



# CASE IH SERVICE AND REPAIR INFORMATION

At Case IH, we understand the importance of having the ability to service and maintain your own machinery. We are pleased to offer you access to the diagnostic software, repair information and special service tools you need to successfully work on and maintain your Case IH equipment. Your local Case IH Dealer is ready to assist you in selecting the tools and manual documentation you need.

## SERVICE AND REPAIR MANUALS

Operator manuals and installation instructions for vehicles registered with us are available to you via [www.mycaseih.com](http://www.mycaseih.com). Interactive electronic versions of the service and repair manuals are available through our Customer EST subscription. Paper copies of service and repair manuals are available through our Document Management Center: [www.dmcretail.com/productSearch.aspx](http://www.dmcretail.com/productSearch.aspx).

## 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 a Case IH vehicle's CAN bus, via a protocol adapter, and communicate with the vehicle 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 Case IH Servicing Dealer.

# CASE IH 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 <https://mycaseih.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 Case IH Dealer for pricing

#### EST BASIC LICENSE TERM OPTIONS

3 Month – Quarterly

Year

Price per Series

- **Premium license**
  - Unlimited access during subscription term for all machines – all series (EST supports Case IH vehicles from 1998 to current)
  - Repair Manual Information for all requested series
  - Contact your local Case IH Dealer for pricing

#### EST PREMIUM LICENSE TERM OPTIONS

Month

6 Month

Year

### 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 Case IH equipment to access your vehicle’s diagnostics. The protocol adapter and cabling can be purchased from your local Case IH 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<br><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)<br>65535 Color or better (Active or Dual Scan)<br><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"> <li>• Two USB ports</li> <li>• Ethernet port</li> <li>• WiFi 802.11b/g</li> <li>• Bluetooth</li> <li>• Mobile Wireless – Recommended</li> </ul>  |
| Notes            | <ul style="list-style-type: none"> <li>• EST performs a system verification test to confirm the necessary requirements</li> <li>• Message will be displayed to the user if the PC does not meet the requirements</li> <li>• Customer EST will no longer install on a 32-bit OS</li> </ul> |

For questions regarding the Customer EST or other service and repair information, visit your local Case IH Dealer.



Case IH – PM-21029

©2021 CNH Industrial America LLC. All rights reserved. Case IH and CASE are trademarks registered in the United States and many other countries, owned by or licensed to CNH Industrial N.V., its subsidiaries or affiliates. CNH Industrial Aftermarket Solutions is a trademark in the United States and many other countries, owned by or licensed to CNH Industrial N.V., its subsidiaries or affiliates. Any trademarks referred to herein, in association with goods and/or services of companies other than CNH Industrial America LLC, are the property of those respective companies.