



AFBF Signs Right to Repair MOU with Case IH and New Holland



WASHINGTON, March 9, 2023 - The American Farm Bureau Federation and CNH Industrial brands, Case IH and New Holland, signed a memorandum of understanding today that provides farmers and ranchers the right to repair their own farm equipment. The MOU follows a similar agreement AFBF entered into with John Deere earlier this year.

“Our members urged us to find a private sector-solution that gives them access to repair their own equipment and I’m pleased months of discussions have again paid off,” said AFBF President Zippy Duvall. “Farmers and ranchers are more dependent on technology than ever before, so it’s critical they have access to the tools to keep things running on the farm so the food supply chain keeps running, too.”

“We understand the work our customers do is time-sensitive and critical for a safe and abundant food and fiber supply,” said Sally Johnson, Vice President, New Holland Agriculture North America. “This agreement is the next step in delivering on New Holland’s promise to better serve our customers, and in a way that helps them safely and effectively manage and maintain their equipment uptime.”

“This agreement underscores CNH Industrial’s commitment to empowering our customers by providing them with resources and tools that allow them to safely self-repair their equipment in a timely matter,” said Kurt Coffey, Vice President, Case IH North America. “We know that agricultural equipment is one of the most significant investments for the American farmer. As a farmer, Farm Bureau member myself and brand leader, this MOU is a positive step forward in continuing to put the customer at the center of everything Case IH does.”

The MOU sets a framework for farmers and independent repair facilities in all 50 U.S. states and Puerto Rico to access CNH Industrial brand manuals, tools, product guides and information to self-diagnose and self-repair machines, as well as support from CNH Industrial brands to directly purchase diagnostic tools and order products and parts.

The MOU respects intellectual property rights and recognizes the need to ensure safety controls and emission systems are not altered. CNH Industrial and AFBF will meet semiannually to review the agreement and address ongoing concerns.

The AFBF board of directors unanimously approved the MOU with CNH Industrial brands Case IH and New Holland.

Read the MOU [here](#).

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About American Farm Bureau Federation

The American Farm Bureau Federation is the national advocate for farmers, ranchers and rural communities. Just as the work of feeding our nation begins on the farm, we believe that’s where the policy that shapes agriculture should begin as well. Every year, Farm Bureau members in



more than 2,800 counties meet to discuss and vote on policies affecting their farms, ranches and communities. Those policies then set the agenda for their state Farm Bureaus and ultimately AFBF. To learn more, go to www.fb.org.



About Case IH

Case IH is a global leader in agricultural equipment, committed to collaborating with its customers to develop the most powerful, productive, reliable equipment — designed to meet today's agricultural challenges. With headquarters in the United States, Case IH has a network of dealers and distributors that operates in over 160 countries. Case IH provides agricultural equipment systems, flexible financial service offerings and parts and service support for professional farmers and commercial operators through a dedicated network of professional dealers and distributors. Productivity-enhancing products include tractors; combines and harvesters; hay and forage equipment; tillage tools; planting and seeding systems; sprayers and applicators; and site-specific farming tools. Case IH is a brand of CNH Industrial N.V. (NYSE: CNHI / MI: CNHI)

About New Holland

New Holland Agriculture's reputation is built on the success of our customers, cash crop producers, livestock farmers, contractors, vineyards, or grounds care professionals. They can count on the widest offering of innovative products and services: a full line of equipment, from tractors to harvesting, material handling equipment, complemented by tailored financial services from a specialist in agriculture. A highly professional global dealer network and New Holland's commitment to excellence guarantees the ultimate customer experience for every customer. For more information on New Holland visit www.newholland.com

New Holland Agriculture is a brand of CNH Industrial N.V. (NYSE: CNHI / MI: CNHI) a global leader in the capital goods sector with established industrial experience, a wide range of products and a worldwide presence. More information about CNH Industrial can be found online at www.cnhindustrial.com

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PLAINS Ag

FOR THOSE WHO DEMAND MORE



CUSTOMER REPAIR SUPPORT

PROVIDING YOU WITH THE TOOLS YOU NEED TO MAINTAIN, DIAGNOSE AND REPAIR YOUR CNHI EQUIPMENT THE WAY YOU WANT

Plains Ag is fully committed to providing customers with the parts, tools, and know-how to safely and responsibly diagnose, maintain and repair their CNHi equipment. In addition to providing a full suite of Original Equipment Manufacturer (OEM) CNHi parts, remanufactured parts and alternative value-line parts, we also provide further resources that are designed to help support customers who are comfortable doing their own equipment repair and maintenance:

- **Service & Repair Manuals** - hard copies of operators manuals, installation instructions, and service/repair manuals are available to purchase through your local Plains Ag location or can be ordered through the CNHi Document Management Center by logging in to [My CNHi Store](#), clicking on the appropriate CNHi brand (Case IH, Case Construction, New Holland Ag or New Holland CE) and then clicking on "Equipment Manuals" at the bottom of the page.
- **Diagnostic or Repair Tools** - specialized tools may be required or recommended for certain repairs. These tools are referenced in the Service & Repair manuals by part number and can be purchased through the parts department at your local Plains Ag location. Or you can click the link below to use our convenient online parts request form to request a quote for the tools you need.

