

AVAILABLE SERVICES

General Info & Services	All Customers All Products	Customers with Key Products*	
<ul style="list-style-type: none"> • Dealer location • Product brochure/information • Plant tour/demos/test-drives • Press/sponsorship/events/merchandise • Becoming a dealer/work for us • Legal contact 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ 	
Customer Info & Support			
<ul style="list-style-type: none"> • Parts/service request • Product issues & general complaints • Credit information 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	
Breakdown Assistance			
<ul style="list-style-type: none"> • New Holland Top Service Customer Center monitoring • Process tracking by process owner • Closed-loop process with customer & dealer satisfaction survey 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	
<ul style="list-style-type: none"> • Dedicated parts process team • Windelivery parts dedicated process and team • Technical assistance escalation process • Provide alternative solution (loaner or cannibalization) • New Holland Top Service Customer Center tracking and monitoring 		<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	<p style="text-align: center;">New Holland Top Service Special Assistance for Key Products*</p>

* Key products:

- Combines: CR, CX, & Heads
- Tractors: TM, T7000, TG, T8000, TJ, T9000
- Forage Harvesters: FX, FR & Heads
- Windrowers: HW 5 Series, H8000 & Heads