Predictive Service:

How to service using Guidanz for Dealers

Version 1

Predictive Service

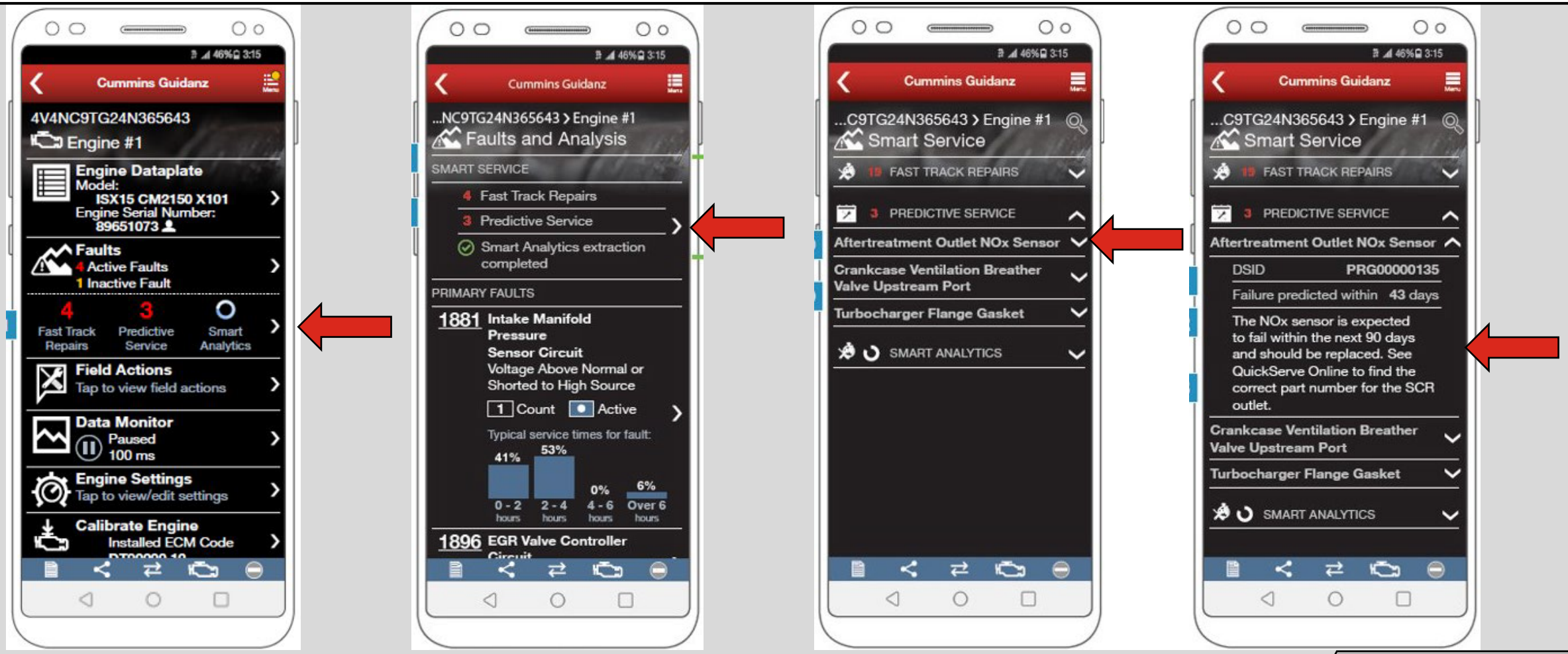
Starting Jan 2023, Cummins will provide Predictive Service insights to alert customers of components that are likely to fail in the next 90-120 days. This allows customers to plan replacement of those components during scheduled maintenance, preventing unplanned downtime.