[Parts Request Form](#)

- **Customer Electronic Service Tool (EST), Adapters and Software Subscriptions** - Plains Ag offers our customers the full array of customer Electronic Service Tools (ESTs) and supporting adapters and software subscriptions for all four of the CNHi product lines that we represent: Case IH, Case Construction, New Holland Ag and New Holland Construction. The customer EST provides the following equipment information and diagnostic functionality:
 - Controller status/version retrieval
 - Parameter monitoring
 - Fault code retrieval and clearing
 - Fault code descriptions and repair processes
 - Electronic version of service manuals
 - Electrical and hydraulic schematics
 - Disassembly and reassembly instruction

Different EST packages are available based on the number of users and/or the number of machines in your fleet. Click link below to request more information from our EST consultants.

[CNH Self-Repair Quick Start Guide](#)

[Request Information for EST](#)



SEARCH FOR EQUIPMENT

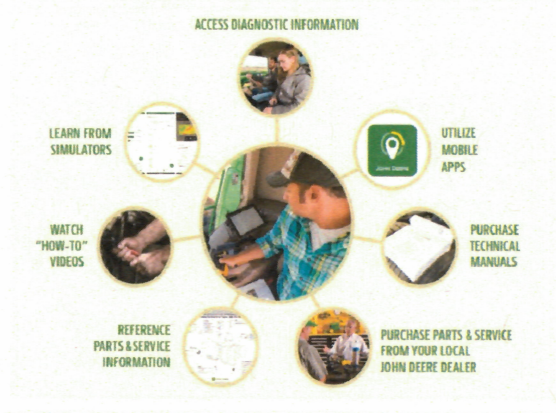
American Implement Supports our Customer's Right to Repair

For the past two years, American Implement has been proactively acting in the background to provide our customers access and support for their Right to Repair. As many of you may know, you can currently purchase customer Service Advisor directly from JohnDeere.com/repair.

When purchased from John Deere, your local dealer will be notified and required to assist you in basic set-up and training requirements.

SELF-REPAIR MADE EASY

John Deere offers a vast portfolio of customer-enabled management and DIY tools for you to safely maintain, diagnose and repair your equipment in your own shop and on your own time.



CUSTOMER SERVICE ADVISOR



John Deere Customer Service ADVISOR™ Turf & Utility Equipment Web and Downloaded Applications One-year license and data (Year 1)

Product ID: **SPRSA20212TU**
Price \$1,835.00

[MORE INFORMATION](#)

CUSTOMER SERVICE ADVISOR



John Deere Customer Service ADVISOR™ Power Systems Equipment Web and Downloaded Applications One-year license and data (Year 1)

Product ID: **SPRSA20212PS**
Price \$3,115.00

[MORE INFORMATION](#)

CUSTOMER SERVICE ADVISOR

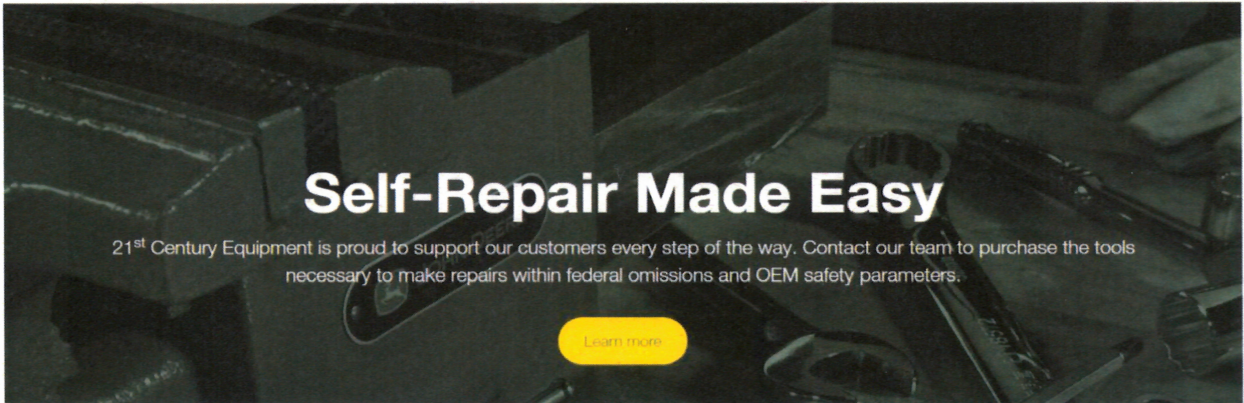


John Deere Customer Service ADVISOR™ Power Systems Equipment Web Application One-year license (Year 1)

Product ID: **SPRWEBPS**
Price \$2,700.00

[MORE INFORMATION](#)

American Implement has taken this offer a step further. We are excited to offer a direct purchase from American Implement of the Customer Service Advisor Program that includes several customers perks! Our offer positions our customers to receive all of the AI upside values created by directly collaborating with our dealerships. This includes the personal relationships, automatic annual renewals, an extended support value (ex: the basic John Deere offer is 2 hours support. The American Implement program offers 4 hours of hands-on dealer provided support.) and additional tool and equipment support.



