



Customer Service ADVISOR™ Value Sheet

What is Customer Service ADVISOR™:

It is a digital database of Operator, Diagnostic, and Technical manuals for John Deere Products. This subscription-based tool also allows users to connect to machines with an Electronic Data Link (EDL) to clear and refresh codes, take diagnostic readings, and perform limited calibrations.

Advantages:

- Provides Incremental and ongoing updates to maintenance and repair information
- Electronic format makes navigating and searching manuals quick and efficient
- Electronic Data Link (EDL) allows connectivity with machines
- Training and support from John Deere dealers ensure 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)
- Compact Construction Equipment (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?
- Does Customer Service ADVISOR™ fit your needs?
 - Dealers can sell Technical Manuals if this is a better option for the customer.

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

Customer Service ADVISOR™ Capabilities

Not all 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 (diagnostic and repair information)	Yes
Look up and troubleshoot diagnostic codes	Yes
Machine diagnostic connectivity with EDL	Yes
Perform machine calibrations* that require EDL	Yes
Reprogram machine controllers	Not available; contact Dealer for additional details

*Not all calibrations will be available.



Agriculture Customer Service ADVISOR™ Subscription and Support Package

First Year Package Cost

Item	Description	List Price (USD)	Notes
Customer Service ADVISOR™ Annual Subscription	One year Customer Service ADVISOR™ software subscription	\$2,340	1 subscription will allow access to up to 4 user IDs that can be installed on 4 different computers.
Customer Service ADVISOR™ Installation USB SA5009	Required for initial software installation	\$35	Can be used for up to 4 computers per subscriptions.
Agricultural Machine Data USB SA5011	Required for initial machine data installation	\$110	Can be used for up to 4 computers per subscriptions.
Dealer Training and Support	One initial software installation and training visit and one followup visit.	\$620	Up to 4 hours of installation and initial training; Additional training available at standard field labor rates.
Year 1 Total	Total cost for one subscription and support*	\$3,105	CSA Subscription, SA Data, Annual training, Data Updates and Support.

Optional: Electronic Data Link (EDL) Kit	Machine Interface Hardware Kit	\$1,377	1 EDL for use with Service Advisor 5.2, one time fee
Year 1 Total w/ EDL	Total cost for first year Subscription w. EDL*	\$4,482	CSA Subscription, SA Data, EDL, Annual training, Data Updates and Support.
<i>*CSA 5.2 requires laptop computer that meets minimum specifications</i>			

Year 2 and Beyond Package Cost

Item	Description	List Price (USD)	Notes
Customer Service ADVISOR™ Annual Subscription	One year Customer Service ADVISOR™ software subscription	\$2,340	1 subscription will allow access to up to 4 user IDs that can be installed on 4 different computers.
SA50XX Agricultural Machine Data Update USB	Required for annual machine data update installation	\$110	Can be used for up to 4 computers per subscriptions.
Dealer Training and Support	Update software or other support	\$0	Billed at current field labor rates, as needed.
Year 2 & Beyond Package Cost	Total annual cost for subscription renewal and support	\$2,450	CSA Subscription Renewal & Data Update