



Predictive Service: How to service using Guidanz for Dealers

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.

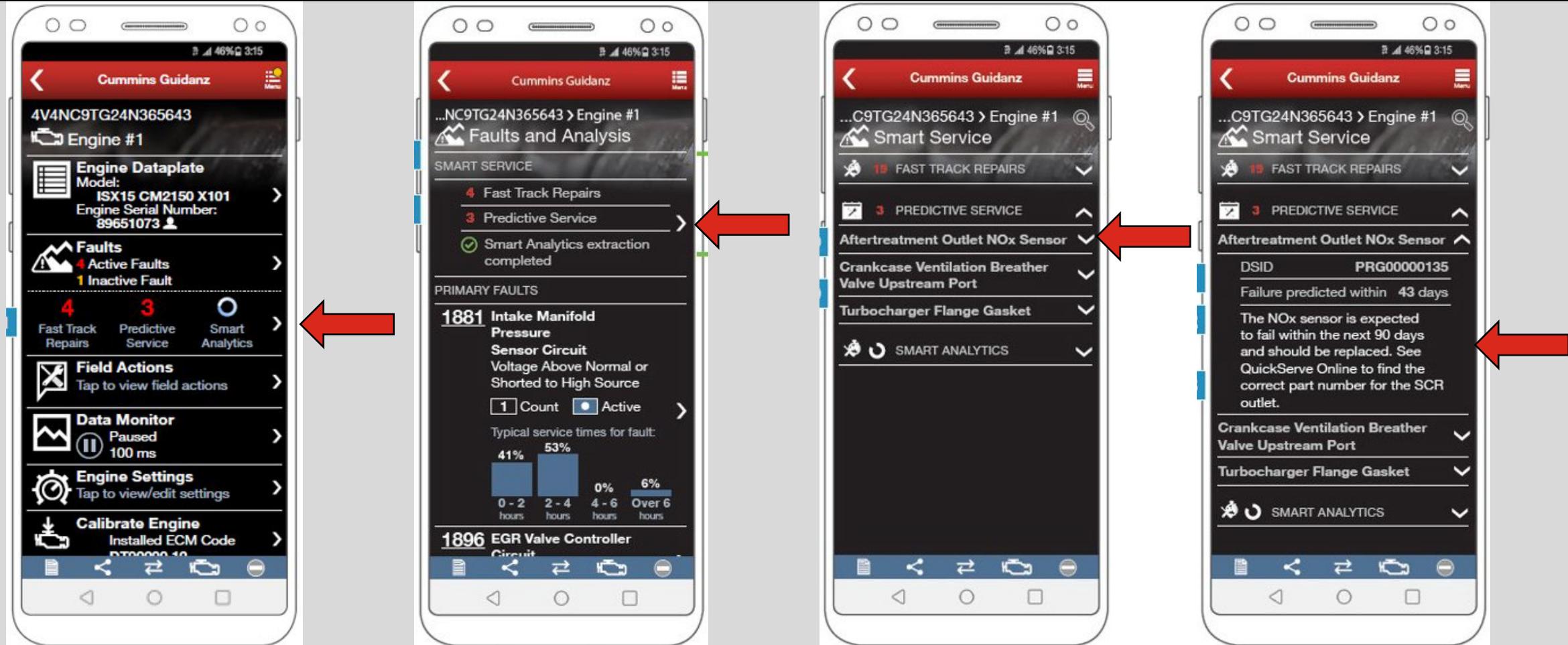
A service alert notification for Predictive Service can be found in Guidanz. The only way to see Predictive Services in Guidanz is on Service Orders that were either started with Mobile or after an INSITE connection.



Using Guidanz Mobile to create the Service Order



When Guidanz Mobile is connected to an ECM that has logged a Predictive Service event, the Predictive Service counter will display the number of events under the Faults section. In the Smart Service section, the list of Predictive Service events is shown. Clicking the arrow next to an event will expand that section to show the details for that Predictive Service event.





On a Service Request that is sent from Guidanz Mobile to Guidanz, if there are Predictive Service Alerts for the Asset (PSN) a notification will appear above the customer information. A table listing the Predictive Services that can be performed will be available above the Fault Code Information. Clicking Accept will add the Predictive Service information to the Service Order.