Self-Repair Made Easy

21st Century Equipment is proud to support our customers every step of the way. Contact our team to purchase the tools necessary to make repairs within federal omissions and OEM safety parameters.

[Learn more](#)

Tools & Resources To Keep You Running



Customer Service ADVISOR™

Connect to your tractor with an Electronic Data Link (EDL) to clear and refresh codes, take diagnostic readings, and perform limited calibrations — all on your own in the shop or in the field.

[Learn More About Customer Service ADVISOR >](#)

[View Customer DIY Tools >](#)



Operator, Diagnostic, and Technical Manuals

Digital database of do-it-yourself instructions. Everything you need to resolve equipment issues on your own. All Ag & Turf equipment operator manuals are now free and ready to download.

[Find your manual >](#)



Access to Thousands of Parts

Access to thousands of replacement and maintenance parts for all makes and ages of machines — at any budget. [PARTS OnSite™](#) even provides an inventory of parts where you need them most — in your very own shop.

[Search for parts >](#)



MyJohnDeere

Reference hour-interval maintenance online through your MyJohnDeere portal.

[Explore MyJohnDeere portal >](#)



Routine Maintenance Guide & Tool Box

Reference decal for routine maintenance before everyday operation with the tools you need to complete the task, secured and stored right on your tractor.

[Learn More About Routine Maintenance >](#)



Expert Alerts

Expert Alerts is a proactive monitoring system that can be set up with your dealer. This allows technicians to diagnose issues remotely and fix them at a convenient time for you with minimal disruption to your operation or bottom line.

[Learn More About Expert Alerts >](#)



Service ADVISOR™ Remote

With Service ADVISOR Remote, your dealer can remotely analyze Diagnostic Trouble Codes (DTCs) in near real time to isolate potential issues with your machine. When it's convenient for you, a technician will arrive with the right parts and tools to get you back up and running.

[Learn About Service ADVISOR Remote >](#)



Design with You In Mind

Our design engineers keep user serviceability top-of-mind during product development, crafting the entire machine — including components like the 8R engine — easy to access so serviceability is easier and you get back in the field faster.

There is also a wealth of diagnostic information available at your fingertips with **John Deere mobile apps**. **Tractor Plus** allows you to view detailed upcoming maintenance recommendations with quick access to instructions from your Operator's Manual or links to relevant tutorial videos.

Equipment Plus provides operators of Air Seeders, Balers, Cotton Harvesters, Planters, Sprayers and Tillage equipment the ability to optimize their machine through proper machine and monitor setup, as well as maintenance and infield procedures.

Find the app to best fit your equipment needs at the [Apple](#) or [Android](#) app stores.

Colorado Senate Agriculture and Natural Resources Committee

Ag Equipment Manufacturers
Repair and Diagnostic Tool Availability

March 9, 2023 Meeting



AGCO Maintenance, Diagnostic and Repair Resources for Customers

FENDT



Challenger

AGCO supports farmers and the right to repair their equipment.

This includes the need to provide customers with information and tools to maintain, diagnose, and repair their equipment. As such, AGCO created a customer diagnostic tool referred to as Tech Connect Diagnostics-CV (TCD-CV). TCD-CV is a module in the Tech Connect Suite that can be made available to customers to assist in maintaining, diagnosing, and repairing their equipment.

Tech Connect Diagnostics

TCD-CV is a web-based application available for rental from authorized dealers who sell and service the customer's particular brand.

This application will allow access to any TCD-CV supported models the dealer is contracted to sell.

TCD-CV access is ordered by an authorized dealer via the AGCO service tools website. TCD-CV has multiple rental time period's available; 1 month, 3 months and 6 months. The package includes:

- PC with TCD-CV installed and the associated cables required to connect to a compatible unit
- Electronic diagnostic access as well as access to supporting manuals, help screens and quick start guides
- All relevant published service information, service manuals, and operator manuals can also be purchased via the AGCO Pubs website. (AGCOpubs.com)



Getting Access

Access is a simple order process placed through an authorized dealer.

1. The customer will review and agree to the "Tech Connect Diagnostics End User Agreement". Your dealer is able to print a copy for review.
2. The dealer will request basic customer information: name, address, contact information, and length of rental period. This information will be used to create a request to AGCO Service Tools for TCD-CV login credentials.
3. The dealer will place an order for the tool package via the AGCO Service Tools website. At this point the dealer will invoice the customer for the costs associated with the tool rental, including a refundable core charge for the tooling. AGCO Service Tools will process the order and direct ship to the customer within 3-4 business days. The customer will receive an email from AGCO Service Tools with the login credentials. The rental clock will start 48 hours after this email is sent.
4. Once the customer receives the tool they can start the PC and login to the TCD-CV application using the credentials received. Internet connection will be required for validation.
5. Once the rental period has expired the customer will return the TCD-CV tool package back to AGCO Service Tools, in the original packaging with the prepaid shipping label provided. When the tool is received by AGCO Service tools and has been verified to be in good working order the dealer will be notified and the customer deposit will be refunded by the dealer. If the tool is damaged or not returned the deposit will not be refunded.

