



AN EXCHANGE OF TECHNICAL INFORMATION

Number: TL003 - 2026

Subject: New Diagmaster Program Procedure

Released: March 25, 2026

The Diagmaster program used to diagnose and interact with 24 series gensets (CARB compliant) has been updated to streamline the login process. This update removes the need for a registration code as mentioned in TL003-2023. The new process is outlined below, note admin rights are required for installing the program:

To request access to Diagmaster downloads, contact your regional service manager with your name, your company, and the email address you would like to use for the account. They will respond with the license ID and you will receive another email from kbt_m.engine_portal@sys.kubota.com with a URL for user registration. You will have 10 days from receiving the email to register. When you register, set up a username and password for Kubota Engine Park (KEP). This account can be shared by multiple people, but only one username and password can be used. This website will be where you can request Diagmaster access, download Diagmaster files, and access generic service documents. After setup, log in to your new account on KEP. Note: The information on KEP is generic for Kubota engines. Refer to the operations and service manual for details about the Genset (link at the end of the TechLINE).

After clicking on the URL link, you will be prompted to agree to the terms and conditions of using Kubota Engine Park. Read through the terms and conditions and press "Agree and got to 'Next.'" to continue.

<p>Welcome to Kubota Engine Park!</p> <p>This is the invitation of user registration from (OEM)CARRIER_TRANSICOLD. of Kubota Eng</p> <p>Please click the following URL and access to the user registration.</p> <p>URL:</p> <p>If you do not register within 10 days After receiving this email, this URL will not be available. When the expiration date has passed, please contact the invitees or contact the Kubota Engine Park system management office.</p> <p>※ This is an automatic email from the system. Please do not reply to this email. ※ If you do not recognize the contents of the email, please contact the following.</p> <p>Kubota Engine Park System management office</p>	<p>Example KEP email</p>
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17. Governing Law and Dispute Resolution

The Terms shall be governed by and construed in accordance with the laws of Japan.
 All disputes, controversies, or differences arising out of, or in connection with, the Terms or use of the Service shall be finally settled by arbitration in accordance with the Commercial Arbitration Rules of The Japan Commercial Arbitration Association. The place of the arbitration shall be Tokyo, Japan.

Service Engineering / Container Products

Please circulate copies of this bulletin to all service and management personnel as soon as possible.

Enter your information into the registration form to setup your KEP account. This will become your username and password to login to the Diagmaster tool. Scroll down to the bottom and select “Next” and then “Register”.

Next

Register

Back

The screenshot shows the 'User registration input' form on the Kubota Engine Park website. The form includes fields for 'The target site' (pre-filled with '(OEM)CARRIER_TRANSICOLD'), 'Email', 'Password' (with a red error message 'This field is required'), 'Password (confirmation)', 'Language' (set to 'English'), 'Surname', and 'Name'. A 'Sign In' link is visible in the top right corner.

After registering, log in to the Kubota Engine Park with the email and password you entered during registration. From the home page select the “CRS Engine Technology and Service Information” and open the “Diagnostic License Portal”. This will open in a new window.

The screenshot shows the Kubota Engine Park home page. The user is logged in as 'Tyl Swidi'. The navigation menu on the left includes 'Home', 'CRS Engine Technology and Service Information' (highlighted with a red box), and 'Diagnostic License Portal' (highlighted with a red box). The main content area shows a 'Notification Display' section with 'Important notification' and 'Notification' items, and an 'Engine Serial Number Search' section with input fields for 'Base Model Name' (V3800) and 'Serial No.' (AC9050).

Once redirected, open and read through the “End User License Agreement for Kubota Diagnostic Software” and “Privacy Policy for Kubota Diagnostic Software Users”. Then check the “Agree” box and select “submit”

The screenshot shows the 'Diagnostic License Portal' Terms of Use page. It features a language dropdown set to 'en-GB - English'. There are two red bars representing the 'END USER LICENSE AGREEMENT for Kubota Diagnostic Software' and 'Privacy Policy for Kubota Diagnostic Software Users'. Below these are an 'Agree' checkbox and a 'Submit' button. Numbered callouts 1, 2, 3, and 4 are placed over the license agreement bars, the agree checkbox, and the submit button respectively.

