



# CASE CONSTRUCTION EQUIPMENT SERVICE AND REPAIR INFORMATION

As equipment technology evolves, new diagnostic tools are needed to successfully maintain your machinery. CASE Construction Equipment is pleased to offer you the diagnostic software, special service tools and repair manual documentation needed to repair and maintain your own CASE equipment. Your local CASE dealer is ready to help you select everything you need to service and maintain your equipment.

## FLEET MANAGEMENT INFORMATION

CASE provides a comprehensive fleet management tool for connected vehicles to customers via CASE SiteWatch. To access, go to [www.casesitewatch.com](http://www.casesitewatch.com) or visit your local CASE dealer to get set up with your own account.

## ON-BOARD DIAGNOSTICS

Machine issues are identified by a specific Diagnostic Trouble Code (DTC) that can be accessed through the machine display or dash. Many machines allow for the basic description of the DTC to be viewed and advanced vehicles allow parameters and signals to be monitored related to the DTC.

## SERVICE AND REPAIR MANUALS

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 [www.mycnhistore.com](http://www.mycnhistore.com). To access, select your brand and then click the "Equipment Manuals" link at the bottom of the site.

## PARTS CATALOGS

An online parts catalog is available to customers via [www.mycnhistore.com](http://www.mycnhistore.com). To access, select the appropriate brand image based on your equipment to begin your search.

*Interested parties can contact their local CASE dealer for more information on these resources. All tools/resources outlined are currently available in the marketplace to customers and end users – and will continue to be available in the future.*

## 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 PC with Windows 10 (64-Bit) Operating System. This provides you the ability to connect to your CASE equipment via a protocol adapter to the equipment's CAN network.

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 dealer.

**Dealer training and installation fees may apply. For questions regarding the Customer EST or other service and repair information, visit your local CASE dealer.**

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