

Connected solutions

SiteConnect

March 2023

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Introduction to Connected Services

SiteWatch for customer, SiteConnect for dealer







- 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





Introduction to Connected Services

How a customer benefits from SiteConnect





Lower Total Cost of Ownership & Improved Uptime

- ✓ Maintenance
 - Proactive maintenance by dealer
- ✓ Machine health
 - Proactive interventions by dealer when needed due to early fault detection
 - Deep level machine analysis with Machine history reports
- ✓ Efficiency
 - Remote assistance by dealer for inspection without need to travel = reduced costs, increased uptime
 - Guided procedures to support dealer during troubleshooting = improved FTF & TTF

Higher uptime
Higher resale value
Lower maintenance cost



SiteConnect March 2023 (Confidentiality level)

Introduction to Connected Services

How a dealer benefits from SiteConnect





Improved Efficiency, Revenues & Customer Satisfaction

✓ Maintenance

- Proactive maintenance management
- Maintenance reminder
- Revenue opportunities

✓ Machine health

- Dashboard with health indicators
- Deep level machine analysis with Machine history reports
- Proactive interventions when needed due to early fault detection

√ Efficiency

 Guided procedures to support dealer prepare before travel to m/c and during troubleshooting = improved FTF & TTF

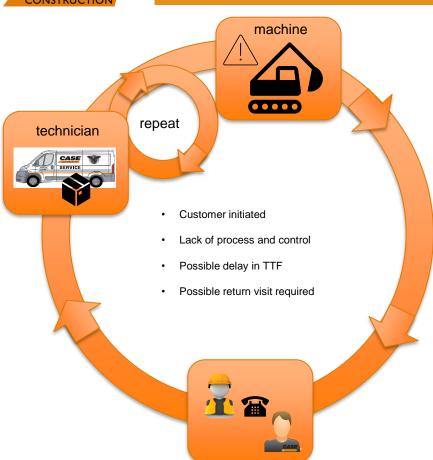
Exceed customer's expectation Market competitiveness



SiteConnect March 2023 (Confidentiality level)