After accepting the terms of service, you will be directed to the Diagnostic License Portal. Select “Activate License” Contact your regional field service manager for the License ID. Then select “Activate”. A pop-up to confirm will appear. Select “OK” and a “Completed successfully” pop up will appear. Open the link or navigate to the “Download” section of the Diagnostic License Portal.

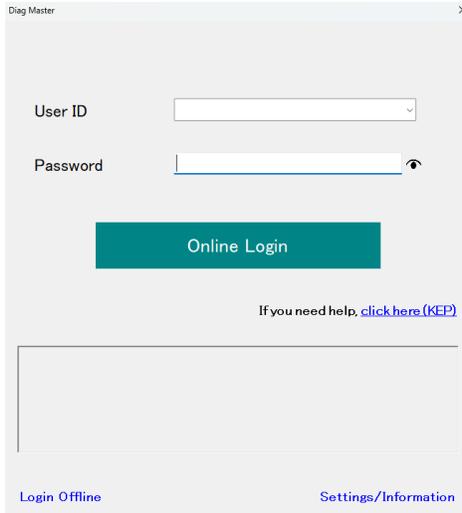
On the Diagnostic License Portal, download the Diagnostic Software Installer and DST-I Driver. The order of installation is important: first install Diagmaster, then install the driver. Each installation has its own wizard to walk you through installation. Installing in the wrong order will cause error and require uninstallation and reinstallation in the correct order.

Note: You will need admin rights to your computer to download the software.

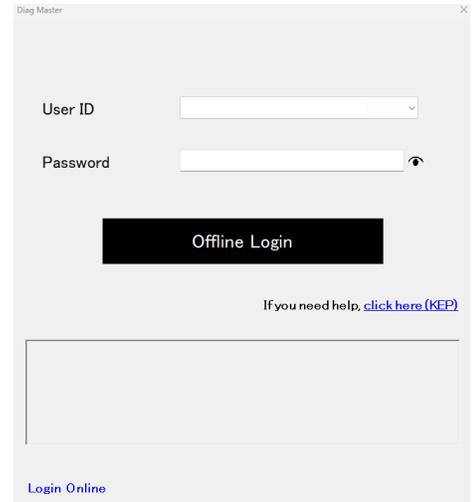
After all software is installed, open the “Diag master” application. After opening for the first time you can use “Online Login” to access the tool. You must be connected to the internet for first time login. After first time login you can access the tool without internet for **up to 90 days** after the initial online login. These 90 days resets every time you use online login. After logging in online, the system will check for updates and prompt if new updates are available. It is recommended to update to the latest version to ensure full compatibility and having the latest features. After logging in and passing the update screen, select “(OEM)CARRIER_TRANSICOLD” license. This will open to the landing page.