TCD-CV Customer Tool Functionality

This tool package will allow the user access to the following functionality:

1. Use the Application across multiple AGCO vehicles that are supported by the service tool.
2. Browse for content including:
 - Service Information – all publication types available for that model series (Operator Manuals, Workshop Manuals, Instructions, Diagnostic Fault Codes)
 - Diagnostic Information – for all Tech Connect Diagnostic supported machines
 - Sub Assembly Details
 - Product Support Programs (PSP)
 - Configuration Details
3. Network Scan
4. View Error Codes
5. Use of the Diagnose Function

Training and Support

The dealer is the customer's main contact point for questions pertaining to the use and support of TCD-CV. Much of this support is included in the Quick Start Guides built into the TCD-CV application. The customer must go through their local dealer for support. It is important to understand that additional charges may apply, beyond the initial rental fee, for after sales support of this product. Customer support response time expectations via the supporting dealer for TCD-CV will be 1-2 business days.

Models Available

For many years farmers and AGCO dealers relied solely on basic tools for diagnosing and repairing equipment. As technology advanced, AGCO developed onboard diagnostic capabilities in many of our more advanced machines to provide easier diagnosis for both our customers and our dealers. While a high percentage of repairs and diagnostics on current AGCO products can be completed using a combination of on-board diagnostics and basic tools, AGCO recognized the need to develop and provide additional diagnostic tools to our customers on future machines due to the continued advancements in technology.

As AGCO rolls out new products, we will be incorporating a new diagnostic feature that allows for easier customer diagnostic capabilities using TCD-CV. This new feature helps protect critical systems from modification while allowing access to all machine diagnostic information.

Please contact your dealer for the latest TCD-CV compatible model availability.

Additional Resources

Below is a list of additional resources provided by AGCO, in alignment with the Statement of Principles put forth by AEM & EDA (Learn more at <http://www.R2RSolutions.org>), to provide maintenance, diagnostic, and repair tools to end users.

MANUALS (OPERATOR, PARTS, SERVICE)

Available for purchase by customers. To purchase go to: www.AGCOPubs.com.

PRODUCT GUIDES

Product information available on AGCO Brand sites. Access: www.agcocorp.com; www.fendt.com/us/; www.masseyferguson.com; www.challenger-ag.us/

PRODUCT SERVICE DEMONSTRATIONS, TRAINING, SEMINARS, OR CLINICS

Available with the release of new model tractors and combines after January 1, 2021. Online Training is available with the rental of a TCD-CV. Contact your local AGCO Dealer for rental and training information.

FLEET MANAGEMENT INFORMATION

Available with customer enrollment into AGCO Connect services. Visit with your local dealer for more information.

Access: www.fusesmartfarming.com/smart-farming-solutions/; <https://get.agcoconnect.com/>

ON-BOARD DIAGNOSTICS VIA DIAGNOSTICS PORT OR WIRELESS INTERFACE

Available with the release of new model tractors and combines after January 1, 2021.

Integrated machine diagnostics will be available through the machine interface (monitor/terminal) and/or TCD-CV through a dedicated diagnostic port. For more information see Operator Manual, Service Manual, or Tech Connect Diagnostic quick start guide.

ELECTRONIC FIELD DIAGNOSTIC SERVICE TOOLS, AND TRAINING ON HOW TO USE THEM

Available with the release of new model tractors and combines after January 1, 2021.

TCD-CV is a web based application that is available as a rental package from an authorized dealer who sells and services the particular brand being worked on. Training material, including a quick start guide and a comprehensive user guide is embedded within TCD-CV.

Contact your local AGCO Dealer for more information.

OTHER PUBLICATIONS WITH INFORMATION ON SERVICE, PARTS, OPERATION, AND SAFETY

Available from AGCOPubs.com: Hard-copy & digital versions of technical publications are available for North American customers looking for current and legacy AGCO brands. Link: www.AGCOPubs.com

Parts.agcocorp.com: digital e-commerce platform for users to view/order AGCO Equipment parts. Link: www.parts.agcocorp.com

REPAIR PARTS AND SPECIAL TOOLS AVAILABLE FOR PURCHASE FROM YOUR LOCAL AGCO DEALER.



We are committed to providing customers with the tools you need to avoid downtime by repairing your own Case IH and New Holland equipment when possible. Consider this your stop for all the self-repair resources needed to get the job done yourself.

