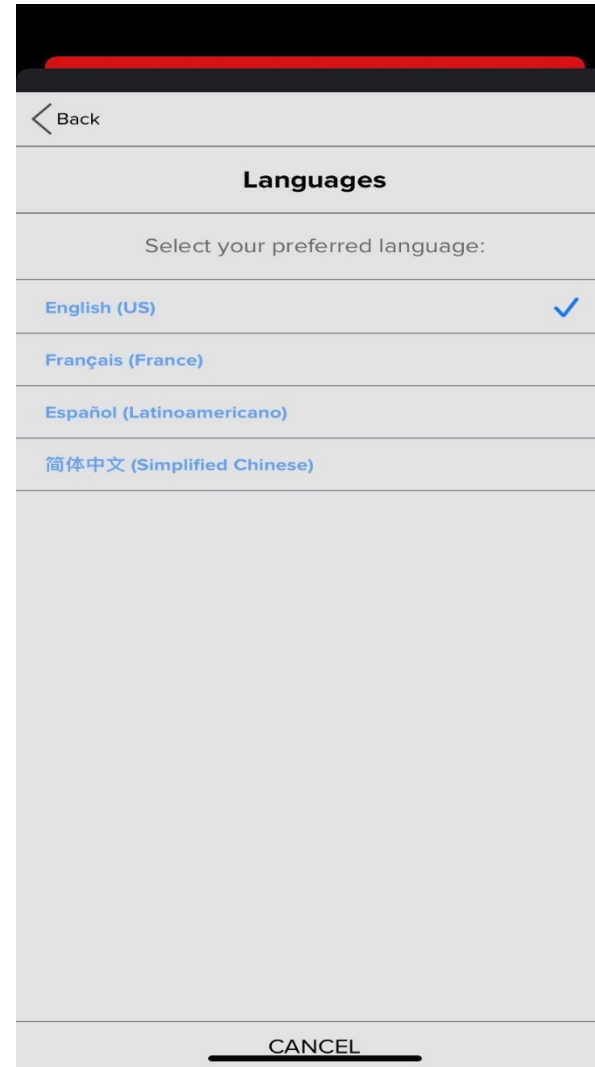
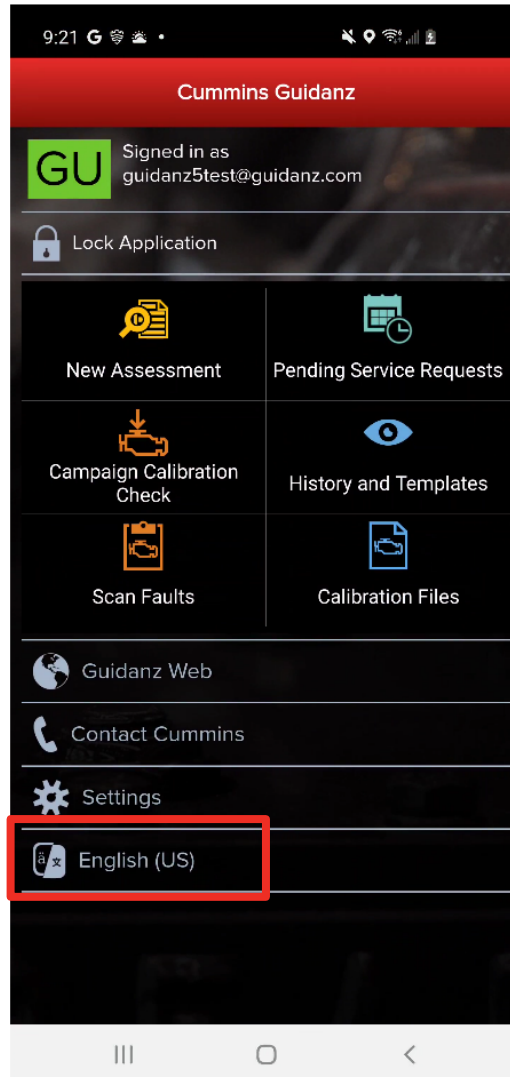
Display Style

Users can switch between light and Dark Themes.

To access Display Styles.

- Settings & Preferences → Account Management → Subscription Management
- Display Styles
 - Dark
 - Light
 - Automatic

Language Settings

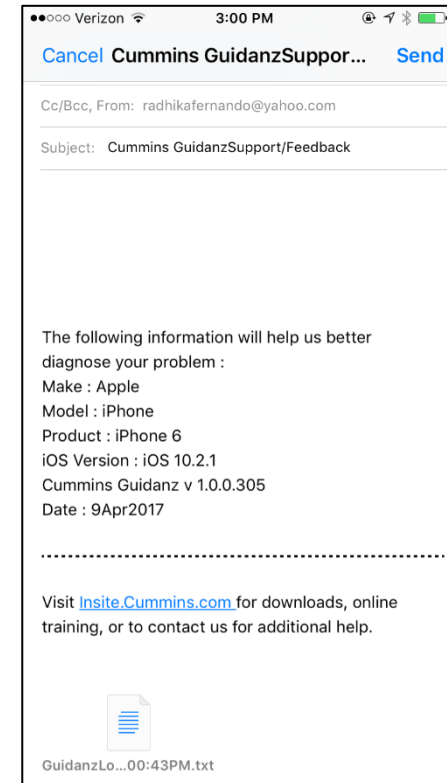
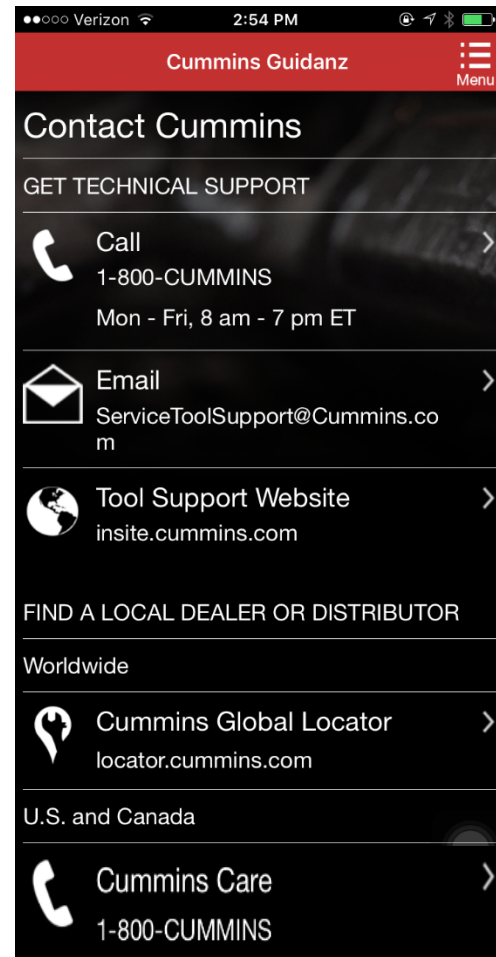
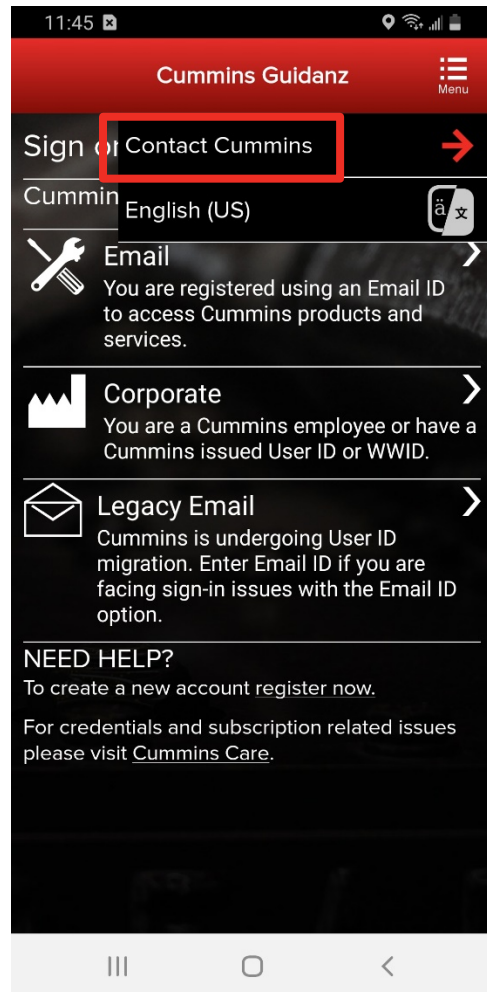


Available languages

- English
- French
- Spanish
- Simplified Chinese



Menu – Contact Cummins/Log File



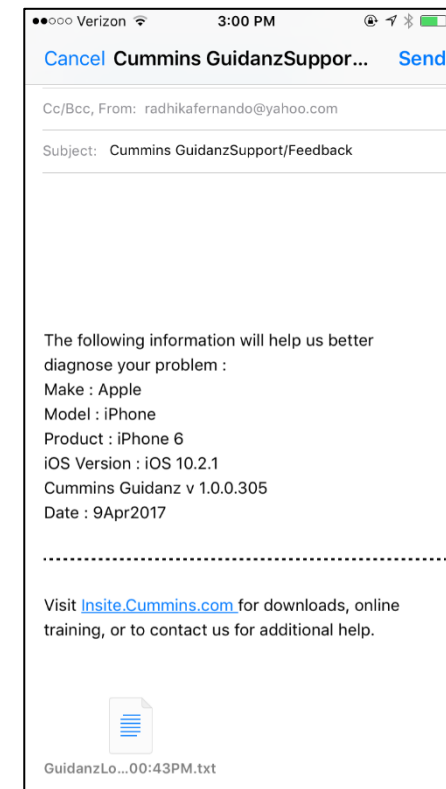
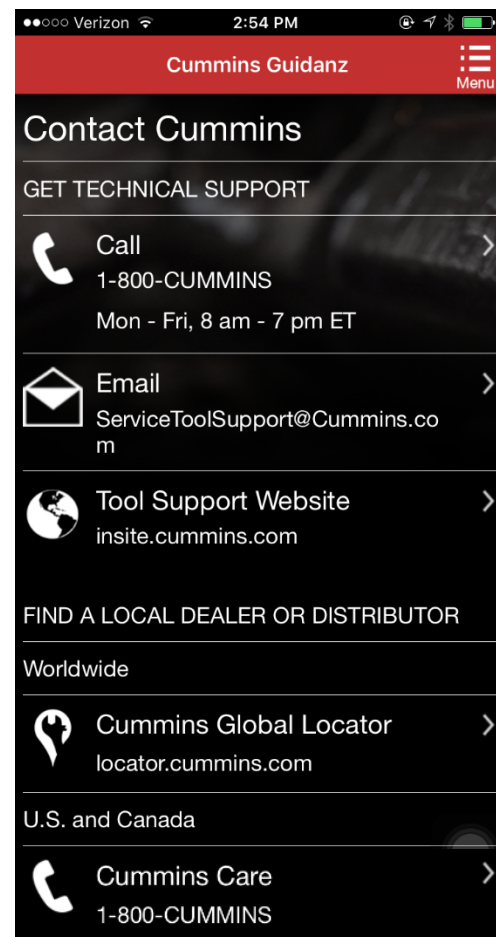
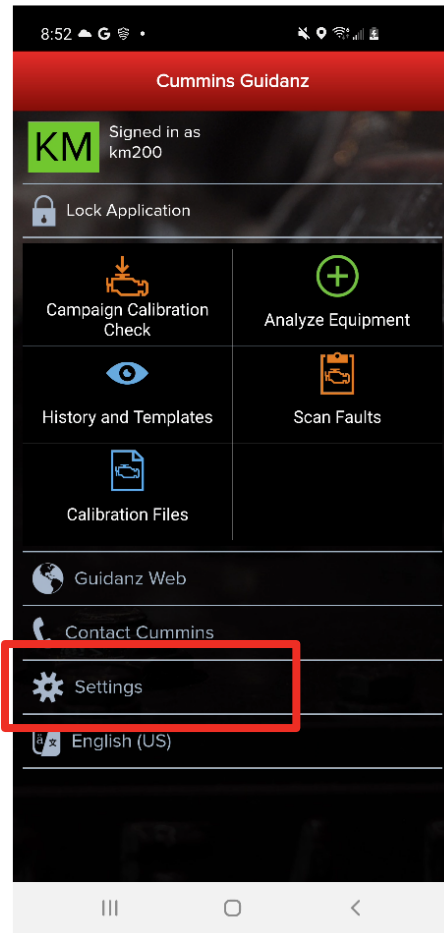
Allows user to call or email technical support.

In Start page, click on Menu → Contact Cummins.

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



Menu – Contact Cummins/Log File

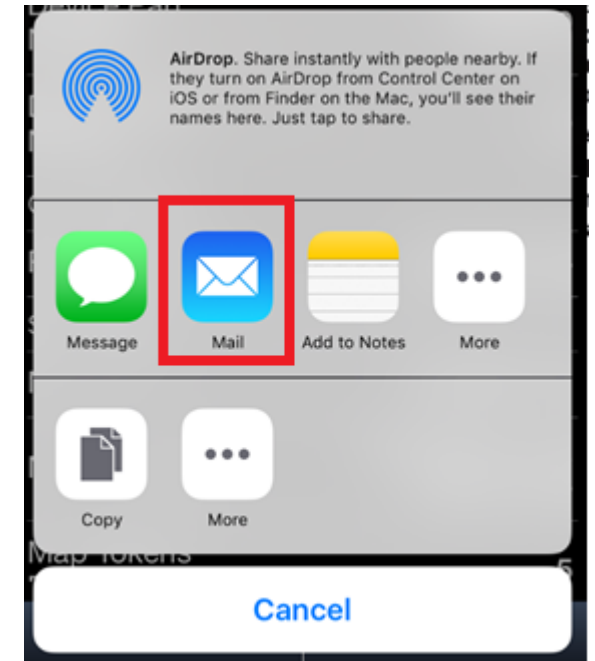


Or when connected, click on Menu → Contact Cummins → Email

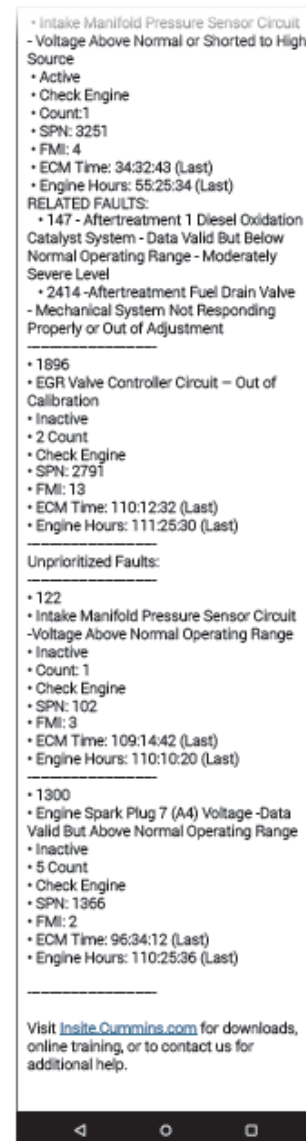
The email contains device details that will help the support personnel troubleshoot issues.

Share Button

- User can share the content in the screen via email



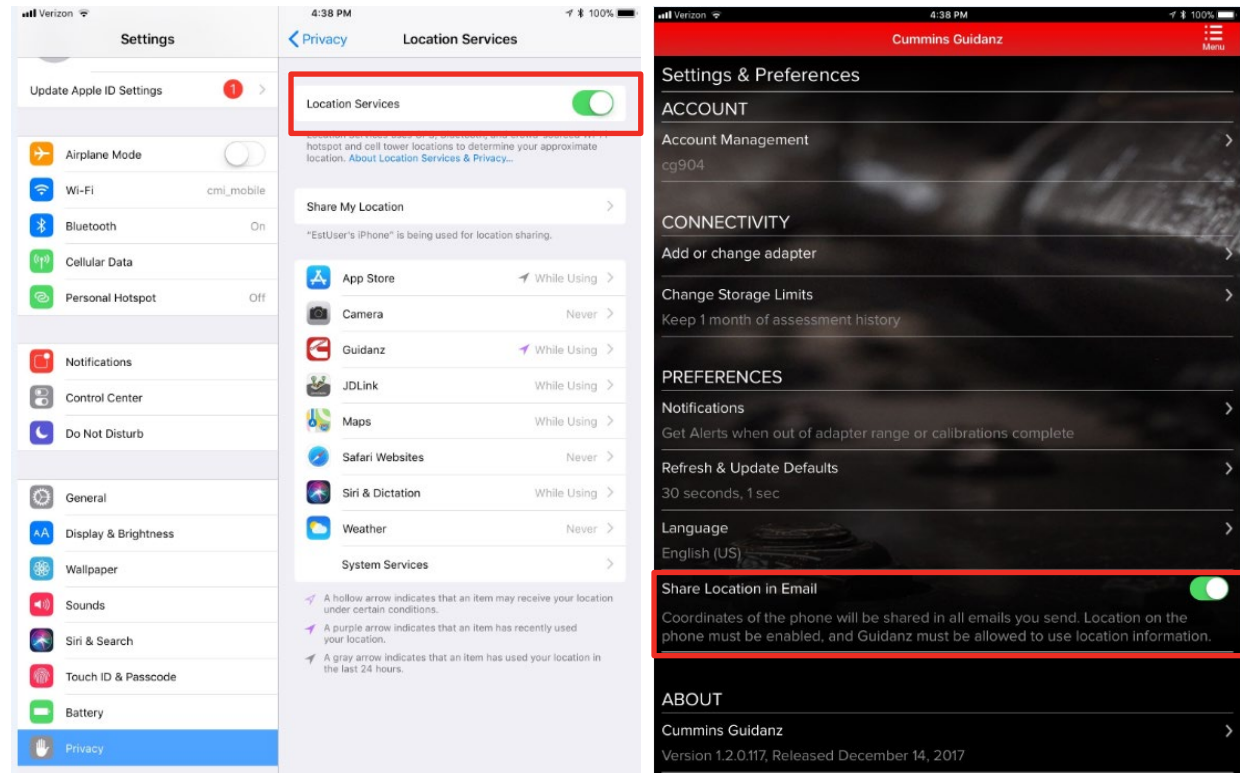
Sharing Fault Results



- 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 : iPhone6
OS Version : iOS 11.1.2
Cummins Guidanz v 1.2.0.116
Username :cssd102
Date : 20Dec2017

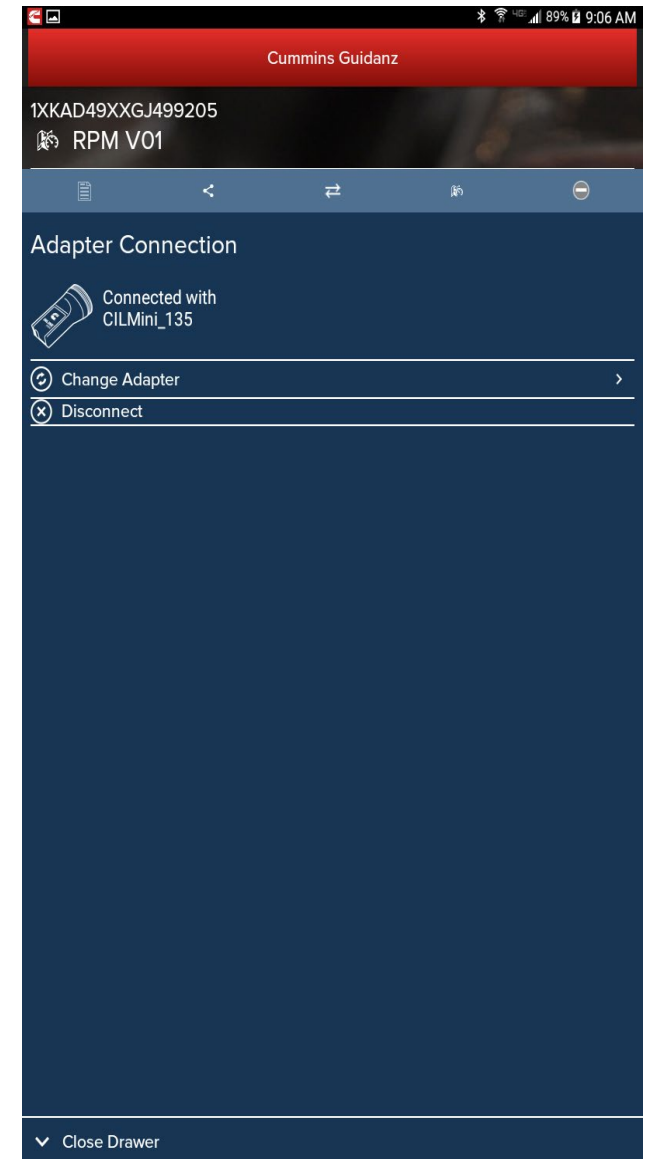
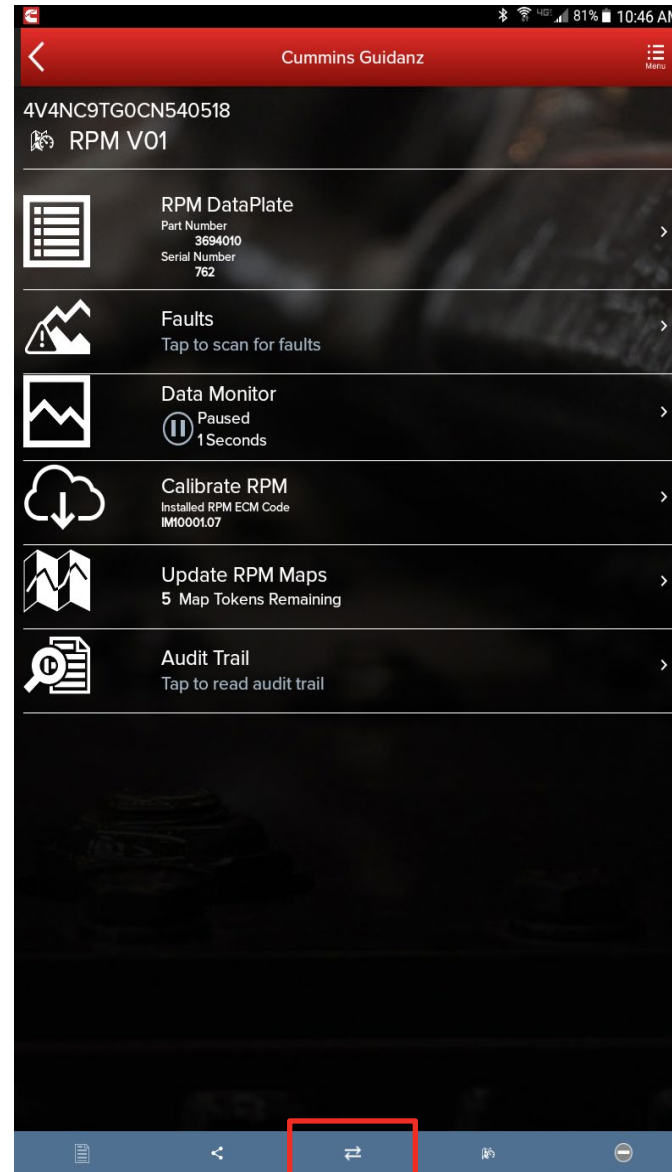
Your Location: [google.com/maps?q=39.1957599543729,-85.8936142118446](https://www.google.com/maps?q=39.1957599543729,-85.8936142118446)

Visit [Insite.Cummins.com](https://www.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



