



Predictive Service: How to service using Guidanz

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.

Q Search...

☰ Guidanz
 Service Requests
00403905
00404687
00290270
00290207
00290318
00290316
00290315
00290120
00404722
More

Service Request
00404722

IAS Number: IAS-121222000109 Service Territory: [San Antonio-In Shop Service](#) Earliest Start Permitted: Service location: Service Type: Diagnostic Based Repair

Post Accept Reject

Share

Service Alerts Notification

Predictive Service: 4

Customer

IA Customer Name: Account Name: [ALAMO HEIGHTS ISD](#)

Customer Name: *****

Unit and Product

Asset: [79962621](#) Earliest Start Permitted:

Product Mileage: Mileage Measure: mi

Product Hours: Service Model Name: X15 CM2350 X114B

Predictive Service (4)

Name	Recommended Action	Days To Failure	Min Miles For Failure
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	220.00	9,800.00
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	0.00	4,400.00
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	260.00	9,800.00
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	20.00	4,400.00

[View All](#)

Prioritized IA Fault Codes (2)

Cummins Fault Code	SPN-FMI/PCODE	Related Fault Codes	Status
3697	SPN: FMI: PCODE:		Active
	SPN:		



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.

Guidanz

Service Requests
00403905
00404687
00290270
00290207
00290318
00290316
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00290120
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More

Service Request
00404722

IAS Number
IAS-121222000109

Service Territory
[San Antonio-In Shop Service](#)

Earliest Start Permitted

Service location

Service Type
Diagnostic Based Repair

Post Accept Reject

Share

Service Alerts Notification

Predictive Service: 4

Predictive Service (4)

Name	Recommended Action	Days To Failure	Min Miles For Failure	
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	220.00	9,800.00	▼
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	0.00	4,400.00	▼
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	260.00	9,800.00	▼
Aftertreatment Intake NOx Sensor	Engine Out NOx sensor is expected to fail withi...	20.00	4,400.00	▼

[View All](#)

Customer

IA Customer Name

Customer Name*****

Account Name

[ALAMO HEIGHTS ISD](#)

Unit and Product

Asset

[79962621](#)

Product Mileage

Product Hours

Earliest Start Permitted

Mileage Measure

mi

Service Model Name

X15 CM2350 X114B

Prioritized IA Fault Codes (2)

Cummins Fault Code	SPN-FMI/PCODE	Related Fault Codes	Status	
3697	SPN: FMI: PCODE:		Active	▼
	SPN:			

Public
Cummins
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There have been changes to the Guidanz Service Order due to the Predictive Service information. The Notification bar for Field Action Notification Bar is now Service Alerts and has a Predictive Service Alerts Section. The Field Action Tab has been renamed as Service Alerts.

The screenshot displays the Cummins Guidanz web application interface. At the top, there is a red navigation bar with the Cummins logo, a search bar, and several utility icons. Below this is a breadcrumb trail: **Guidanz** > Service Requests > 00403905 > 00404687 > 00290270 > 00290207 > 00290318 > 00290316 > 00290315 > 00290120 > 00404722 > More.

The main content area shows a service order for **00290321 - "San Antonio-In Shop Service"**. The account is **ALAMO HEIGHTS ISD** and the asset is **79962621**. The repair event type is **Diagnostic Based Repair**. A workflow progress bar shows stages: Intake (active), Schedule, Triage & Diagnosis, Job Plan, Repair, Warranty Claims, Invoice, and Close.

Below the workflow, there is a "Post" section with a "Share an update..." input field and a "Share" button. Further down, there are sections for "Open Recommendations" (0) and "Communication Status" (New Emails: 0).

The **Service Alerts** section is highlighted with a red box and contains the following information:

- Service Alerts
- Available Field Actions: 0
- Required to Complete: 0
- Predictive Service Alerts: 4

At the bottom, there is a navigation menu with tabs: Messages, Forms, Job Notes, Service Appointments, Warranty, **Service Alerts** (highlighted), Immediate Assessment, View History, 4Cs, Parts, Communications, and Audit Trail. Below the menu is a section for "Customer Credit Messages".



The Field Actions tab has been renamed to Service Alerts. A table that shows the available Predictive Services will show below any listed Field Actions. The only way to see Predictive Services in Guidanz is on Service Orders that were either started with Mobile or after an INSITE connection. Clicking the QSOL link will open QuickServe where more information can be found for the Predictive Service.

The screenshot shows the Cummins Guidanz web interface. At the top, there is a search bar and a navigation menu with various service order numbers. Below the navigation, there are sections for 'Open Recommendations' (0), 'Communication Status' (New Emails: 0), and 'Service Alerts' (Available Field Actions: 0, Required to Complete: 0, Predictive Service Alerts: 4). The 'Service Alerts' section is active, showing a table of predictive services. The table has columns for PrognosticID, Name, QSOL Link, Check If Performed, Recommended Action, Days To Failure, Min Miles For F..., and Alert Date. The 'QSOL Link' column is highlighted with a red box, and each row contains a 'Click here' link.

PrognosticID	Name	QSOL Link	Check If Performed	Recommended Action	Days To Failure	Min Miles For F...	Alert Date
1 PRG00007323	Aftertreatment Intake NOx Sensor	Click here		Engine Out NOx sensor is expected to ...	220.00	9,800.00	7/16/2022, 02:35 PM E...
2 PRG00007404	Aftertreatment Intake NOx Sensor	Click here		Engine Out NOx sensor is expected to ...	0.00	4,400.00	8/3/2022, 07:29 AM EDT
3 PRG00007418	Aftertreatment Intake NOx Sensor	Click here		Engine Out NOx sensor is expected to ...	260.00	9,800.00	9/1/2022, 06:59 PM EDT
4 PRG00007424	Aftertreatment Intake NOx Sensor	Click here		Engine Out NOx sensor is expected to ...	20.00	4,400.00	9/7/2022, 07:29 AM EDT



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

Details	
Name	Aftertreatment Intake NOx Sensor
PrognosticID	PRG00007323
Alert Date	7/16/2022, 2:35 PM
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	29,800.00
Min Miles For Failure	9,800.00
Days To Failure	220.00

