Connected Diagnostics

The Lifeline For Your Engine.
How Connected Diagnostics Works.

The moment an engine system fault occurs, the telematics system instantly transmits key engine system and GPS data through the telematics connection. Connected Diagnostics immediately applies unique Cummins analytics to transform the data into actionable information. A diagnosis of the fault, and clear recommendations regarding continued vehicle operation or the need for immediate service, are sent instantly to you. Connected Diagnostics is a critical lifeline that enables you to properly care for the engine system while maximizing your uptime and equipment availability without the downtime previously needed to investigate the cause of the fault.

Expert Guidance.

Connected Diagnostics uses the power of Cummins to analyze the fault code data, prioritizing all active and recently inactive faults to provide a high level of confidence that the recommendation to stop immediately or service immediately is the right one. Determining the root cause of the system failure to the component level, Connected Diagnostics facilitates the repair and minimizes downtime.
Effective Information.

The unique information sent by Connected Diagnostics is much more valuable than a simple lamp on the dash, and more complete than raw data pulled from the electronic engine system. Connected Diagnostics identifies and prioritizes the fault codes, determines the probable cause of the fault and reports it to you.

Only Connected Diagnostics can report engine performance derate timers that may have been triggered by the fault. You can then take action, knowing the time and impact of a pending derate, to help avoid progressive engine damage, ensuring the health of your engine and aftertreatment system and reducing expensive equipment recovery charges.

Instant Value.

Connected Diagnostics immediately provides you with the information needed to make informed, time-critical decisions within seconds of a fault occurrence, enabling you to avoid unnecessary expenses and lowering the potential for progressive engine system damage.

Connected Support.

Connected Diagnostics automatically identifies the nearest Cummins-certified repair location with Genuine Cummins parts and factory-certified technicians trained to repair your equipment. During this process, a Cummins Care work order is created, so when you call Cummins Care at 1-800-DIESELS™ (1-800-346-7357), the representative will be able to immediately access details about the fault event for efficiency and accuracy. This same level of detailed information can also be made available to certified Cummins repair locations.

We’re Just Getting Started.

Connected Diagnostics is just the first app in an exciting new suite of advanced features that will use the connection from your engine to Cummins to create value for you. Additional apps for electronic engine management are in development right now that will improve your equipment uptime and make your operation more efficient.

Get Connected.

To learn more about the many benefits of Connected Diagnostics or to get set up, contact your Cummins representative or go to cumminsengines.com/connected-diagnostics.