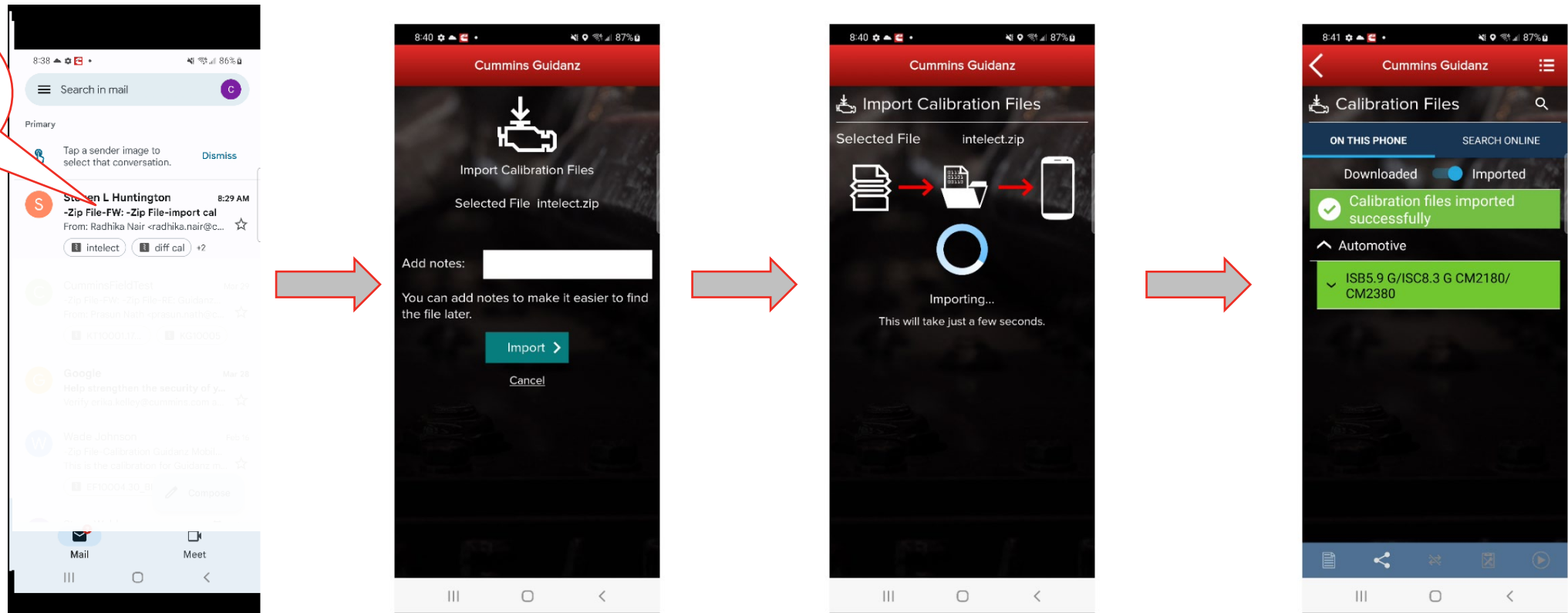
Manual Refresh

- Users can manually refresh the screen by swiping down the screen

Calibration Import from mail

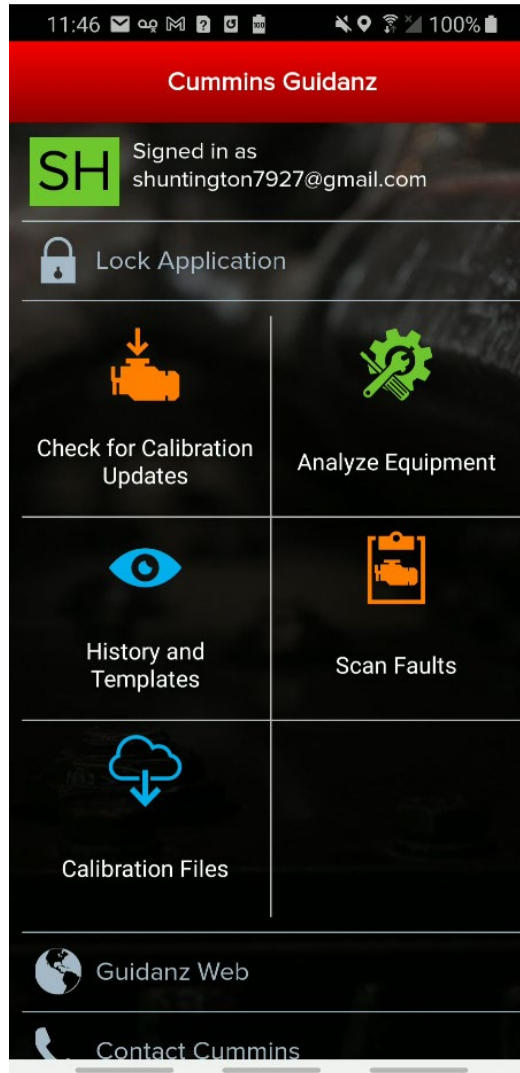
- Compatible calibrations can be imported directly from the mobile device email.

Share the calibration with Guidanz to begin the process



Basic Functionality – Guest User

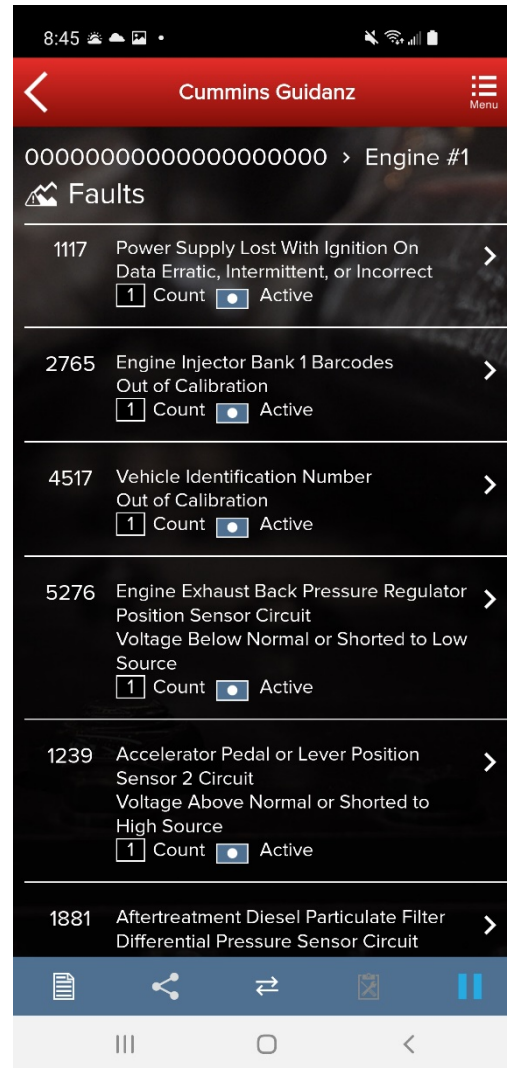
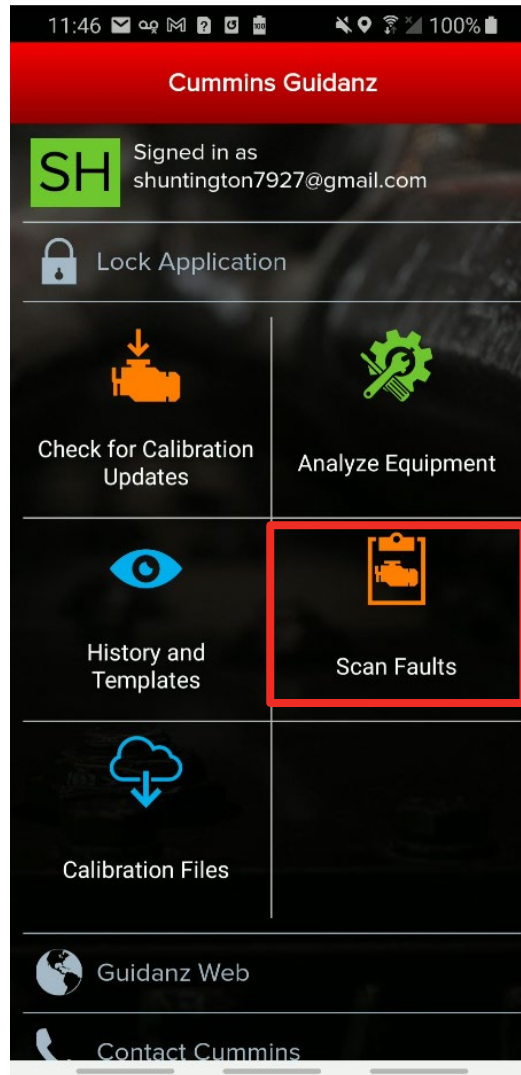
Home Page



- **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

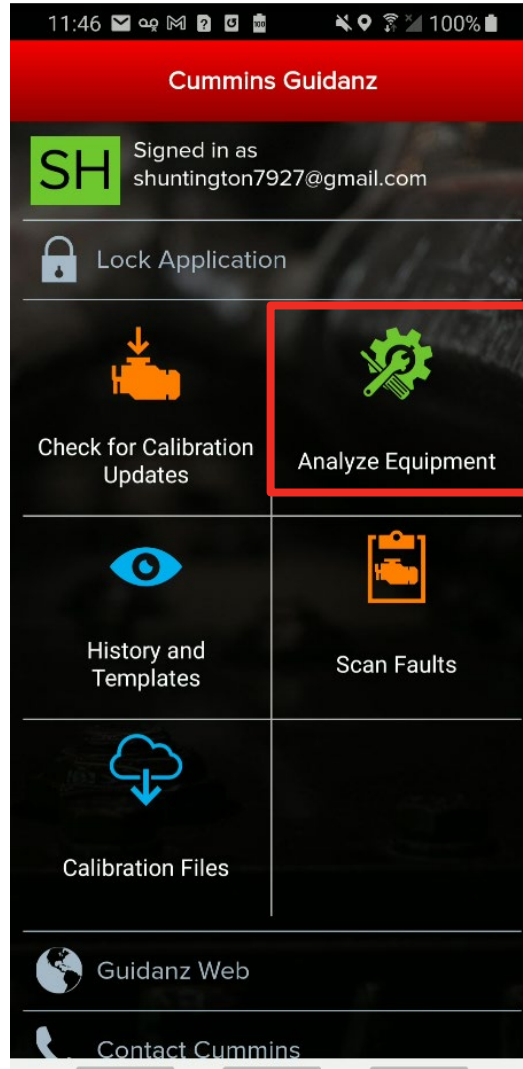


When selecting Scan Faults the user is taken directly to the Equipment Dashboard

No prioritized fault codes will be displayed

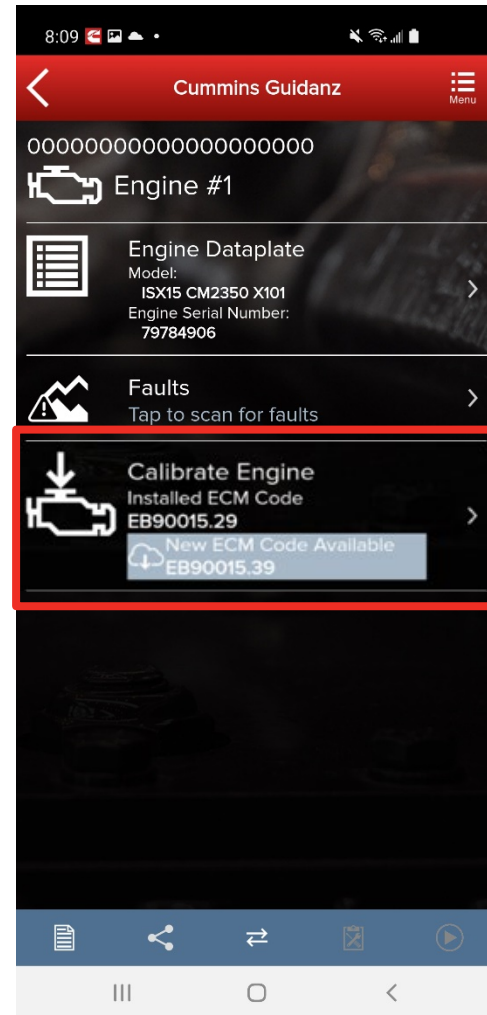
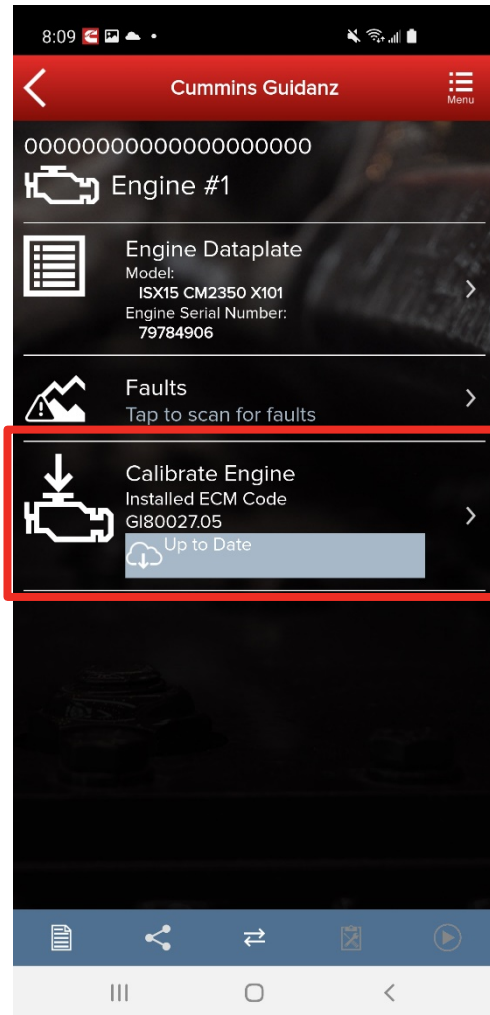
Event folder will be created

Campaign Calibration Installation Through Analyze Equipment



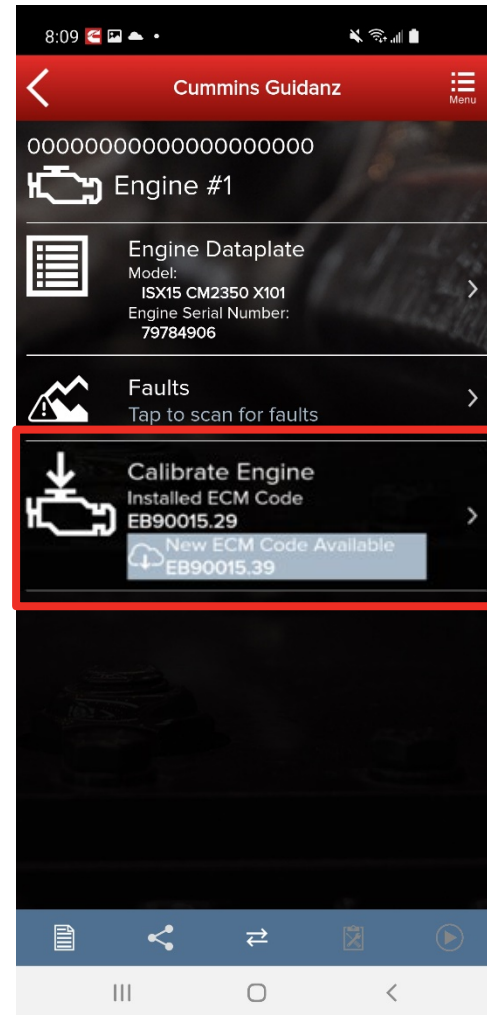
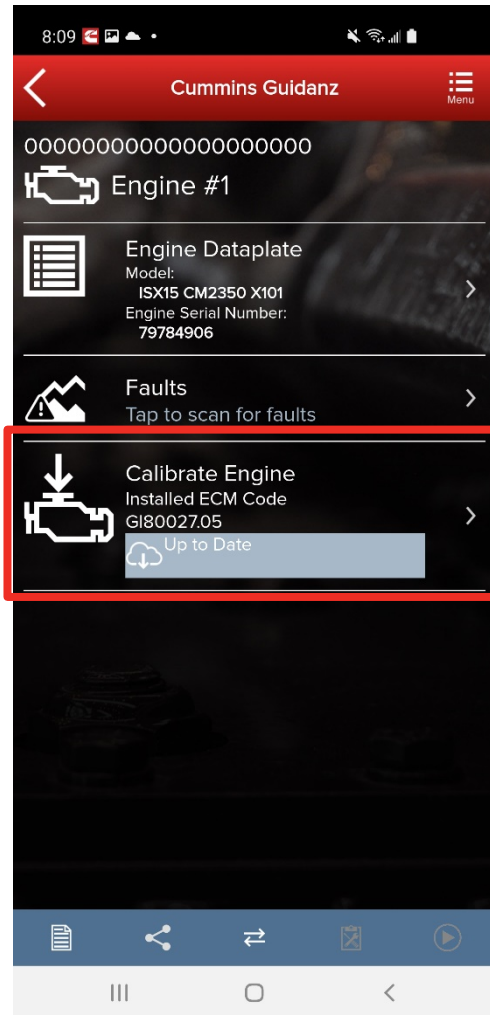
- If the user clicks on Analyze Equipment the user will be taken to the ECM Device Dashboard once the user is connected to the ECM.

Calibrate Engine



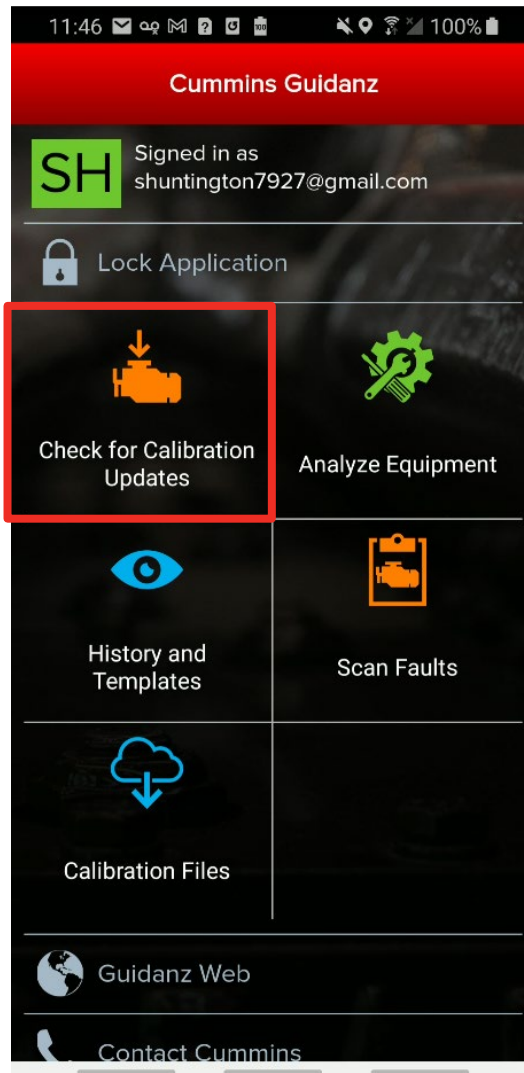
- The Calibrate Engine feature on the ECM Device Dashboard will display to the user whether or not the installed ECM code is up to date or whether there is a new revision of the ECM code available.
 - Does not apply to multiple ECM engines.

Calibrate Engine



- 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



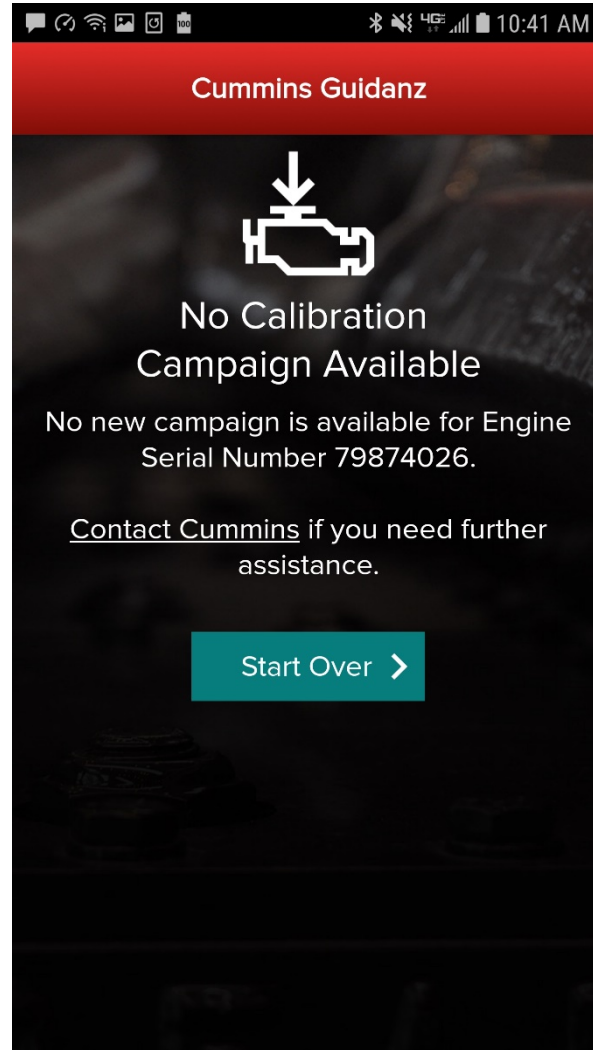
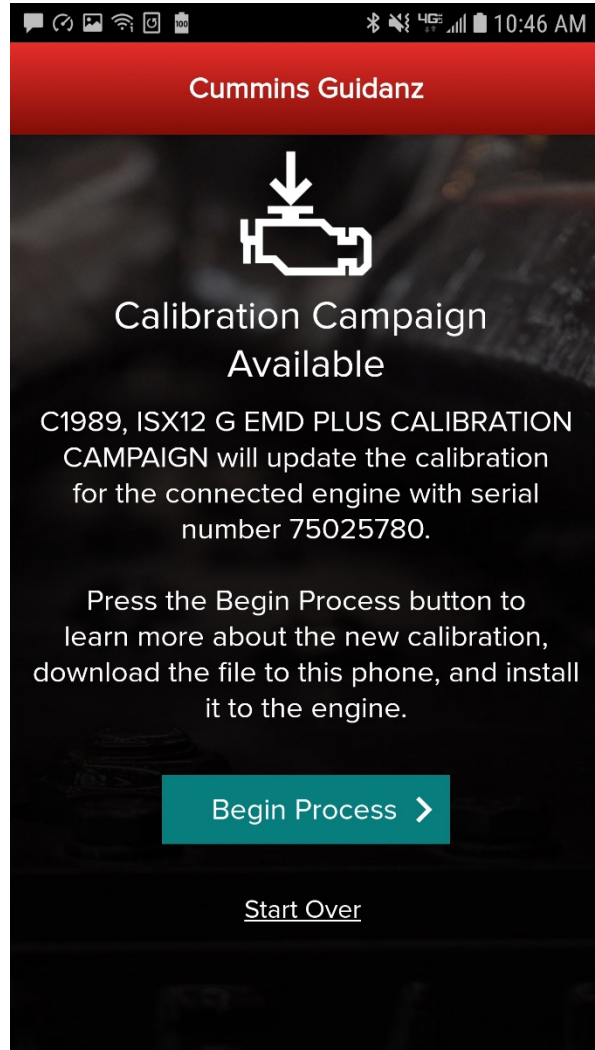
- To check for available calibration download, click on the Campaign Calibration Check button which will connect the user to the ECM.
 - Does not apply to multiple ECM engines.

Engine Serial Number (ESN) Eligibility Check

A screenshot of the Cummins Guidanz mobile application. The top status bar shows various icons and the time 10:23 AM. The app's header is red with a back arrow, the text 'Cummins Guidanz', and a menu icon. Below the header, the title 'Engine Information' is displayed. The main content area has a dark background with white text that reads: '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.' Below this text is a white rectangular input field for the 'Engine Serial Number'. At the bottom of the input area is a grey button with the text 'Continue >'. The very bottom of the screen features a blue navigation bar with five white icons: a document, a share icon, a double-headed arrow, a truck, and a minus sign.

