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Cummins Guidanz™ Mobile App Improves Customer Uptime

New App Provides Customers With A More Efficient, Streamlined Service Process

COLUMBUS, Ind.--(BUSINESS WIRE)-- Without having to enter a service bay or wait for a technician to come on site, Cummins (NYSE: CMI) customers are now able to read prioritized engine fault codes and other key engine information within minutes wherever they are operating with the new Cummins Guidanz™ mobile app.

This Smart News Release features multimedia. View the full release here:

<http://www.businesswire.com/news/home/20170504006061/en/>

Cummins Guidanz™ Mobile App Improves Customer Uptime (Photo: Business Wire)

Available as a free download now on the Apple® App Store or

the Google® Play Store™, the Guidanz mobile app arms customers with critical information about their Cummins engines (2007 and later on-highway engines and Tier 3 and later off-highway engines) that they can email to their operations managers, service providers or a Cummins Care representative directly from the app to initiate the service process. The time it takes to complete the first step of the triage process is drastically reduced when using the Guidanz mobile app. However, time savings don't stop there when customers are engaged with certified Cummins service providers.

The Immediate Assessment feature of the Guidanz mobile app is available to certified service providers to help improve shop scheduling. As providers begin to adopt Immediate Assessment in the coming months, they will not only be able to read the fault code, but assess the severity of the fault, how quickly it can be repaired, what repair parts are likely needed and start a work order without ever asking the customer to enter a service bay.

When the service provider is armed with these products, customers can not only feel confident that the right tools and parts will be available for their engine when they are in the service bay, but can feel at ease knowing that they will experience as little downtime as possible when in the care of a certified Cummins service provider.

"The Guidanz mobile app with the Immediate Assessment feature is giving customers back valuable hours that used to be spent troubleshooting by arming customers and service

providers with information backed by immeasurable amounts of data and analysis done by Cummins experts,” said Ryan Kikendall, Executive Director – Service Event Solutions at Cummins. “We have nearly 100 years of experience with diesel engines, and we’re translating our learnings into time-saving solutions for our customers.”

To operate, the Guidanz mobile app must be paired with an INLINE™ mini Bluetooth® adapter or INLINE 7 and requires either an iOS® or an Android® operating system. At launch, the Guidanz mobile app and INLINE products will be available to customers in the United States, Canada, Australia and Europe. The INLINE mini and the Immediate Assessment feature are available through authorized Cummins channels. Contact Cummins Sales and Service for additional information, or call Cummins Care at 1-800-CUMMINS™ (1-800-286-6467).

Though the Guidanz mobile app requires a smartphone or tablet to operate, it will still function when the device is offline. Customers are provided a list of fault codes regardless of connectivity, so even when operating in remote locations, such as a mine or temporary job site, customers are still empowered with enough information to call their operations managers, service providers or Cummins Care with information to initiate the service process.

About Cummins Inc.

Cummins Inc., a global power leader, is a corporation of complementary business units that design, manufacture, distribute and service diesel and natural gas engines and related technologies, including fuel systems, controls, air handling, filtration, emission solutions and electrical power generation systems. Headquartered in Columbus, Indiana (USA), Cummins currently employs approximately 55,400 people worldwide and serves customers in approximately 190 countries and territories through a network of approximately 600 company-owned and independent distributor locations and approximately 7,400 dealer locations. Cummins earned \$1.39 billion on sales of \$17.5 billion in 2016. Press releases can be found on the Web at www.cummins.com or <http://www.cumminsengines.com>. Follow Cummins on Twitter at www.twitter.com/cumminsengines and on YouTube at <https://www.youtube.com/cumminsengines>.

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Cummins Inc.

Keri Moenssen, 812-314-1680

Marketing Communications Manager

keri.moenssen@cummins.com

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