



Predictive Service: How to service using EDS

Version 1

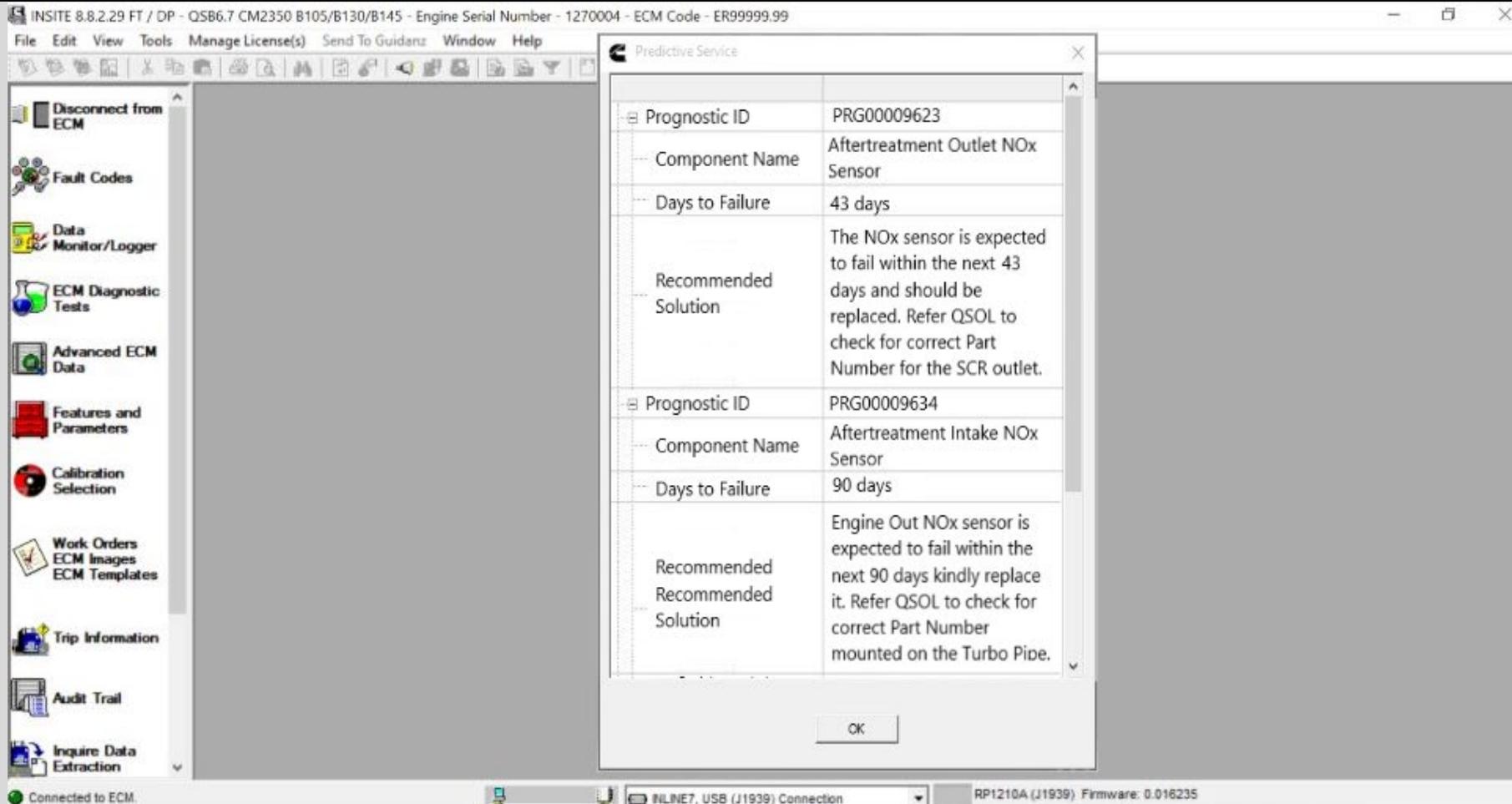


Starting Jan 2023, Cummins will provide Predictive Service insights to alert customers of components that are likely to fail in the next 90-120 days. This allows customers to plan replacement of those components during scheduled maintenance, preventing unplanned downtime.

If using EDS for troubleshooting, there will not be a Predictive Service notification. The first place it will be seen in during the connection to INSITE.



When INSITE is connected to an ECM that has logged a Predictive Service event, a window will display the Prognostic ID along with the failure information. This information can also be found in QuickServe Online.





Log into QuickServe and if the ESN is not populated from other programs, enter then ESN.



Search Serial Number 80011473 for:

Search All Products/Engines/Systems for:

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- Parts
- Service
- Warranty
- My Profile
- Products
- Promotions
- News

Product/Engine/System Content

Content For Serial Number (PSN/ESN/SSN):

ESN Has Been Updated!

