Connected solutions

SiteConnect

March 2023

Introduction to Connected Services

SiteWatch for customer, SiteConnect for dealer

SiteWatch

- Fleet monitoring & tracking
- Fleet security
- Productivity reports
- Fuel reports
- Alarms
- Engine data

SiteConnect

Set of connected services available to dealer to support customer machines

eTim Service Portal

- Machine history report
- Interactive maintenance plan
- MyFleet Dashboard
- Proactive breakdown support

Telematics Service Portal (TSP)

Portal to manage telematics activations

Shift from Reactive to Proactive Approach

Reactive approach (left cycle):
machine → technician → repeat

- Customer initiated
- Lack of process and control
- Possible delay in TTF
- Possible return visit required

Proactive approach (right cycle):
machine → dealer → eTim → technician → technician

1. Alert from machine
2. Dealer checks eTim & Guided Procedure
3. Dealer discuss with customer
4. Dealer has fair idea of problem & the parts to carry
5. Improve FTF rate as dealer is better prepared with information

Dashboard

- Summary of the fleet status
- Navigate further by clicking on the screen

CASE CONSTRUCTION

DASHBOARD | MY FLEET | PRODUCT | DOCUMENT | SEARCH

FIND PRODUCT
P.I.N. ⌄ 17 digit / product Serial Number

IND100
(APAC - 6)

Overview | Delivery Quality Reporting **0**

💾 Save | 🗑 Clear

Technical Alerts ⌄
7 | | |

Maintenance Alerts ⌄
0 | 2 | 4

Pending PIPs ⌄
0 | 0 | 0

Delivery Quality Reporting ⌄
0

Recorded Faults ⌄
0

Knowledge Articles (KA) ⌄
0

Telematics subscription ⌄
9 | ✔ | 0 | ⊘
0 | ✖

Connectivity ⌄
9 | ▂▃▅ | 0 | ▁▁▁

Dealer Locations ⌄
📍 Lucknow, Uttar Prade

Product ⌄
Product Filter | ✖
⊟ ☐ CASE CONSTRUCTION
   ⊟ ☐ Heavy Equipment
      ⊞ ☐ Motor Grader

ℹ Summary: 9 of 9 machines

Alerts are hyperlinked

Click on the serial number to navigate to the machine information window

Machine status: 5 Critical | 1 Warning | 0 Low | 3 No action   Export

⏱ Refreshed every 5 minutes   Search: Customer, Model, PIN...

Status ⌄		Customer	Model	Dealer Locations	PIN (17 Digits / 9 Digits)		Technical Alerts	Maintenance Alerts	Pending PIPs	Delivery Quality Reporting	Recorded Faults (last 48h)	KA
✔	▂▃▅	Dev Prabha Construction Pvt Ltd	865B	Lucknow, Uttar Prade	HBZN0865KMFA24147	📍	1	2				
✔	▂▃▅	Dharti Construction	845B	Lucknow, Uttar Prade	HBZN0845HMAF08638	📍	2	1				
✔	▂▃▅	KLP ENTERPRISES	865B	Lucknow, Uttar Prade	HBZN0865JLFA23979	📍	2					
✔	▂▃▅	NILKANTH MINING CO.	865B	Lucknow, Uttar Prade	HBZN0865KLFA23485	📍	1	1				
✔	▂▃▅	RK TRANSPORT AND CONSTRUCTIONS LTD	845B	Lucknow, Uttar Prade	HBZN0845KMAF08614	📍	1					
✔	▂▃▅	RAHUL MISHRA	845B	Lucknow, Uttar Prade	HBZN0845LMAF08611	📍		2				
✔	▂▃▅	Dev Prabha Construction Pvt Ltd	865B	Lucknow, Uttar Prade	HBZN0865KLFA23549	📍						
✔	▂▃▅	NEELKANTH INFRATECH PRIVATE LIMITED	845B	Lucknow, Uttar Prade	HBZN0845LMAF08505	📍						
✔	▂▃▅	Nilkanth Mining Corporation	865C	Lucknow, Uttar Prade	HBZN865CTMAF27150	📍						