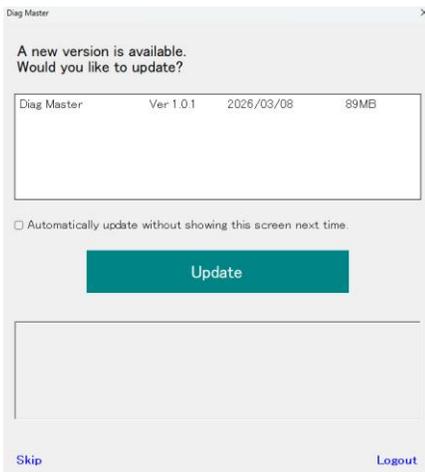
Diag Master Application Icon



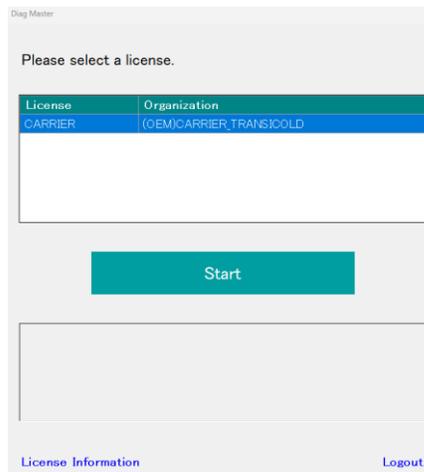
Online Login page



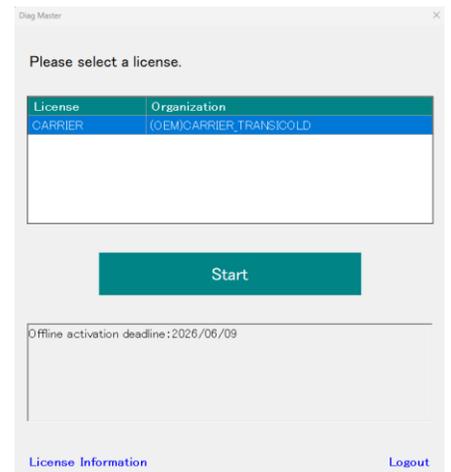
Offline Login page



Update page



License Page (online)

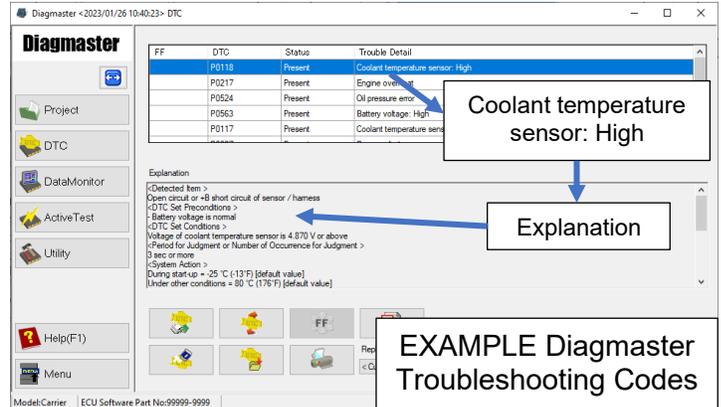
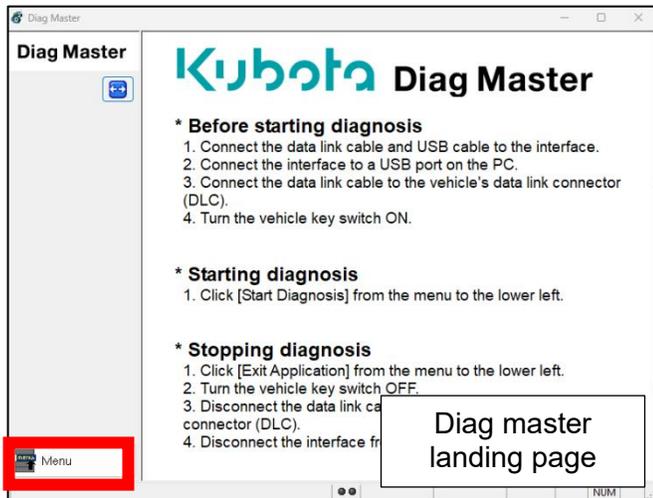


License Page (offline)

From the landing page, you can navigate the menu to view Diagmaster Troubleshooting Codes (DTC), monitor live data readings, conduct tests on injectors, and write injectors to the ECU when installing new injectors. More information can be found in the Operations and Service manual at www.container.carrier.com.

Note: When Diagmaster refers to “key switch ON”, the genset ignition switch should be in “Run” position. When Diagmaster refers to “Start switch on”, the genset ignition switch is held in the “Start” position.

Note: If you do not login for 24 months, your user account will automatically be suspended. Please contact your FSE to get a new account.



Container.carrier.com



<https://ba.engine.kubota.com/>

For best viewing experience it is recommended to print this TechLINE in color