- **Modern Ag Equipment:** Modern tractors and combines aren't simple pieces of machinery. This equipment uses complex components, electronics and software to provide advanced customer features and critical safety functions, such as road transport speed management and sustainability features, like our emissions systems. That's why, while we support your right to repair your equipment, we don't support modification.
- **Dedicated Dealer Network:** At CNH Industrial, we have high dealer standards, which include required service technical training conducted in part by us. This makes our dealer network the perfect partner in ensuring the peak performance you've come to expect and deserve from Case IH and New Holland products and solutions. With over 725 committed dealers across North America, we're confident that we can provide you with the support you need when you need it.
- **Self-Repair Tools:**
 - **Operator Manuals & Installation Instructions:** Get all the documents you need to maintain your equipment. These operator's manuals, installation instructions and training materials can be instantly accessed through MyCaseIH.com or MyNewHolland.com.
 - **MyCaseIH.com and MyNewHolland.com:** Register your supported equipment on the MyCaseIH and MyNewHolland website to get the most out of your products. Explore our knowledge base for maintenance tips and troubleshooting as well as manage your fleet from any device.
 - **MyCNHiStore.com:** Conveniently shop for genuine branded parts designed and optimized for our machines, 24/7/365.
 - **Proactive Support Alerts:** The Proactive Support tools within eTIM allow the Case IH and New Holland dealer network to work with you to ensure early identification of issues and maximum performance from your connected machine, providing the ultimate level of connected and proactive maintenance and service alerts.
 - **Customer Electronic Service Tool (EST):** The customer EST allows you to connect with your Case IH or New Holland equipment via a protocol adapter for: Controller Status/Version Retrieval, Parameter Monitoring, Fault Code Troubleshooting and Digital versions of hydraulic and electrical schematics.
 - **Remote Service Tool:** On select models, your local Case IH and New Holland dealer can remotely diagnose maintenance and service issues and identify the parts you need to stay up and running without ever needing to visit the field or operation site.

Scan to Learn More



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Equipment Self-Repair



We know uptime is critically important to our customers. It's also important to John Deere and our dealers. From Do-It-Yourself tractor repairs to John Deere Connected Support™, we're committed to keeping our customers' machines up and running when they need them the most. We also know our customers want to repair their equipment in their own shop and on their own time. That's why repairability is designed into every tractor that we build.

Maintenance, diagnostic, and repair tools are made available to our customers through the following means:



Manuals (Operator, Parts, Service)

All technical and operator manuals can be purchased by customers online through the [Technical Information Store](#).

- [Manuals and Training](#)
- [John Deere Parts & Service](#)



Product & Quick Reference Guides

- [Quick Reference Guides](#)



Product Service Demonstrations, Training, Seminars or Clinics

- [Training and Safety Videos](#)
- [Simulators](#)



Fleet Management Information

- [John Deere Connected Support™](#)
- [JDLink™](#)



Other publications with information on service, parts, operation, and safety

- [Safety Information](#)
- [Operation Training](#)
- [Warranty & Protection Plans](#)



On-Board Diagnostics via diagnostics port or wireless interface

Machine issues are identified by a specific Diagnostic Trouble Code (DTC) that can be accessed through the machine display or dash. Some machines allow for the basic description of the DTC to be viewed.

- [Remote Display Access](#) (view of operator's display in cab)
- Mobile Apps (access through the John Deere App Center app, available in both [Android](#) and [iOS](#) app stores)
- Provide operating tips and basic troubleshooting information. Some apps also provide the ability to look up DTCs for more information.



Electronic Field Diagnostic Service Tools and training on how to use them

- [Customer Service ADVISOR™](#) Access to operator and technical manuals, look up diagnostic codes, machine diagnostic connectivity with Electronic Data Link (EDL) and perform machine calibrations.
- For access – visit [JohnDeereStore.com](#) or contact a customer's [local John Deere dealer](#) for purchase and support information.

Interested customers are encouraged to contact their local John Deere dealer for more information on those resources. All tools/resources outlined on this page are currently available to customers, independent repair personnel and end users – and will continue to be available in the future.

For more information on Deere's commitment to ownership and repair visit [Deere.com/repair](#).

Equipment Designed with Repairability in Mind

From the Beginning

Our design engineers keep user serviceability top-of-mind during product development, crafting the entire machine – including machines like the 8R tractor – easy to access so serviceability is easier for our customers.



Routine Maintenance Guides, Manuals, Safety and Training

Customers can get access to a digital database of Do-It-Yourself instructions – everything they might need to resolve an equipment issue independently.



- [Ag, Turf, and Engine Operator Manuals](#)
- [Training and Safety Videos](#)
- Training and Reference Guides
 - [Simulators](#)
 - [Online Training](#)
 - [Ag and Turf Quick Reference Guides](#)
 - [Educational Curriculum](#)

Access to Thousands of Parts

Access to thousands of replacement and maintenance parts for all makes and machines are accessible at any budget. Genuine, remanufactured, and alternative parts are [all available online](#).

[PARTS OnSite™](#) even provides an inventory of parts where customers need them most – in their own shops.

This program is available through participating John Deere dealers who partner with customers to develop a parts inventory strategy that makes the most sense for a customer's machines. There are several different storage options and financing is available through John Deere Financial.