Number of machines with critical, warning and low alerts. **(all alerts)**
Click to each alert to drill down

View by:
• Type of information
• Type of alert
• Product line

Subcription & Connectivity Status

✔ Active Subscription
▂▃▅ Connected
▁▁▁ Not Connected
✖ Subscription expired or inactive
⊘ No device

CASE CONSTRUCTION

DASHBOARD | MY FLEET | PRODUCT | DOCUMENT | SEARCH

865B

P.I.N ⌄ | *17 digit / product Serial Number*

Overview | Delivery Quality Reporting ⓪

Save | Clear

- Five machines have critical alerts.
- There are 7 crictical alerts across the 5 machines.

Machine status: **5** Critical | **1** Warning | **0** Low

Technical Alerts
7 | 0 | 0

Maintenance Alerts
0 | 2 | 4

Pending PIPs
0 | 0 | 0

Delivery Quality Reporting
0

Recorded Faults
0

Knowledge Articles (KA)
0

ⓘ Summary: 5 of 9 machines

⟳ Refreshed every 5 minutes | Search | Customer, Model, PIN...

Status ⌄	Customer	Model	Dealer Locations	PIN (17 Digits / 9 Digits)	Technical Alerts	Maintenance Alerts	Pending PIPs	Delivery Quality Reporting
✓ ⫫	Dev Prabha Construction Pvt Ltd	865B	Lucknow, Uttar Prade	HBZN0865KMFA24147 📍	1	2		
✓ ⫫	Dharti Construction	845B	Lucknow, Uttar Prade	HBZN0845HMAF08638 📍	2	1		
✓ ⫫	KLP ENTERPRISES	865B	Lucknow, Uttar Prade	HBZN0865JLFA23979 📍	2			
✓ ⫫	NILKANTH MINING CO.	865B	Lucknow, Uttar Prade	HBZN0865KLFA23485 📍	1	1		
✓ ⫫	RK TRANSPORT AND CONSTRUCTIONS LTD	845B	Lucknow, Uttar Prade	HBZN0845KMAF08614 📍	1			

Save | Clear

Technical Alerts
9 | 3 | 0

Maintenance Alerts
3 | 3 | 0

Pending PIPs
2 | 2 | 1

Delivery Quality Reporting
0

Recorded Faults
26

Knowledge Articles (KA)
0

Telematics subscription
142 ✓ | 0 ⊘
0 ✗

Dealer Locations

ⓘ Summary: 4 of 142 machines

Machine status: **4** Critical | **19** Warning

⟳ Refreshed every 5 minutes | Search | Customer, Model, PIN, Dealer location...

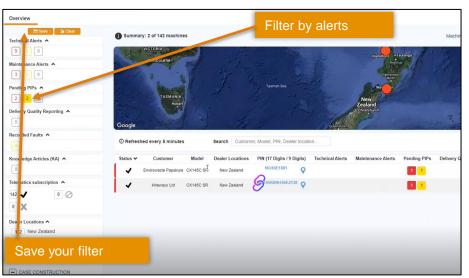| Status ⌄	Customer	Model	Dealer Locations	PIN (17 Digits / 9 Digits)	Technical Alerts	Maintenance Alerts	Pending PIPs	Delivery Quality Reporting	Recorded F
✓	Envirowaste Papakura	CX145C SR	New Zealand	NGS6E1881 📍			1 1		
✓	Hireways Ltd	CX145C SR	New Zealand	DAC145K6NHS6E2138 📍			1 1		
✓	Steven Fisher	850M	New Zealand	JJGN850MLKC103713 📍	4	1			
✓	Waste Management Whanganui	521G	New Zealand	FNH0521GNZHE14398 📍	5 1	1			

- 9 technical alerts caused by 2 machines
- One machine has 6 technical alerts, 2 faults recorded in last 48 hours and machine also overdue for maintenance
- Potential opportunity for one technician to combine both machines for service, & PIP
- Map allows to look at machines in the surrounding areas for alerts, mts, PIP's and proactively call the customer (with parts)

- Click on the 'zoom in' icon to get additional information like engine hours,
- In future will also provide warranty status, telematic subscription status.