- If Guidanz detects an invalid ESN, the user is prompted to enter a valid ESN

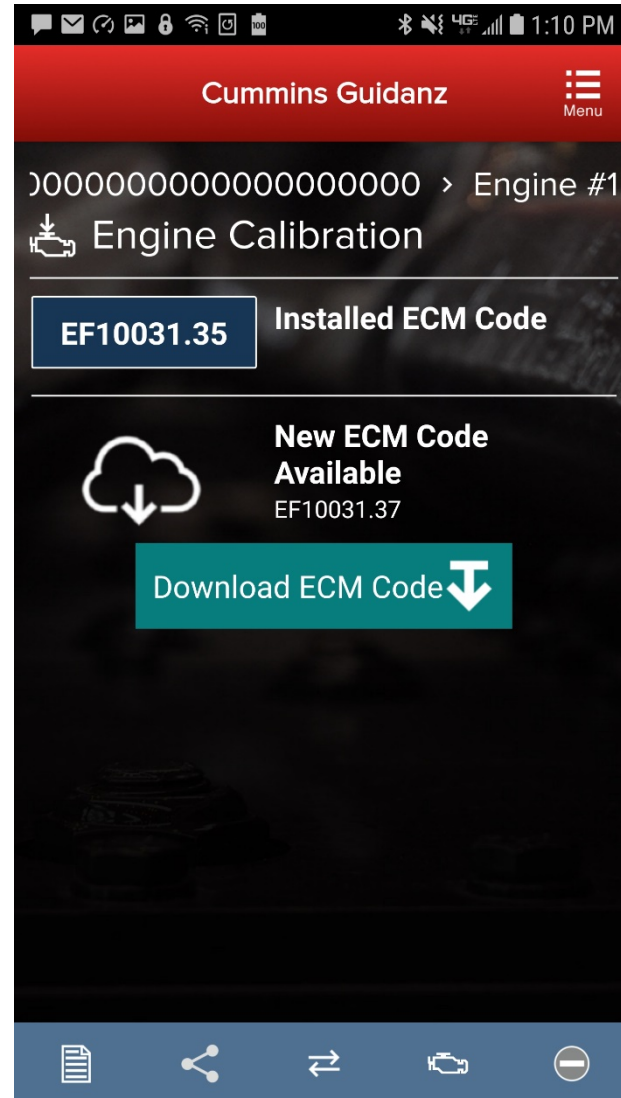
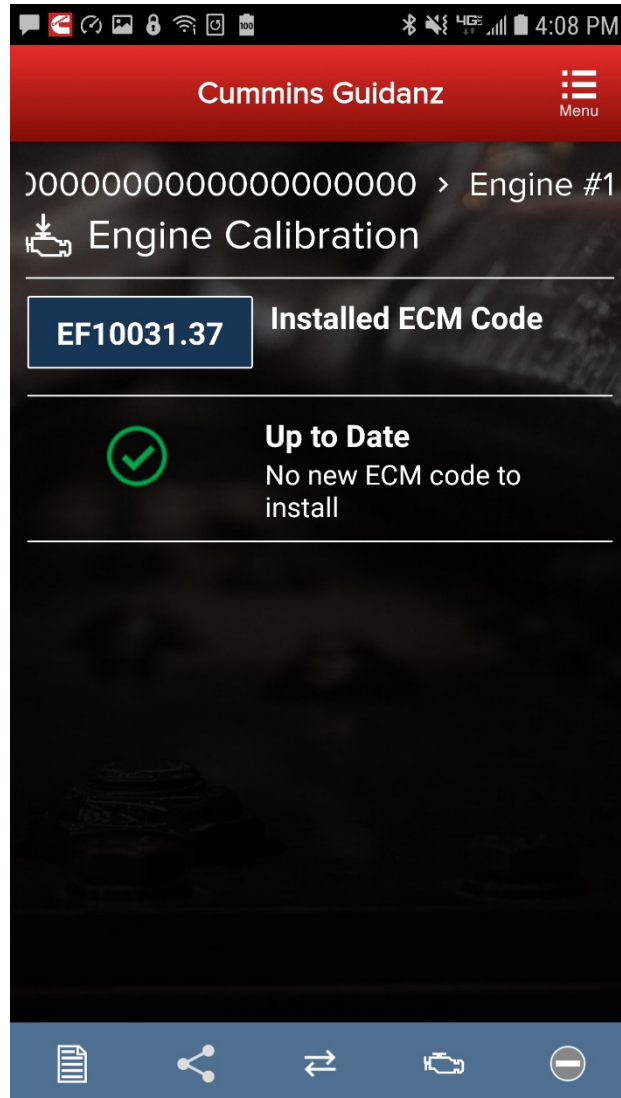
Engine Serial Number (ESN) Eligibility Check



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



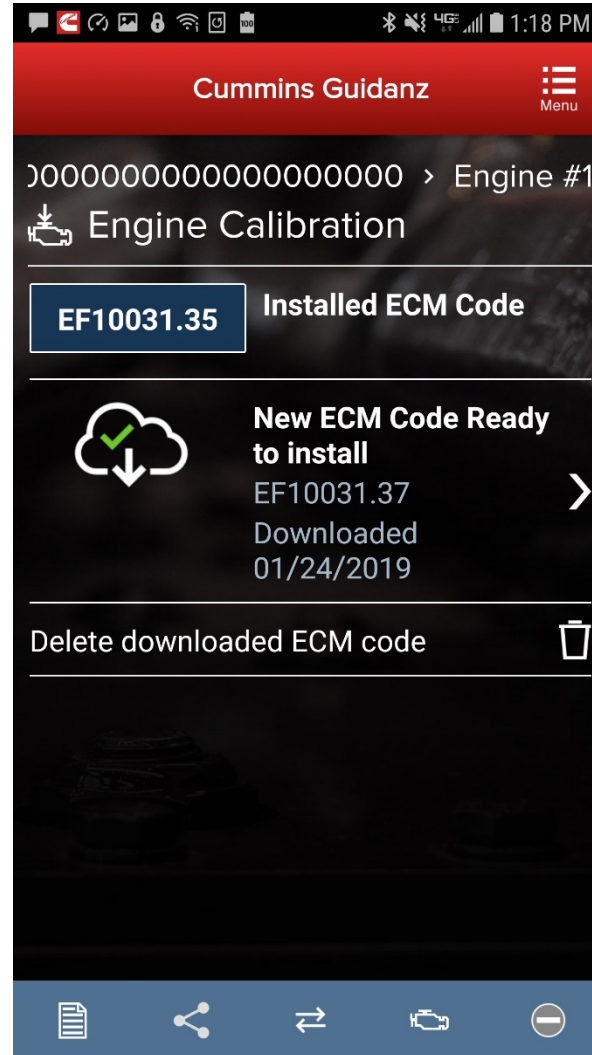
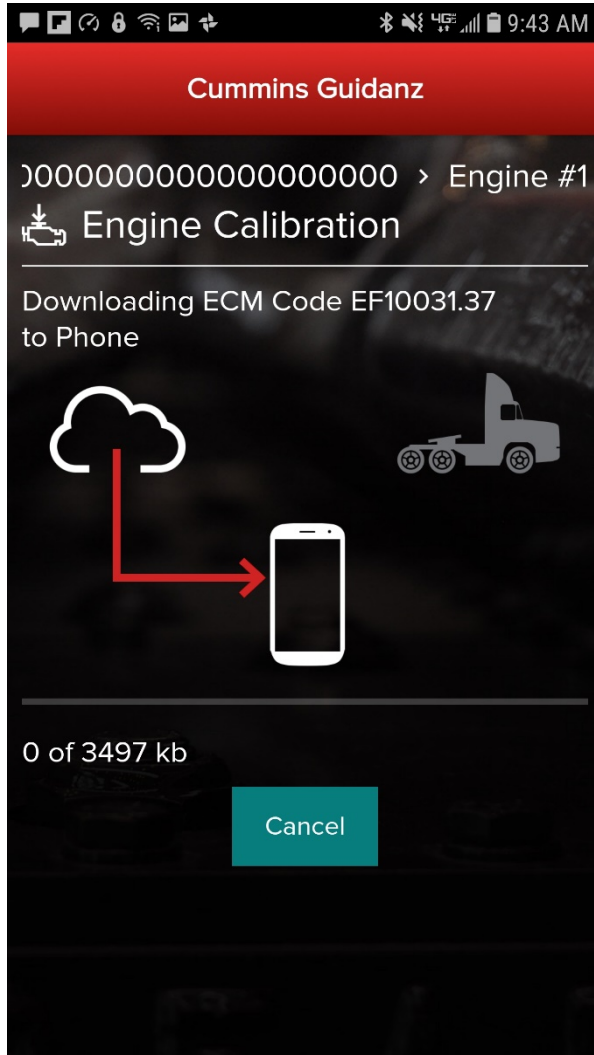
If user clicks on Begin Process, after retrieving the calibration data for the connected ECM, the app will display the installed ECM Code and the ECM Code revision.

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.

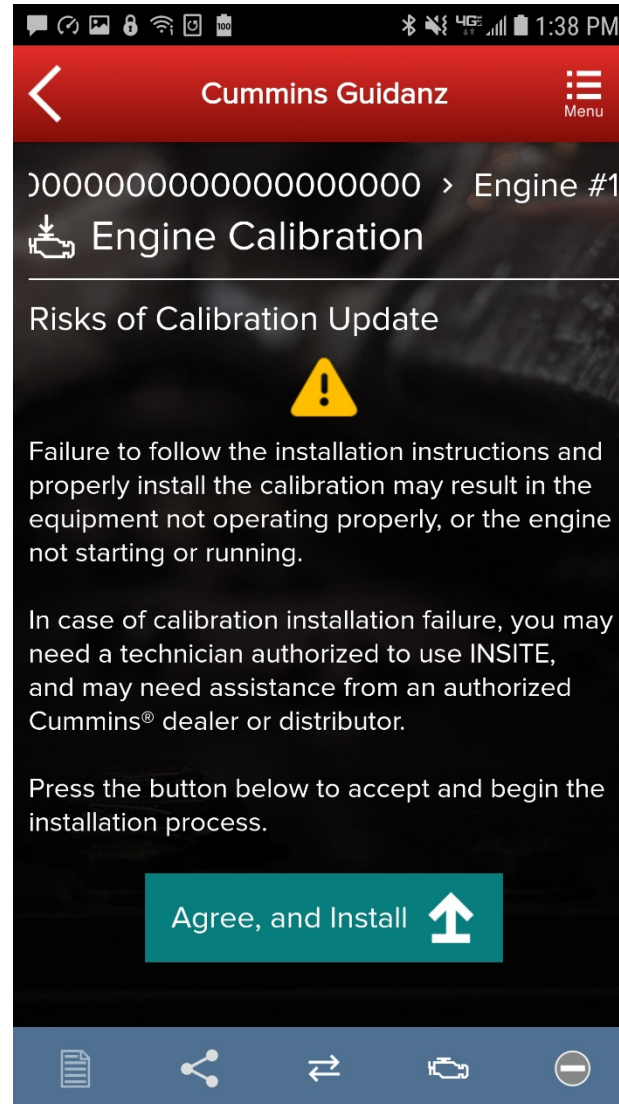
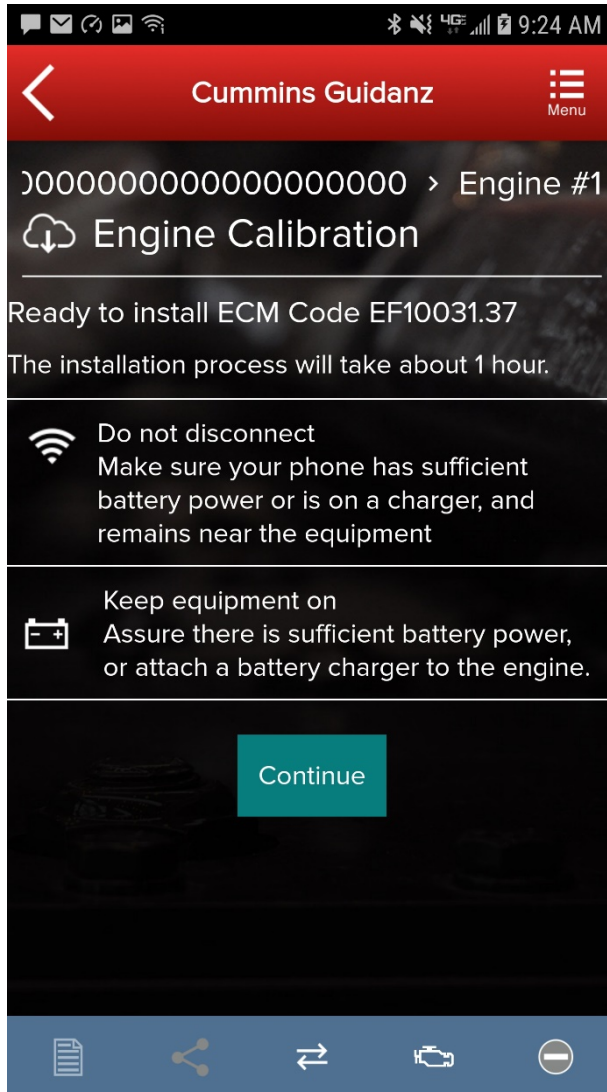
ECM Code Information



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.

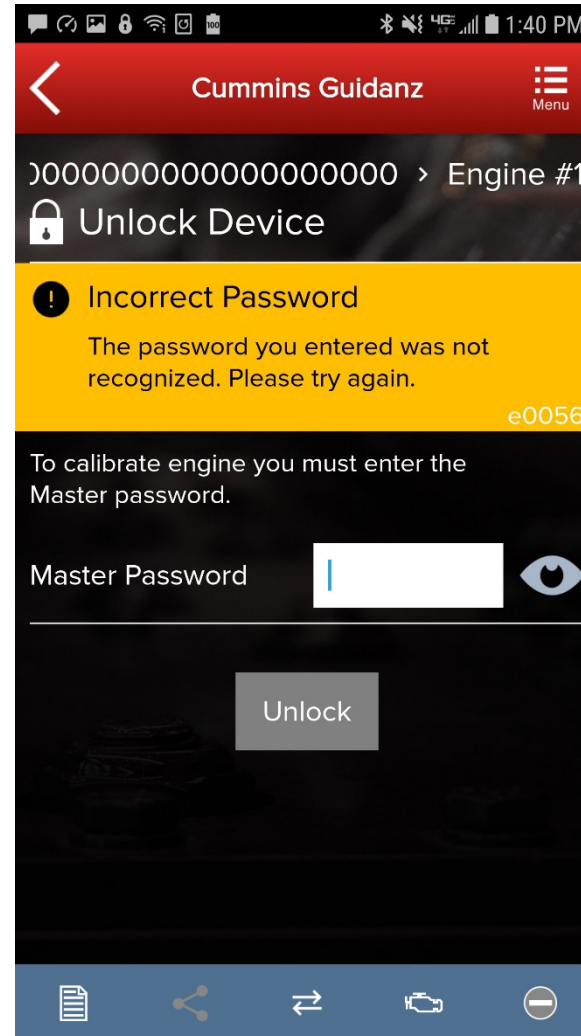
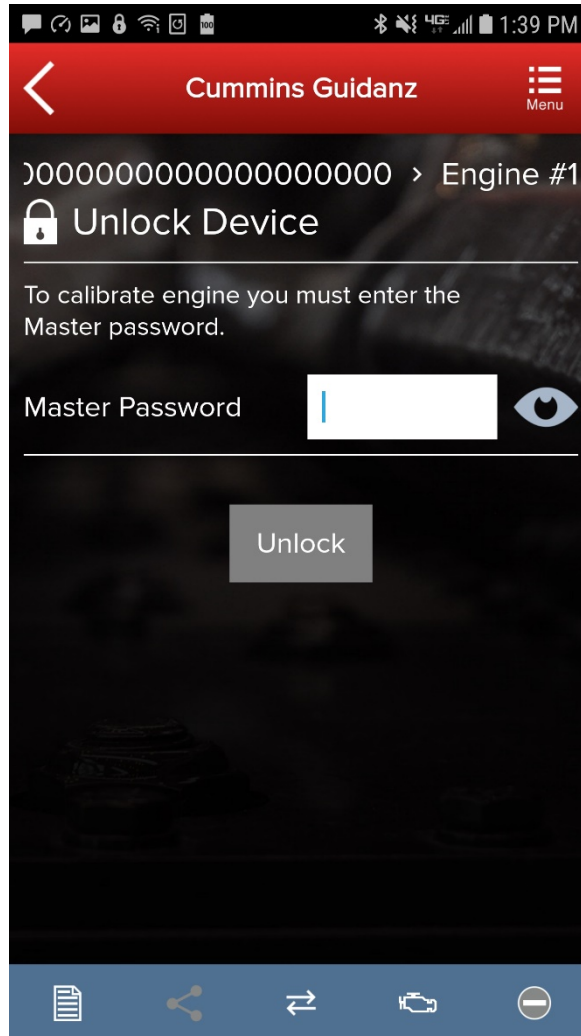
The user can also delete the downloaded ECM code at this point.

User Warning Messages



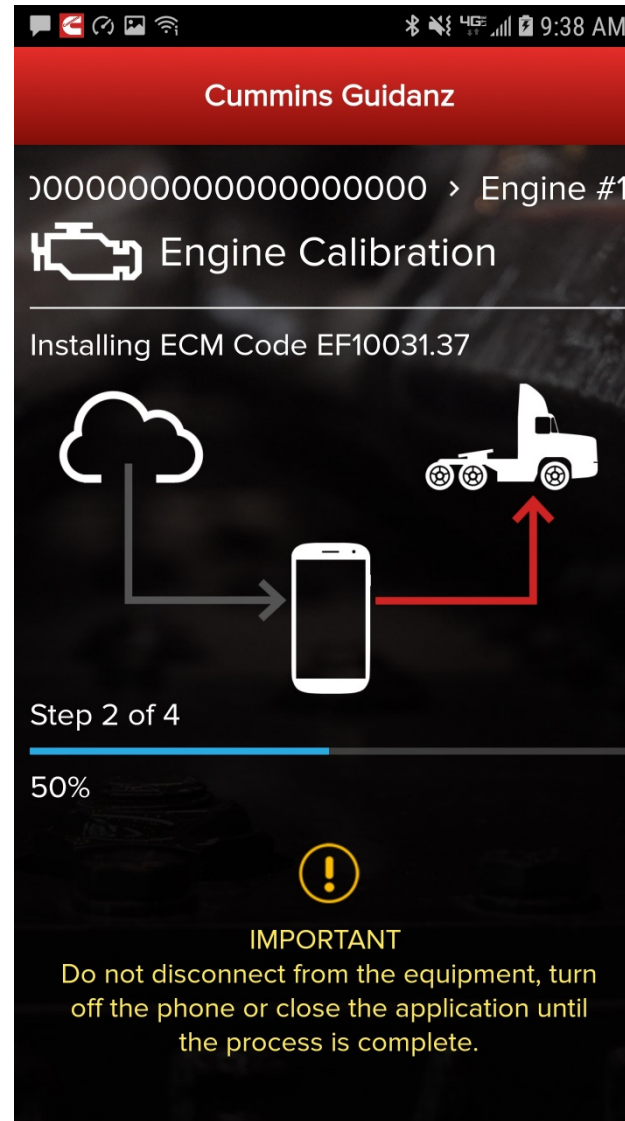
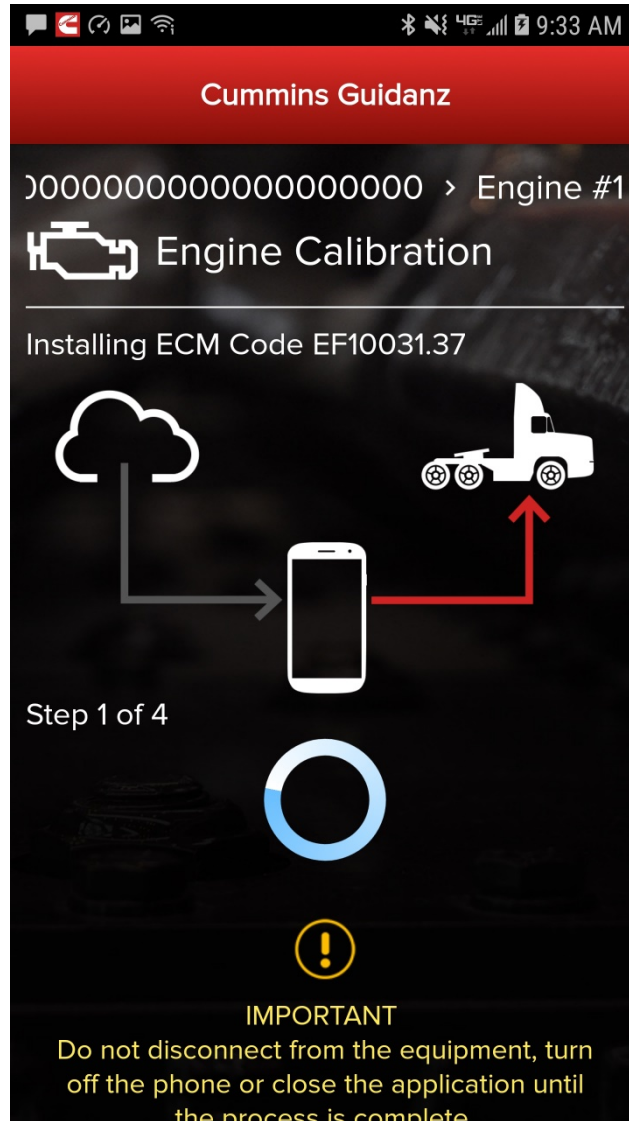
- When the user clicks New ECM Code Ready to Install, the app will display warning messages. The user must read and click Agree, and Install to start the installation process
- If the user has to enter a master password to unlock the device, the Risks of Calibration Update warning message will be displayed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

Multi-Level Security



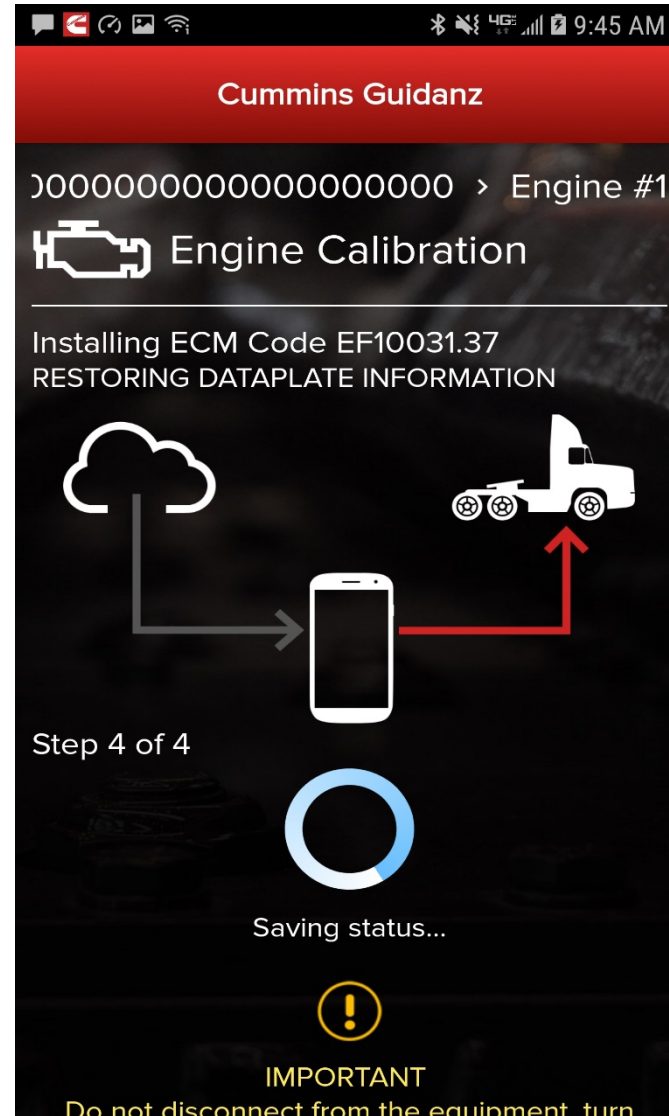
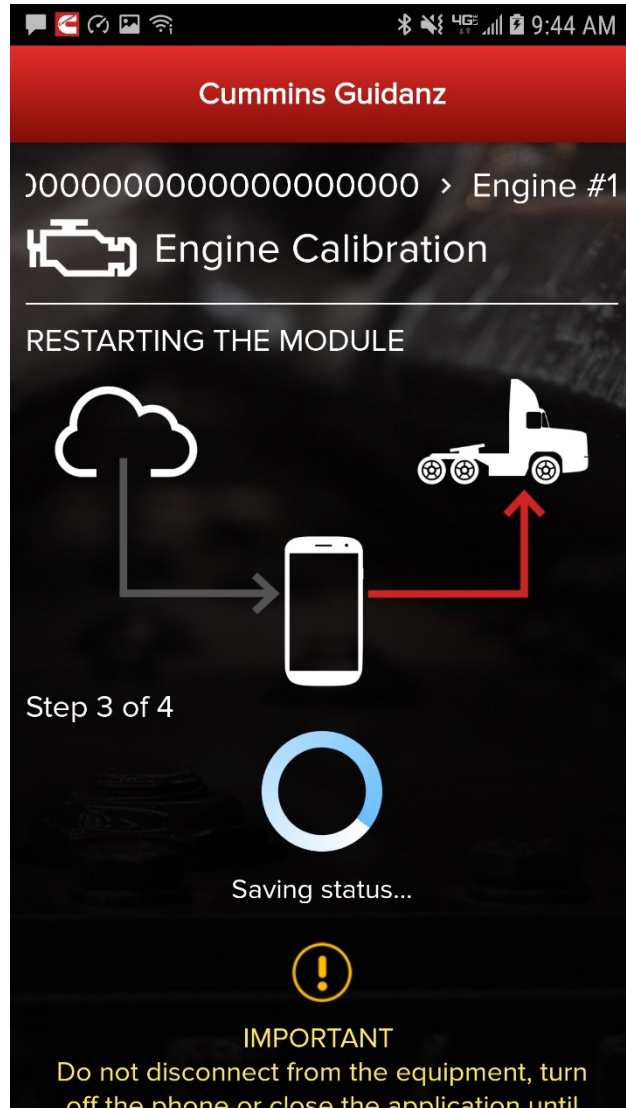
If master password is set, user will be prompted for password.