Formalized Commitment with American Farm Bureau

In January 2023, John Deere and the American Farm Bureau Federation jointly signed a [Right to Repair Memorandum of Understanding \(MOU\)](#). The MOU formalizes John Deere's longstanding commitment to ensure customers' continued access to certain tools in order to diagnose, maintain, and repair their machines. John Deere looks forward to working alongside the AFBF and our customers in the months and years ahead to ensure they have the tools and resources they need to diagnose, maintain, and repair their equipment. This MOU serves as a living, breathing document and through ongoing conversations with the AFBF, John Deere is committed to ensuring customers have access to the tools and resources they need to diagnose, maintain, and make many repairs to their equipment. This agreement is years in the making and is the result of ongoing conversations between Deere and the American Farm Bureau Federation.

For more information on Deere's commitment to ownership and repair visit [Deere.com/repair](https://www.deere.com/repair).

How We Support Our Customers

The Most Responsive Dealer Network in the Industry

Nobody cares more about keeping our customers' equipment up and running than John Deere dealers. With a complete inventory of genuine John Deere parts, highly trained service technicians and a thorough understanding of our customers' businesses, John Deere dealers are committed to keeping their equipment up and running. Plus, they're the most connected dealer network in the industry. Trained, knowledgeable technicians stand ready to support our customers when it matters most.

Customers can quickly and easily find their local dealer through our [Dealer Locator tool](#).

Our support to customers by the numbers:

- Over 1,800 agricultural and turf dealer locations
- Over 500 construction and forestry dealer locations
- Over 16,000 service technicians
- Over 9,000 parts employees
- Over 1,000,000 part numbers
- 9 distribution centers



Dealer Supported Remote Tools

Additionally, remote tools such as [Expert Alerts](#), [Service ADVISOR™ Remote](#), and [Remote Display Access](#) allow dealer technicians and farmers to identify and address issues before they impact operations.



Expert Alerts

[Expert Alerts](#) is a proactive monitoring system that notifies dealers (with a customer's permission) of potential machine issues. This allows technicians to diagnose issues remotely and fix them before they become a problem.

Service ADVISOR™ Remote

With [Service ADVISOR Remote](#), a customer's dealer can remotely analyze Diagnostic Trouble Codes (DTCs) in near real time to isolate potential issues with a customer's machine. Once received by a dealer, DTCs are analyzed to identify the potential cause and initiate a solution, which can include:

- Customer Contact
- Remote Diagnostics/Service
- Possible Service Visit



Customer Service ADVISOR™

Customer Service ADVISOR™ is a digital database of operator, diagnostic, and technical manuals for John Deere products. This subscription allows a customer to connect machines with an Electronic Data Link (EDL) to clear and refresh codes, take diagnostic readings, and perform limited calibrations. Customer Service ADVISOR is available for purchase through [JohnDeereStore.com](#) or through a customer's local [John Deere dealer](#). A customer can also request more information by filling out [this form](#).

For more information on Deere's commitment to ownership and repair visit [Deere.com/repair](#).

Self-Repair Supported through Mobile Apps



John Deere's App Center is a tool that organizes all John Deere mobile apps. It is available for download through both [Android](#) and [iOS](#) app stores and is **free for use**. Our mobile apps provide operating tips and basic troubleshooting information, with some even providing customers with the ability to look up Diagnostic Trouble Codes (DTCs). The mobile apps outlined below are most relevant to customers who would like to self-repair their equipment.

Operations Center Mobile – This app allows customers to view their machine and agronomic data and easily manage field operations and equipment remotely.

- Easily analyze all planting/seeding, Application, Harvest, and Tillage data across an organization
- Dashboard of area worked by operation type and field summary cards
- View agronomic information while in poor cell connectivity
- View machine location, hours, fuel levels and performance and efficiency measurements
- View machine security and health alerts including Diagnostic Trouble Codes (DTCs)
- View operator's in-cab display with Remote Display Access (RDA), a desktop and mobile application

EquipmentPlus - This app is intended to provide a quick reference overview of key adjustments, maintenance, and procedures.

- Optimizes a customer's machine through proper machine and monitor setup, as well as maintenance and infield procedures
- Provides setup information for Displays, Receivers, AutoTrac™ Universal
- Provides tools for connecting MTG 4G LTE to a wireless network, or configuring MTG 4G LTE to receive wireless connections
- Equipment Types: Air Seeders, Balers, Cotton Harvesters, Forage Harvesters, Planters, Sprayers, Sugarcane Harvesters and Tillage equipment

TractorPlus - This app provides information and tools which help customers maintain their equipment more effectively.

- Provides detailed upcoming maintenance recommendations with quick access instructions from Operator's Manual or links to relevant tutorial videos
- Provides updates on fluid capacities and parts information with options to easily purchase via an online shopping cart
- Tracks engine hours, records maintenance history, and quickly links to parts diagrams when a customer might need to identify a repair part
- For Compact Utility Tractor customers there is also a new option to record and visualize work and additional information using your phone's built-in GPS when looking up DTCs
- Equipment Types: select John Deere 1, 2, 3, and 4 family Compact Utility Tractors and 7R, 8R, 8RT, 8RX, 9R, 9RT, and 9RX model tractors (MY19 & MY20)

MowerPlus - The app helps customers determine the best time to mow, communicates expert pre-mow tips, offers maintenance reminders, and provides walk-through guides

- Equipment Types: supports residential lawn equipment such as 100 Series, S240, X300, X500, X700, Z200 through Z600, and many similarly-sized older products. It does not presently support tractor models numbered 1000 and larger, such as 1025R.