Filter by alerts

Filter by customer name

Save your filter

Filter by model, PIN

CASE CONSTRUCTION

DASHBOARD MY FLEET PRODUCT **DOCUMENT** SEARCH

P.I.N. ▾ | 17 digit / product Serial Number | 🔍

865B
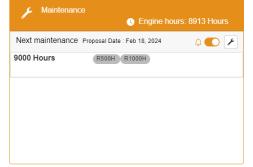
IND100 👤
(APAC - 6)

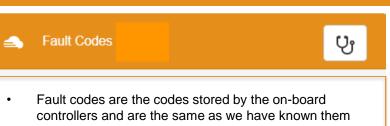Heavy Equipment | Motor Grader | 800B | 865B - 865B Grader tork converter India market - HBZN0865KMFA24147 |

Smart View
Active Warranty Services
Service Manual
Operator's Manual
Service Bulletin
Knowledge Articles
Installation Instructions
Special Tools
Interactive Maintenance Plan
Standard Repair Time
Wiring Information

⚠ Alerts 1 — History

Technical 1

GR SA 3141 (1240-31, 17509-31) - Set point of fuel volume flow through metering unit is lower than calculated limit 1 procedures

📄 Product Improvement Programs 0

💡 Highlighted Knowledge Articles 0

No results

6 machine information windows
Technical alerts
PIP
Knowledge articles
Fault codes
Maintenance
Guided procedures

☁ Fault Codes from

Telematics Box 0

No results

🔧 Maintenance

🕐 Engine hours: 8913 Hours

Next maintenance Proposal Date : Feb 18, 2024 🔔 🔘 🔧

9000 Hours R500H R1000H

🌿 Guided procedures 0

No results

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⚠ Alerts **1**   History

- Technical alert is a key element of the connected data

- Fault codes are analysed by technical corner team and if they are going to affect machine behaviour and function, then a technical alert notification is pushed to dealers along with guided procedures. This is to ensure proactive intervention by dealer to fix the machine before it breaks down.

- For ex; turbo protection for cold start (8631.14) may get recorded several times as fault codes, however it will not generate a technical alert. No value to dealer/customer

- Multiple fault codes could be a result of one root cause in which case technical corner will push just one technical alert with guided procedure.

- Provides recommendation on how to get started with diagnosis. When clicked gives a brief description which is handwritten by technical experts.

- Links to the guided procedure for resolving the alert.

- Notification for receiving technical alerts by email can be enabled through eTIM

☁ Fault Codes

- Fault codes are the codes stored by the on-board controllers and are the same as we have known them historically.

- Not all fault codes will create a technical alert. Only critical fault codes that can affect machine functionality will generate a technical alert notification.

- Fault codes recorded in the last 48 hours appear under the 'My Fleet' alerts.
  Clicking on the stethoscope in the fault codes box will provide the fault code history for last 30 days.

- All alerts (fault codes, technical alerts, maintenance and PIP's are categorised as:

Severity : ✔ Critical   ✔ Warning   ✔ Low   ✔ No action

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Product Improvement Programs 2

- The basis for severity of an alert for PIP's are:

    Grey :Targeted PIP.

    Yellow : Next service PIP's.

    Red : Mandatory/ Safety/ Regulatory PIP's.

Maintenance 1

🕐 Engine hours: 3476 Hours

- Maintenance interval is designated generally for every 500 hours, but can vary depending on model and whether its heavy or light equipment

- The basis for severity of an alert for maintenance is:

    Grey : 100 hours before the threshold or 1 month prior to deadline

    Yellow : 24 hours before that threshold to 24 hours passed that threshold or 3 days prior to deadline

    Red : remaining time up to 100 hours after the threshold or +3 days past deadline.