Service Request
00403986

IAS Number: IAS-2508888
 Service location: 13782 - Truck Country of Wisconsin
 Shop Work Order
 Service Type: Diagnostic Based Repair

Post Accept Reject

Share an update...

Share

Service Alerts Notification

Predictive Service: 1

Customer

Service location: -
 Contact: _____
 IA Customer Name: _____

Unit and Product

Asset: [79962523](#)
 Service Model Name: X15 CM2350 X114B
 Product Mileage: _____
 Mileage Measure: mi

Predictive Service (1)

1 item • Updated a few seconds ago

	Name	Recommended Action	Days To Fai...	Min Miles F...	Alert Date	
1	Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail within the next 90 days kindly replace it. Refer Q...	290.00	9,000.00	9/1/2022, 6:59 ...	View All

Prioritized IA Fault Codes (2)

2 items • Updated a few seconds ago

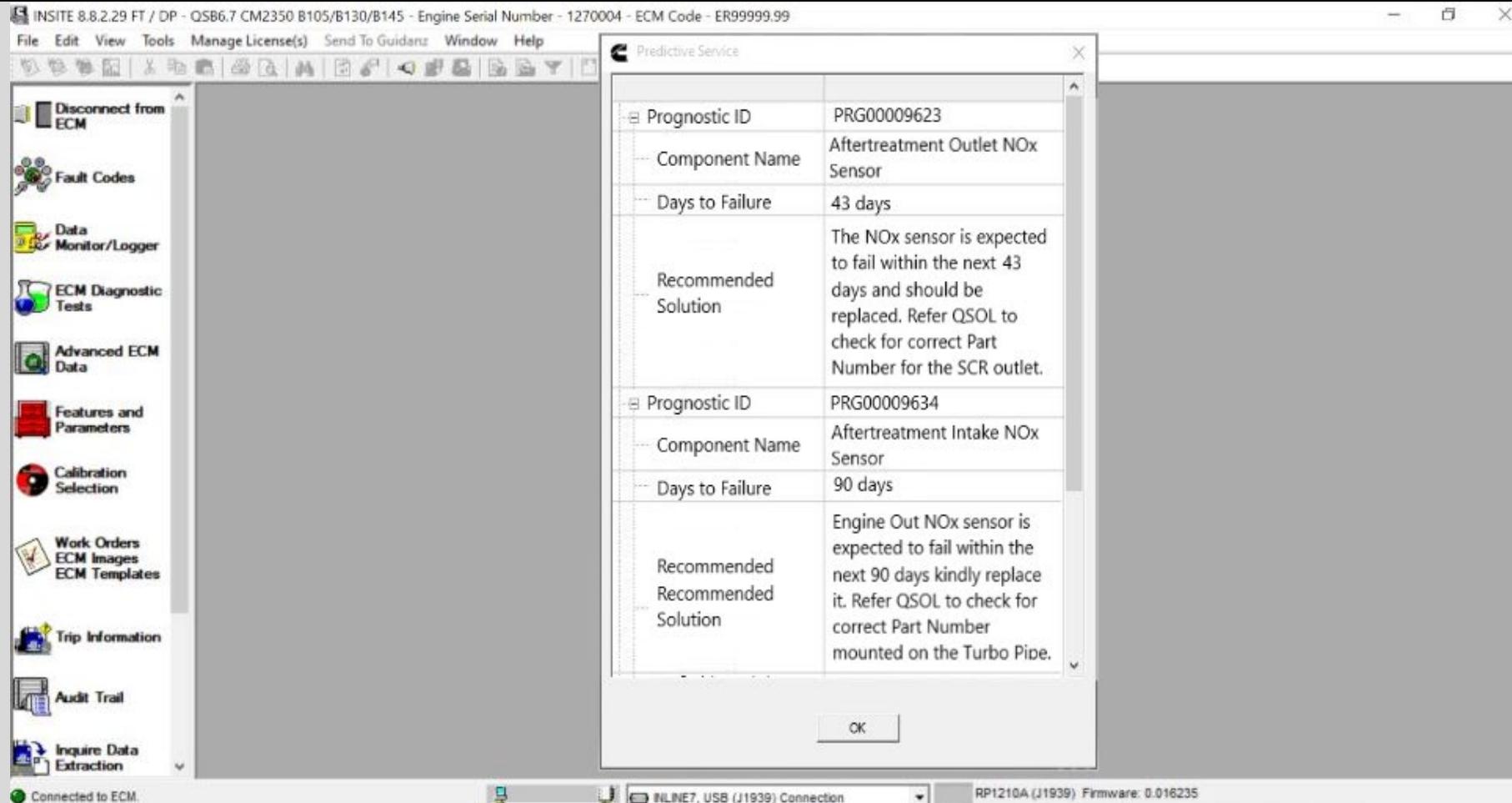
	Cummins Fault Co...	SPN-FMI/PCODE	Related Fa...	Status	Count	Root Cause...	Fault Code ...	Labor Time...	Shutdown ...
1	3697	SPN: FMI: PCODE:		Active	1				



