Expert Diagnostic System.

Better Bottom Line.
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The key to improving service operation efficiency is quickly and accurately identifying the root cause of an equipment failure. The secret to improving cash flow is prompt, accurate filing and reimbursement of troubleshooting time. Cummins Expert Diagnostic System (EDS) is a universal diagnostic tool designed specifically to help service technicians and operational maintenance personnel achieve both goals through the use of a global database with next-generation troubleshooting and a data-entry system that cuts redundancy and reduces the potential for billing errors.

The Technician’s Guide To Better Service.

Imagine that a technician in a remote mine location in Canada is looking at a problem with a QSK60 haul truck engine, or an operator has a recurring issue with a QSB6.7-powered excavator working on a road construction site in Texas. How valuable would it be to have the troubleshooting information from all other similar pieces of equipment operating globally? Cummins EDS gives every technician access to that knowledge base, both in the service shop and out in the field, all across the globe. EDS is currently in use on six continents, and includes troubleshooting and repair information for all Cummins global products, from the QSF2.8 to the QSK95.

EDS takes repair information from around the world and compiles it into a database, creating smarter troubleshooting trees that can reduce the number of diagnostic steps by up to 50 percent. EDS also provides a complete repair history of all the diagnostic service events that have been performed on a particular engine.

When multiple fault codes are indicated, EDS will automatically put the fault codes and repair procedures into sequence, starting with the most probable cause, to help technicians identify the root cause more quickly. In fact, it can usually locate the root cause of an engine issue in as few as three diagnostic steps. By starting with a concise list of the most likely solutions, technicians using EDS have access to a more efficient repair process that can provide many potential benefits, including:

- Faster, more accurate diagnoses
- Reduced labor time for repairs, minimizing unnecessary steps
- Increased productivity for technicians
- Reduced downtime for customers

Steve Barrow
Senior Product Support Advisor,
Tidewater Equipment Co., Newberry, S.C.

“EDS has been a helpful tool to our service technicians. It helps us to get to the root cause of the failure faster than using the troubleshooting tree, and even works well on remote sites, helping to cut customer downtime.”

Easy To Learn, Easy To Use.

Despite being an incredibly powerful diagnostic tool, Cummins EDS is very easy to both learn and use. The EDS homepage, which can be accessed directly at insite.cummins.com/insite/eds/index.html or by visiting quickserve.cummins.com and selecting EDS under the My Applications tab, includes links to not only the EDS tool itself but also an online training package containing courses explaining the key features and benefits and how to use EDS, whether you’re a technician on the shop floor, a warranty administrator or a service manager. In addition to the user guide, there is a Frequently Asked Questions (FAQ) section. You can also contact your Cummins distributor or click the Contact link at the top right of the EDS page for a list of help numbers based on location. The EDS tool can also be accessed directly at edsprod.cummins.com.
EDS And INSITE™ – Expert Integration.

One of the great new features of EDS is its integration with Cummins INSITE™ tool. The new EDS link in the lower left-hand corner of the INSITE navigation buttons will speed your access to the system and provide you with a familiar window for troubleshooting. As you begin the troubleshooting process, clicking the EDS button will auto-populate the Customer Name, Unit Number, Mileage, Work Order and Engine Serial Number (ESN) fields, and identify the fault codes you should evaluate and those you can ignore. As a result of the integration with INSITE, both the time required to populate key information and the number of times you must enter data are reduced.

Bob Ruiz
Expert Diesel, Fort Lauderdale, Fla.

“EDS is a blessing, saving a lot of troubleshooting time. Industrial leaders will benefit greatly from EDS because they are more than just engine repair shops. EDS is only getting better.”

Right On The Money.

The fewer times that you need to re-enter information, the better. For that reason, Cummins EDS is also linked to Cummins warranty system, making claims processing even easier. Each diagnostic session is given an identification number – a DSID – that can be entered into the system to automatically populate labor times on the form, enabling more accurate warranty reimbursement. To make sure that you receive accurate labor reimbursement, all your team needs to do is verify that key details, such as the ESN and repair order number, match information on the EDS claim.

Better Bottom Line.

Cummins EDS does more than just provide improved troubleshooting trees for your technicians. It’s a tool that improves every aspect of the repair process, from productivity and accuracy to billing and reimbursement. And it’s going to get even better, because every day, as more service events are logged into the database, EDS will continue to “learn” and provide even better advice on even the most complex troubleshooting challenges. In addition, root cause information from EDS is communicated as part of Cummins Connected Diagnostics™ application, which delivers remote diagnostic information and real-time support. With this information, you can 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.

Every Question. Answered.

For more information about EDS, log on to the EDS homepage at quickserve.cummins.com or contact your local Cummins distributor.