Shift from Reactive to Proactive Approach





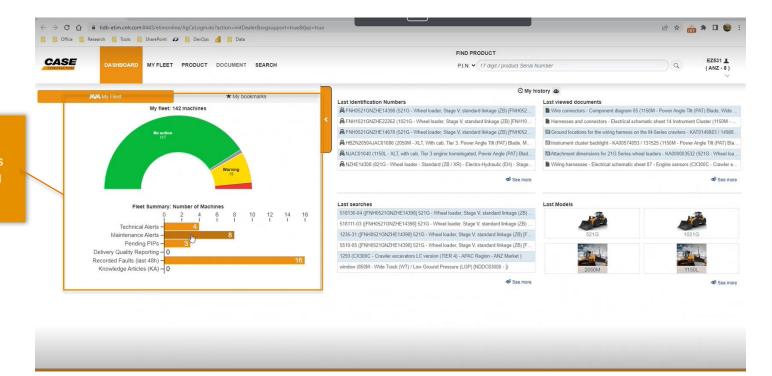


Connected Services eTim



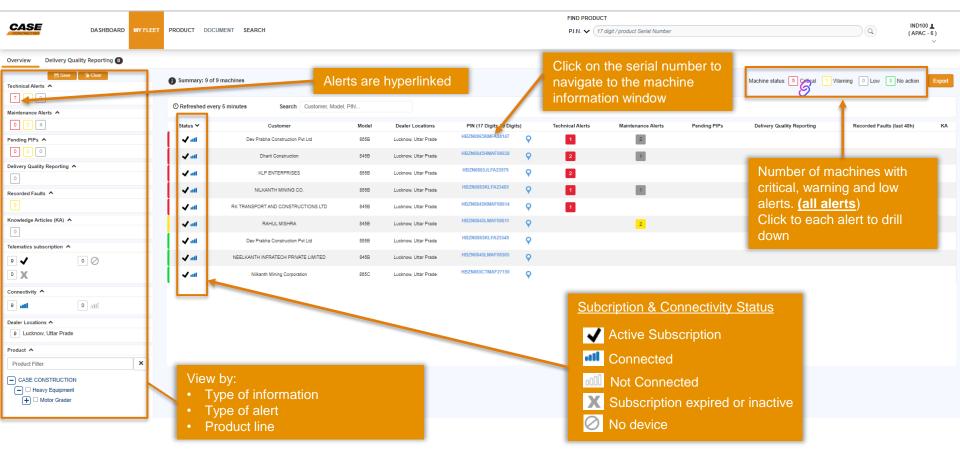
Dashboard

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



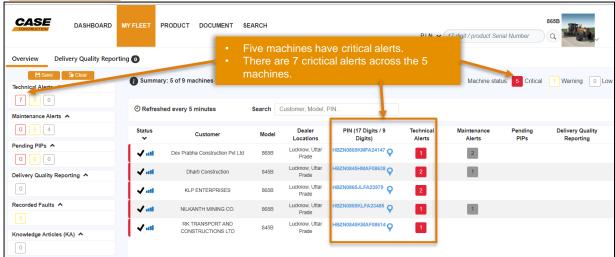


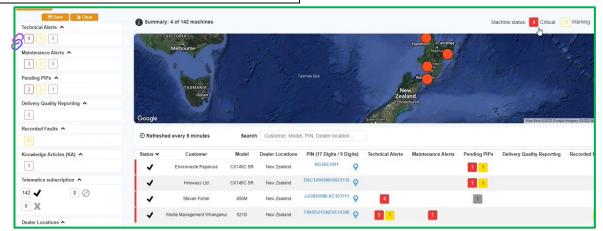
My Fleet





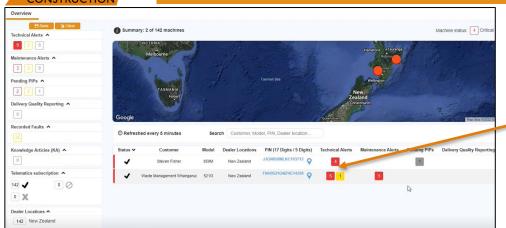
My Fleet





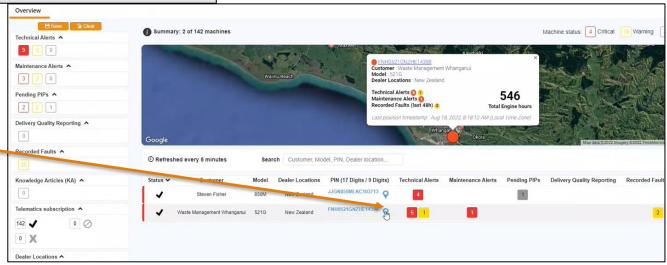


My Fleet - Technical Alert Drill Down



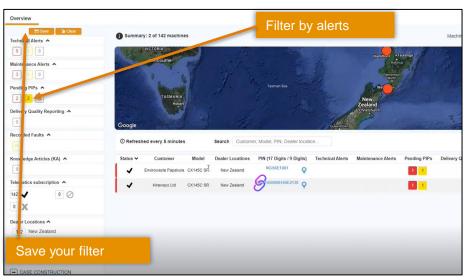
- 9 technical alerts caused by 2 machines
- One machine has 6 technical alerts, 2 faults recorded in last 48 hours and machine also overdue for maintenance
- Potential opportunity for one technician to combine both machines for service, & PIP
- Map allows to look at machines in the surrounding areas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





My Fleet -Search options









eTIM SmartView



DASHBOARD

MY FLEET PRODUCT

DOCUMENT

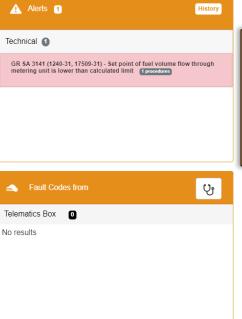
SEARCH



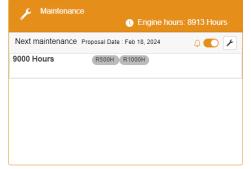
IND100 1 (APAC - 6)

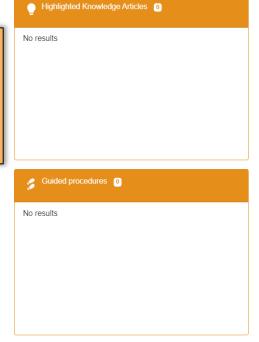
Heavy Equipment | Motor Grader | 800B | 865B - 865B Grader tork converter India market - HBZN0865KMFA24147









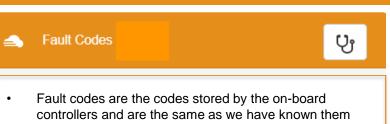




SiteConnect SmartView - Difference between Technical Alerts & Fault Codes



- 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



- 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



SiteConnect SmartView - Difference between Technical Alerts & Fault Codes



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 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.