How do I locate my Serial Number?
 Model Search
 Part Number Supersessions
 VIN To ESN Reference
 TSB Smart Filter

Generator Set / Alternator Content

Content for Serial Number (SN):

OR

Current Plant: None
 Current Model: None
 Current Spec: None

Search by Plant, Model, or Spec

Literature Search
 PGBU Smart Filter
 Bill of Material - By Serial Number
 Bill of Material - By Part Number
 SRT User Tool
 DDA - Drawings
 Order Hardcopy Manuals
 PGBU Warranty System

Information

Welcome to Cummins QuickServe Online - Jeffrey King

Notice for On-Highway United States and Canada customers: Changes to Aftermarket Parts warranty processes. [Click here](#) to read more.

IMPORTANT: User may experience interruptions with cloud services if Guidanz Mobile application is not updated to the latest version (6.0.1).

QuickServe Online Information

15 Million Engines. 1 Website.

Parts and Service Information online for your Cummins engine! Cummins QuickServe Online gives you easy access to parts and service information for nearly 15 million Cummins engine serial numbers. This site is used by Cummins service providers, Cummins employees and Cummins customers worldwide. Discover What Every Cummins Service Shop Already Knows. Parts content and service documents available by engine serial number or engine family. QuickServe Online is your complete reference for Cummins parts and service information on the internet.

Parts Catalog Migration...

All you need to know.

[Click Here.](#)

Parts.cummins.com

Nothing but **Genuine.**

[See the Difference >](#)

ADD LIFE TO ISX ENGINES

Cummins ISX Tiered Overhaul Kits
 EPA 2010 (CM 2350) | EPA 2013 (CM 2350)

PARTS.CUMMINS.COM

The online parts catalog NOW INCLUDES Generator Sets

Aftertreatment Regeneration Analyzer (ARA) Test

Now Available on **ONSITE**

Every Minute Counts.



On the Service Tab, there will be a new sub-tab of Predictive Service. Click on the sub-tab to see the information for the Predictive Service work to can be performed.



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Product/Engine/System
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Content For Serial Number (PSN/ESN/SSN):
 [>](#)

How do I locate my Serial Number?
[Model Search](#)
[Part Number Supersessions](#)
[VIN To ESN Reference](#)
[TSB Smart Filter](#)

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Search by Plant, Model, or Spec [🔍](#)

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[PGBU Smart Filter](#)
[Bill of Material - By Serial Number](#)
[Bill of Material - By Part Number](#)
[SRT User Tool](#)
[DDA - Drawings](#)
[Order Hardcopy Manuals](#)
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Information

[Edit Shopping Cart](#) [🛒](#)
[Contact Us](#)
[My QSOL Help Tickets](#)

Service Information (80011473 - X15 CM2350 X114B)

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Manuals Dataplate **Campaigns** TRPs ATCs Service Bulletins TSBs What's New

Predictive Service Service Tools Maintenance Fault Code Search Symptom Search

Related Information Safety

Manuels

Wiring Diagrams

[\(5411185\) X15 CM2350 X114B - Efficiency Series Wiring Diagram](#)

Fault Code Troubleshooting Manual

[\(5411184\) X15 CM2350 X114B Fault Code Troubleshooting Manual](#) [\[Change History\]](#)

Service Manuals

[\(5411181\) X15 CM2350 X114B - Efficiency Series Service Manual](#) [\[Change History\]](#)

[\(5411406\) Fluids for Cummins® Products Service Manual](#) [\[Change History\]](#)

Owners Manuals

[\(5411183\) X15 CM2350 X114B - Efficiency Series and X15 CM2350 X116B - Performance Series Owners Manual](#) [\[Change History\]](#)

Operation and Maintenance Manuals

[\(5411182\) X15 CM2350 X114B - Efficiency Series Operation and Maintenance Manual](#) [\[Change History\]](#)

Installation Instructions

[Fuel Pump Short Block Service Kit Installation Instructions](#)

[Thermal Recirculation Valve Upfit Kit Installation Instructions](#)

[Steel Fuel Supply Tube Installation Instructions](#)



The Predictive Service information is listed. The DSID that is listed as part of the Predictive Service information can be used if warranty is to be filed.



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Search All Products/Engines/Systems for:

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Product/Engine/System
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Fault Code Search
Symptom Search

Related Information
Safety

As part of Cummins growing proactive repair options, Predictive Service is a recommended repair that identifies and predicts issues before they become unplanned downtime. Predictive Service notifications are identified through Cummins predictive analytics based on warranty claims and service event data for common part failures. [Click here](#) to view Warranty Memo.

DSID	Alert Date	Days To Failure	Component	Recommended Action
PRG00007421	2022-09-01	290	Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail within the next 90 days kindly replace it. Refer QSOL to check for correct Part Number mounted on the Turbo Pipe

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