

SERVICE

WARRANTY BULLETIN

Global

Parts

Yellowmark™, A Caterpillar Brand Parts Warranty

Overview

Yellowmark™, a Caterpillar Brand, parts warranty covers customer purchased Yellowmark™ new parts or assembled components, found to be defective during installation (including testing prior to installation) or by the component or product being operated, even if only for a few minutes. Customer purchased refers to the following customer part sales situations:

- Yellowmark Parts purchased through a dealer’s parts department or authorized Caterpillar distribution channel
- Yellowmark Parts purchased through a dealer’s service department for service repairs (via a customer invoice)
- Yellowmark Parts replaced under a Goodwill settlement, in which the customer paid at least 25% of the total repair

Yellowmark parts warranty does NOT apply in the following situations:

- Shipping Damage and Discrepancies refer to errors in shipping or packaging. Shipping damage and discrepancies on products ordered and received through the Caterpillar order fulfillment process should be filed to Caterpillar as a short shipment claim. Shipping damage and discrepancies on parts ordered from a Caterpillar Parts Distribution Center should be filed using the ANTARESSM System. Refer to Bulletin 1.28 for further information.
- Defective Parts Stock Warranty applies when new and Reman parts or assembled components are found to be defective at the time of purchase or prior to installation through a visual inspection. For Defective Parts Stock Warranty, refer to Bulletin 4.08 for further information

Warranty Period

The warranty period for Yellowmark parts and assembled components is 12 months, unlimited hours, beginning on the date the part is purchased or put into service by the first user.

Dealer Repair Expense Reimbursement

Dealer reimbursement for repair expenses related to Yellowmark parts warranty is per the Summary of Reimbursement Practices chart below and with the applicable warranty statement found at <https://warranty.cat.com/currstmts>.

► 04.14-00 (02/18)
<https://warranty.cat.com/wtyguide>
 © 2018 Caterpillar All Rights Reserved.

► Indicates change.

CAT, CATERPILLAR, their respective logos, “Caterpillar Yellow” and the “Power Edge” trade dress, as well as corporate and product identity used herein, are trademarks of Caterpillar and may not be used without permission.

Dealer and Dealers are defined as any Cat® Authorized Dealer or Cat Authorized Repair Representative.

Parts Warranty Summary of Reimbursement Practices	
Repair Expense	Allowance & Rate
Yellowmark Part including the necessary seals, gaskets & hardware*	Part at D/N
Parts Service Charges	Reimbursable
Service Items	Reimbursable at D/N, if made unusable
Parts Salvage Labor & Outside Repair Expenses	Reimbursable at cost labor rate, if justified
Repair Labor, Travel Time & Mileage, Overtime Labor Rate, Meals & Lodging, Hauling Costs, Shop Supplies, Freight Charges & Value Added Tax	Not Reimbursable

***NOTE: Resultant damage is not covered under Yellowmark Parts warranty**

Warranty for Yellowmark Parts Replaced Under Parts Warranty

Parts replaced under the terms of parts warranty are covered for the remainder of the warranty period on the original replaced part. The warranty on such parts ceases when the parts warranty period expires for the original replaced part, regardless of when the parts were replaced.

Repair or Replacement of Hydraulic Components, Pumps, Motors, Control Valves

Hydraulic components are identified by a unique serial number which links the design, manufacturing process, and material history to a specific pump, motor or valve. When available for failure data, these serial numbers enable a complete and accurate root cause investigation critical to product problem management. The following claim field information is required when claiming for a repair or replacement of hydraulic components, pumps, motors, and control valves:

- o Enter the component serial number in these situations:
 - If component has an attached serial number tag
 - If component is the part causing failure
 - If the most economical solution is to repair and the part causing failure is the service part
 - If the component was replaced as resultant damage
- o Claim Story – in addition to the repair information following the four Cs format (complaint, cause, correction, and complication, the following must be provided when applicable:
 - If the component does not have an attached serial number tag, specify in the claim story.
 - If the component was replaced as resultant damage, include the component part number in the claim story.

NOTE: Claims that do not include the required serial number information as outlined above may be subject to full debit.

Parts Warranty Claim Field Information

Claim Field	Required Information
Product ID/Serial Number	<p>Prime Products with Caterpillar serial number – Enter prime product serial number.</p> <ul style="list-style-type: none"> • Prime Product with no Caterpillar S/N or other manufacturer products - enter the appropriate 99Z number as outlined in the 99Z Serial Number Job Aid at https://warranty.cat.com/en/resources0.html. • Serialized Components – Enter the prime product serial number of the product for which the component is installed.
Part Number Causing Failure	Enter the part number (PN) for the part that caused the failure.
Group Number Causing Failure	<p>Enter the Cat group number. The following require an entry other than the Cat group number:</p> <ul style="list-style-type: none"> • If the Cat group number is not available, enter the applicable group SMCS code available at https://servicedata.cat.com/Home/SMCSInquiry.
Product SMU(H/M/K)	<p>Enter the prime product hours.</p> <ul style="list-style-type: none"> • For products with no hour meters, enter a number greater than the hours in the previous repair.
Parts SMU(H/M/K)	Enter Part Hours
Related Equipment Fields	<p>The following require such fields:</p> <p>Related serial number</p> <ul style="list-style-type: none"> • Other manufacturer's product – Enter the serial number of the product. • OEM / Make <ul style="list-style-type: none"> • For other manufacturer's product, enter NONE. • For Caterpillar product, enter CAT. • Cab Type – Enter NO for all products.
Component Informations Fields	Component serial number – Refer to Page 2
Part Start Date	Enter the sales date of the failed part for over-the-counter purchases, or the last day of labor for Cat dealer performed repairs.
Claim Story	<p>In addition to the repair information following the four Cs format (complaint, cause, correction, and complication), the following must also be provided when applicable:</p> <ul style="list-style-type: none"> • Percentage (%) of part customer paid on invoice • Miscellaneous Expenses, Outside Invoices, etc. – justify all claimed expenses • Repair or Replacement of Hydraulic Components: Pumps, Motors, Control Valves - Refer to Page 2 <ul style="list-style-type: none"> • If the component does not have an attached serial number tag, specify in the claim story. • If the component was replaced as resultant damage, include the component part number in the claim story.