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

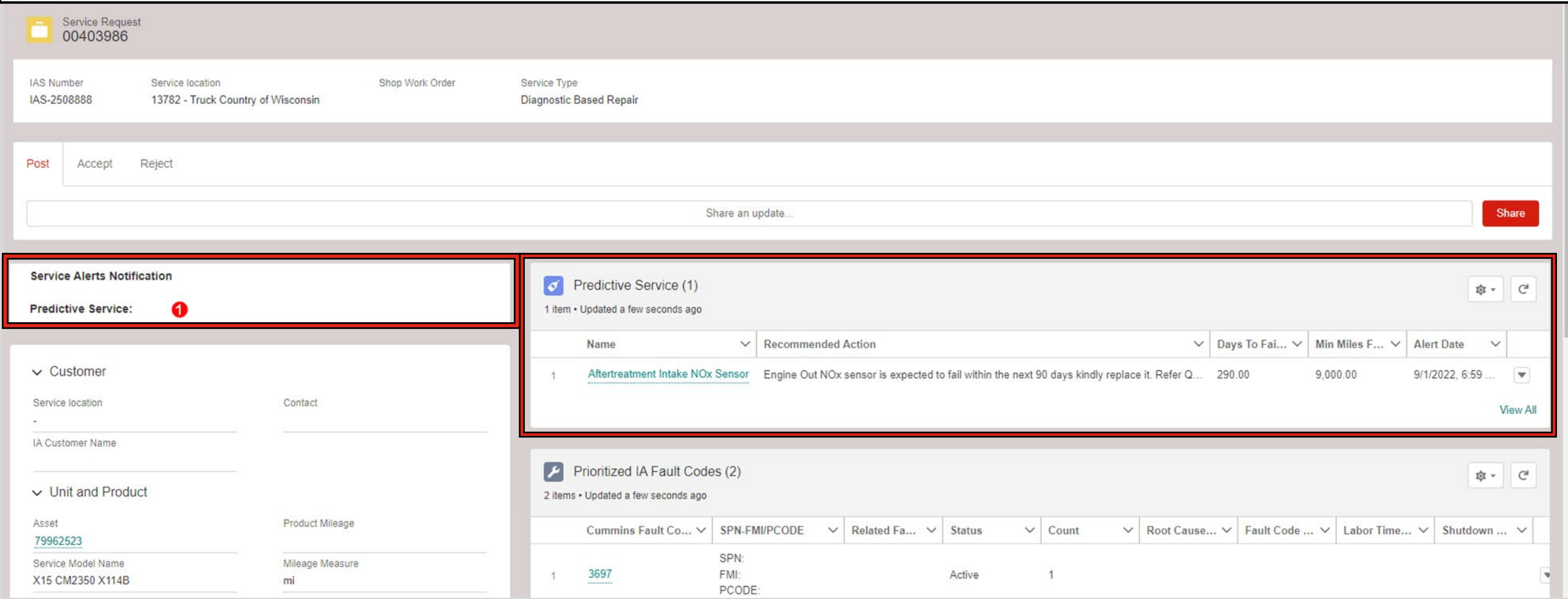
Predictive Service

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.