For more information on Deere's commitment to ownership and repair visit [Deere.com/repair](https://www.deere.com/repair).

John Deere Self-Repair Links:

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Manuals (Operator, Parts, Service)

<https://techpubs.deere.com/>

<https://www.deere.com/en/parts-and-service/manuals-and-training/>

<https://www.deere.com/en/parts-and-service/parts/>

Product & Quick Reference Guides

<https://www.deere.com/en/parts-and-service/manuals-and-training/quick-reference-guides/>

Product Service Demonstrations, Training, Seminars or Clinics

<https://www.deere.com/en/parts-and-service/manuals-and-training/videos/>

<https://www.deere.com/en/parts-and-service/manuals-and-training/simulators/>

Fleet Management Information

<https://www.deere.com/en/parts-and-service/connected-support/agriculture-connected-support/>

<https://www.deere.com/en/technology-products/precision-ag-technology/data-management/jdlink/>

Other publications with information on service, parts, operation, and safety

<https://www.deere.com/en/parts-and-service/safety/>

<https://www.deere.com/en/parts-and-service/manuals-and-training/#training%5D>

<https://www.deere.com/en/parts-and-service/warranty-and-protection-plans/>

On-Board Diagnostics via diagnostics port or wireless interface

<https://www.deere.com/en/parts-and-service/connected-support/agriculture-connected-support/remote-display-access/>

https://play.google.com/store/apps/details?id=com.deere.appcenter&hl=en_US&gl=US&pli=1

<https://apps.apple.com/us/app/john-deere-app-center/id940151246>

Electronic Field Diagnostic Service Tools and training on how to use them

<https://www.deere.com/en/parts-and-service/manuals-and-training/customer-service-advisor/>

<https://shop.deere.com/us/search?text=Customer%20Service%20Advisor>

https://dealerlocator.deere.com/servlet/country=US?locale=en_US

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Routine Maintenance Guides, Manuals, Safety and Training

<https://techpubs.deere.com/en-US/Search/Equipment>

<https://www.deere.com/en/parts-and-service/manuals-and-training/videos/agriculture-and-turf/>

<https://www.deere.com/en/parts-and-service/manuals-and-training/simulators/>

<https://myjohndeere.deere.com/mjd/my/login?TARGET=https:%2F%2Fmyjohndeere.deere.com%2Fmjd%2Fmyauth%2Fdashboard>

<https://www.deere.com/en/parts-and-service/manuals-and-training/quick-reference-guides/>

<https://www.deere.com/assets/pdfs/common/parts-and-service/manuals-training/2019LearningResourceMaterialsCatalog.pdf>

Access to Thousands of Parts

<https://www.deere.com/en/parts-and-service/parts/>

<https://www.deere.com/en/parts-and-service/parts/parts-onsite/>

Formalized Commitment with American Farm Bureau

<https://www.fb.org/newsline/farm-bureau-john-deere-sign-right-to-repair-mou>

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The Most Responsive Dealer Network in the Industry

<https://dealerlocator.deere.com/servlet/country=US>

Dealer Supported Remote Tools

<https://www.deere.com/en/parts-and-service/connected-support/agriculture-connected-support/expert-alerts/>

<https://www.deere.com/en/parts-and-service/connected-support/agriculture-connected-support/service-advisor-remote/>

<https://www.deere.com/en/parts-and-service/connected-support/agriculture-connected-support/remote-display-access/>

Expert Alerts

<https://www.deere.com/en/parts-and-service/connected-support/agriculture-connected-support/expert-alerts/>

Service ADVISORTM Remote

<https://www.deere.com/en/parts-and-service/connected-support/agriculture-connected-support/service-advisor-remote/>

Customer Service ADVISOR™

<https://shop.deere.com/us/search?text=Customer%20Service%20Advisor>

https://dealerlocator.deere.com/servlet/country=US?locale=en_US

<https://www.deere.com/en/parts-and-service/manuals-and-training/customer-service-advisor/>

KOBD ACE



Kubota On Board Diagnostic Software



DIAGNOSE AND REPAIR
YOUR OWN EQUIPMENT

FUNCTIONALITY

- ✓ Check Diagnostic Codes
- ✓ Monitor Data From Machine Controllers
- ✓ Read/Write Machine Parameters
- ✓ Training Mode
- ✓ Implement (ISOBUS) Diagnostics

KOBD ACE diagnostic software, repair manuals, and special tools are now available to purchase through your local Kubota dealer.

SEE YOUR LOCAL DEALER
FOR MORE INFORMATION

SERVICE MATERIALS



Diagnostic Tools and Repair Manuals can be purchased from local dealers.



Special Tools can be purchased from local dealers.

