



**TORGERSON'S**  
E Q U I P M E N T

# ***SERVICE REPAIR GUIDE***



## ***TORGERSON'S CAN HELP!***

**CASE II**

**CASE**  
CONSTRUCTION



**NEW HOLLAND**

**NEW HOLLAND**  
CONSTRUCTION

[www.TorgersonsEquipment.com](http://www.TorgersonsEquipment.com)



**CNH**

**GENUINE  
PARTS**



# OUR **5 POINT** COMMITMENT TO YOU!

Right to Repair has been around for a LONG TIME. It is not a new concept. But as equipment becomes more complicated and intricate, working with a skilled and knowledgeable Service Technician can help you maintain EPA Emission Compliance and make sure your equipment meets the HIGHEST of SAFETY standards.

Torgerson's understands what Right to Repair means and that's why we have taken the steps to make repairs on your equipment easy.

We have put together a **5 point system** to make sure customers are getting the service and help they need, and more importantly deserve.

*"Torgerson's continues to offer support and the tools necessary for our Farmers and Ranchers in not only Manuals and Tools but also a customer focused Electronic Service Tool. We will walk you through the process to acquire a comfortable level of self-support."*

1



## **DEDICATED personnel at every location to answer your questions**

- ✓ Torgerson's is on call 24/7 to answer any and all questions
- ✓ Remote Access on many newer models

2



## **You always have free access to parts information and online ordering**

- ✓ Check out MyCaseIH.com, CaseCe.com or MyNewHolland.com

3



## **You always have access to purchase OEM special tools for your repair**

- ✓ We will be happy to help you find the tools that are needed for your repair. Just ask!

4



## **You always have access to purchase service and repair manuals**

- ✓ Available at your local Torgerson's dealership
- ✓ Check out MyCaseIH.com, CaseCe.com or MyNewHolland.com

5



## **ELECTRONIC SERVICE TOOL purchase available. Or Bring your own electronic equipment**

- ✓ May require purchase of laptop with specific hardware requirements if personal equipment does not meet hardware specifications\*
- ✓ May require purchase of software licensing package to service your particular model or ALL models\*\*

## **EST ADAPTER CABLE**

Consider adding the CNH VCI EST Adaptor Cable with your EST product purchase

See Us For Complete Details, Pricing & Compatibility!



\*Can purchase hardware called "TOUGH BOOK". Ask your Torgerson's Service Manager about purchasing.

\*\*Can purchase Premium Licensing Package or Basic Individual Licensing Package. Ask your Torgerson's Service Technician about what is right for you.



# CUSTOMER ELECTRONIC SERVICE TOOL

## HARDWARE: USE YOUR OWN OR PURCHASE NEW?



- ➔ Set-up and licensing software an additional charge *(not included)*
- ➔ Consult Torgerson's Equipment/Service Department for instructions on how to purchase and all setup fees

*If your equipment meets minimum requirements, check with your Service Department representative about how you can purchase this software*

- ➔ Dealership software setup and 2 hours of training for \$495 with your purchase of either the Basic or Premium packages
- ➔ All tech support comes through the dealer and is charged at shop rate

*Before purchasing, consult with Service Department representative on the RIGHT package for your needs*

## SOFTWARE PACKAGES



## CHOOSE FROM 2 OPTIONS:



### Use Your Own Laptop

- ✓ Must meet minimum requirements *(See minimum spec chart below)*
- ✓ Must purchase DPA5 adapter



### Purchase a CNH Laptop Kit

- ✓ Panasonic Tough Book
  - Part Number 380060280
- ✓ DPA5 Adapter
- ✓ Hard Case

## MINIMUM COMPUTER SPECIFICATIONS

**Processor:** Intel Core i5 Processor *(third generation or higher)*

**RAM:** 8 GB or greater

**Windows OS:** Windows 10 64-bit

**Hard Drive:** 250 GB or greater  
*Solid State Drive (SSD) is recommended*

**Pointing Device:** windows compatible mouse, touchpad or touchscreen

### Display:

- SXGA (1280x1024 or higher resolution)
- 65535 Color or better  
*(Active or Dual Scan)*

*NOTE: Be sure to verify that the display quality is acceptable in direct sunlight*

### Ports:

- Two USB ports
- Ethernet port
- WiFi 802.11b/g
- Bluetooth
- Mobile Wireless - Recommended