Predictive Service

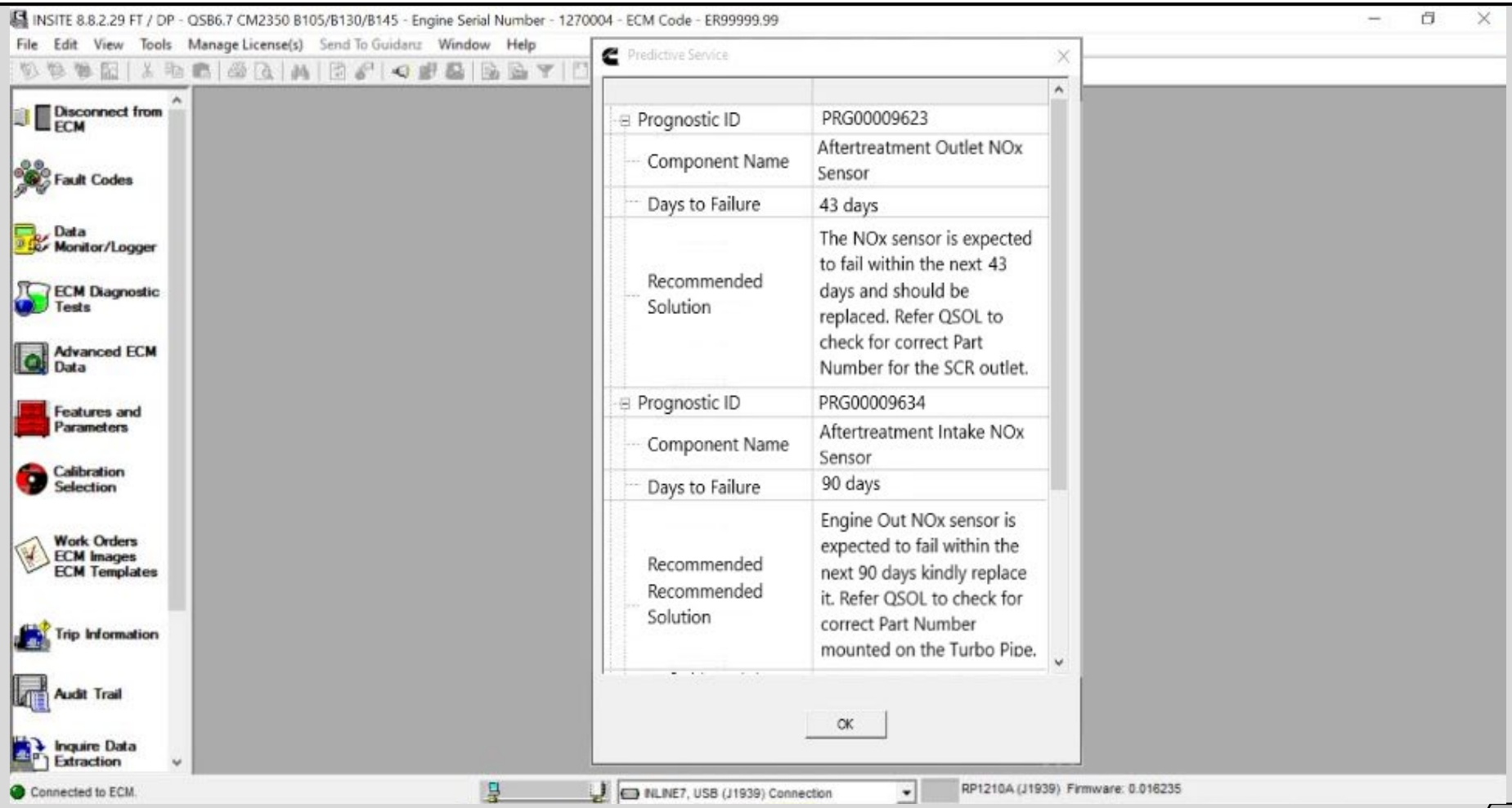
On a Service Request that is sent from Guidanz Mobile to Guidanz, if there are Predictive Service Alerts for the Asset (PSN) a notification will appear above the customer information. A table listing the Predictive Services that can be performed will be available above the Fault Code Information. Clicking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



