

# REMOTE DIAGNOSTICS AND PROGRAMMING

With an active JDLINK™ Ultimate subscription, your dealer can read and reset diagnostic trouble codes, record performance readings, and update software without a trip to the jobsite.\*

## ADVANTAGES

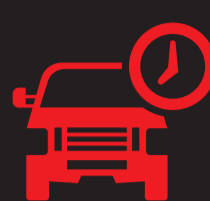
### SAVE:



TIME

MONEY

### ELIMINATE:



TECHNICIAN  
TRAVEL TIME

### REMOTE TWO-WAY DATA FLOW

DEALERSHIP

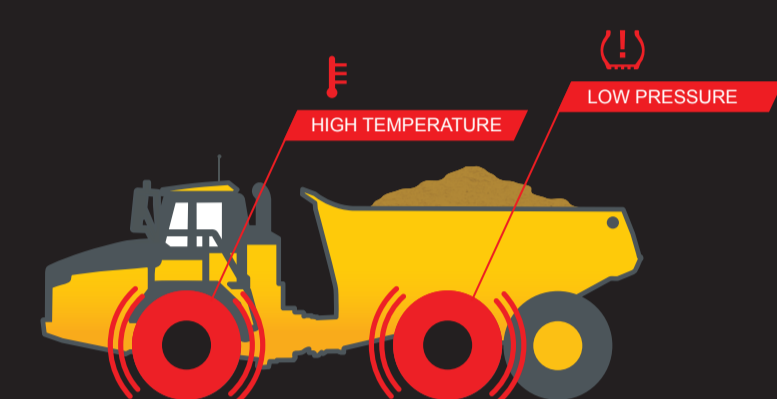
JOBSITE

#### REAL-WORLD EXAMPLE ONE

### IMPROPER MACHINE OPERATION:



**1** Dealer investigates high tire temperature alert using JDLINK Dashboard and discovers the front right and middle right tires both have low pressure and high temperature.



**2**

Dealer confirms via remote diagnostics connection that overall machine health is fine and instructs customer to correct tire pressure.



### RESULT:

Dealer detects improper machine condition with the potential to cause premature tire wear and expensive downtime — all without a technician trip to the jobsite.

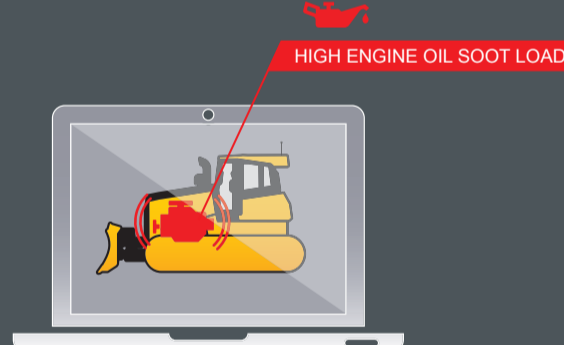


#### REAL-WORLD EXAMPLE TWO

### REMOTE SOFTWARE UPGRADE:



**1** Dealer receives high engine oil soot load alert and learns that machine is actively working by checking utilization in the JDLINK Dashboard.



**2**



Dealer views engine-misfire reading via remote diagnostics connection and matches symptoms with a service bulletin identifying an update. Dealer deploys an Electronic Control Unit (ECU) payload via remote programming to update software and resolve problem.

### RESULT:

Dealer prevents downtime by correctly diagnosing and repairing the problem remotely.



#### REAL-WORLD EXAMPLE THREE

### RIGHT PART FOR THE JOBSITE:



**1** Dealer receives an alert that indicates the motor grader has derated due to an Exhaust Gas Recirculation (EGR) fault code.



**2**

Dealer collects EGR flow-sensor reading via remote diagnostics confirming that the sensor has failed. Technician arrives with a new sensor in hand for onsite repair.



### RESULT:

Dealer diagnoses problem remotely and sends a technician to the jobsite with the correct part for quick repair, avoiding an initial trip for diagnosing the problem.

