

Customer Support – Customer Service ADVISOR 5.2™



Customer Service ADVISOR 5.2

In our effort to be your first choice for parts, attachments, and service support, we are pleased to offer you the ability to purchase a John Deere Customer Service ADVISOR. A subscription to Customer Service ADVISOR 5.2 grants you access to much of the same technical and diagnostic information used by our Dealer Technicians.

Definition:

Service ADVISOR is a computer-based database of Operator, Diagnostic, and Technical manuals for John Deere Agricultural, Turf, Utility and Commercial Worksite Products. Additionally, it allows users to connect to machines with an Electronic Data Link (EDL) to clear and refresh codes, take diagnostic readings, and perform calibrations. Incremental data updates ensure the most up-to-date information is available to keep your equipment up and running.

Advantages:

- Incremental updates provide convenient, up-to-date access to maintenance and repair information
- Electronic format makes navigating and searching manuals quick and efficient
- Electronic Data Link allows connectivity with machines
- Training and support from John Deere dealers ensures a positive customer experience

Data Options:

You can select a subscription that best suits your equipment fleet needs, including:

- Agricultural Equipment (5000 Series Tractors and above, Harvesting, Crop Care, Hay and Forage, etc.)
 - Includes Historical Data for Agriculture and Turf Equipment prior to 1995
- Turf and Utility Equipment (Commercial Mowing Equipment, Utility Vehicles, Golf Equipment, Tractors up to 5000 Series)
- Commercial Worksite Products (Skid Steer Loaders, Compact Wheel Loaders, Compact Excavators)

Questions to Consider:

- Do you perform the majority of your own equipment repairs?
- Are your technicians skilled enough to utilize an electronic diagnostic tool?
- How often do you need to access technical or diagnostic information?

Note: Access to Service ADVISOR for Customers does not authorize or permit customers to perform warranty repairs on their equipment.

Customer Service ADVISOR 5.2 Capabilities:

Not all of the features that dealers have access to in Service ADVISOR will be available to customers. Note the differences:

Feature	Customer Capability
Access Owner's and Technical manuals	Yes
Look up diagnostic codes	Yes
Machine diagnostic connectivity with EDL	Yes
Perform machine calibrations that require EDL	Yes
Reprogram Machine Controllers	No
Access Dealer Technical Assistance Center (DTAC)	No
Utilize Service ADVISOR Remote	No