Service Orders not created with Guidanz Mobile

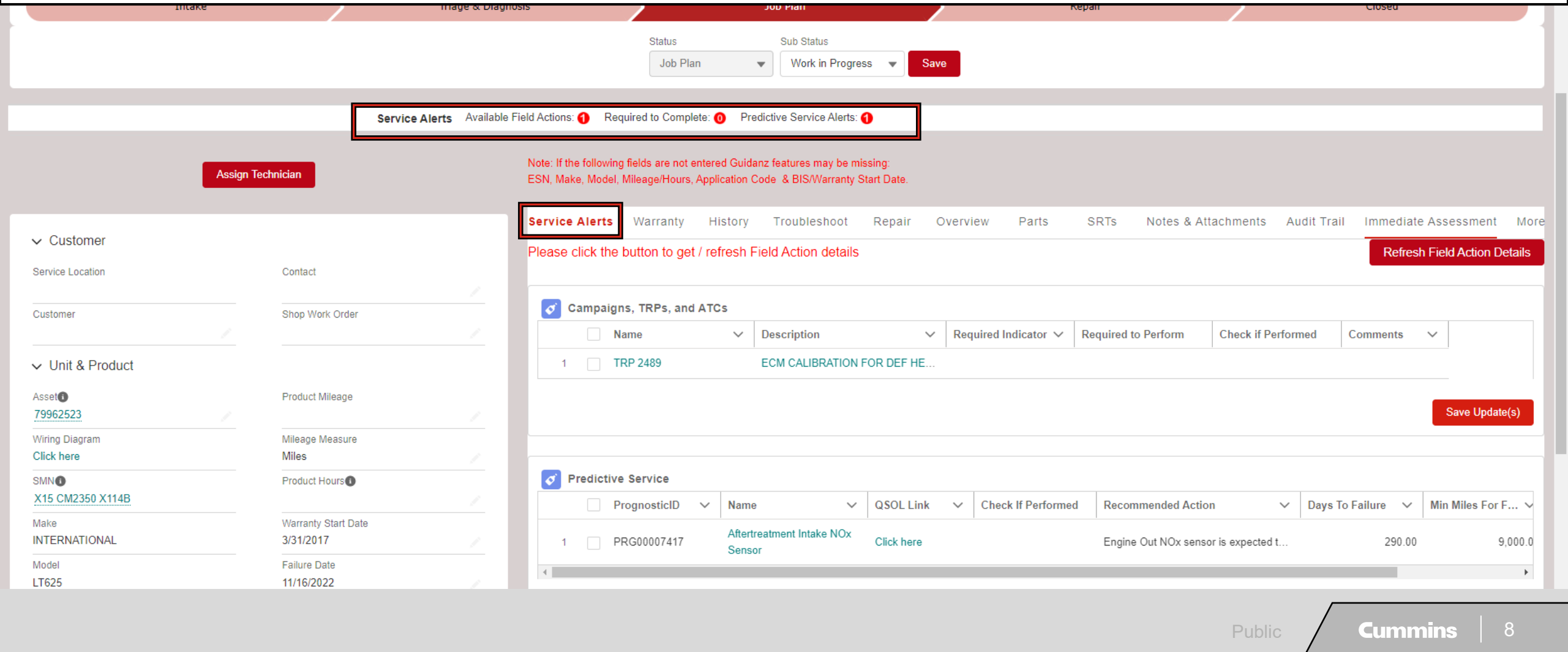
Predictive Service

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.



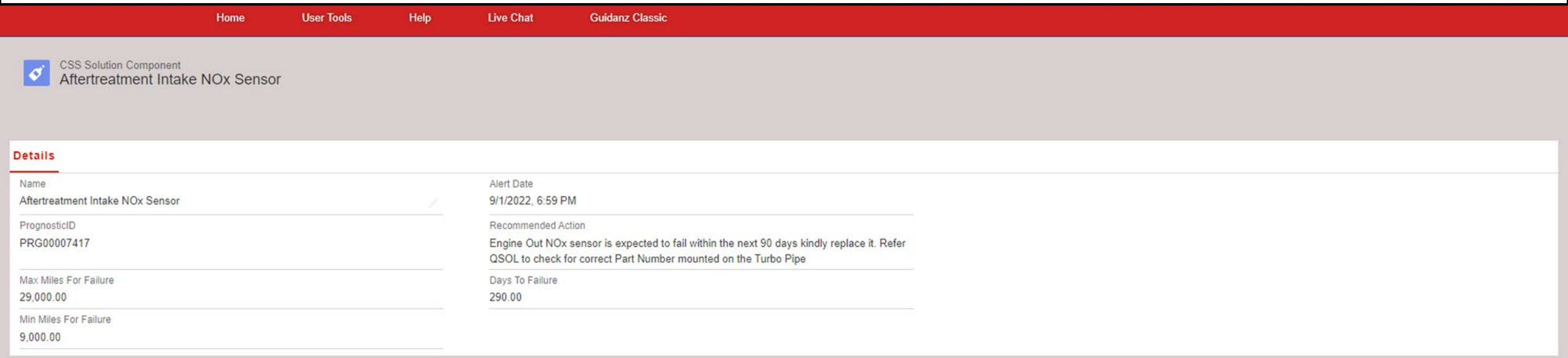
Predictive Service

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.