CASE CONSTRUCTION

DASHBOARD   MY FLEET   PRODUCT   **DOCUMENT**   SEARCH

865B

P.I.N. ▾ |17 digit / product Serial Number

IND100 👤
(APAC - 6)

Heavy Equipment | Motor Grader | 800B | 865B - 865B Grader tork converter India market - HBZN0865KMFA24147 |

| Smart View |
| Active Warranty Services |
| Service Manual |
| Operator's Manual |
| Service Bulletin |
| Knowledge Articles |
| Installation Instructions |
| Special Tools |
| Interactive Maintenance Plan |
| Standard Repair Time |
| Wiring Information |

⚠ Alerts ❶   History

Technical ❶

GR SA 3141 (1240-31, 17509-31) - Set point of fuel volume flow through metering unit is lower than calculated limit   **1 procedures**

📄 Product Improvement Programs ⓪

No results

💡 Highlighted Knowledge Articles ⓪

No results

☁ Fault Codes from

Telematics Box ⓪

No results

🔧 Maintenance   🕐 Engine hours: 8913 Hours

Next maintenance   Proposal Date : Feb 18, 2024   🔔 🔘 🔧

9000 Hours   R500H   R1000H

✎ Guided procedures ⓪

No results

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SiteConnect — eTim – Smartview – Technical alert

518111-03 | 518136-04 (Concurrent faults) - Bucket angle sensor out of range - HIGH - 21GWL

Creation date

Monday, January 31, 2022

Priority

Warning

Description

DTCs: 518111-03 & 518136-04 activated simultaneously likely indicating the bucket angle sensor is above its specified travel range of 0 to 105 degrees. These faults can activate repeatedly each time the bucket is cycled.

Check the mechanical linkage for damage and loose hardware. In many cases, there is no need to replace the angle sensor. In the case of damage, it is recommended to get a photo of the linkage to confirm needed parts.

If no linkage issues are found, follow guided procedures for each DTC. Take along a spare sensor.

Refer to eParts for correct part numbers.

Fault description

Alert visibility type : All

Procedures

#	Title	Status	Last edition	Select the procedure you want to run
1	518111-03 - Bucket Angle Sensor Channel 1 Over Voltage			●
2	518136.04 - Bucket Angle Sensor Channel 2 Under Voltage			○

Read only – no consequence on the status of the alert.

Run procedures | Close alert | Cancel

Select and Run Prodecure

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CASE CONSTRUCTION

103337714

518111-03 - Bucket Angle Sensor Channel 1 Over Voltage

Control Module: UCM

Cause:
The **A-UCM** detects, on pin 21 of connector **X-UCM1B**, a voltage > **4.75 V**; as a consequence, the adva...

PDF	: Opens PDF document of the guided procedure
Bookmark	: Puts a bookmark in the 'dashboard' view
Feedback	: Function to give feedback regarding the guided procedure
Keep open	: Opens the procedure in a separate browser page
Open Note	: Possibility to write and save your own notes for the procedure
Guided	: Expands view to the complete description of the guided procedure

Toolbar icons: PDF, Bookmark, Feedback, Keep Open, Open Note, Guided

Fault Description and Prerequisites

Fault Description:
The **A-UCM** detects a value from the channel 1 of the BUCKET AN...

Possible failure modes:
1. The fault is intermittent and not currently active.
2. The harness between the **A-UCM** and the BUCKET AN...
3. The connectors **X-BUA** or **X-FRNT_EH** or **X-BTM_FEH**...
4. The BUCKET ANGLE is damaged...
5. The harness relevant to the BUCKET ANGLE is damaged.

Select if you are:
• preparing for the troubleshooting,
• you are at the machine in the field or
• you are at the machine in the workshop

Current action on own initiative or after a customer call

Troubleshooting Information *Mandatory field
☐ Preparing troubleshooting
☐ In the field / at the farm
☐ Machine in the workshop

Enter the date

Repair approach
☑ Proactive Repair
☐ Reactive Repair

Customer contacted on:

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Accept before you can continue with the procedure

Exit procedure or continue

Exit | Continue

https://tidb-etim.cnh.com:8443/etimonline/Model.do?action=selectform=in&pin=FNH0731CNHE123928&modellerCode=ER.62.010.001.0068customerName=