eTIM SmartView



DASHBOARD

MY FLEET PRODUCT



SEARCH

P.I.N. V 17 digit / product Serial Number Q

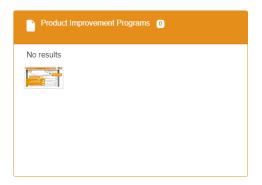
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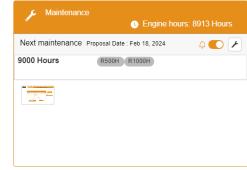
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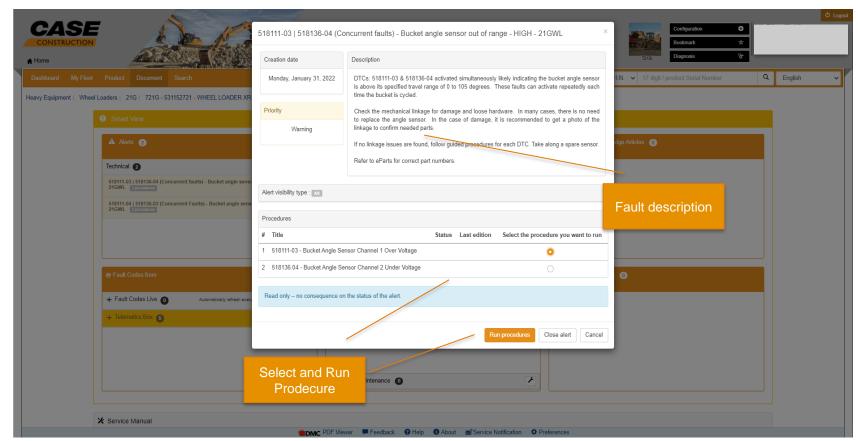