### Notes

- 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

## CHOOSE FROM 2 OPTIONS:

### Basic

- ✓ Purchase your SPECIFIC MODEL
- ✓ Customer information on SPECIFIC MACHINE ONLY
- ✓ Will require additional fee for every series needed within a particular machine
- ✓ Formatted for future "remote" connectivity on all compatible machines with eTIM Connected Services

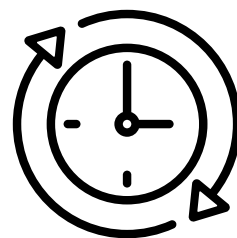
### Premium

- ✓ COVERS ALL MAKES & MODELS
- ✓ Customer information on ALL possible machines
- ✓ Covers ALL series/generations of each model
- ✓ Formatted for future "remote" connectivity on all compatible machines with eTIM Connected Services

1-YEAR  
EST LICENSE  
**NOW  
\$300  
PER SERIES**

1-YEAR  
EST LICENSE  
**NOW  
\$1,500**





# 24/7 SERVICE & SUPPORT

## WE ARE HERE WHEN YOU NEED US!



### DEARY

406 2nd Ave  
DEARY, ID 83823  
**406-849-8965**

### BELGRADE

5900 Jackrabbit Lane  
Belgrade, MT 59714  
**406-388-8500**

### BILLINGS (AG)

5022 Laurel Rd  
Billings, MT 59101  
**406-252-8614**

### BILLINGS (CE)

1728 Old Hardin Rd  
Billings, MT 59101  
**406-259-5500**

### CHOTEAU

116 Mt Hwy 220  
Choteau, MT 59422  
**406-201-8055**

### DENTON

622 Broadway  
Denton, MT 59430  
**406-567-2221**

### ETHRIDGE

1/4 Mile N Of Hwy 2  
Ethridge, MT 59435  
**406-434-2222**

### GILLETTE

4802 S Garner Lake Rd  
Gillette, WY 82718  
**307-682-9742**

### GLASGOW

54321 US 2 East  
Glasgow, MT 59230  
**406-228-4311**

### GREAT FALLS

4701 River Dr North  
Great Falls, MT 59405  
**406-926-0619**

### HAVRE

4180 US Hwy 2  
Havre, MT 59501  
**406-265-5887**

### HELENA

15 Hydraulic Lane  
East Helena, MT 59635  
**406-393-0007**

### HYSHAM

4 Old Hwy 10  
Hysham, MT 59038  
**406-342-5571**

### KALISPELL

3245 Hwy 93 South  
Kalispell, MT 59901  
**406-407-7230**

### LEWISTOWN

90 Cottonwood Creek Rd  
Lewistown, MT 59457  
**406-538-8795**

### MILES CITY

117 Pleasant St  
Miles City, MT 59301  
**406-467-6688**

### MISSOULA

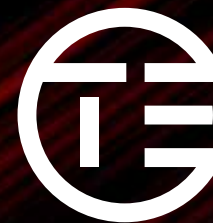
7580 Hwy 10 West  
Missoula, MT 59808  
**406-543-7782**

### POWELL

736 Lane 9 1/2  
Powell, WY 82435  
**307-271-1112**

# CNH

## GENUINE PARTS



## A MESSAGE FROM

# TORGERSON'S EQUIPMENT



Torgerson's Equipment has been a well-known family-owned business for over a century. Through the years, the company has expanded significantly from its original location in Ethridge, MT, to now operating 18 locations - including 15 across Montana, two in Wyoming, plus a new service and parts center in Idaho.

For many years, Torgerson's was primarily known for agricultural equipment. However, in 2022, the company expanded its offerings to include construction and forestry equipment, reinforcing its commitment to serving customer needs across several industry sectors.

Torgerson's Equipment understands that equipment repairs are a crucial part of keeping operations running smoothly, regardless of the type of equipment. That's why our mission is to help keep customers' equipment productive, reliable, and ready to meet the demands of the job.

Torgerson's has long supported customers' "right to repair" their own equipment. Our primary OEM partners share this commitment and have equipped us with the tools and resources needed to assist our customers effectively.

At Torgerson's Equipment, we also recognize that technology and regulations continue to evolve rapidly. It's important to understand that the "right to modify" is distinct from the "right to repair", and we remain dedicated to helping customers navigate these differences while ensuring the safe, efficient, and compliant operation of their equipment.

Safety is also one of our top priorities. When modifications are made to equipment without our knowledge, it raises important concerns about which systems may have been affected or overridden. This creates potential liability not only for the dealership but also for the OEM when that equipment is operated or serviced.