Calibration Installation Process



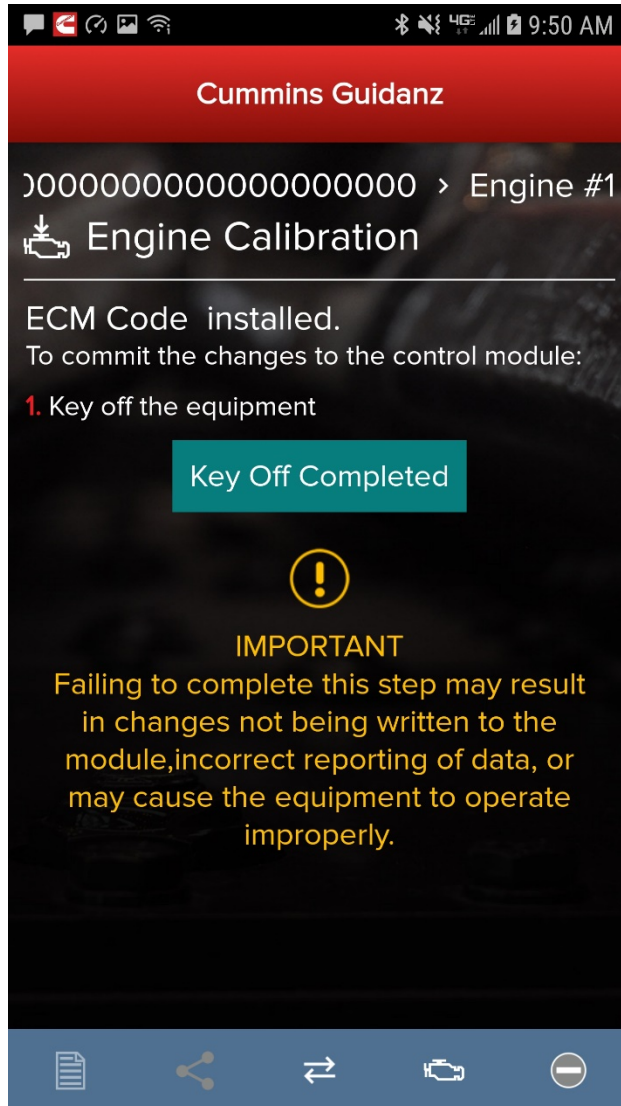
The app will go through Steps 1 - 4 of the installation process.

Calibration Installation Process



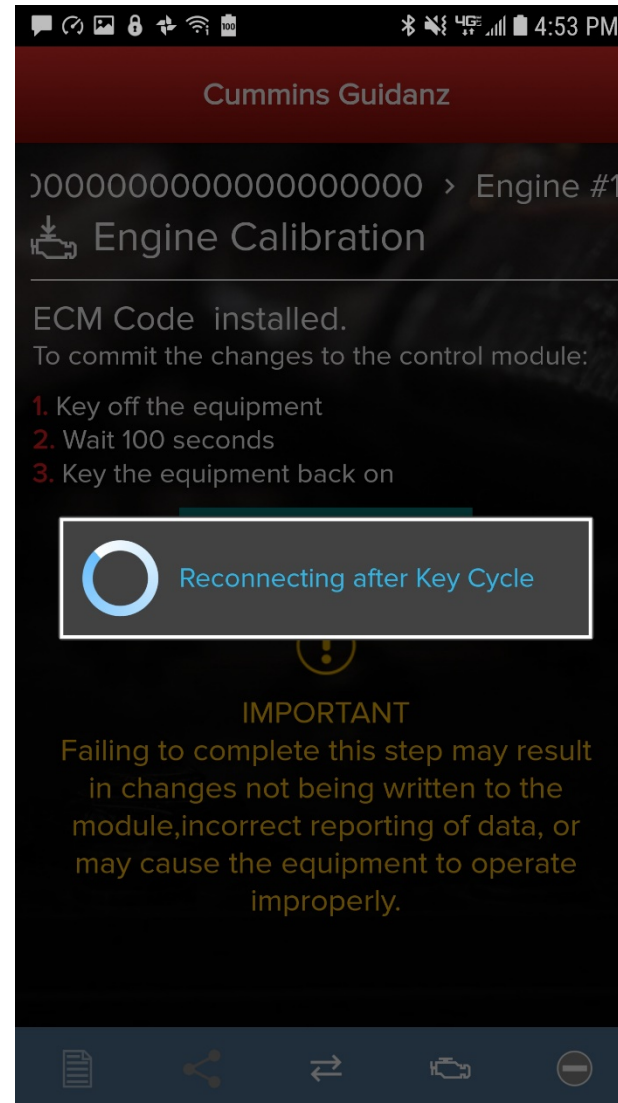
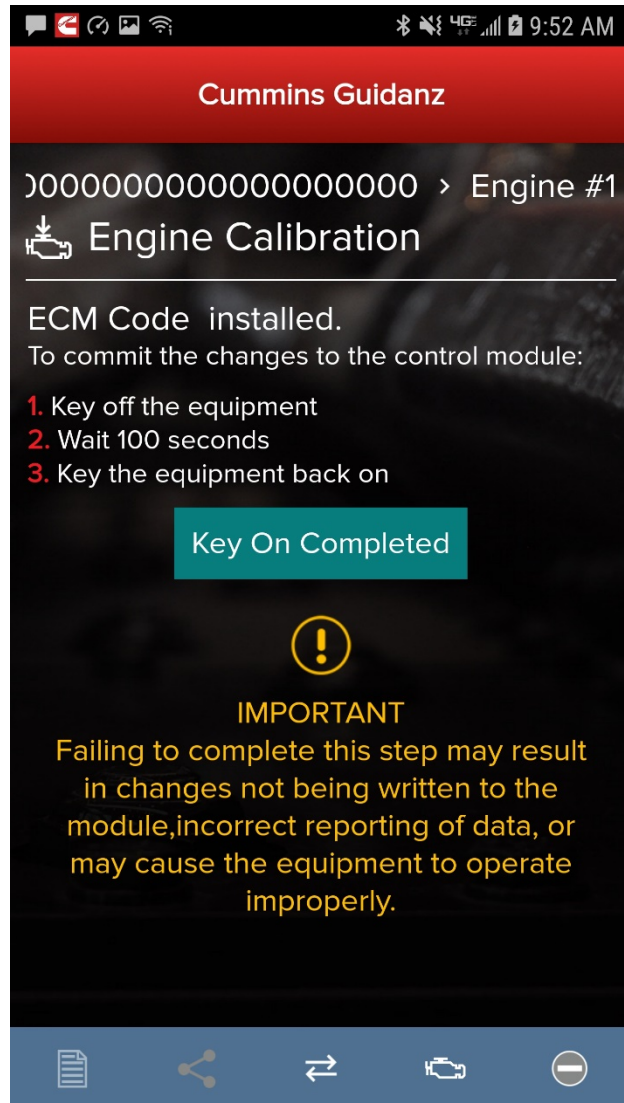
The app will go through Steps 1 - 4 of the installation process.

Key Off Instructions



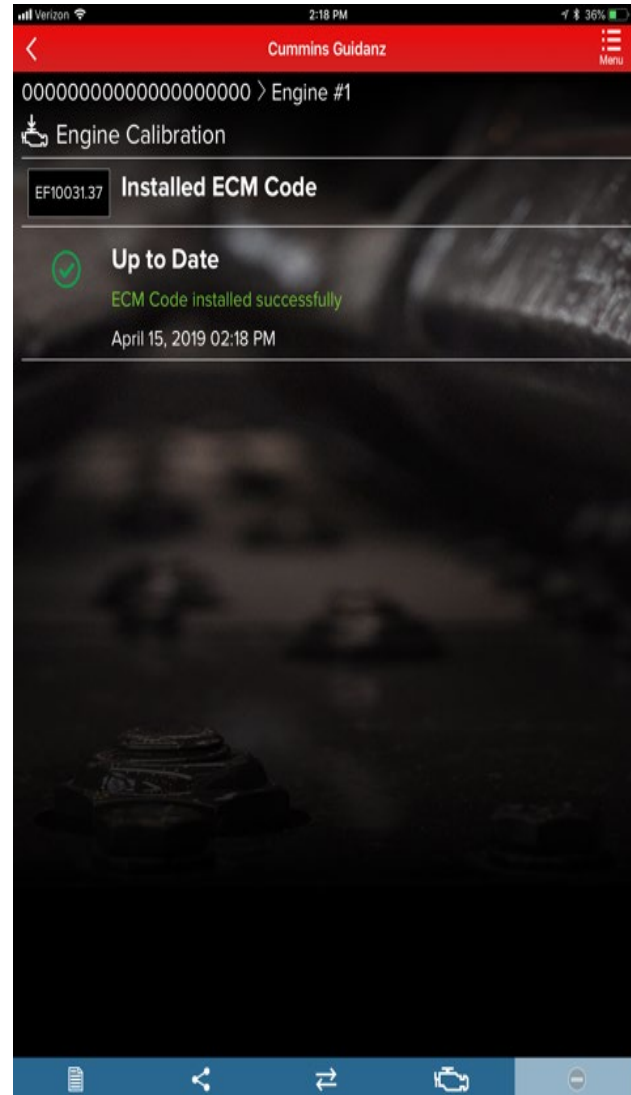
After completion of the 4 installation steps, the user is prompted to key off. A timer will count down. Its length is determined by the engine type.

Key On Instructions



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.

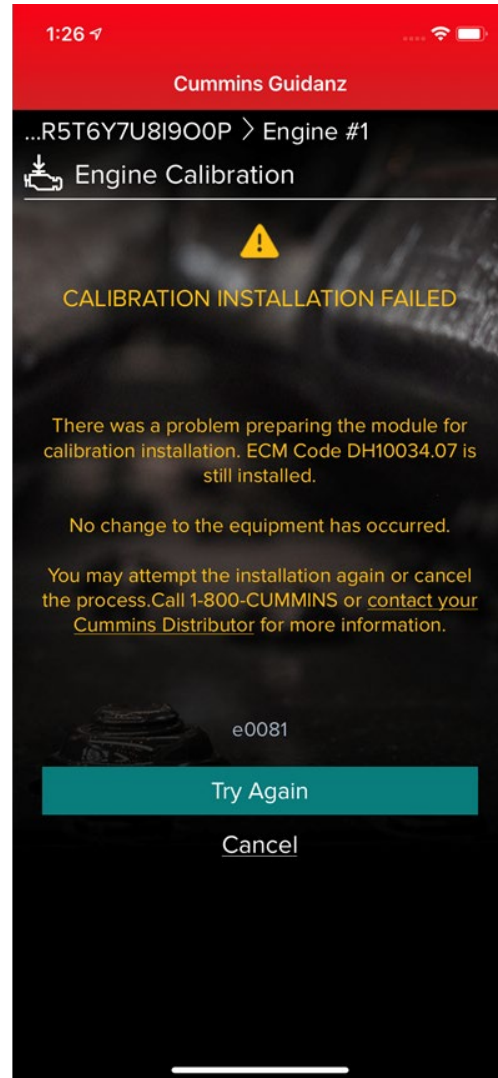


Calibration Recovery Process

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

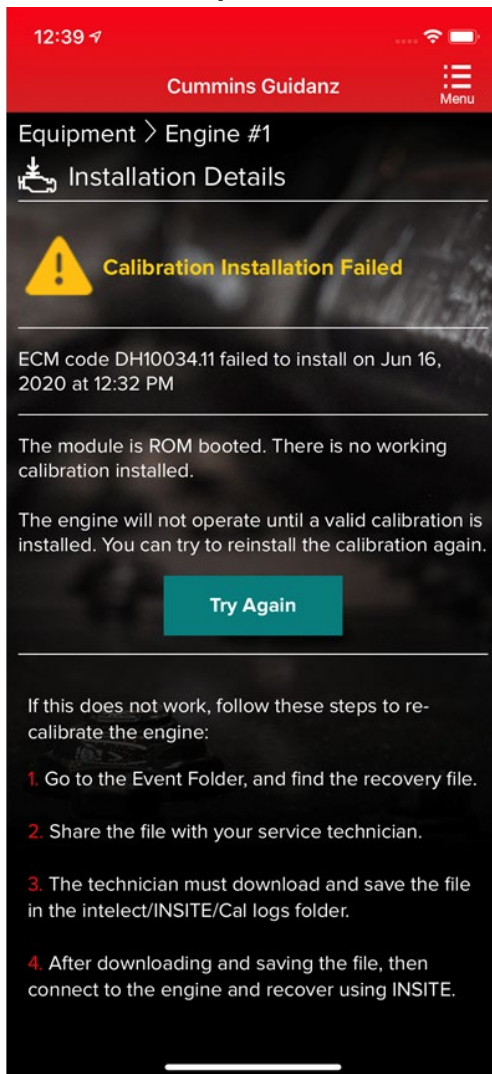


If there is a loss of communication in Step 1 of 4 of calibration installation, the app will inform the user that the download failed with the option to Try Again. After re-establishing the connection and clicking on Try Again, the calibration download will start again.

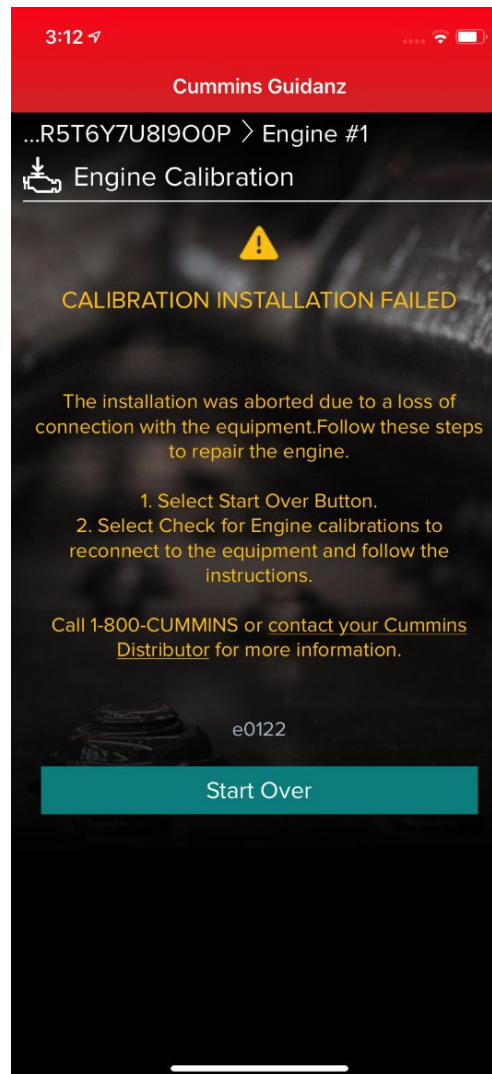
Calibration Recovery Process



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.

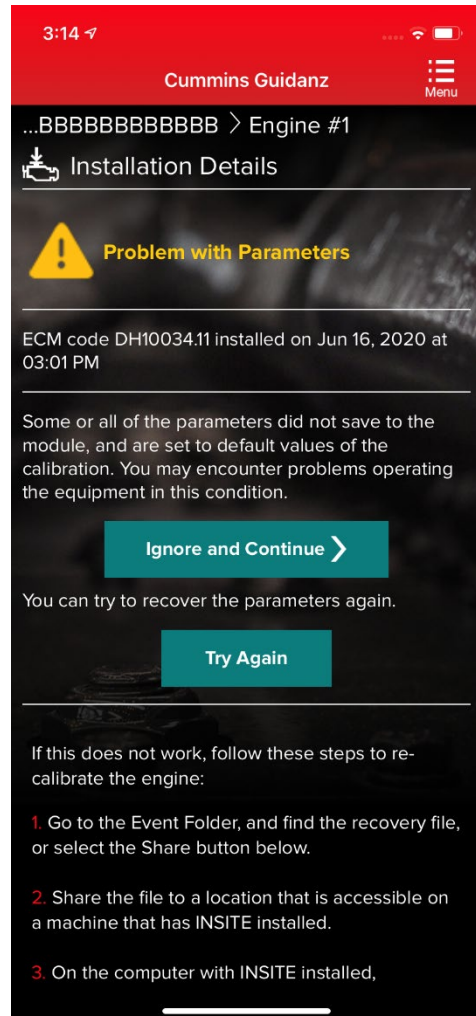
If there is a loss of communication in Step 2 of 4, the app will inform the user that the download failed with the option to Start Over (Snapshot 2). After reconnecting, you will see Snapshot 1.

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

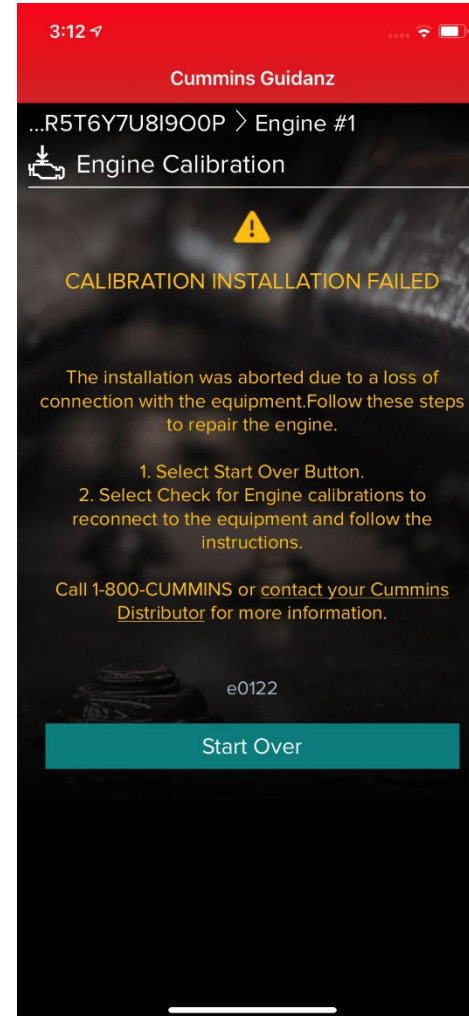
Calibration Recovery Process



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

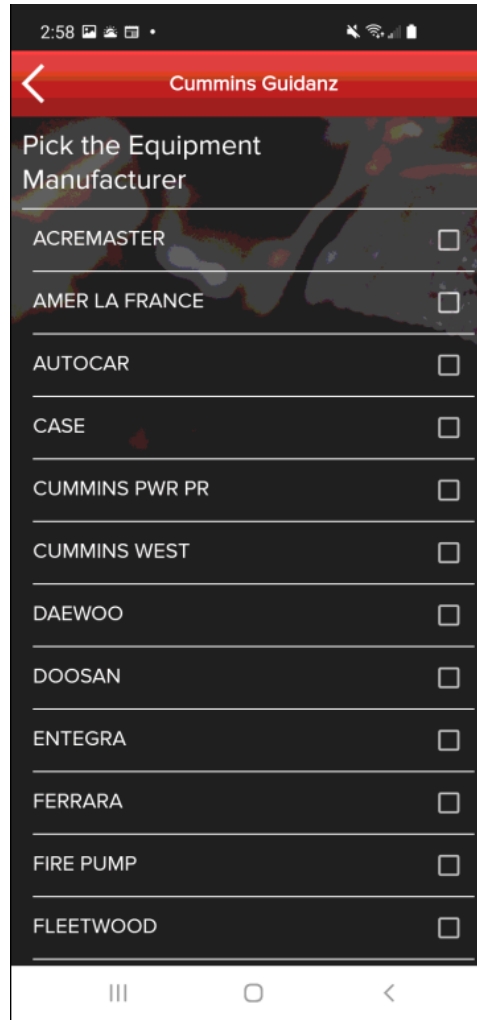
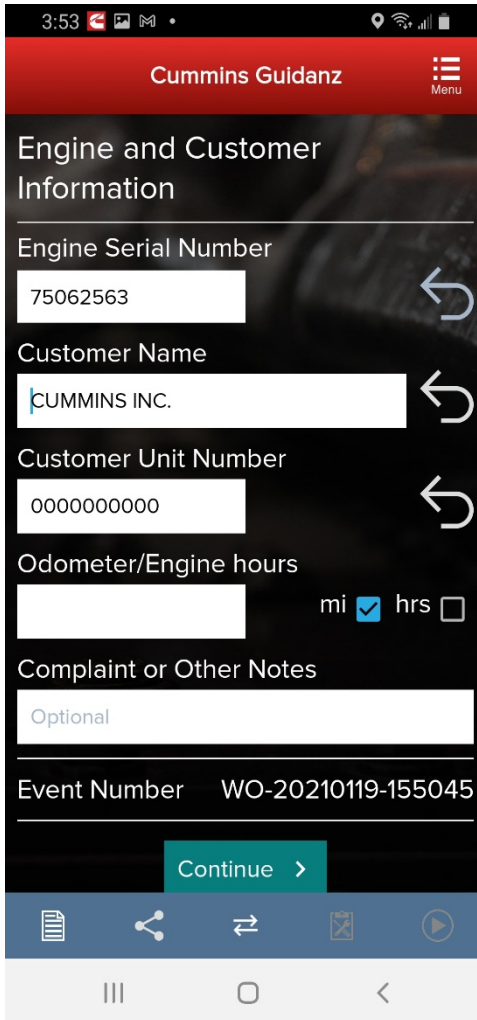


If any of above prerequisites for calibration recovery process is not met, user has to use INSITE to try to recover a rom-booted ECM.

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.

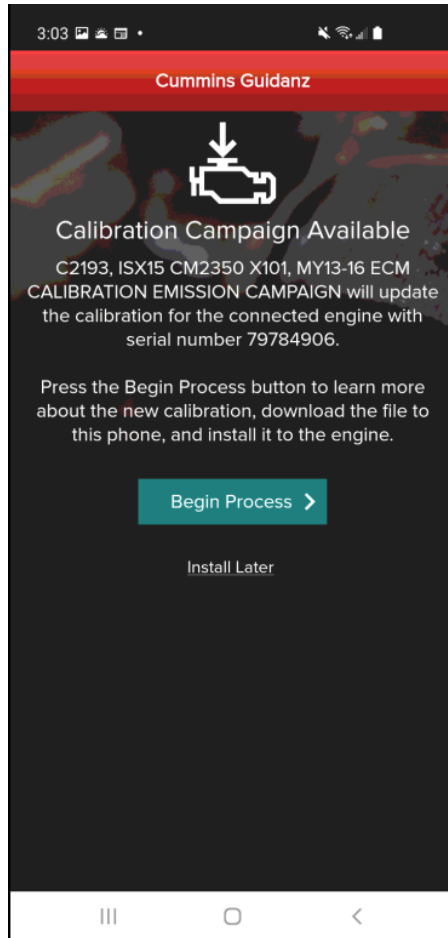
Save the trim recovery file in the C:\Intelect\INSITE\Cal Logs folder. Connect to the rom-booted ECM and download the same calibration as in the app while using the trim recovery file. A fleetcount will be required.

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.