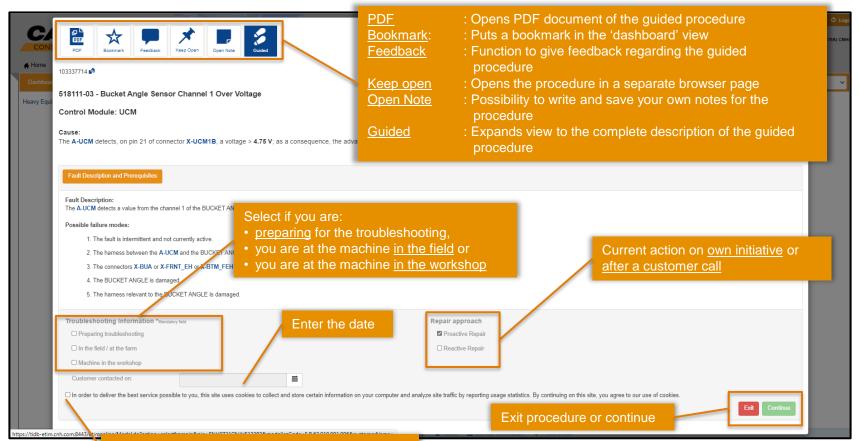




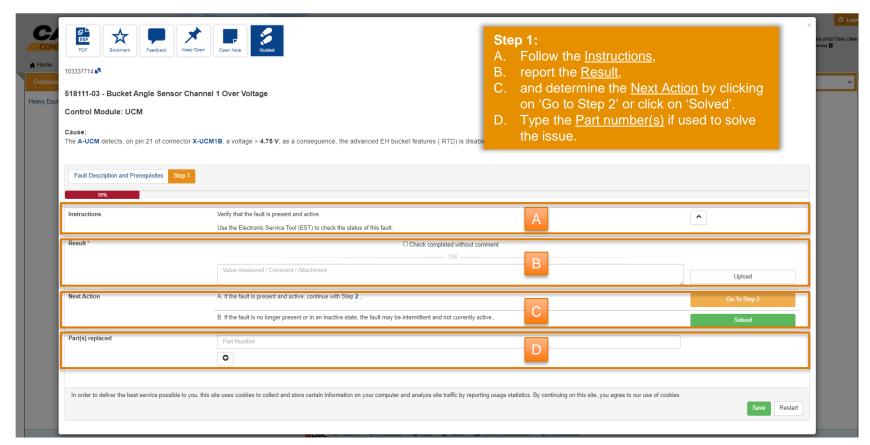




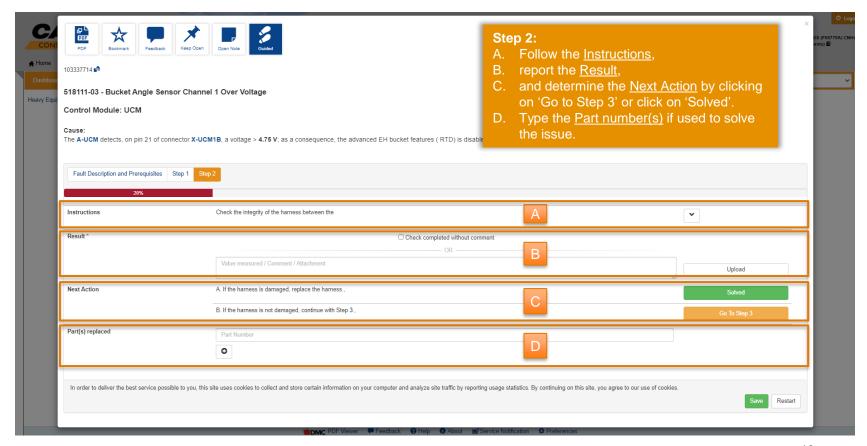




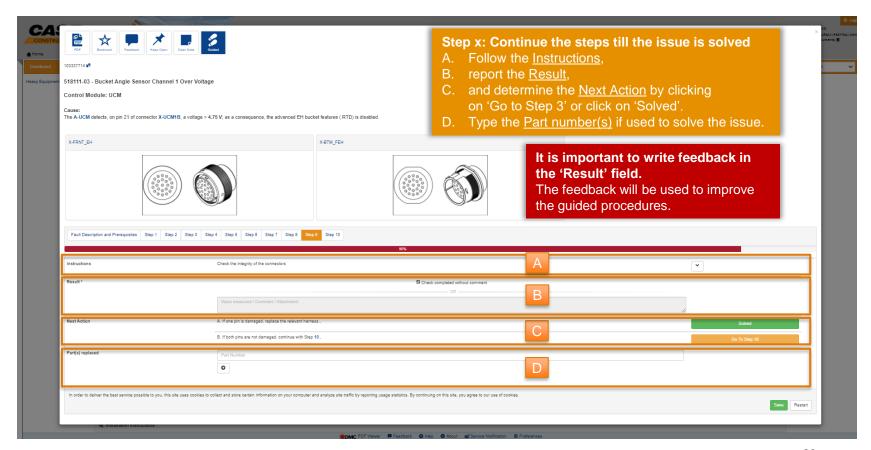






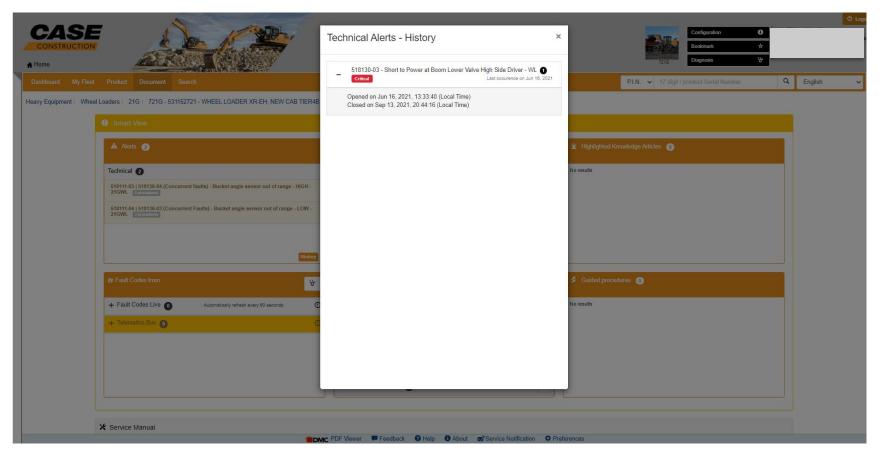






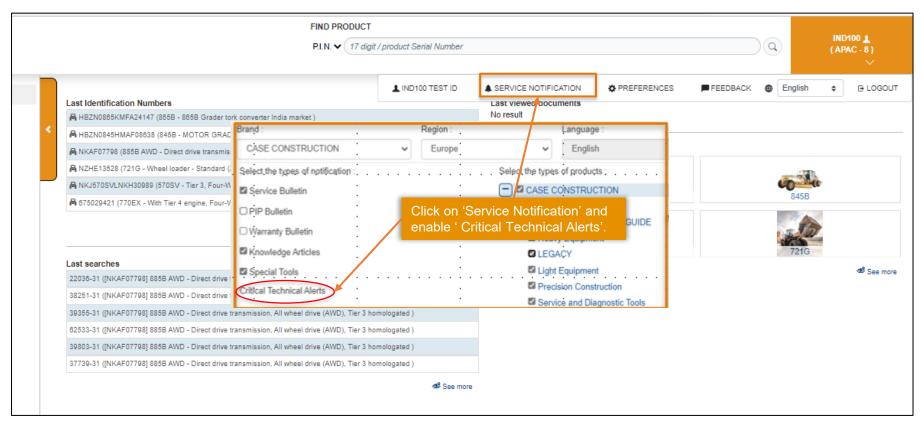


eTim - Smartview - Technical alerts history

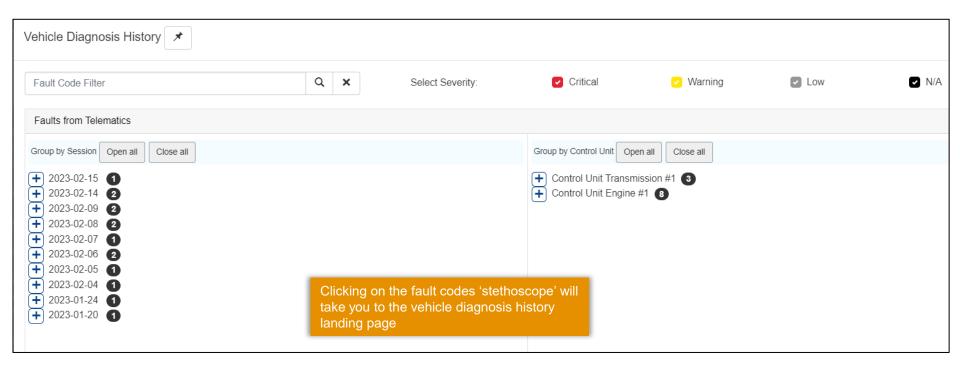




eTim - Enabling Technical alerts notification

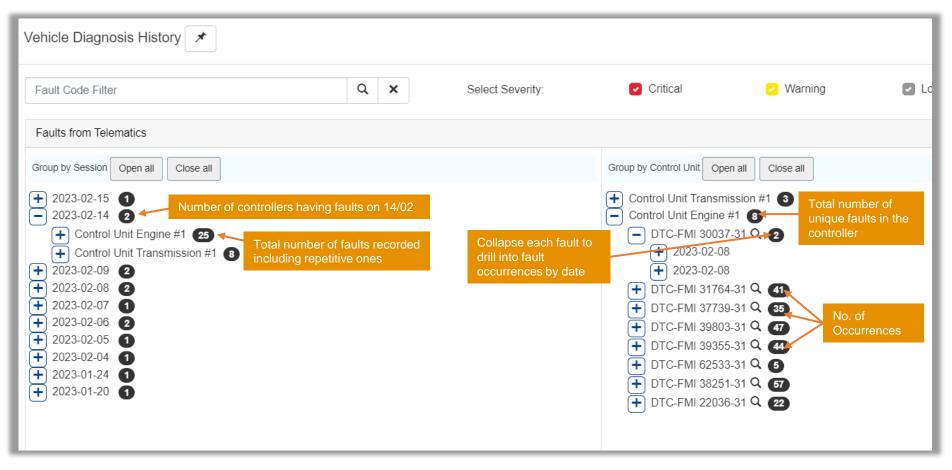




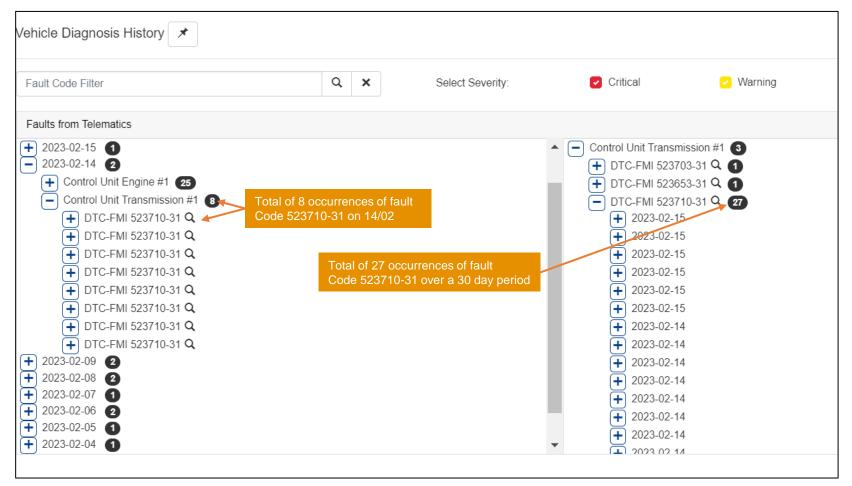




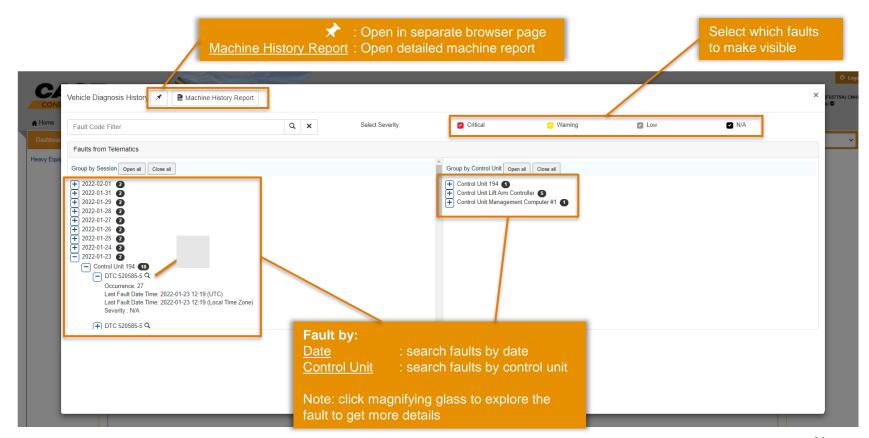
eTIM Fault Codes



eTIM Fault Codes

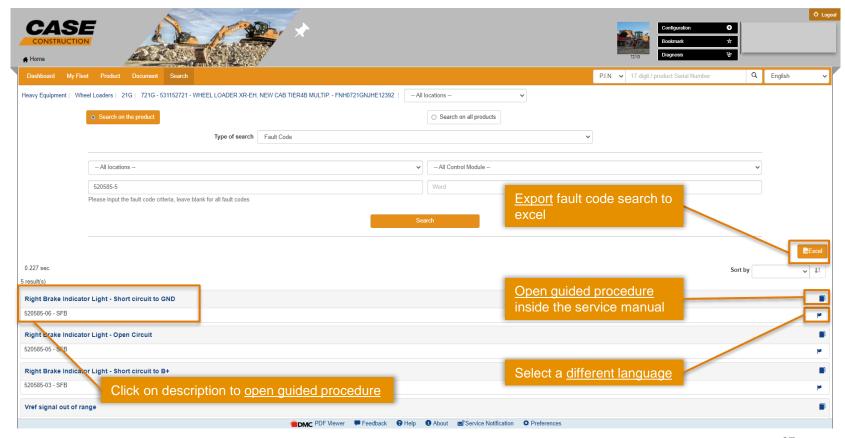


eTim - Fault Codes: Filter & Search