We also take a long-term view at Torgerson's, and recognize resale value is an important consideration. When a piece of equipment has been modified, it raises the question: can a dealer legally accept it as a trade-in and confidently remarket that equipment?

With all this in mind, Torgerson's Equipment absolutely supports our customers' "right to repair". We provide the parts, manuals, special tools, and electronic diagnostic equipment necessary to help our customers maintain, troubleshoot, and repair their equipment with confidence.

We truly appreciate your partnership and look forward to helping you service and support your equipment for many years to come. As our tagline says, **"Steady As You Grow since 1912,"** this reflects the commitment shared by all of us here at Torgerson's Equipment – from our family to yours.

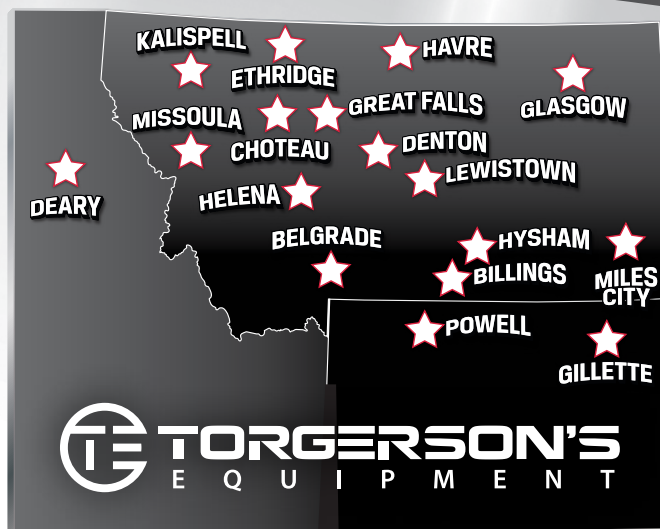


**Wayne Fischer**  
Vice President of Product Support



**CASE II****CASE**  
CONSTRUCTION**NEW HOLLAND****NEW HOLLAND**  
CONSTRUCTION[www.TorgersonsEquipment.com](http://www.TorgersonsEquipment.com)**TORGERSON'S  
CAN HELP!**

# 18 LOCATIONS TO SERVE YOU!

**DEARY, ID**406 2ND AVE  
DEARY, ID 83823  
**406-849-8965****BILLINGS, MT (CE)**1728 OLD HARDIN RD  
BILLINGS, MT 59101  
**406-259-5500****ETHRIDGE, MT**1/4 MILE N OF HWY 2  
ETHRIDGE, MT 59435  
**406-434-2222****GREAT FALLS, MT**4701 RIVER DR. NORTH  
GREAT FALLS, MT 59405  
**406-926-0619****LEWISTOWN, MT**90 COTTONWOOD CREEK RD  
LEWISTOWN, MT 59457  
**406-538-8795****BELGRADE, MT**5900 JACKRABBIT LANE  
BELGRADE, MT 59714  
**406-388-8500****CHOTEAU, MT**116 MT HWY 220  
CHOTEAU, MT 59422  
**406-201-8055****GILLETTE, WY**4802 S. GARNER LAKE RD  
GILLETTE, WY 82718  
**307-682-9742****HAVRE, MT**4180 US HWY 2  
HAVRE, MT 59501  
**406-265-5887****MILES CITY, MT**117 PLEASANT ST  
MILES CITY, MT 59301  
**406-467-6688****BILLINGS, MT (AG)**5022 LAUREL ROAD  
BILLINGS, MT 59101  
**406-252-8614****DENTON, MT**622 BROADWAY  
DENTON, MT 59430  
**406-567-2221****GLASGOW, MT**54321 US HWY 2  
GLASGOW, MT 59230  
**406-228-4311****HELENA, MT**15 HYDRAULIC LANE  
EAST HELENA, MT 596358  
**406-393-0007****MISSOULA, MT**7580 HWY 10 WEST  
MISSOULA, MT 59808  
**406-543-7782****TORGERSON'S**  
EQUIPMENT**HYSHAM, MT**4 OLD HWY 10  
HYSHAM, MT 59038  
**406-342-5571****KALISPELL, MT**3245 HWY 93 S  
KALISPELL, MT 59901  
**406-407-7230****POWELL, WY**736 LANE 9 1/2  
POWELL, WY 82435  
**307-271-1112****CNH****GENUINE  
PARTS**