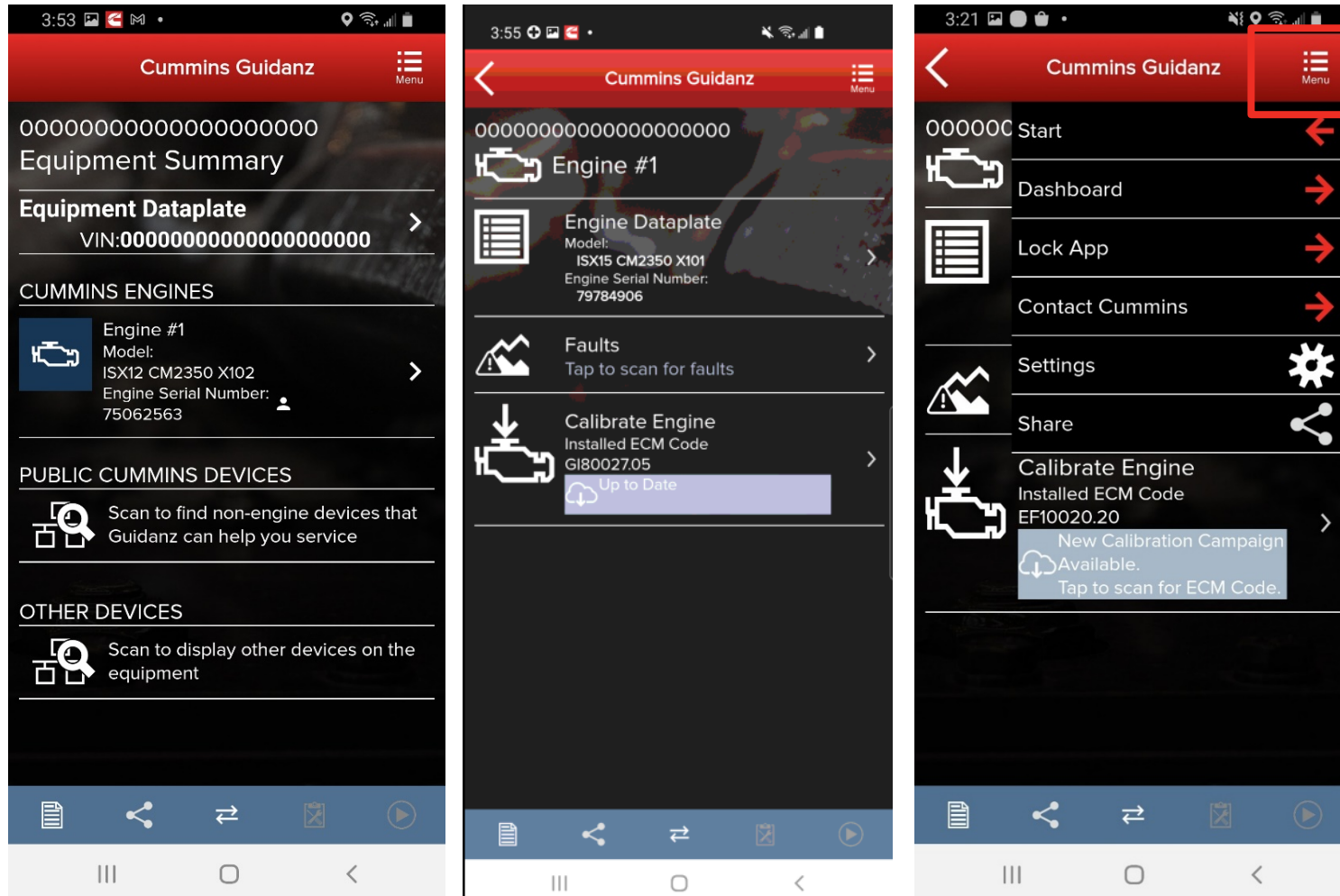
Every time a user connects to an ECM, if a calibration campaign is found a notification of Calibration Campaign Availability will be displayed if the ESN is in campaign.

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.

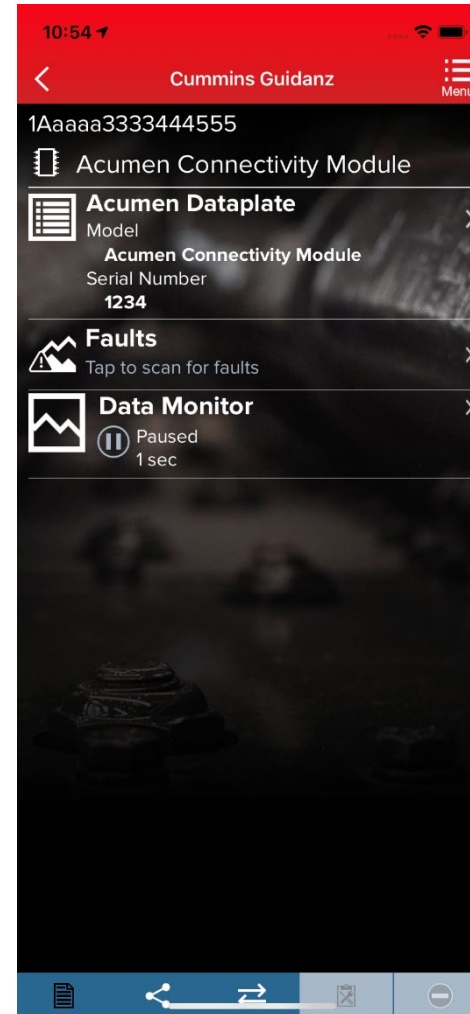
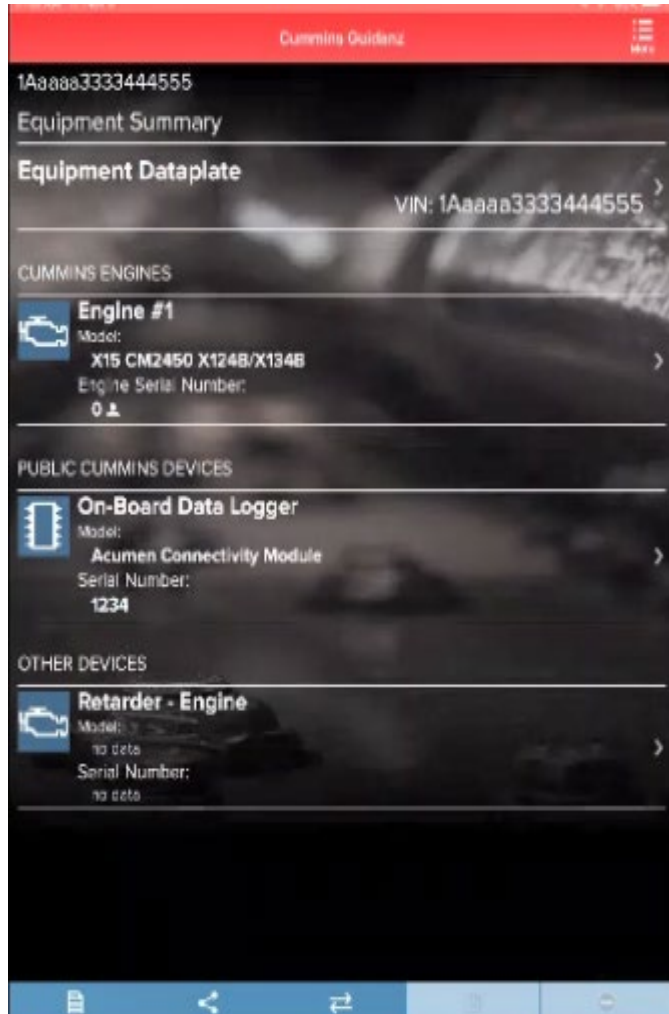
If the user wishes to participate in cal campaign field test, please contact CumminsFieldTest@cummins.com.

Equipment Dashboard (Equipment Summary Screen)



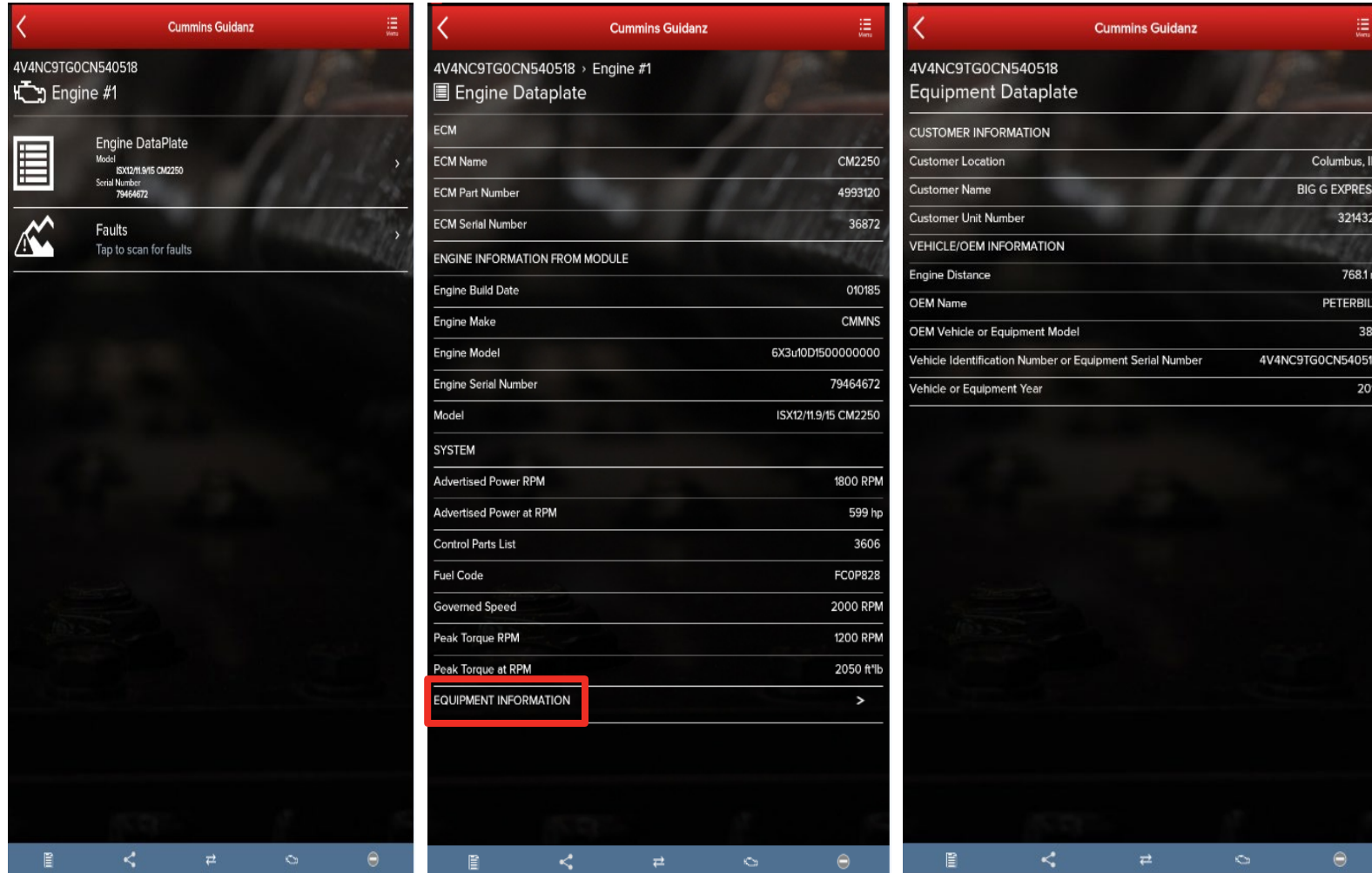
- The equipment summary screen will show in different sections (if available):
 - Equipment Dataplate
 - Cummins Engines
 - Engine #1
 - Public Cummins Devices,
 - Route Parameter Manager
 - Acumen On-Board Data Logger
 - Smart Devices, etc.
 - Other Devices
 - Transmission
 - Brake Controller, etc.
- 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

Acumen On-Board Data Logger



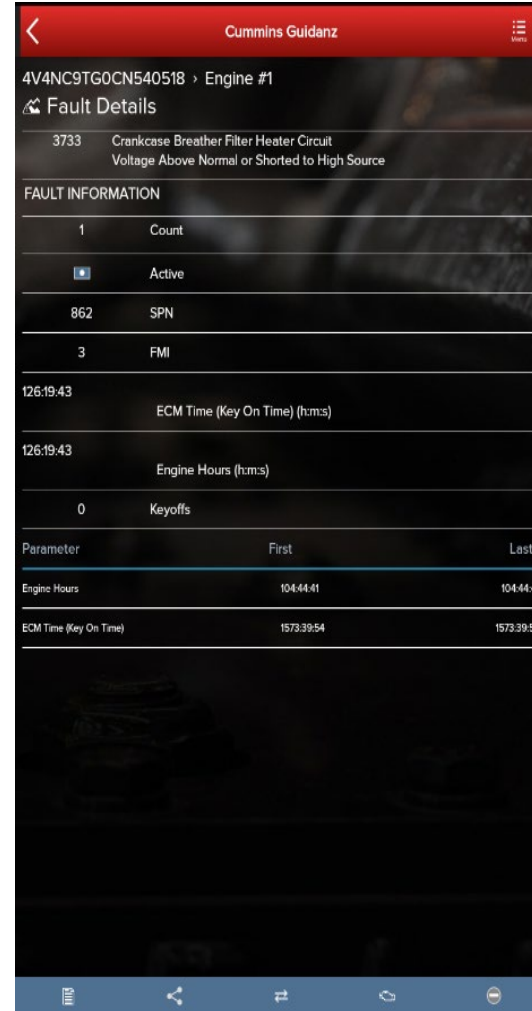
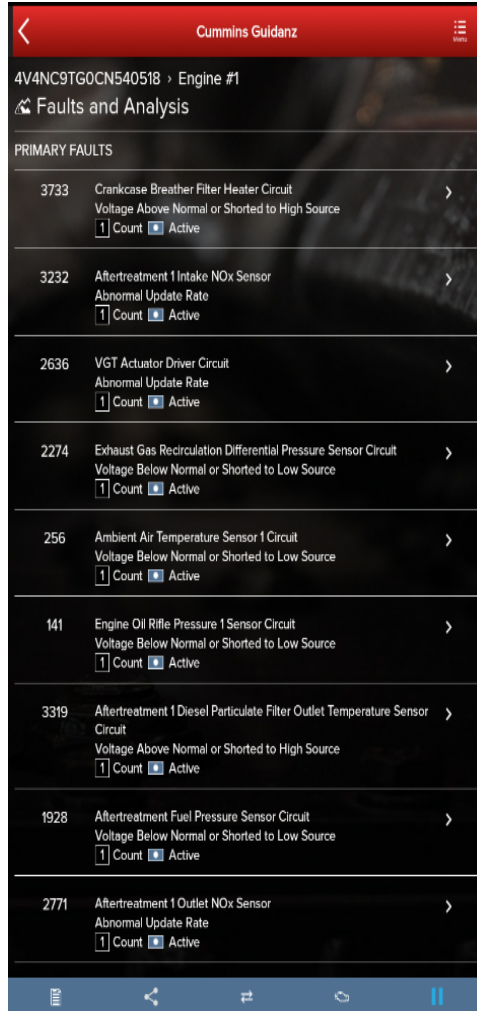
- The ACUMEN On-Board data logger device is supported and allows user detect and display fault and data plate details, and to monitor data.

Equipment Dataplate



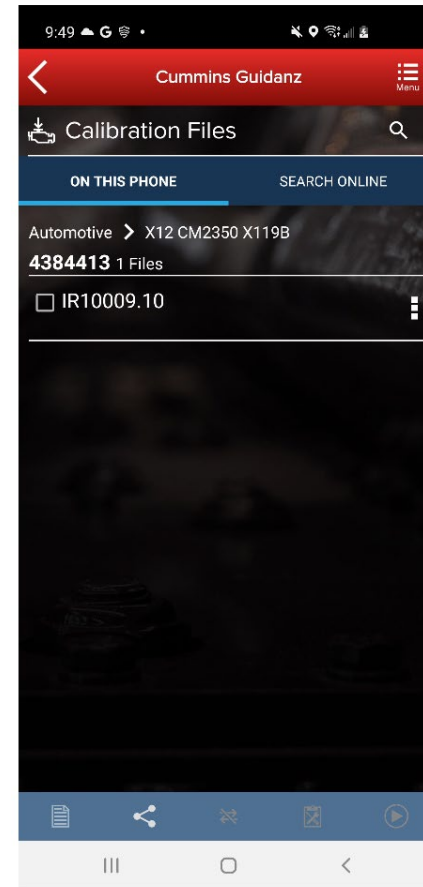
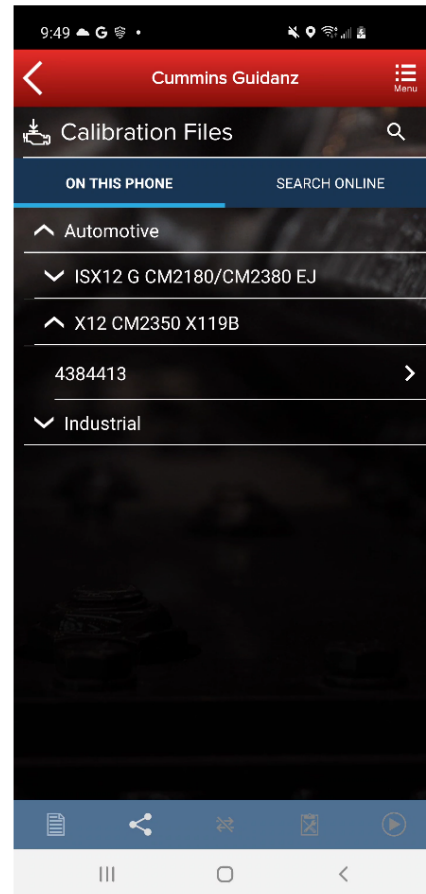
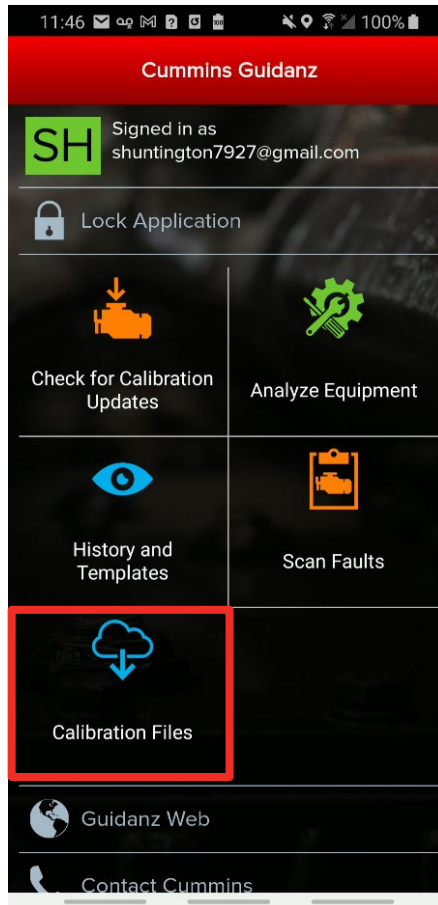
- Equipment Dataplate can be accessed via the ECM Device Dashboard and Engine Dataplate
- It contains the information the user enters such as customer name, manufacturer, model, etc., as well as other information

ECM Fault Screens



- 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 calibrations on the device

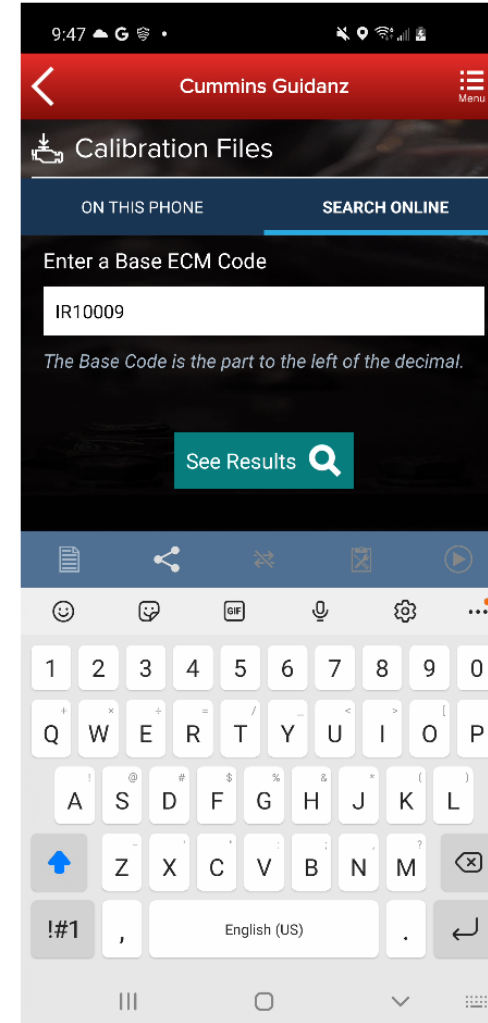
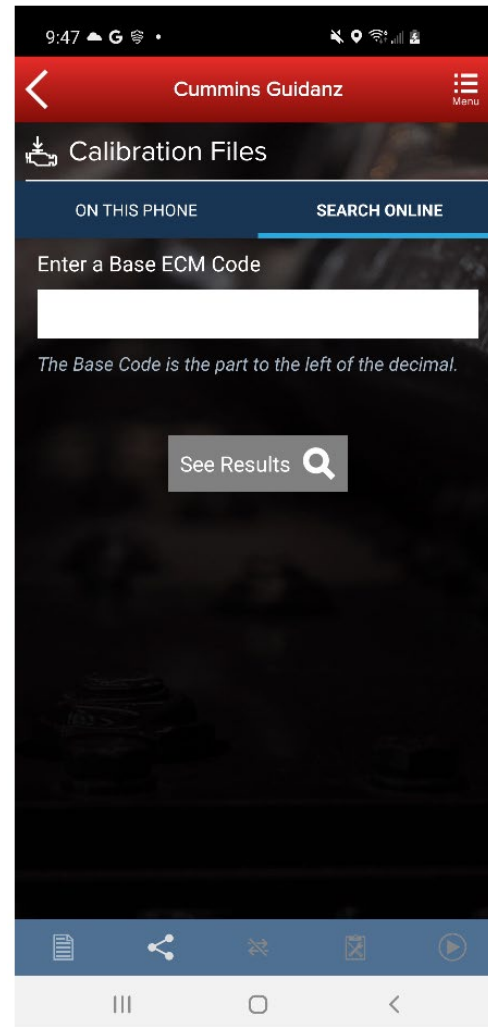
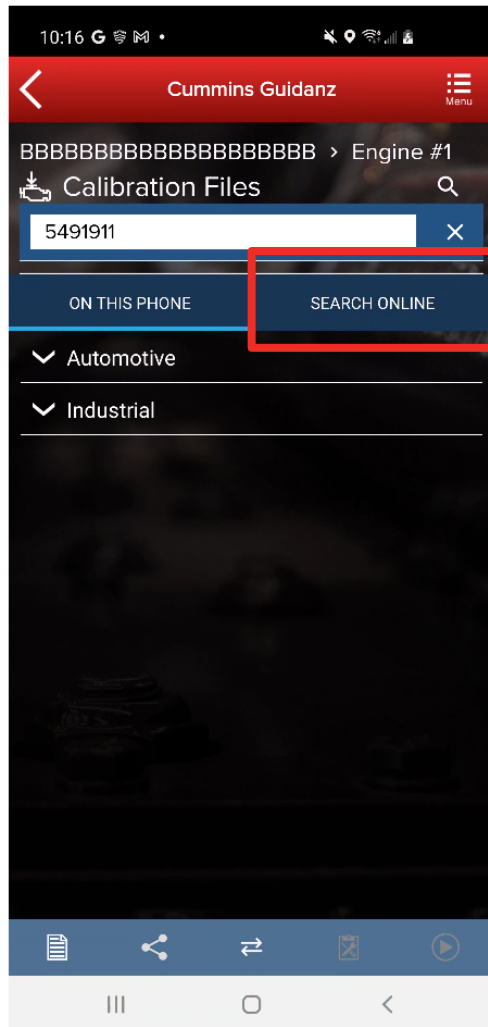


- Selecting “Calibration Files” will allow the user to view calibrations that have been downloaded to the device.

