



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.

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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.

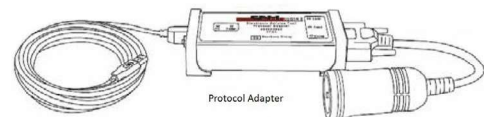
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Step 3: One-time purchase of protocol adapter

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