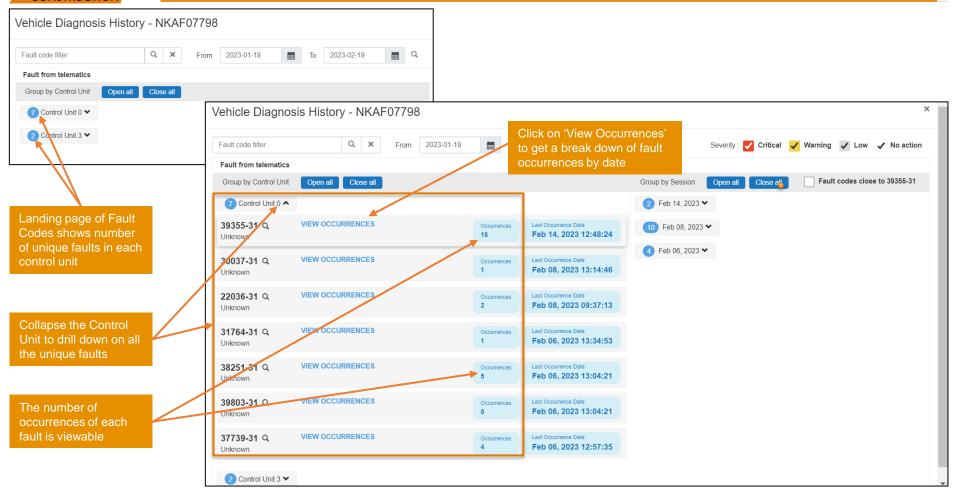


eTim - Explore fault code



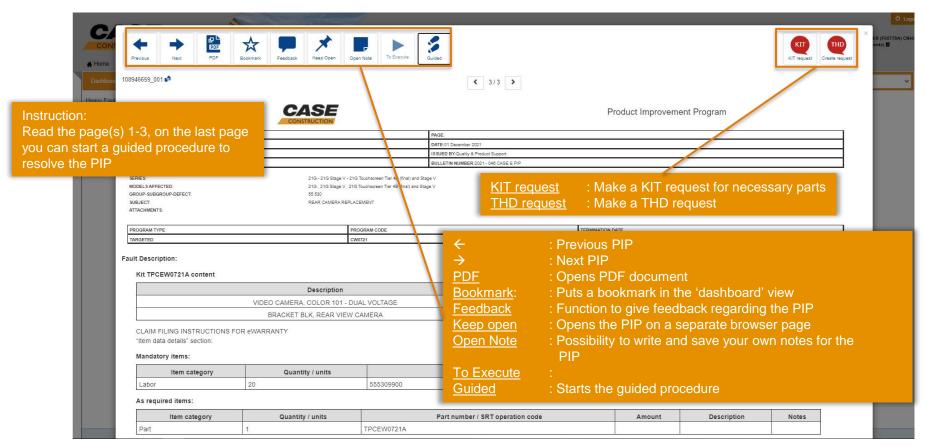


eTIM Fault Codes – Future Look

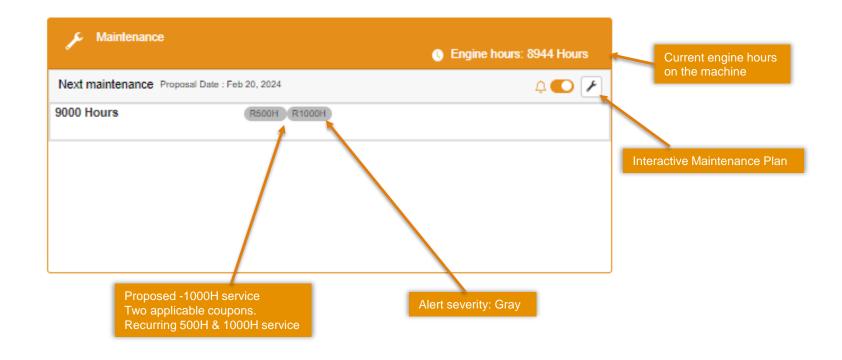




eTim - Smartview - PIP

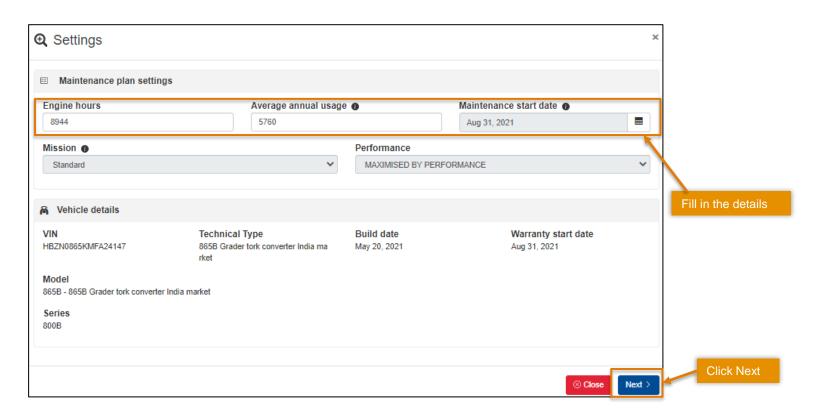






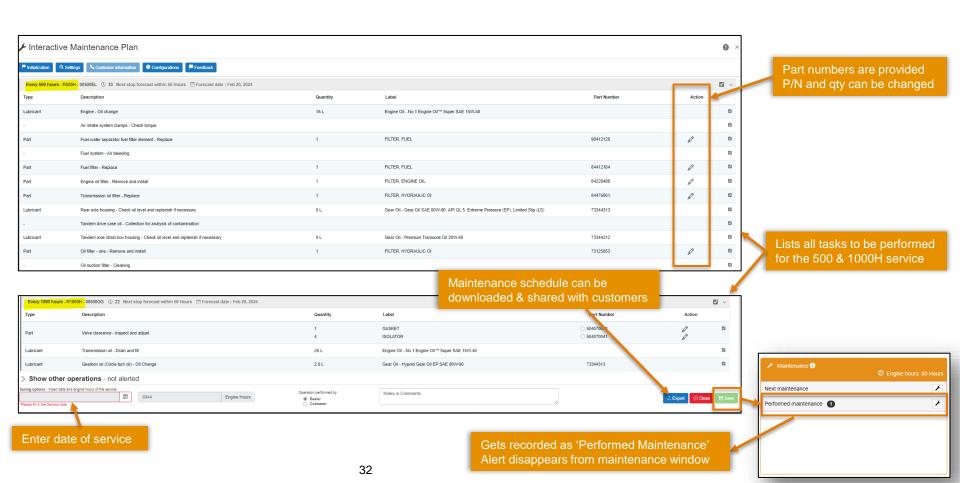








eTim - Interactive Maintenance Plan



eTim - Smartview - Maintenance

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	

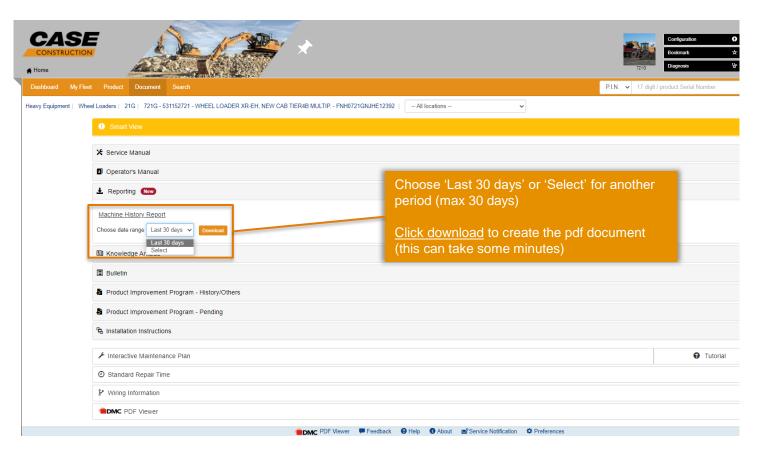
R500H - 00500EL01 - Every 500 hours 33 Work Unit

Selection	Type	Description	Label	Part Number	Quantity	ок
x	Lubricant	Engine - Oil change	Engine Oil - No.1 Engine Oil™ Super SAE 15W-40		16 L	
