



CASE IH SERVICE AND REPAIR INFORMATION

At Case IH, we understand the importance of having the ability to service and maintain your own machinery. We are pleased to offer you access to the diagnostic software, repair information and special service tools you need to successfully work on and maintain your Case IH equipment. Your local Case IH Dealer is ready to assist you in selecting the tools and manual documentation you need.

PRODUCT GUIDES AND TRAINING

Training materials and product guides for Case IH equipment are available to customers via www.my.caseih.com. Select “Knowledge Base” from top menu to access.

FLEET MANAGEMENT INFORMATION

Case IH provides a comprehensive fleet management tool for connected vehicles to customers via AFS Connect. To access go to www.my.caseih.com then click on “AFS Connect” in the upper right toolbox menu.

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

Operator manuals and installation instructions for equipment registered with us are available to you via www.my.caseih.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 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. To access, select the appropriate brand image based on your equipment to begin your search.

Interested parties can contact their local Case IH 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 IH 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 IH Servicing Dealer.

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

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