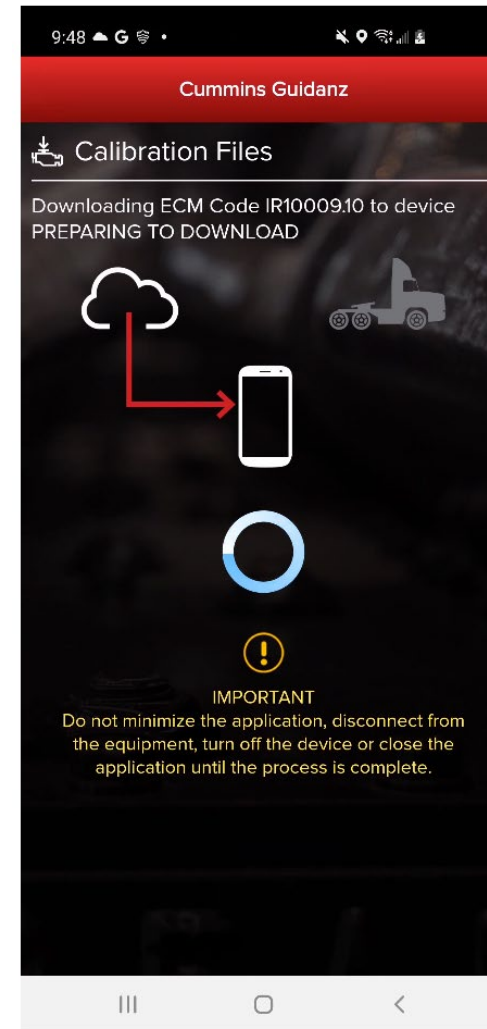
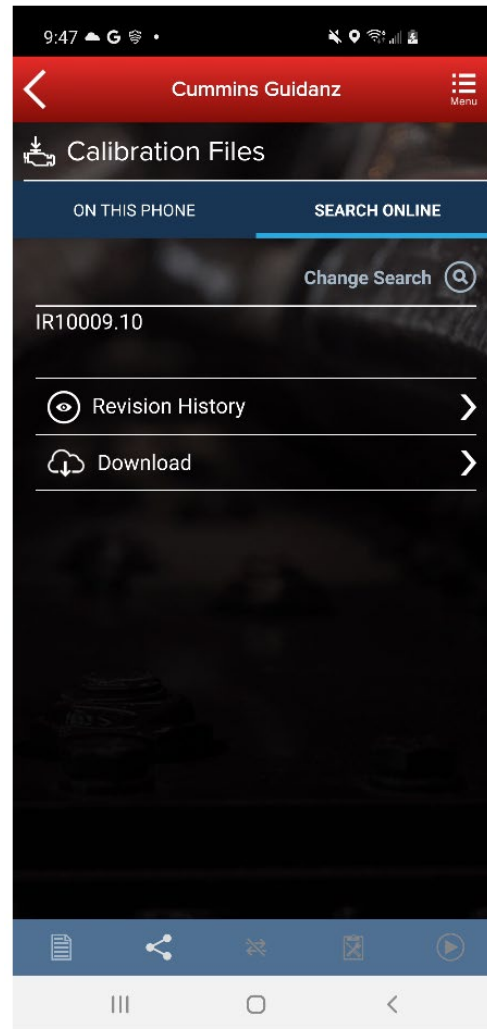
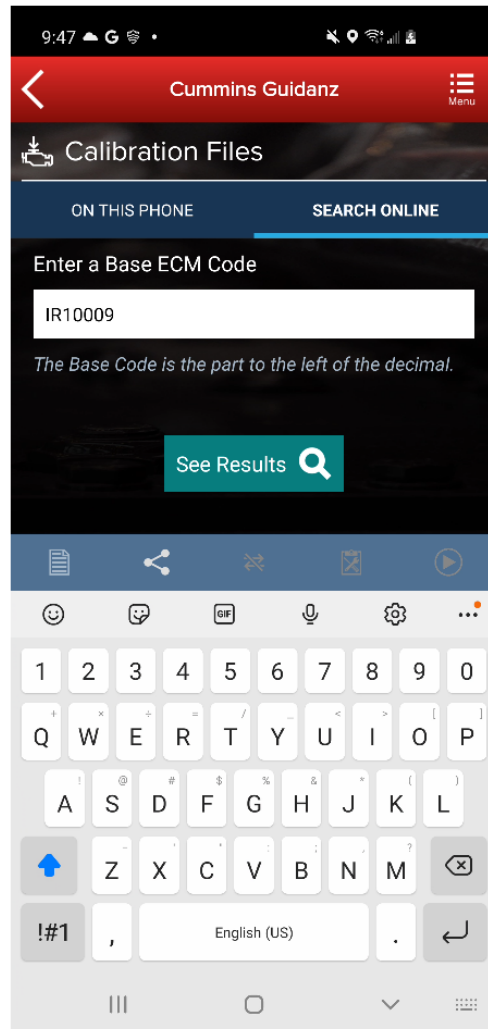


Calibration Files - Search

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

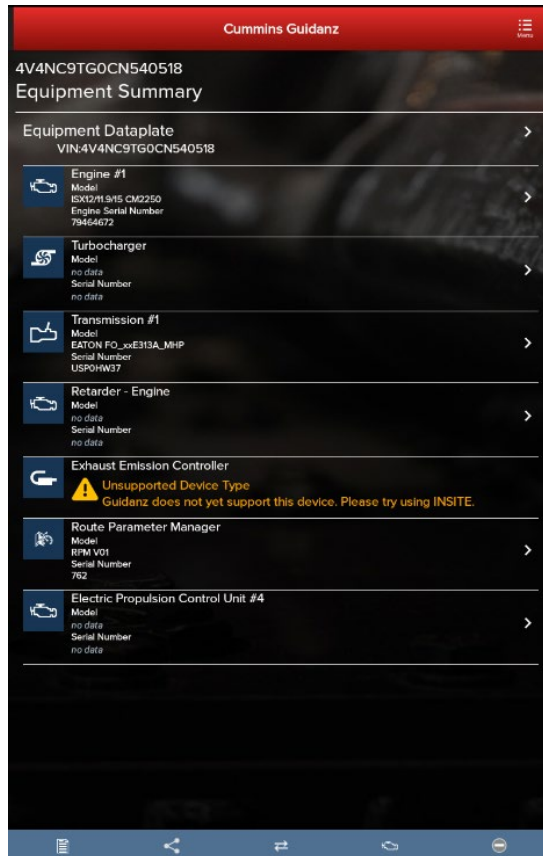


Calibration Files – Download to device

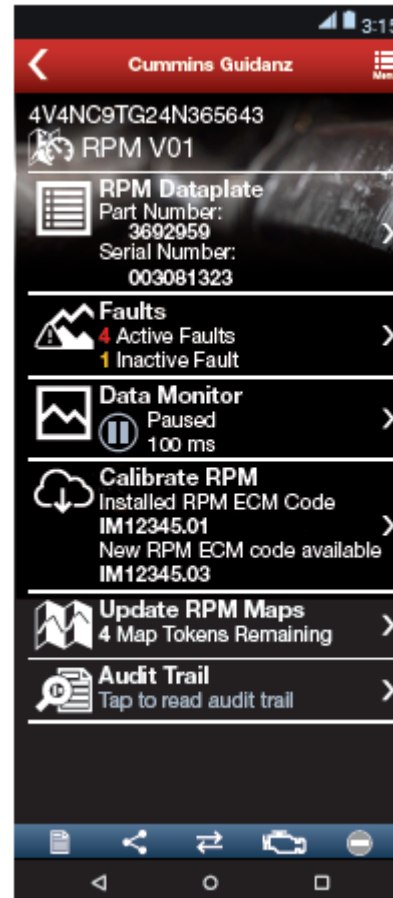


- After searching, users have the option to view the revision history, or download the calibration to their device.

Device Dashboard



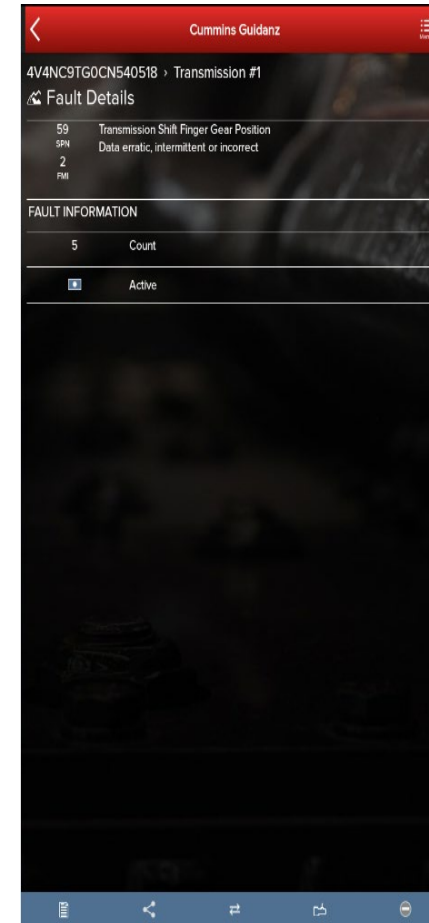
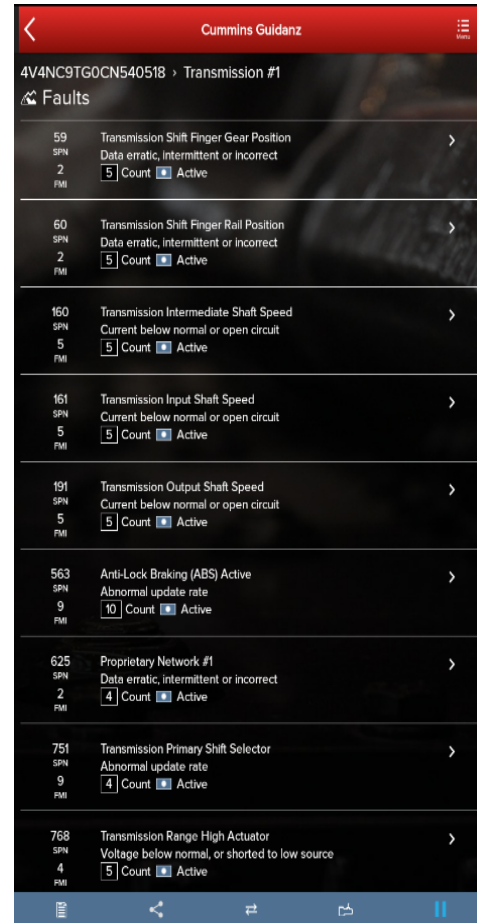
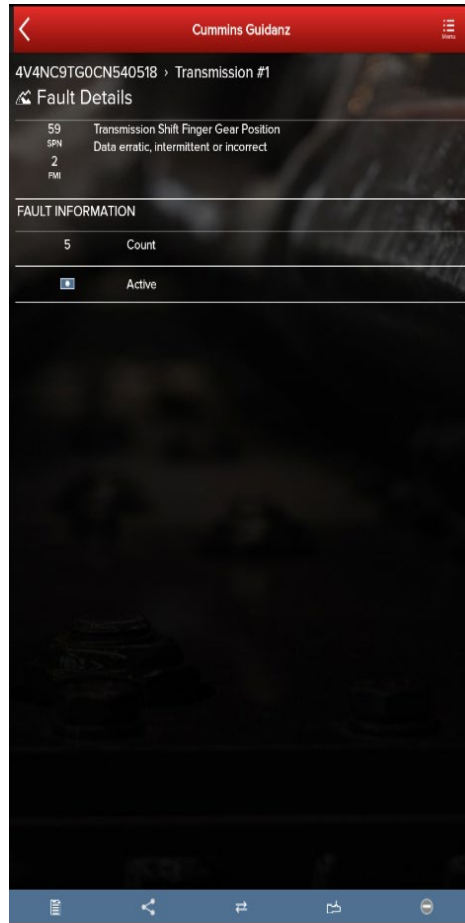
Core II ECM - Device Dashboard
Currently only “Engine Dataplate” and
“Faults” functionality is available



RPM - Device Dashboard

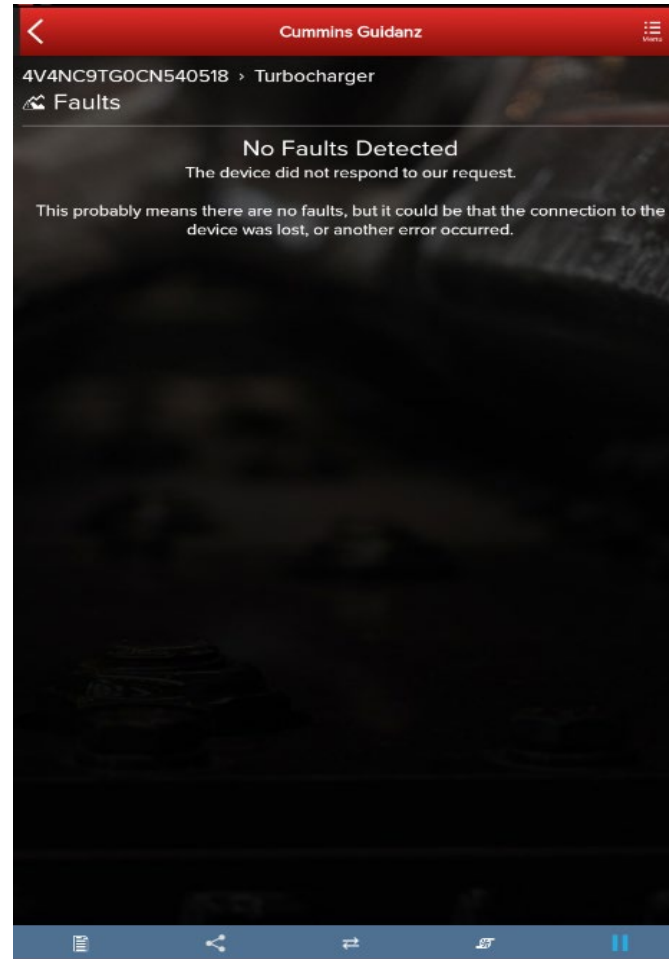
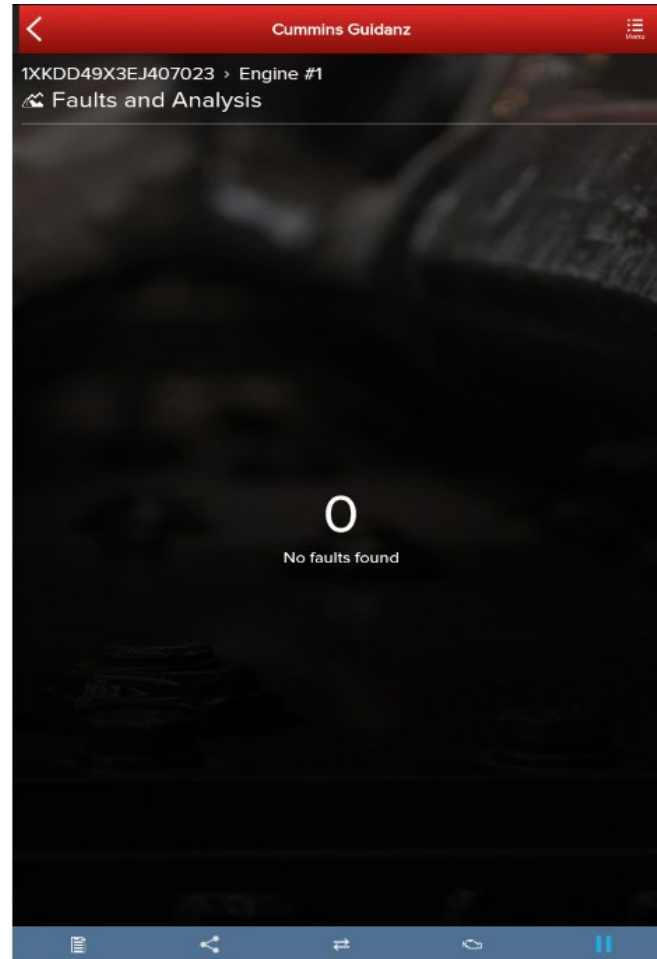
- Clicking on a device on the equipment dashboard displays the device dashboard
- The device dashboard screen shows all the functionality that is available for that device

J1939 Device Dashboard and Faults



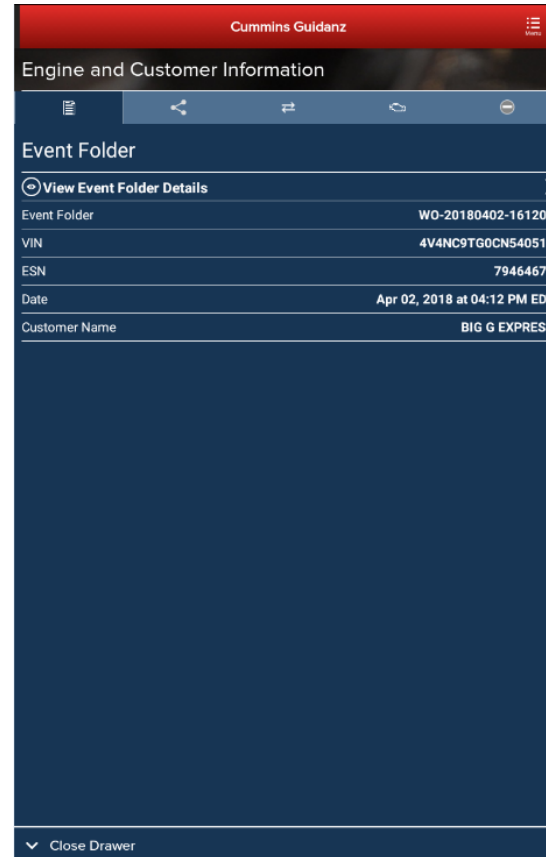
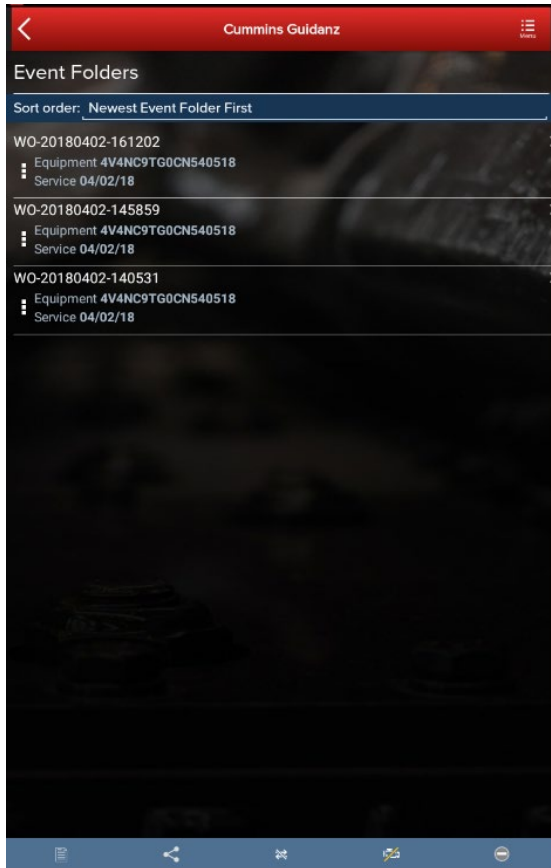
- Clicking on a J1939 device on the equipment dashboard displays the J1939 device dashboard
- The device dashboard for J1939 devices allows you to view the faults and fault details.

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

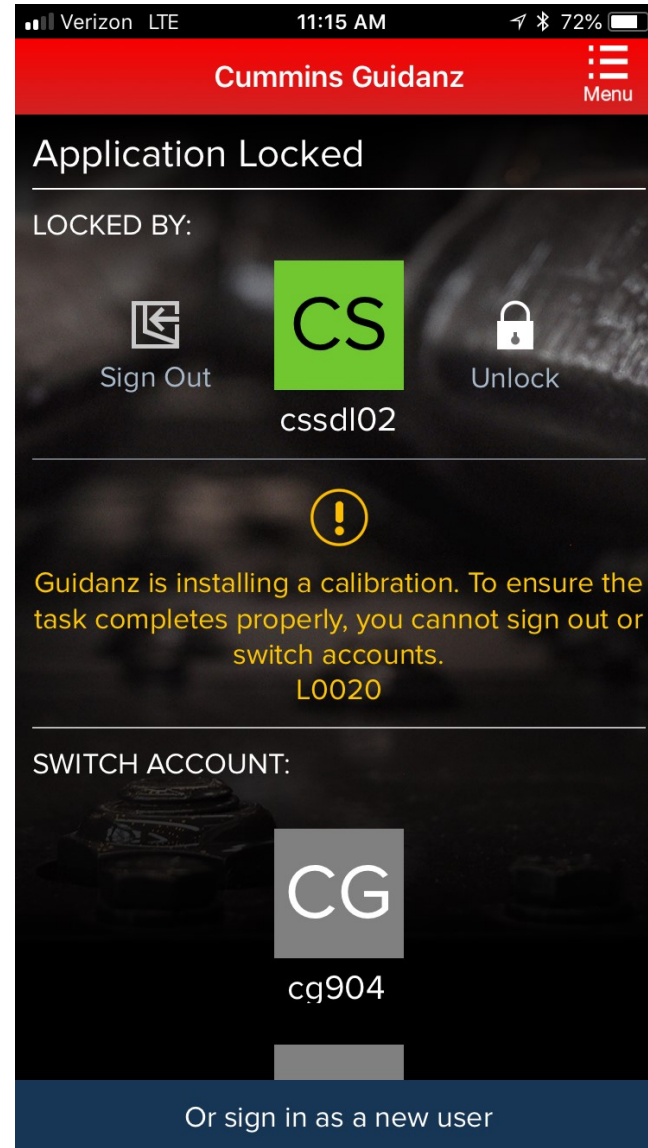
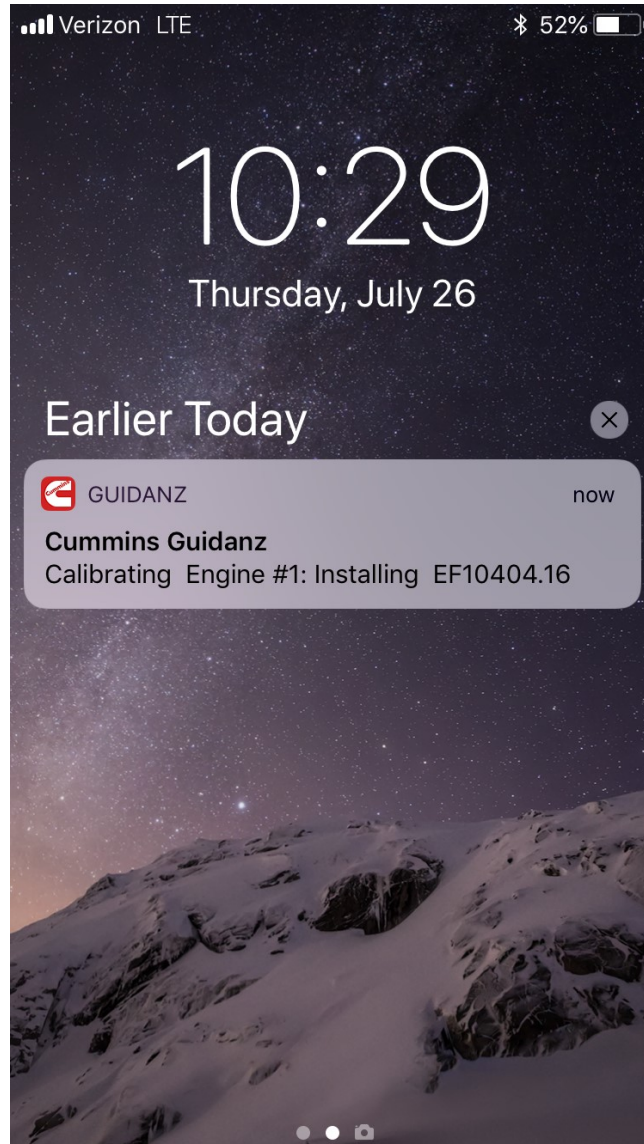


Event Folders can be viewed by clicking on History and Templates in the Start screen

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



Immediate Assessment Service

Old process

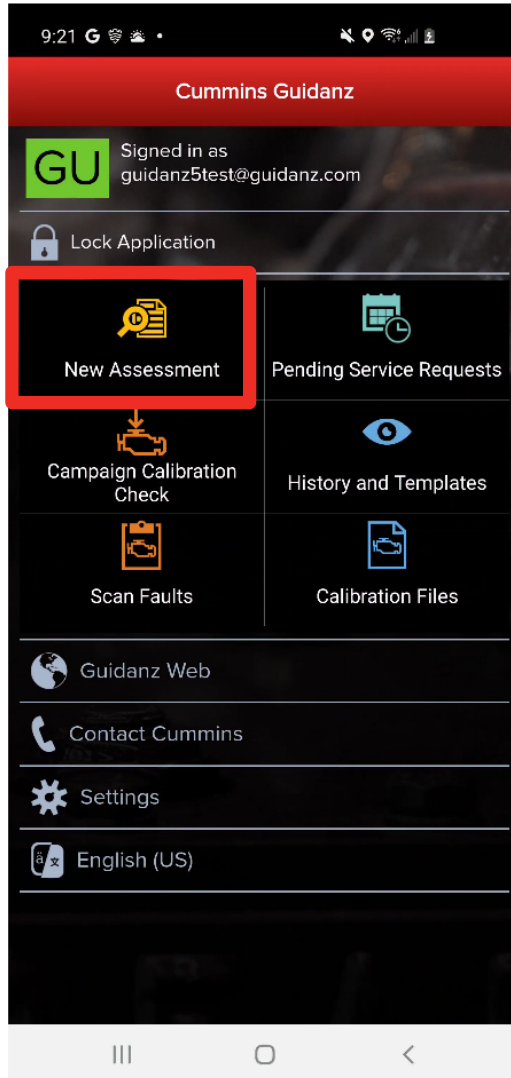
1. The customer is met in the lot by the Service Writer
2. The SW plugs in a datalink adapter and uses a smart phone app (Fault Advisor App) to get public (SPN/FMI) fault code information from the ECM
3. QSOL is used to convert the SPN/FMI info into a Cummins fault code
4. QSOL FCA is used to prioritize 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