Service Orders not created with Guidanz Mobile



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. Clicking Send to Guidanz will send the Predictive Service information to the Guidanz Service Order.





There have been changes to the Guidanz Service Order due to the Predictive Service information. A notification bar for Service Alerts and has a been added. The Field Action Tab has been renamed as Service Alerts. . A table that shows the available Predictive Services will show below any listed Field Actions. Clicking the QSOL link will open QuickServe where more information can be found for the Predictive Service.

Status: Job Plan Sub Status: Work in Progress Save

Service Alerts Available Field Actions: 1 Required to Complete: 0 Predictive Service Alerts: 1

Assign Technician

Note: If the following fields are not entered Guidanz features may be missing: ESN, Make, Model, Mileage/Hours, Application Code & BIS/Warranty Start Date.

Service Alerts

Warranty History Troubleshoot Repair Overview Parts SRTs Notes & Attachments Audit Trail Immediate Assessment More

Please click the button to get / refresh Field Action details Refresh Field Action Details

Campaigns, TRPs, and ATCs

	<input type="checkbox"/>	Name	Description	Required Indicator	Required to Perform	Check if Performed	Comments
1	<input type="checkbox"/>	TRP 2489	ECM CALIBRATION FOR DEF HE...				

Save Update(s)

Predictive Service

	<input type="checkbox"/>	PrognosticID	Name	QSOL Link	Check If Performed	Recommended Action	Days To Failure	Min Miles For F...
1	<input type="checkbox"/>	PRG00007417	Aftertreatment Intake NOx Sensor	Click here		Engine Out NOx sensor is expected t...	290.00	9,000.0

Service Location: _____ Contact: _____

Customer: _____ Shop Work Order: _____

Unit & Product

Asset 1: [79962523](#) Product Mileage: _____

Wiring Diagram: [Click here](#) Mileage Measure: _____

SMN 1: [X15 CM2350 X114B](#) Product Hours 1: _____

Make: INTERNATIONAL Warranty Start Date: 3/31/2017

Model: LT625 Failure Date: 11/16/2022



Clicking the Predictive Service title will take you to a page that has some information about the Predictive Service.

[Home](#)[User Tools](#)[Help](#)[Live Chat](#)[Guidanz Classic](#)

CSS Solution Component

Aftertreatment Intake NOx Sensor

Details

Name	Aftertreatment Intake NOx Sensor	Alert Date	9/1/2022, 6:59 PM
PrognosticID	PRG00007417	Recommended Action	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
Max Miles For Failure	29,000.00	Days To Failure	290.00
Min Miles For Failure	9,000.00		



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:

mf597 (Employee/Employee) My Profile | Contact Us | Logout

- 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.



Search Serial Number 80011473 for: [Search](#)

Search All Products/Engines/Systems for: [Search](#)

mf597 (Employee/Employee) [My Profile](#) | [Contact Us](#) | [Logout](#)

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

Product/Engine/System
Content

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](#)

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

[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.



Search Serial Number 80011473 for:

Search All Products/Engines/Systems for:

mf597 (Employee/Employee) [My Profile](#) | [Contact Us](#) | [Logout](#)

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

Product/Engine/System
Content

Content For Serial Number (PSN/ESN/SSN):
80011473

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):

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Manuals
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What's New

Predictive Service
Service Tools
Maintenance
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

Showing 1 to 1 of 1 entries