х	-	Air intake system clamps - Check torque				
x	Part	Fuel-water separator fuel filter element - Replace FILTER, FUEL	FILTER, FUEL	90412128	1	
	· unc					
X	-	Fuel system - Air bleeding				
x	Part	Fuel filter - Replace FILTER, FUEL	FILTER, FUEL	84412164	1	Т
	Fait				ĺ	
	D4	Part Engine oil filter - Remove and install	FILTER, ENGINE OIL	84228488	1	
x	Рап				j	_
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	
х	-	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	



eTim – Smartview – Machine History Report





eTim - Machine History Report

Indicators for quick overview

Overview of:

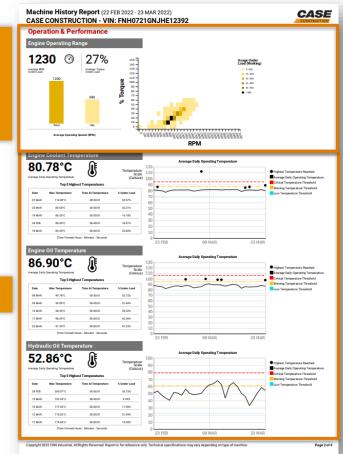
- Ratio between idle/working
- Fuel usage

Machine History Report (22 FEB 2022 - 23 MAR 2022) CASE CASE CONSTRUCTION - VIN: FNH0721GNJHE12392 Model: 721G 8082.70 ⁽¹⁾ 39% 32% 🍰 Type : Heavy Equipment Last Telemetry Update: 23 MAR 2022 Subscription Activation: 04 NOV 2021 Subscription Expiration : 04 NOV 2023 Purchase Date: 30 JUN 2018 Base Warrenty Start: 08 JAN 2019 Base Warrenty Expiration: 07 JAN 2020 STATUS SUMMARY: 11 Faults (last 48h) 3 Technical Alerts 5 PIP Alerts Utilization 6.65 7.24 4.75 4.71 4.80 6.85 4.86 5.88 6.98 6.28 Daily Fuel Burned & Rate Per Hour Total Fuel Burned (Liters) Total Average Fuel Rate / Hour (Liters) Off

Average load while working.

Note: a high % means the engine is working in average closer to the machine's maximum capacity

Graph of important temperatures





eTim - Machine History Report

Machine History Report (22 FEB 2022 - 23 MAR 2022)

Graph of important temperatures

Overview of:

- PIPs
- Technical alerts



CASE CONSTRUCTION - VIN: FNH0721GNJHE12392 Comments Page 4 of 4 Copyright 2022 CNH Industrial, All Rights Reserved. Report is for reference only. Technical specifications may vary depending on type of machine.

CASE



End

Backup



October 25th, 2013 Footer 38



SiteWatch vs SiteConnect

Differences



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)





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