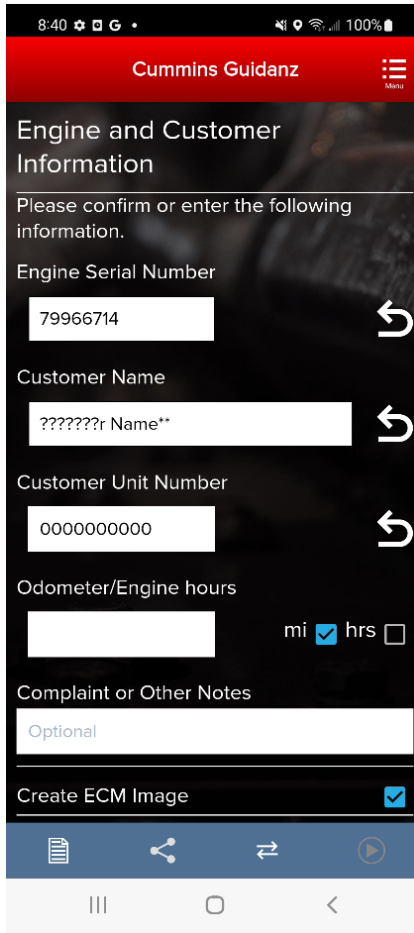


- **Subscribed User Functionality**



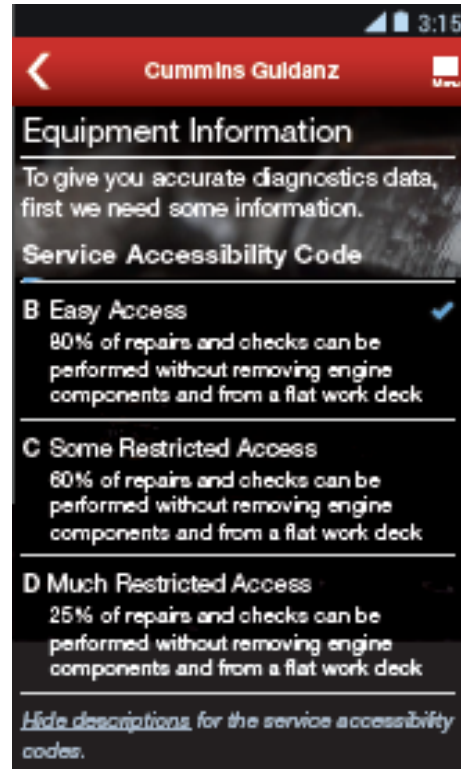
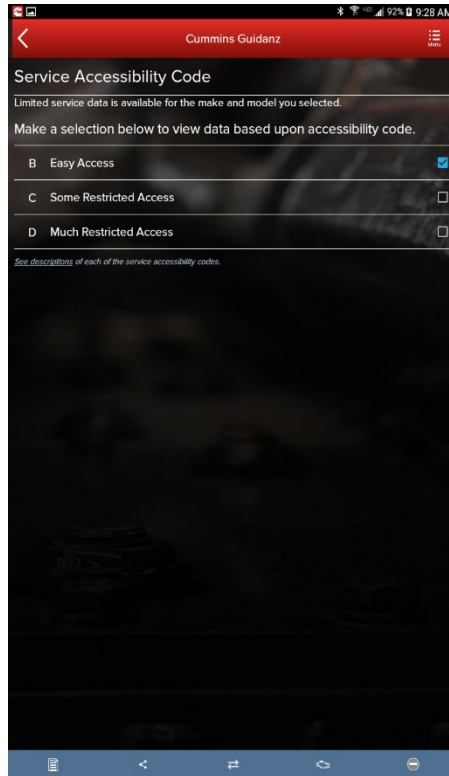
- Prioritized Cummins fault codes, descriptions, and the top three most likely root causes
- Estimated service times
- Ability to update Guidanz Web Appointments
- Enter ESN and customer information
- Select manufacturer and model
- Equipment and device data plate information
- Create, View, Resume, 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



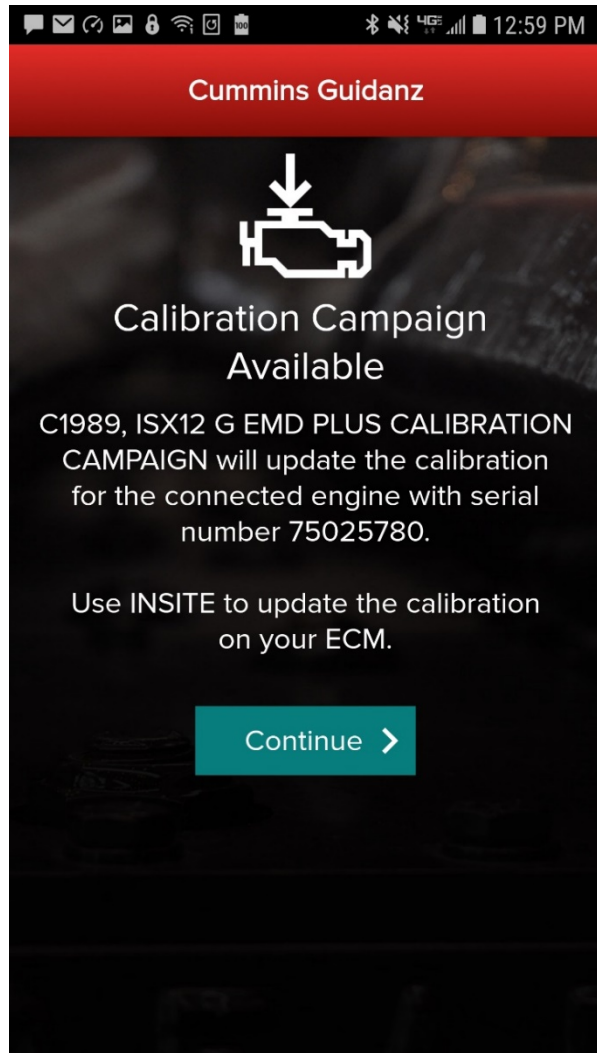
- When clicking on New Assessment, user connects the adapter to the truck and pairs to the adapter via the app
- The app pulls up Engine Serial Number, and Customer Name from ECM, and the user can edit them if they are incorrect
- Based on the confirmed ESN, the equipment make and model list is retrieved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



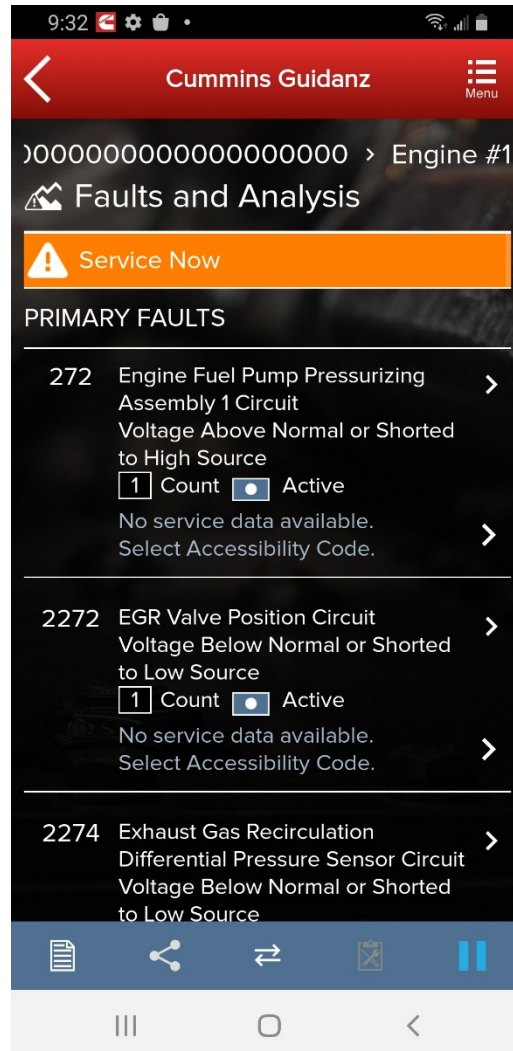
The app will notify the user of the availability of a calibration campaign.

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

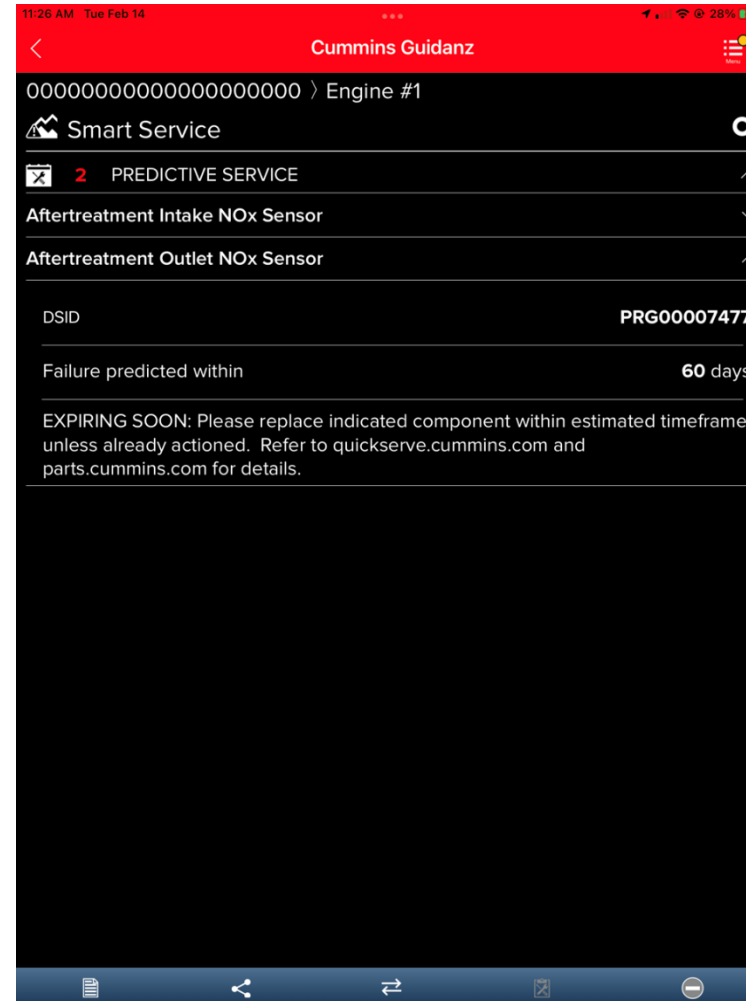
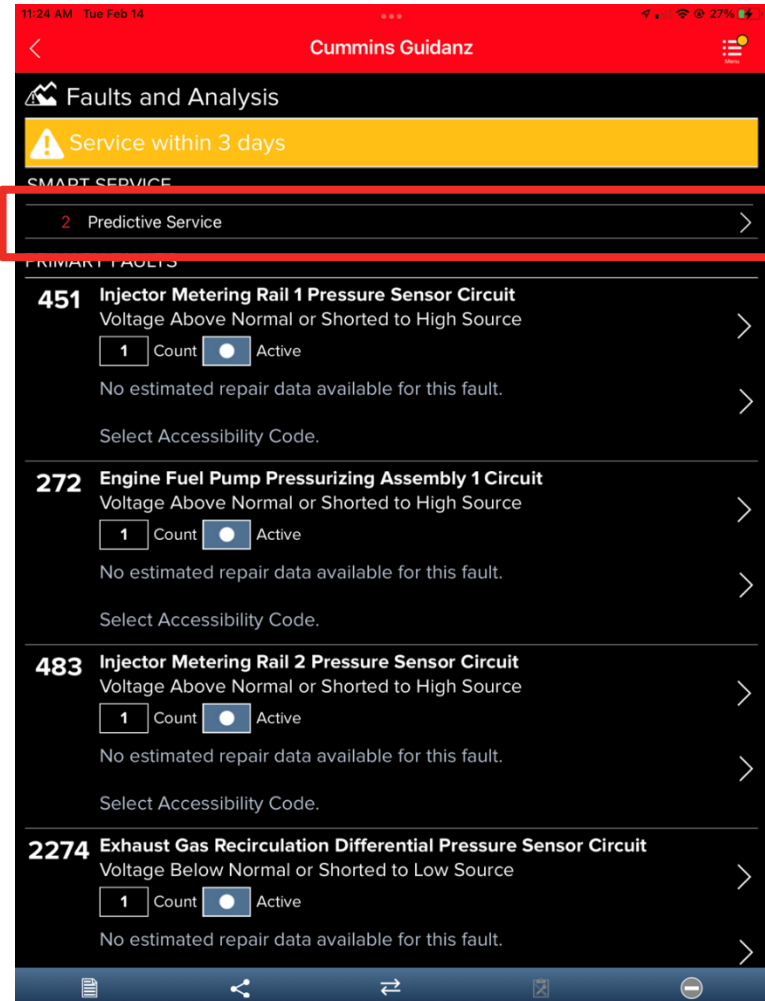


- The app displays the severity to show the current condition of the engine based on below color codes:

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

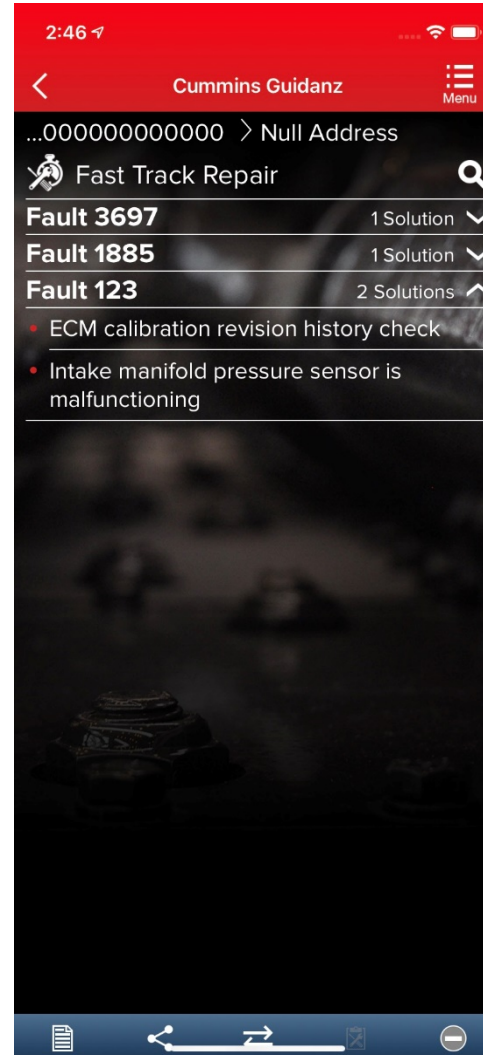
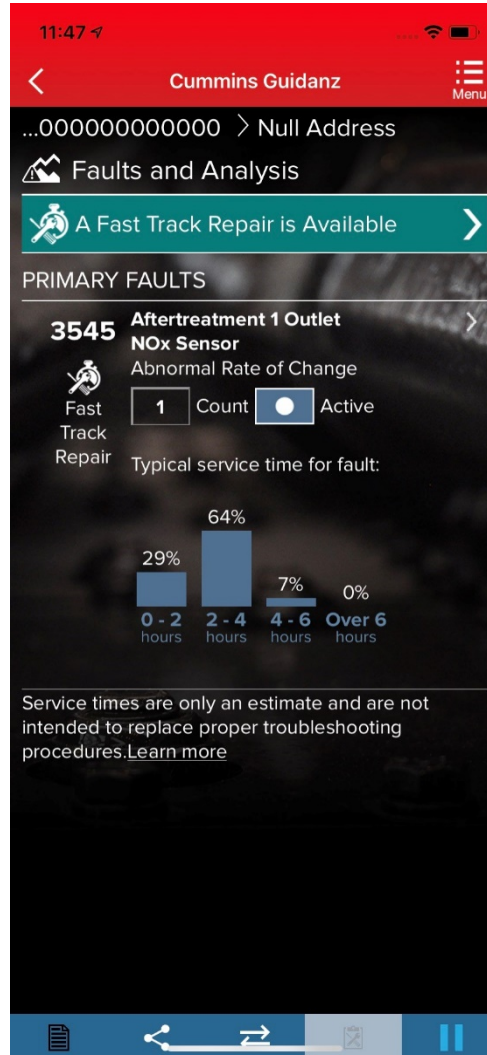
Severity	Icon	Strip color	Message
Stop Now		Red	Stop Now
Service Now		Amber	Service Now
Service Soon		Yellow	Service Soon
Information		Bright Blue	Information

ECM Fault Screens - Prognostics



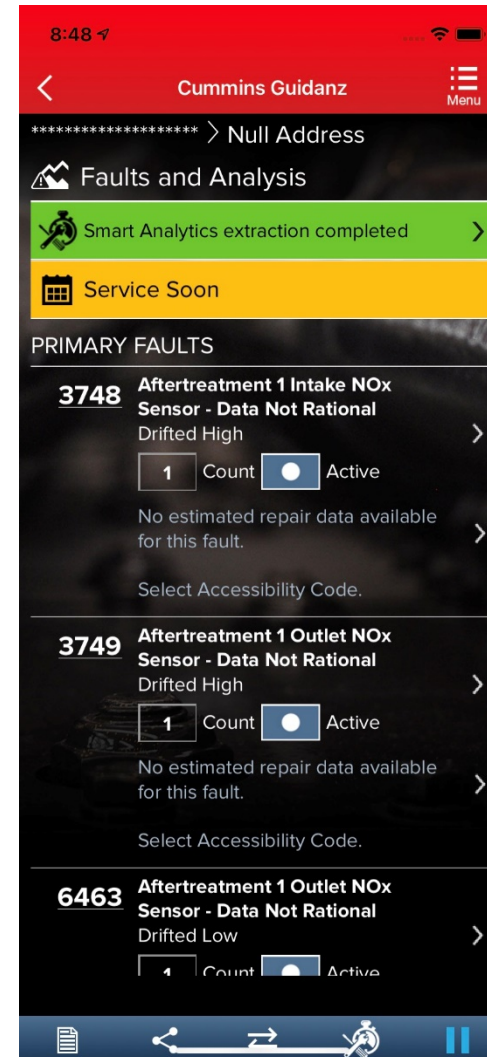
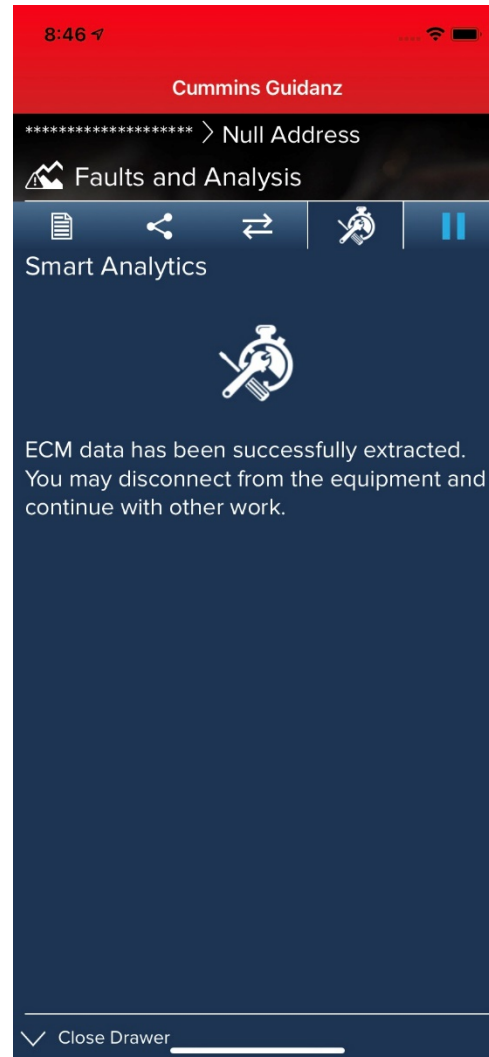
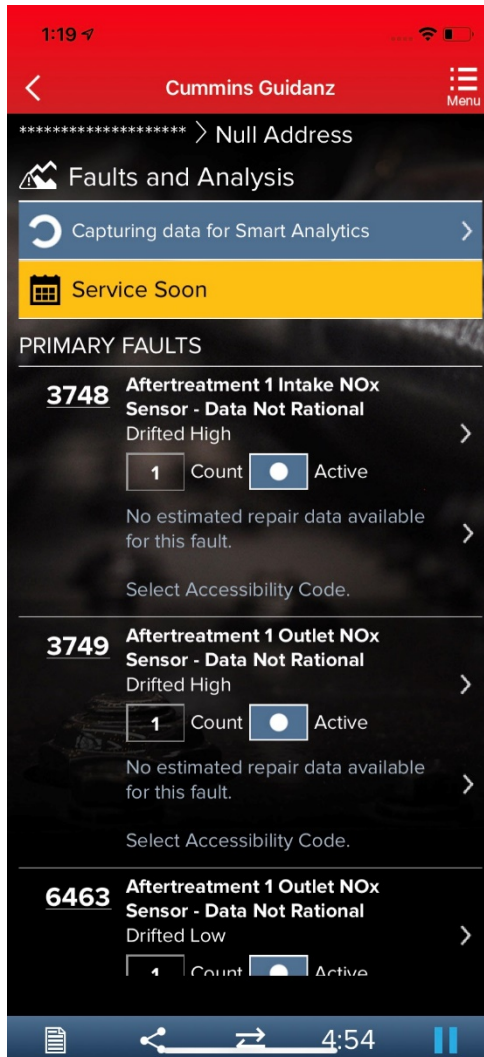
- Prognostic Faults give users the ability to see faults before they occur, resulting in lower unplanned downtime.

ECM Fault Screens – Fast Track Repair Notification



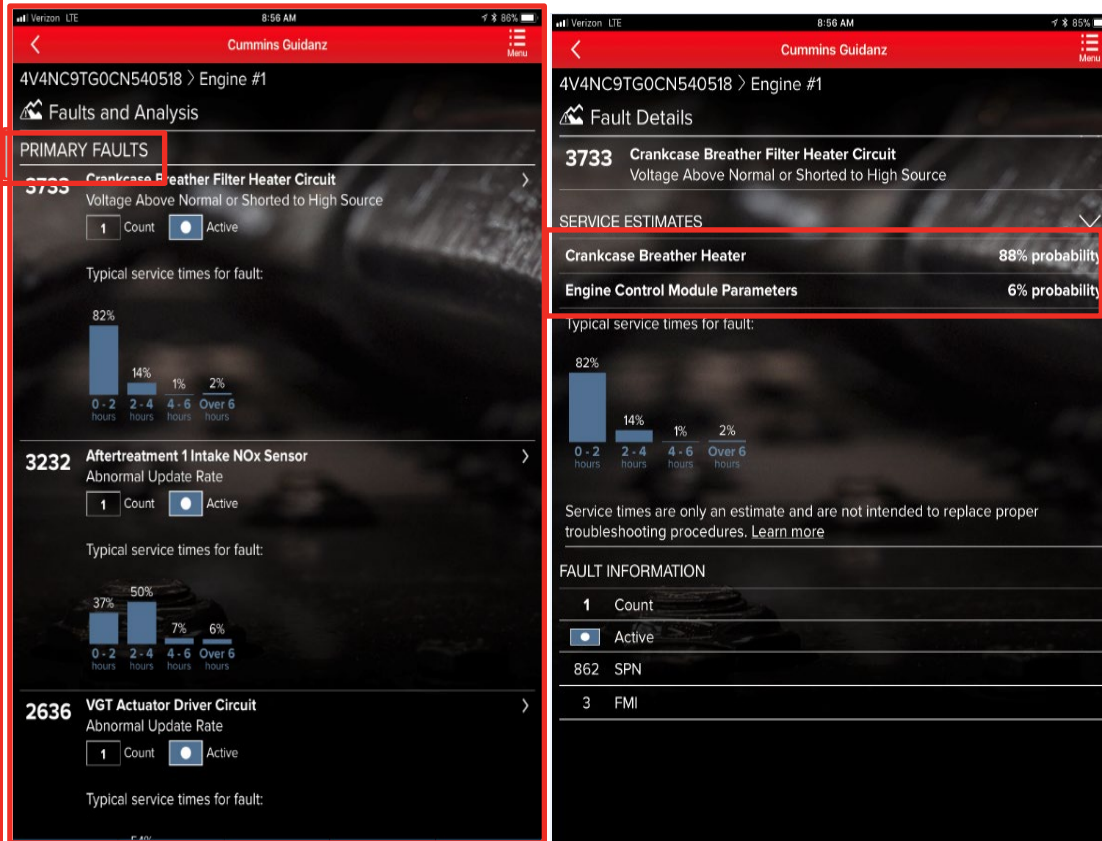
- Only if an engine has a fault code which is part of **Fast Track Repair** (formerly known as Analytic Based Repair), user will be notified that there is a Fast Track Repair available for the associated fault code. User will see the associated solution(s).