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CASE CONSTRUCTION

PDF | Bookmark | Feedback | Keep Open | Open Note | Guided

103337714

518111-03 - Bucket Angle Sensor Channel 1 Over Voltage

Control Module: UCM

Cause:
The **A-UCM** detects, on pin 21 of connector **X-UCM1B**, a voltage > **4.75 V**; as a consequence, the advanced EH bucket features (RTD) is disable

Step 2:
A. Follow the Instructions,
B. report the Result,
C. and determine the Next Action by clicking on 'Go to Step 3' or click on 'Solved'.
D. Type the Part number(s) if used to solve the issue.

| Fault Description and Prerequisites | Step 1 | Step 2 |

20%

Instructions   Check the integrity of the harness between the   [A] ▼

Result *   ☐ Check completed without comment
                            OR
Value measured / Comment / Attachment   [B]   Upload

Next Action   A. If the harness is damaged, replace the harness.,   [C]   **Solved**
                  B. If the harness is not damaged, continue with Step 3.,   **Go To Step 3**

Part(s) replaced   Part Number   [D]
                       ⊕

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Save   Restart

DMC PDF Viewer   Feedback   Help   About   Service Notification   Preferences

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Step x: Continue the steps till the issue is solved
A. Follow the Instructions,
B. report the Result,
C. and determine the Next Action by clicking on 'Go to Step 3' or click on 'Solved'.
D. Type the Part number(s) if used to solve the issue.

It is important to write feedback in the 'Result' field.
The feedback will be used to improve the guided procedures.

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Vehicle Diagnosis History 📌

Fault Code Filter 🔍 ✖

Select Severity: ✅ Critical ✅ Warning ✅ Low ✅ N/A

Faults from Telematics

Group by Session [Open all] [Close all]

- ➕ 2023-02-15 **1**
- ➕ 2023-02-14 **2**
- ➕ 2023-02-09 **2**
- ➕ 2023-02-08 **2**
- ➕ 2023-02-07 **1**
- ➕ 2023-02-06 **2**
- ➕ 2023-02-05 **1**
- ➕ 2023-02-04 **1**
- ➕ 2023-01-24 **1**
- ➕ 2023-01-20 **1**

Group by Control Unit [Open all] [Close all]

- ➕ Control Unit Transmission #1 **3**
- ➕ Control Unit Engine #1 **8**

Clicking on the fault codes 'stethoscope' will take you to the vehicle diagnosis history landing page

Vehicle Diagnosis History 📌

| Fault Code Filter | 🔍 | ✕ | Select Severity: | 🔴 Critical | 🟡 Warning | ☑ Lo |

Faults from Telematics

Group by Session [Open all] [Close all]

- ➕ 2023-02-15 **1**
- ➖ 2023-02-14 **2** ← Number of controllers having faults on 14/02
  - ➕ Control Unit Engine #1 **25** ← Total number of faults recorded including repetitive ones
  - ➕ Control Unit Transmission #1 **8**
- ➕ 2023-02-09 **2**
- ➕ 2023-02-08 **2**
- ➕ 2023-02-07 **1**
- ➕ 2023-02-06 **2**
- ➕ 2023-02-05 **1**
- ➕ 2023-02-04 **1**
- ➕ 2023-01-24 **1**
- ➕ 2023-01-20 **1**

Group by Control Unit [Open all] [Close all]

- ➕ Control Unit Transmission #1 **3**
- ➖ Control Unit Engine #1 **8** ← Total number of unique faults in the controller
  - ➖ DTC-FMI 30037-31 🔍 **2**
    - ➕ 2023-02-08 ← Collapse each fault to drill into fault occurrences by date
    - ➕ 2023-02-08
  - ➕ DTC-FMI 31764-31 🔍 **41**
  - ➕ DTC-FMI 37739-31 🔍 **35**
  - ➕ DTC-FMI 39803-31 🔍 **47**
  - ➕ DTC-FMI 39355-31 🔍 **44**
  - ➕ DTC-FMI 62533-31 🔍 **5**
  - ➕ DTC-FMI 38251-31 🔍 **57**
  - ➕ DTC-FMI 22036-31 🔍 **22**

No. of Occurrences

eTIM Fault Codes

CASE CONSTRUCTION

Configuration
Bookmark
Diagnosis

Home

Dashboard | My Fleet | Product | Document | Search

P.I.N. | 17 digit / product Serial Number | English

Heavy Equipment | Wheel Loaders | 21G | 721G - 531152721 - WHEEL LOADER XR-EH, NEW CAB TIER4B MULTIP. - FNH0721GNJHE12392 | -- All locations --

○ Search on the product   ○ Search on all products

Type of search | Fault Code

-- All locations --   -- All Control Module --

520585-5   Word

Please input the fault code criteria, leave blank for all fault codes

Search

Export fault code search to excel

Excel

0.227 sec.

