



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

PACKAGE	INCLUDED	LIST PRICE
Web Application* - JOB CODE: CSA-WEB APP		
JD Customer Service Advisor AG Equipment Web Application One-year license	License: \$2,400 Dealer Support: \$300	\$2,700
JD Customer Service Advisor Turf & Utility Equipment Web Application One-year license	License: \$1,120 Dealer Support: \$300	\$1,420
JD Customer Service Advisor Power Systems Equipment Web Application One-year	License: \$2,400 Dealer Support: \$300	\$2,700
Web and Downloaded Application* - JOB CODE: CSA-WEB/DOWNLOAD APP		
JD Customer Service Advisor AG Equipment Web and Downloaded Applications One-year license and data	License: \$2,400 Data USB: \$160 Dealer Support: \$600	\$3,160
JD Customer Service Advisor Turf & Utility Equipment Web and Downloaded Applications One-year license and data	License: \$1,120 Data USB: \$115 Dealer Support: \$600	\$1,835
JD Customer Service Advisor Power Systems Equipment Web and Downloaded Applications One-year license and data	License: \$2,400 Data USB: \$115 Dealer Support: \$600	\$3,115
CONNECTION TOOLS**		
Machine Interface Kit (Electronic Data Link -- EDL)		\$1,376.93
Turf Equipment Connection Tool (connection to turf equipment)		\$115.38

**Web Applications limited to 2 hrs of Support; 4 hours for downloaded Apps. Additional support billed at prevailing labor rates. Downloaded apps require high performance laptops to load and operate properly. C & B can provide same or see link for minimum specifications. [Click here for specifications.](#)*

***Web Only Applications do not allow for use of connection tools.*