

## John Deere Equipment Self-Repair Fact Sheet

September 2022

- Uptime is critically important to customers, John Deere, and its dealers. We're committed to keeping customers' machines up and running when they need them the most. We also know customers may want to repair equipment in their own shop on their own time.
- Today, without legislative mandates, expansive offerings of necessary repair products are available and on the market. It is a competitive industry and customers have choices as to when and who services their equipment. We are happy to demonstrate these tools to you at a local dealership.

**Maintenance, diagnostic, and repair tools are available as outlined below. Interested customers are encouraged to contact John Deere or their local John Deere dealer for more information on these resources. All of these tools/resources are currently available to customers, independent repair personnel and end users, and will continue to be available in the future.**

- **Manuals (Operator, Parts, Service)** - All technical and operator manuals can be purchased by customers online through the Technical Information Store <https://techpubs.deere.com/>
  - Manuals and Training - <https://www.deere.com/en/parts-and-service/manuals-and-training/>
- **John Deere Parts & Service** - <https://www.deere.com/en/parts-and-service/parts/>
  - Access to thousands of replacement and maintenance parts for all makes of machines are accessible at any budget. Genuine, remanufactured, and alternative parts are all available online.
  - Many John Deere dealers report more than fifty percent (50%) of stocked parts are sold "over-the-counter" to customers or independent repair providers who are accomplishing repairs outside of the authorized dealer network.
- **Product & Quick Reference Guides** - As a John Deere owner, when it's time to maintain, service or repair your equipment we have easy-to-use information sheets that keep your John Deere equipment running well.
  - Check out specific information based on your equipment type & models or use Search by Model - <https://www.deere.com/en/parts-and-service/manuals-and-training/quick-reference-guides/>
- **Fleet Management Information**
  - JDLink™ - <https://www.deere.com/en/technology-products/precision-ag-technology/data-management/jdlink/>
- **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).
  - iOS - <https://apps.apple.com/us/app/john-deere-app-center/id940151246>
  - Android - <https://play.google.com/store/apps/details?id=com.deere.appcenter>
- **On-Board Diagnostics**
  - On-board display diagnostic trouble codes
  - Direct connection to the machine through Customer Service Advisor and an ethernet cable.
  - Wireless access to diagnostic trouble codes through use of JD Link and the JD Operations Center

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

- Customer Service ADVISOR™ <https://www.deere.com/en/parts-and-service/manuals-and-training/customer-service-advisor/> - Access to on-line operator and technical manuals, look up diagnostic codes, machine diagnostic connectivity with Electronic Data Link (EDL) and perform machine calibrations. \*Some engine tests and calibrations are blocked to prevent the risk of emissions non-compliance.
- For access visit JohnDeereStore.com  
<https://www.johndeerestore.com/jdb2cstorefront/JohnDeereStore/en/search/?text=Customer+Service+Advisor> or contact a local John Deere dealer for purchase and support information. [https://dealerlocator.deere.com/servlet/country=US?locale=en\\_US](https://dealerlocator.deere.com/servlet/country=US?locale=en_US)

<b>JohnDeereStore.com Pricing for Customer Service Advisor™ as of September 2022</b>	
John Deere Customer Service ADVISOR™ Agriculture & Turf Equipment Web and Downloaded Applications One-year license and data (Year 1)	\$3,160.00
Bluetooth Machine Interface Kit	\$1,376.93
<b>Total</b>	<b>\$4,536</b>
<b>What's Included?</b>	
<ul style="list-style-type: none"> <li>• Information on 14,500+ models of Agriculture, Turf, Utility and Compact Construction Equipment. <ul style="list-style-type: none"> <li>• Agriculture Equipment: tractors (5 series tractors and larger), application equipment, tillage, planters, air seeders, self-propelled forage harvesters, balers, windrowers, combines, cotton harvesters, sugar cane harvesters</li> <li>• Turf and Utility Equipment: commercial mowing equipment, riding lawn equipment, utility vehicles, golf equipment and tractors (1 series - select 5 series tractors)</li> <li>• Compact Construction Equipment: skid steer loaders, compact track loaders, compact wheel loaders, compact excavators</li> <li>• OEM John Deere engines</li> </ul> </li> <li>• One (1) year license (provides web access and downloaded application (requires installation) – One license enables up to four (4) MyJohnDeere.com usernames to be activated</li> <li>• Ag &amp; Turf Data USB contains data files that enable a customer to connect to a machine</li> <li>• Four (4) hours of local John Deere dealer technical support for onboarding and installation. See your local dealer for a demonstration of Customer Service ADVISOR to experience the functionality of the digital tool prior to purchase.</li> </ul>	

- Some engine tests and calibrations are blocked to prevent the risk of emissions non-compliance. Any information that is restricted relates to access to reprogramming secure software that protects environmental and safety features.
- Manufacturers are obligated under the Clean Air Act to ensure equipment and engine emissions systems remain compliant to Tier 4 standards during their entire useful life. See 40 CFR 1039.240, 1039.245; see also 1039.101(g) (useful life requirements); 42 USC § 7525(a)(1) reference to testing to determine conformance to regulations prescribed under § 7521; § 7521(a)(1) requires regulations to prescribe a “useful life” over which vehicles/engines shall comply with emission standards.
- From a John Deere perspective, less than 2% of repairs require any reprogramming. By way of example, John Deere’s latest combine has over five thousand (5,000) unique parts. Of those parts, there are approximately twenty-five (25) which would require reprogramming and, therefore, require the assistance of a dealer to ensure EPA and safety standards are maintained.

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