5 result(s)

Sort by

Right Brake Indicator Light - Short circuit to GND

520585-06 - SFB

Open guided procedure inside the service manual

Right Brake Indicator Light - Open Circuit

520585-05 - SFB

Right Brake Indicator Light - Short circuit to B+

520585-03 - SFB

Select a **different language**

Click on description to **open guided procedure**

Vref signal out of range

DMC PDF Viewer   Feedback   Help   About   Service Notification   Preferences

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Instruction:
Read the page(s) 1-3, on the last page you can start a guided procedure to resolve the PIP

KIT request : Make a KIT request for necessary parts
THD request : Make a THD request

Symbol	Description
←	: Previous PIP
→	: Next PIP
PDF	: Opens PDF document
Bookmark:	: Puts a bookmark in the 'dashboard' view
Feedback	: Function to give feedback regarding the PIP
Keep open	: Opens the PIP on a separate browser page
Open Note	: Possibility to write and save your own notes for the PIP
To Execute	:
Guided	: Starts the guided procedure

Maintenance

Engine hours: 8944 Hours

Next maintenance   Proposal Date : Feb 20, 2024

9000 Hours   R500H   R1000H

Current engine hours on the machine

Interactive Maintenance Plan

Proposed -1000H service
Two applicable coupons.
Recurring 500H & 1000H service

Alert severity: Gray

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Settings

Maintenance plan settings

Engine hours	Average annual usage	Maintenance start date
8944	5760	Aug 31, 2021

Mission
Standard

Performance
MAXIMISED BY PERFORMANCE

Fill in the details

Vehicle details

VIN
HBZN0865KMFA24147

Technical Type
865B Grader tork converter India market

Build date
May 20, 2021

Warranty start date
Aug 31, 2021

Model
865B - 865B Grader tork converter India market

Series
800B

Close   Next ›

Click Next

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Interactive Maintenance Plan

Initialization | Settings | Customer information | Configurations | Feedback

Every 500 hours - R500H - 00500EL 33 Next stop forecast within 56 Hours Forecast date : Feb 20, 2024

Type	Description	Quantity	Label	Part Number	Action	
Lubricant	Engine - Oil change	16 L	Engine Oil - No.1 Engine Oil™ Super SAE 15W-40			☑
-	Air intake system clamps - Check torque					☑
Part	Fuel-water separator fuel filter element - Replace	1	FILTER, FUEL	90412128	✎	☑
-	Fuel system - Air bleeding					☑
Part	Fuel filter - Replace	1	FILTER, FUEL	84412164	✎	☑
Part	Engine oil filter - Remove and install	1	FILTER, ENGINE OIL	84228488	✎	☑
Part	Transmission oil filter - Replace	1	FILTER, HYDRAULIC OI	84476801	✎	☑
Lubricant	Rear axle housing - Check oil level and replenish if necessary	0 L	Gear Oil - Gear Oil SAE 80W-90, API GL 5, Extreme Pressure (EP), Limited Slip (LS)	73344313		☑
-	Tandem drive case oil - Collection for analysis of contamination					☑
Lubricant	Tandem axle chain box housing - Check oil level and replenish if necessary	0 L	Gear Oil - Premium Transaxle Oil 20W-40	73344212		☑
Part	Oil filter - one - Remove and install	1	FILTER, HYDRAULIC OI	73125853	✎	☑
-	Oil suction filter - Cleaning					☑

Every 1000 hours - R1000H - 00500GG 22 Next stop forecast within 56 Hours Forecast date : Feb 20, 2024