PART NUMBERS

License 07916-81000

PLUS

Kit, KOBD ACE 07916-81112
All Models excluding M7/M8

Kit, KOBD ACE (Ag) 07916-81102
All Models including M7/M8

Kit, DST-i 1J574-90014



NEW HOLLAND SERVICE AND REPAIR INFORMATION

New Holland understands that you work under tight time frames and unpredictable circumstances. Being able to repair and service your own machinery is important, and we are pleased to offer you the ability to do it successfully. Your local New Holland Dealer is ready to assist you in selecting the diagnostic software, special service tools and manual documentation you need to successfully work on your equipment.

PRODUCT GUIDES AND TRAINING

Training materials and product guides for New Holland equipment are available to customers via www.mynewholland.com. Select “Knowledge Base” from the top menu to access.

FLEET MANAGEMENT INFORMATION

New Holland provides a comprehensive fleet management tool for connected vehicles to customers via AFS Connect. To access, go to www.mynewholland.com then click on “AFS Connect” in the upper right hand menu.

SERVICE AND REPAIR MANUALS

Operator manuals and installation instructions for equipment registered with us are available to you via www.mynewholland.com. Interactive electronic versions of the service and repair manuals are available through our Customer EST subscription. Paper copies of service, repair and operator manuals are available through our Document Management Center: www.dmcretail.com/productsearch.aspx.

PARTS CATALOGS

An online parts catalog is available to customers via www.mynewholland.com. To access, select “New Holland Parts Store” in the upper right hand menu.

DIAGNOSTIC AND REPAIR TOOLS

You can purchase the mechanical tools required to perform tests, or to disassemble and reassemble equipment, through your local dealer. Mechanical tools are referenced in the service and repair manuals by part number and can be purchased using that number. If you have any questions, contact your dealer.

ELECTRONIC DIAGNOSTIC TOOL (EST)

We are pleased to now offer a customer version of our EST. The Customer EST operates on a Windows based PC and provides you the ability to connect to your New Holland equipment’s CAN bus, via a protocol adapter, to run diagnostics and see fault code descriptions.

Diagnostic functions the Customer EST provides:

- Controller status/version retrieval
- Parameter monitoring
- Fault code retrieval and clearing
- Electronic version of service manuals
 - Electrical and hydraulic schematics
 - Fault code descriptions and repair process
 - Disassembly and reassembly instructions

A subscription to the Customer EST can be purchased from your local New Holland Servicing Dealer.

NEW HOLLAND SERVICE AND REPAIR INFORMATION

REGISTER FOR PURCHASE

Take the following steps to purchase a Customer EST subscription that fits your needs:

Step 1: Register on CNHi Service and Repair Information

- Visit www.mynewholland.com
- Select “Service and Repair Information”
- Select Servicing Dealer
- Submit request for Customer EST

Step 2: Select from the two Customer EST subscription options:

- **Basic license**
 - Base fee plus fee per machine series
 - Repair manual information included for requested series
 - Contact your local New Holland Dealer for pricing

CUSTOMER EST BASIC TERM OPTIONS

3 Month – Quarterly

Year

Price per Series

- **Premium license**
 - Unlimited access during subscription term for all machines – all series (EST supports New Holland equipment from 1998 to current)
 - Repair manual information for all series supported by EST
 - Contact your local New Holland Dealer for pricing

CUSTOMER EST PREMIUM TERM OPTIONS

Month

6 Month

Year

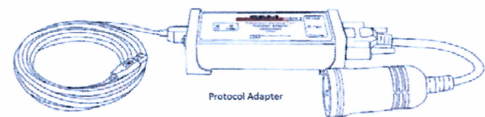
Dealer training and installation fees may apply. For questions regarding the Customer EST or other service and repair information, visit your local New Holland Dealer.

PM-21030 2/2021 Replaces: None

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Step 3: One-time purchase of protocol adapter

To be able to use the Customer EST, a protocol adapter must be purchased with a subscription. The adapter is used to connect to the CAN bus in your New Holland equipment and access the diagnostic information. The protocol adapter and cabling can be purchased from your local New Holland Dealer.



Technology Requirements

	MINIMUM SPECIFICATIONS
Processor	Intel Core i5 Processor or higher
RAM Memory	8 GB or greater
Operating System	Windows OS: Windows 10 64-bit <i>Note: A 64-bit operating system is mandatory</i>
Hard Drive	250 GB or greater – Solid State Drive (SSD) is recommended for improved performance
Display	SXGA (1280x1024 or higher resolution) 65535 Color or better (Active or Dual Scan) <i>NOTE: Be sure to verify that the display quality is acceptable in direct sunlight</i>
Pointing Device	Windows compatible mouse, touchpad device, or touch screen
Ports	<ul style="list-style-type: none"> • Two USB ports • Ethernet port • WiFi 802.11b/g • Bluetooth • Mobile Wireless – Recommended
Notes	<ul style="list-style-type: none"> • EST performs a system verification test to confirm the necessary requirements • Message will be displayed to the user if the PC does not meet the requirements • Customer EST will no longer install on a 32-bit OS