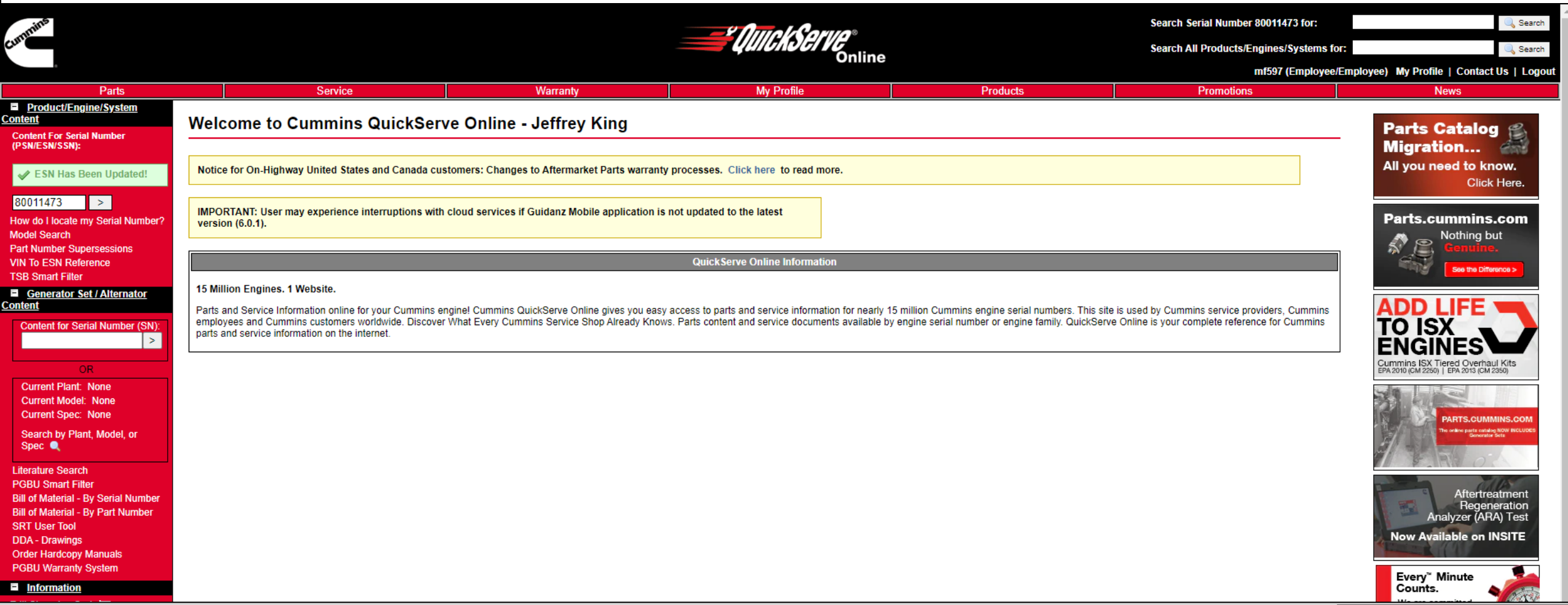


Predictive Service

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

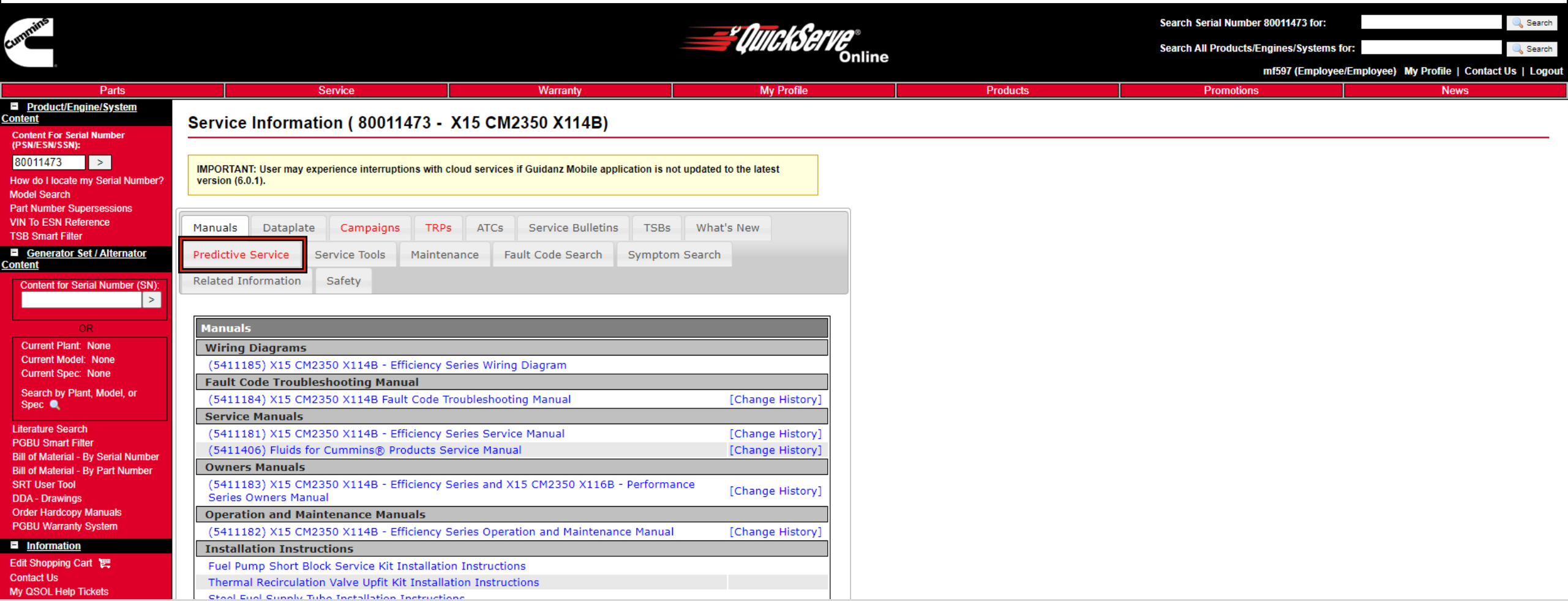


Log into QuickServe and if the ESN is not populated from other programs, enter then ESN.