ECM Fault Screens – Optimized Diagnostics (formerly ADBR)



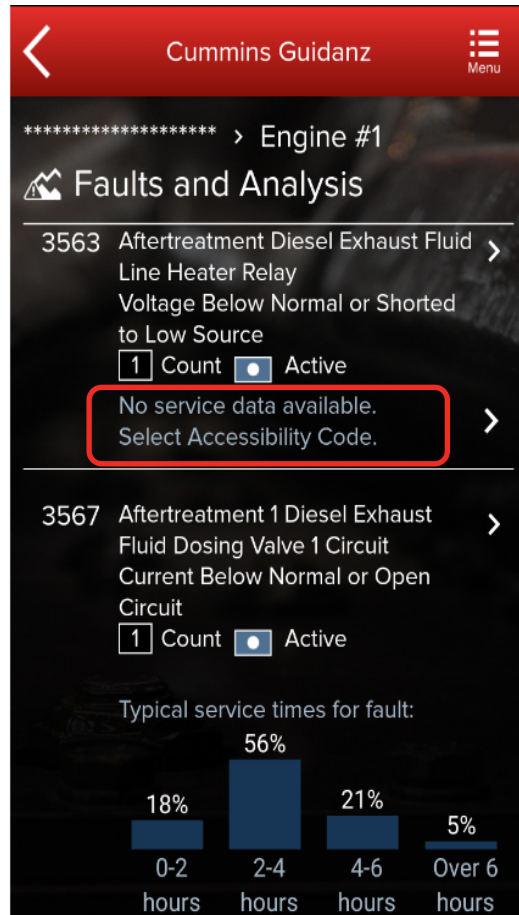
- During the initial IA connection, Guidanz will capture Optimized Diagnostics from the ECM.
- Please stay connected to the ECM until the ECM data is successfully extracted for the most accurate estimates.
- This will take 5 minutes.

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)



Cummins Guidanz

Service Accessibility Code

Limited service data is available for the make and model you selected.
Make a selection below to view data based upon accessibility code.

B Easy Access ☒

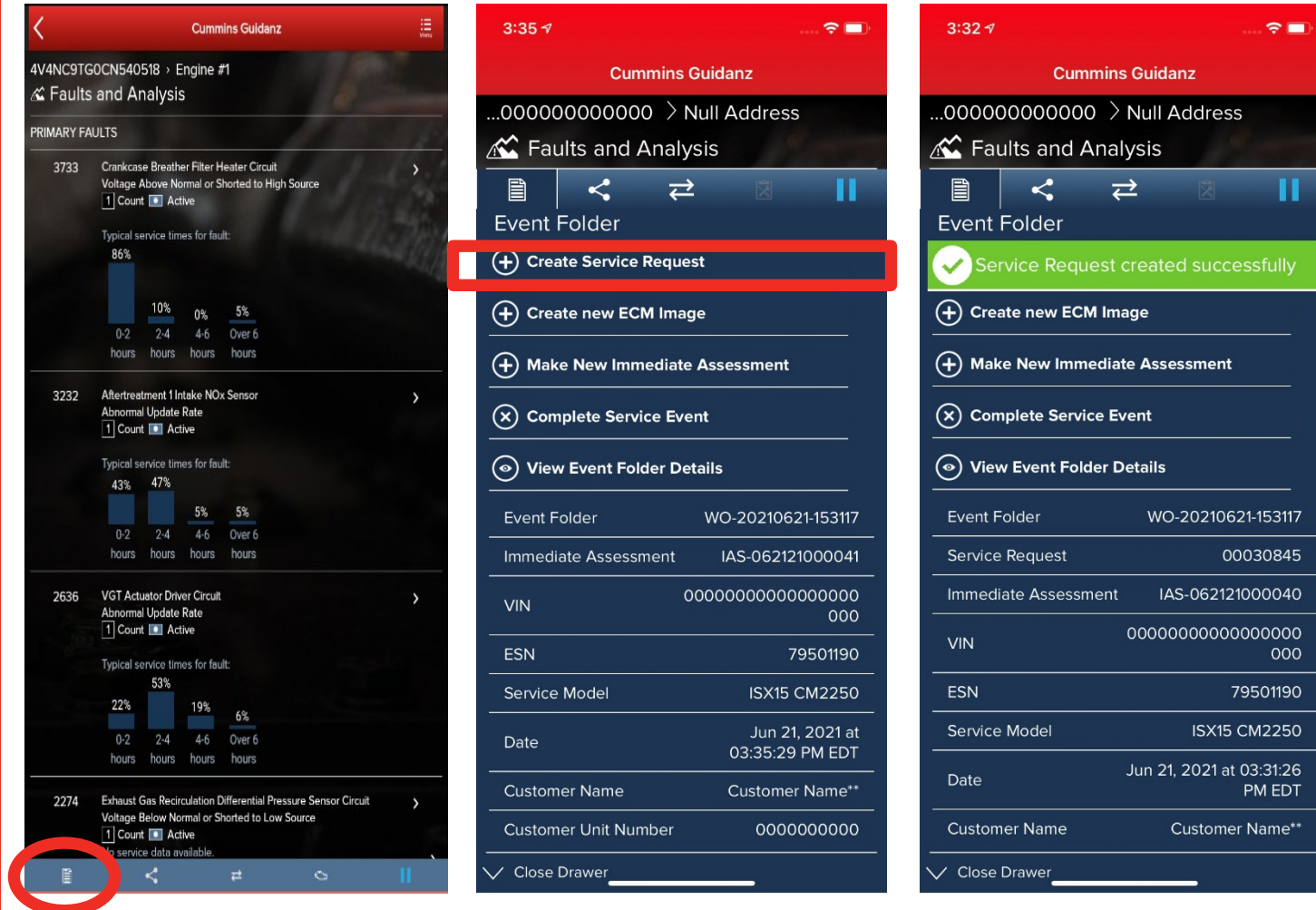
C Some Restricted Access ☐

D Much Restricted Access ☐

See descriptions of each of the service accessibility codes.

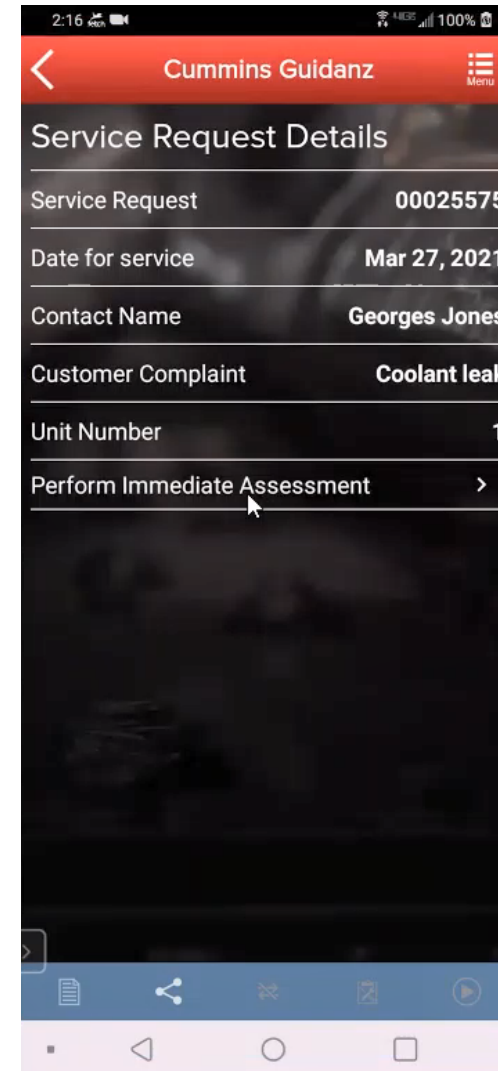
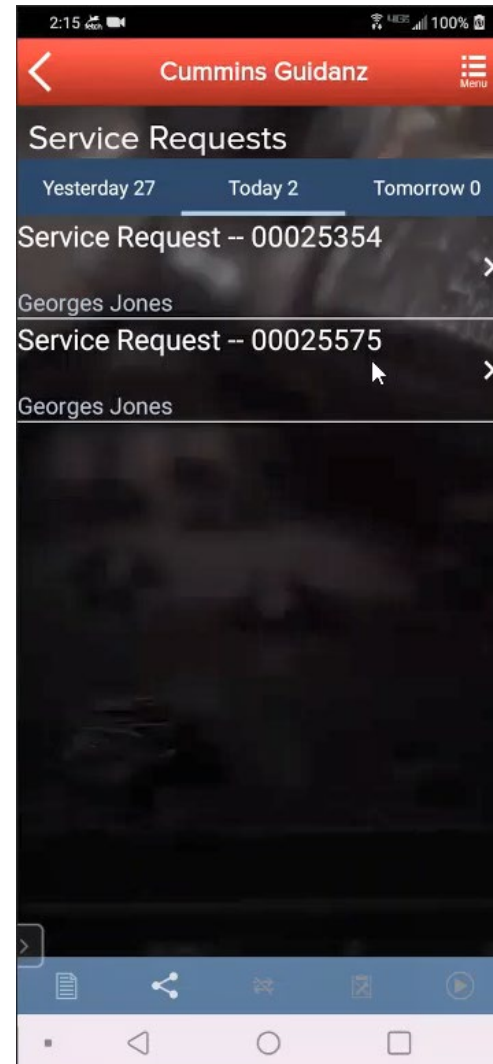
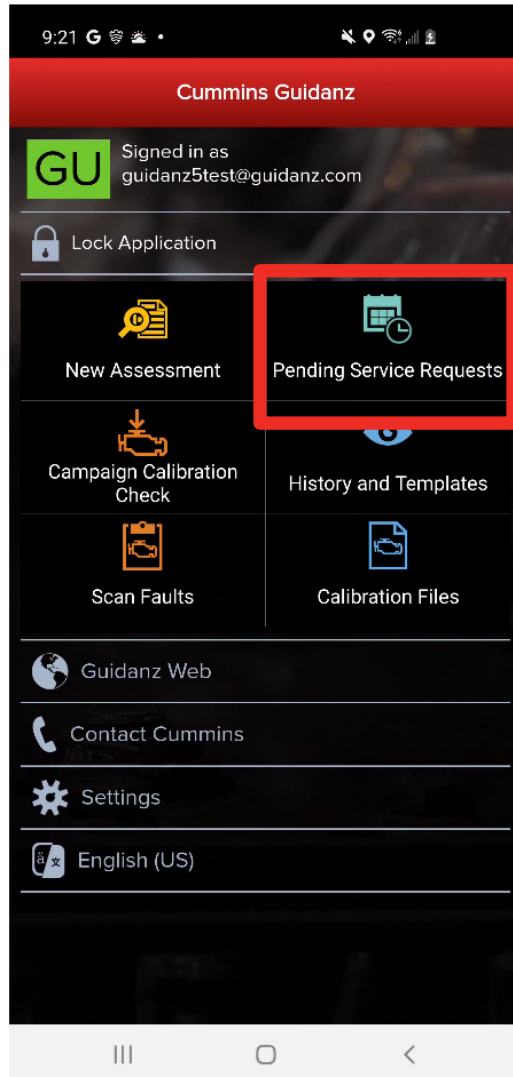
- Not all faults will have estimated service time based on manufacturer and model
- If estimated service time is not available, the user can select to enter accessibility code
- If data is available based on accessibility code, the app will display estimated service time for the faults that didn't have 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



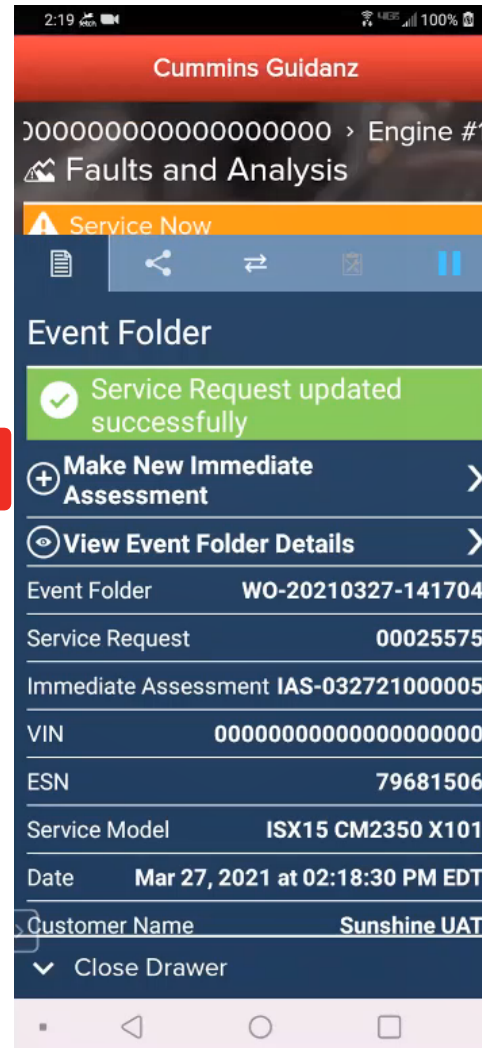
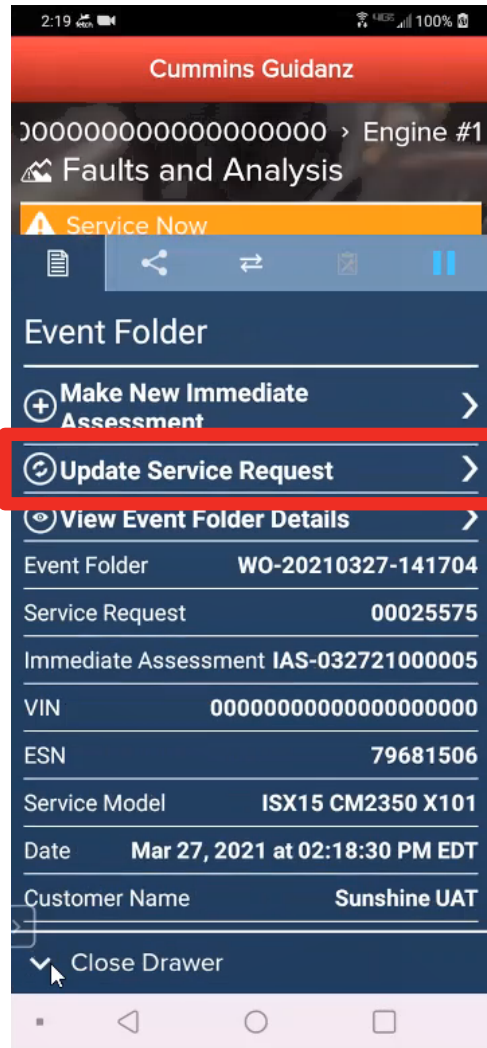
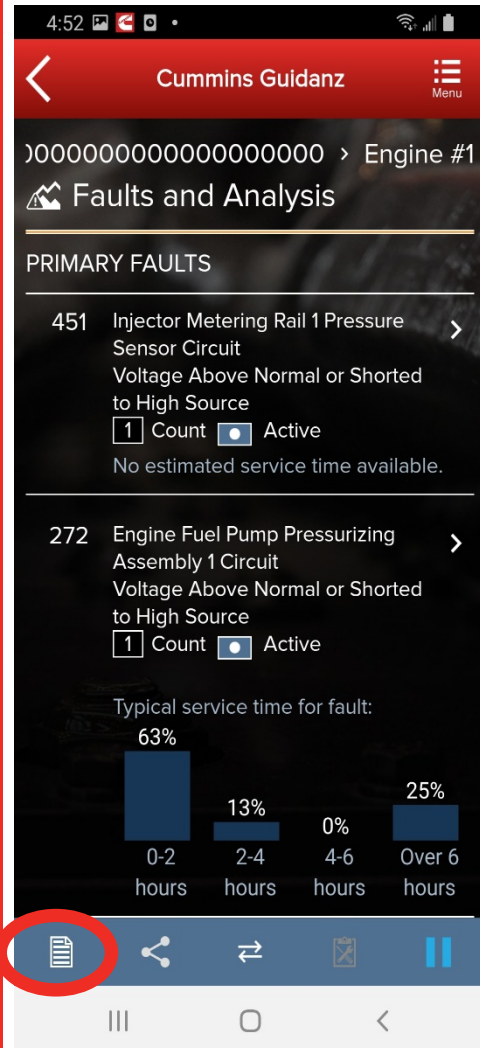
- When immediate assessment has been performed, **the user works for a Guidanz Web location**, and there is an Internet connection, the bottom left icon on the chyron will allow the user to Create a Guidanz Job Order.
- Selecting Create Guidanz Job Order will initiate the job creation process.
- The 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



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

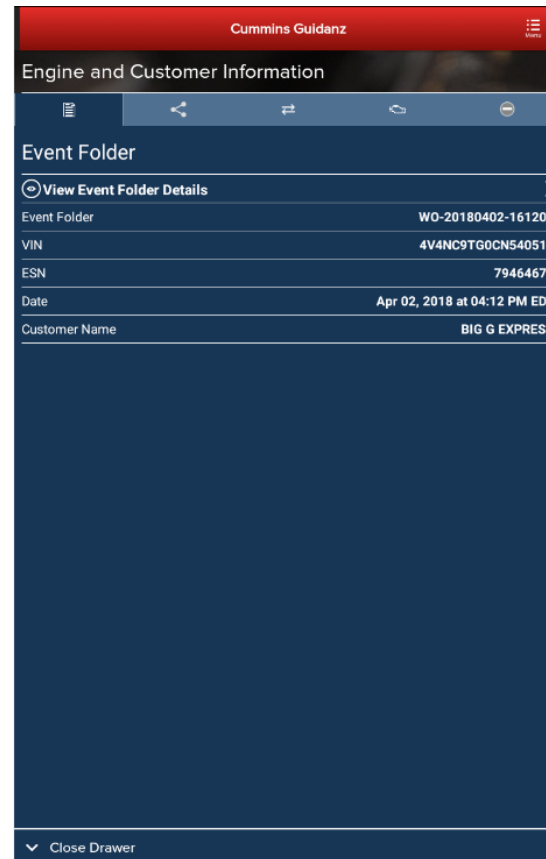
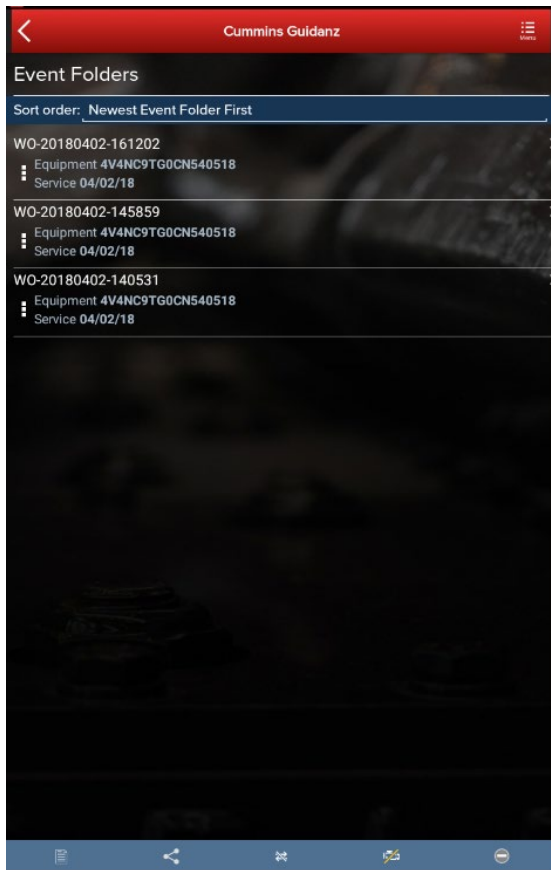
Updating Guidanz Web job from Faults and Analysis Screen



- 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 Event Folder Details



History and Templates (Event) Folder

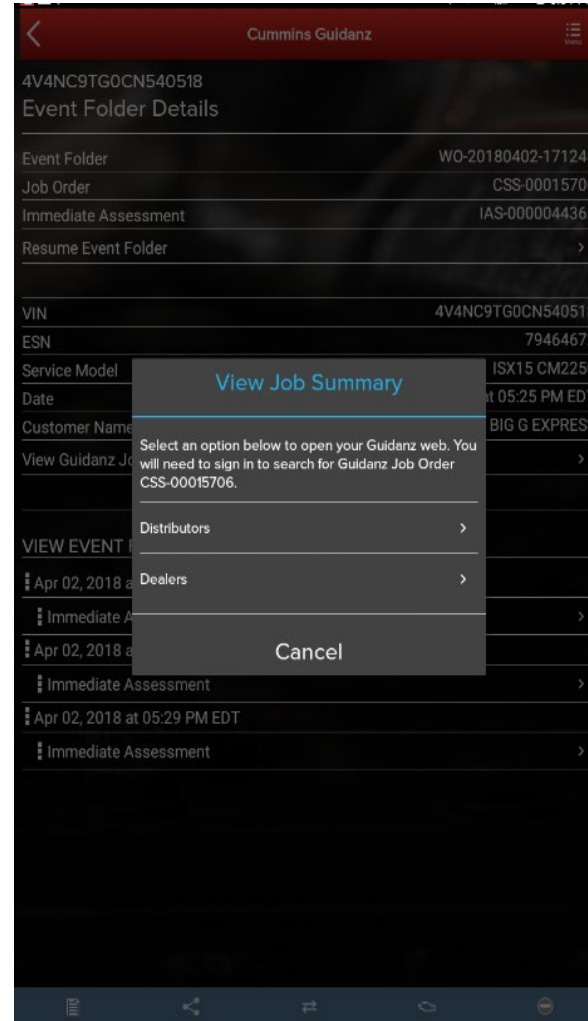
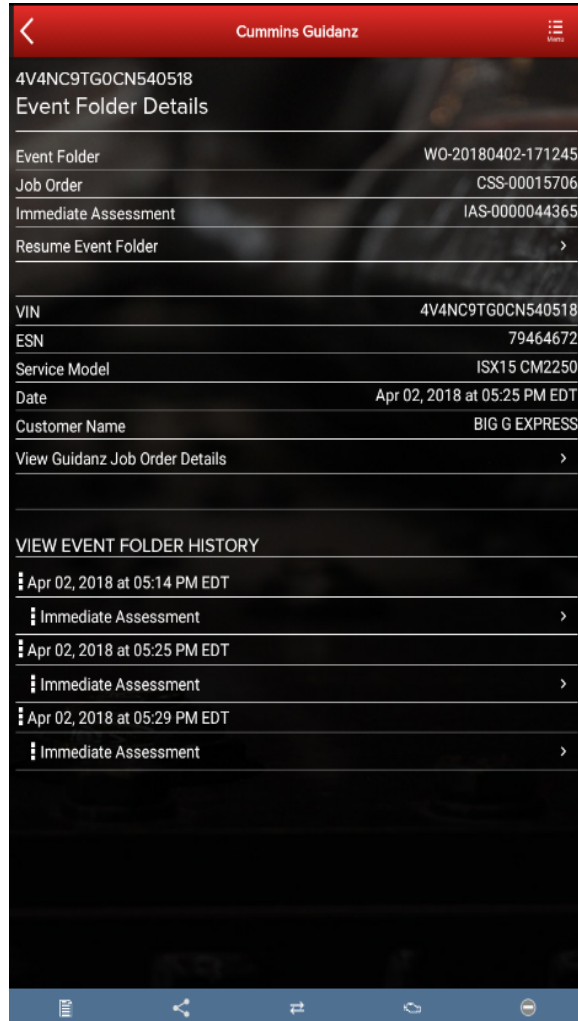


An Immediate Assessment will create an Event Folder. Event Folders can be viewed by clicking on View Events in the Start screen

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



- 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): <https://guidanzfsl.cummins.com/cmi>
 - (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

C8.3G

CELECT

CELECT Plus

CELECT Plus Industrial

Centinel

CENTRY

Gas Compression GTA3.9/5.9/8.3GC, KTA19/38GC
- SSM558/CM556/CM2358

ISB

ISB - 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

ISLe4 (6 cylinder)

ECM

CM552

CM420

CM556

CM420

ECM-B

ECM-C

ECM-C

CM400

CM400

CM556

SSM558

CM550

CM850

CM551

CM800

CM850

CM850

CM850

CM554

CM850

CM850

Engine Program

ISM

ISM - CM870

ISM - CM875

ISM - Fuel Control Module - CM570

KTA19, G855 CM558 G Drive

L Gas Plus

L10G

PIM

QSB5.9/44, 5.9/30, 4.5/30, 3.9/30

QSC8.3/QSL9

QSK19/23/45/60/78

QSK19G/38G/60G, QSV81/91 -
CM700/SSM558/CM2358

QSM11

QST30

QST30 - Power Gen

QSX15

Signature/ISX

Signature/ISX - CM870

ECM

CM570

CM870

CM875

CM570

CM558

CM556

CM420

CM550

CM550

CM554

CM500

CM500

CM700,
SSM558

CM2358

CM570

CM552

CM552

CM570

CM570

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