Type	Description	Quantity	Label	Part Number	Action	
Part	Valve clearance - Inspect and adjust	1 / 4	GASKET / ISOLATOR	○ 504070.. / ○ 504070041	✎ / ✎	☑
Lubricant	Transmission oil - Drain and fill	26 L	Engine Oil - No.1 Engine Oil™ Super SAE 15W-40			☑
Lubricant	Gearbox oil (Circle turn oil) - Oil Change	2.8 L	Gear Oil - Hypoid Gear Oil EP SAE 80W-90	73344313		☑

> **Show other operations** - not alerted

Saving options - Insert date and engine hours of the service
[ ] 📅 8944 Engine Hours   Operation performed by ○ Dealer ○ Customer   Notes or Comments

Please fill in the Service date

Export | Close | Save

Maintenance ⏱ Engine hours: 80 Hours

Next maintenance 🔧

Performed maintenance ❶ 🔧

Part numbers are provided P/N and qty can be changed

Lists all tasks to be performed for the 500 & 1000H service

Maintenance schedule can be downloaded & shared with customers

Enter date of service

Gets recorded as 'Performed Maintenance' Alert disappears from maintenance window

PDF document :
Service interval

800B	865B - 865B Grader tork converter India market
	HBZN0865KMFA24147
Mission : Standard	Performance : MAXIMISED BY PERFORMANCE
Actual hour	Warranty start date
8,944 Hours	Aug 31, 2021

R500H - 00500EL01 - Every 500 hours
33 Work Unit

Selection	Type	Description	Label	Part Number	Quantity	OK
x	Lubricant	Engine - Oil change	Engine Oil - No.1 Engine Oil™ Super SAE 15W-40		16 L	
x	-	Air intake system clamps - Check torque				
x	Part	Fuel-water separator fuel filter element - Replace	FILTER, FUEL	90412128	1	
x	-	Fuel system - Air bleeding				
x	Part	Fuel filter - Replace	FILTER, FUEL	84412164	1	
x	Part	Engine oil filter - Remove and install	FILTER, ENGINE OIL	84228488	1	
x	Part	Transmission oil filter - Replace	FILTER, HYDRAULIC OI	84476801	1	
x	Lubricant	Rear axle housing - Check oil level and replenish if necessary	Gear Oil - Gear Oil SAE 80W-90, API GL 5, Extreme Pressure (EP), Limited Slip (LS)	73344313	0 L	
x	-	Tandem drive case oil - Collection for analysis of contamination				
x	Lubricant	Tandem axle chain box housing - Check oil level and replenish if necessary	Gear Oil - Premium Transaxle Oil 20W-40	73344212	0 L	

	Signature
IND100	
Date : 02/20/2023, 14:56:48	

31

CASE CONSTRUCTION

Graph of important temperatures

Overview of:
- PIPs
- Technical alerts

Comments

End

Backup

SiteWatch

Customer Interface

Tracks machine USAGE
to maximize MACHINE EFFICIENCY

- Productivity tracking
- Operational and efficiency reports
- Security functions / Alarms
- Fleet monitoring & location tracking
- Payload report **(WL)**
- Tyre pressure monitoring system **(WL)**

SiteConnect   eTim

Set of **connected services** allowing the **dealer** to monitor machines
and promptly **take necessary actions**

Lower machine TCO
and maximise the UPTIME

A dashboard enables the dealer to monitor all machines and is able to notice machine health threats. It allows the dealer to be proactive.

A guided procedure helps the dealer to resolve failures by predefined steps to fix problems. Shorter time to fix.

An interactive maintenance plan alerts the dealer for a next service. Opportunity to sell parts, and/or plan a timely service interval. Increases uptime.

A vehicle history report supports the dealer with information about the machine usage. It helps to understand failures. Can be used to advise a customer about the machine usage.

Perform remote analysis when machine has a P&CM modem. The technician can arrive more prepared to a machine. Shorter machine down time, increase of 'first time fix' rate.

Helps to reduce Total Cost of Ownership for a customer.
Lower TCO =   a happy customer   = more machines sales

= more parts sales

= more customers