

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 Tech Connect Diagnostic Customer Version package. 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 Tech Connect Diagnostics Customer Version 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.

Tech Connect Diagnostics Customer Version (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 imbedded 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.



Genuine Starts Here.

Genuine Parts. Genuine Service. Genuine Reliability.

Only genuine AGCO parts have the precise fit, reliability, and quality to keep your equipment operating at peak performance. From our factory-trained technicians to our industry leading parts availability, no one knows your equipment better. We don't compromise on quality or performance, and neither should you.



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Right to Repair Commitment

AGCO Maintenance, Diagnostic and Repair Resources for Customers

FENDT



Challenger

AGCO, along with the Association of Equipment manufacturers and the Equipment Dealers Association, is dedicated to supporting farmers and their equipment needs.

This includes the need to provide end users with information and tools to maintain, diagnose, and repair their equipment. AGCO's Right to Repair (R2R) solution is called Tech Connect Diagnostics Customer Version (TCD-CV). TCD-CV is a module in the Tech Connect Suite that can be made available to customer end users 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 month and 6 month. The package will include: a PC with TCD-CV installed and the associated cables required to connect to a compatible unit. The package includes 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, vehicle identification number 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 the customer the TCD-CV tool package for arrival in 1-2 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 Vehicle Identification numbers.
2. Browse for content including:
 - Service Information – all publication types available for that VIN 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 TDC will be 1-2 business days.

Models Available

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

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