

# Guidanz®

## THE COMPLETE SERVICE EVENT SOLUTION IS NOW **EASIER THAN EVER**

Diagnose with Expertise, Manage with Efficiency

Guidanz® is Cummins' latest suite of digital service tools for engine diagnostics, troubleshooting and management of service events.



**FOR  
A WORLD  
THAT'S  
ALWAYS ON™**

## CUMMINS' LATEST DIGITAL TECHNOLOGY MAKES SERVICING MORE EFFICIENT

The Guidanz® suite provides service professionals with the innovative tools and features necessary to achieve maximum efficiency, speed and productivity during service events—all while improving customer satisfaction. Guidanz® features two core modules to enhance expertise and efficiency:

### GUIDANZ® DIAGNOSTIC TOOLKIT

Empowering experts to service with excellence.

- Assess key engine data and fault codes
- Estimate repair time and required parts with the Immediate Assessment feature
- Fault code prioritization for diagnostics and troubleshooting
- Service diagnostics and troubleshooting
- Engine Control Module (ECM) calibration software updates
- Available on mobile (iOS & Android) and PC based applications

### Guidanz®

- Digitized service workflow management
- Integrated with our other digital service tools
- Integrated with Dealer Management System for work order creation
- Increased RAPIDSERVE™ Web integrations for warranty claims
- Service and claim history
- More intuitive web-based user experience

### GUIDANZ® SERVICE EVENT MANAGEMENT

Improving workflow, efficiency and customer satisfaction.

## DIAGNOSTIC TOOLKIT

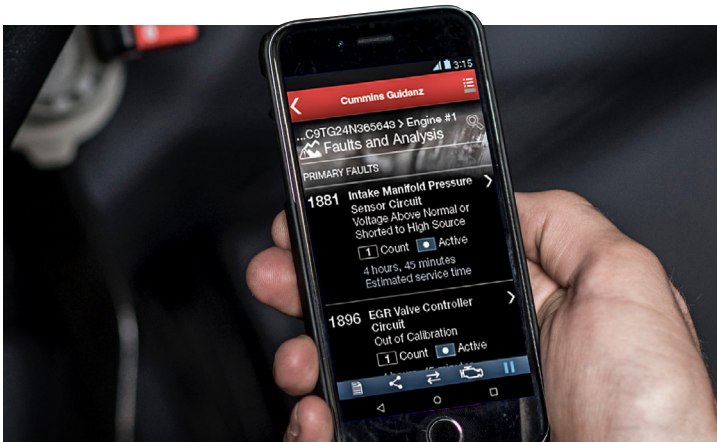
Empowering you to be the expert by providing reliable data for efficient decision-making to increase service productivity, speeding up service events and increasing vehicle uptime.

### TOOLKIT FEATURES AND BENEFITS

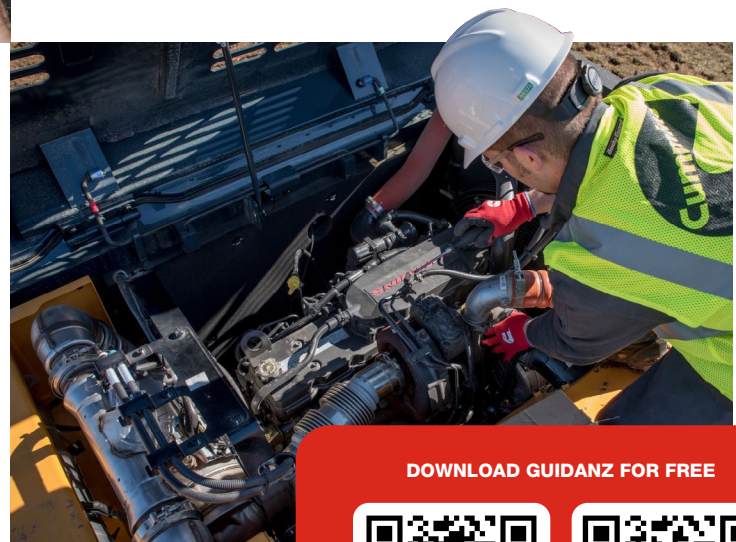
When connected with INLINE™ datalink adapter, Guidanz Diagnostic Toolkit assesses key engine data and J1939 fault code information to **diagnose** engine faults and guide **troubleshooting**. Engine Control Module (ECM) calibration **software updates** are also available to keep Cummins powered equipment running at its best.



The **Immediate Assessment** feature makes the triage and intake process faster than ever—improving efficiency and customer satisfaction. It also prioritizes fault codes, estimates repair time, suggests necessary parts and provides the most likely causes of failure in just a few minutes.



Speed up service repairs and minimize downtime. Using both public and proprietary data, Cummins is **streamlining diagnostics**. Our Optimized Diagnostics process dynamically reorders troubleshooting steps, driving technicians to the most likely root cause of a fault code first. Some fault codes, flagged as Fast Track Repair, skip traditional diagnostic assessment steps and move directly to necessary repair work, **accelerating service speed**. Additionally, preventive service needs can be identified allowing them to be addressed during planned service events, **increasing vehicle uptime**.



\*Guidanz Diagnostic Toolkit supports Cummins engines products from 2007.

DOWNLOAD GUIDANZ FOR FREE



iOS



Android

## SERVICE EVENT MANAGEMENT

A robust digital service platform that simplifies and connects every aspect of the service experience to assist certified service providers in workflow management to deliver an efficient customer experience. It also prevents multiple system sign-ins and provides your service team with easy and effective access to key service event information in shop environments.

### PLATFORM FEATURES AND BENEFITS

- Optimize technician performance and administrative processes with front and back-office capabilities together on a single platform
- Integration with our other digital service tools to access diagnostics and troubleshooting information
- QuickServe<sup>®</sup> Online integration for fast access to service reference guides and manuals
- Instant display of campaigns and Technical Service Bulletins (TSB)
- Integrated lookup of service history, documents and available warranty coverage
- Dealer Management System integration for work order creation
- Increased RAPIDSERVE<sup>™</sup> Web integration for warranty claims creation
- More intuitive web-based user experience



LEARN MORE ABOUT GUIDANZ 



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