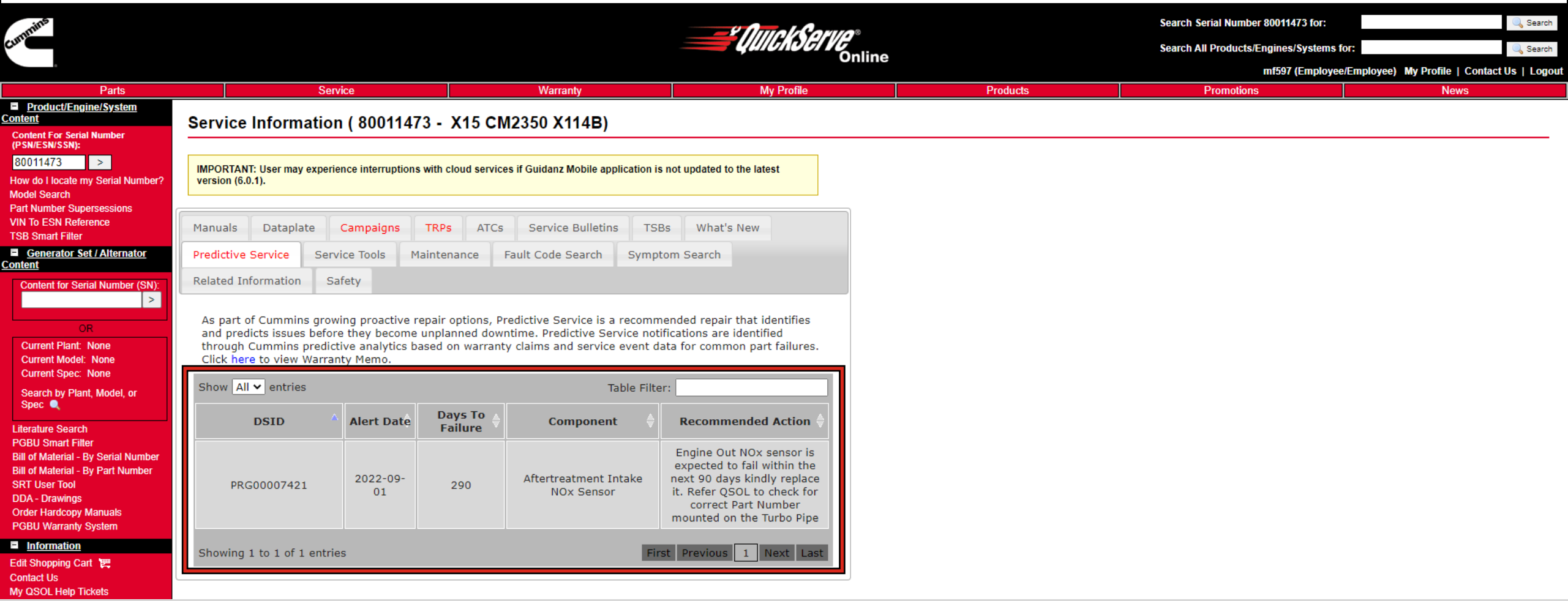
Predictive Service

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.



Predictive Service

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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