



## **CUSTOMER VALUE AGREEMENT - Schedule 3 Component Protection Plan (CPP) Turbo & Injector**

### **Overview**

This Schedule defines and describes the Component Protection Plan (CPP) available through this Customer Value Agreement (CVA) for used Cat machines.

The CPP provides dealer reimbursement for certain turbo and fuel injector parts relating to covered defects in Caterpillar material and manufacturer workmanship. While the CVA is active, the CPP also provides reimbursement for operational and structural failure of certain turbo and fuel injector parts relating to normal wear out, subject to all applicable excluded situations listed in this Schedule such as performance deterioration. Such CPP coverage for normal wear out does not include labor.

Parts must be supplied by a Cat authorized dealer. This Schedule defines the specific turbo and fuel injector components covered under the CPP.

Coverage for defects in Cat material and manufacturer workmanship as defined by this Schedule means the failure of any original or Cat approved replacement part to work as designed in normal service, providing proper maintenance was received as recommended in the applicable Caterpillar manuals, including the Operation and Maintenance Manual (OMM) and other applicable service literature. Mechanical breakdown means the failure of any original or replacement part covered by the CPP to work as it was designed in normal service, provided it has received customary maintenance as recommended by the manufacturer. Any mechanical breakdown and resultant damage caused by failure of a non-covered component (including Yellowmark™ and Classic™ brand parts) is not eligible.

Refer to the Standard Machine Warranty and applicable program bulletins for covered component failures during the standard warranty period and refer to this Schedule for covered component failures during the CPP coverage period. Coverage under this program does not change the Standard Machine Warranty. The Standard Machine Warranty and this Schedule are subject to change.

### **Machine Eligibility**

All of the following basic eligibility guidelines, as well as all other guidelines outlined in this Schedule, must be met:

- Machine age must be at least 12 months beyond the originating new-machine sale delivery date
- Machine must not be currently enrolled in an Equipment Protection Plan (EPP)

## Exclusions (not eligible):

- New machine sale
- Machines already covered by another Caterpillar or Caterpillar Affiliate Warranty Plan
- Brazil Only:
  - Imported machines
  - Imported and domestic machines that are not part of an aftermarket sale (i.e.: a machine sold by a Cat dealer or Cat entity)

## CPP and Standard Machine Warranty Coverage Terms

The CPP provides coverage beyond Standard Machine Warranty for parts. The coverage term starts from the CVA enrollment date. For clarification, the CPP may overlap with a Standard Machine Warranty that is longer than 12 months. Coverage under the program does not change the Standard Machine Warranty.

The CPP expires when the defined length of time (measured in months) is reached. **The respective equipment CVA specifies the applicable month limit of the CPP.**

The CPP also expires if the respective CVA is cancelled.

Available coverage terms are subject to change.

## Coverage for Parts Under the CPP

New, remanufactured, or Caterpillar approved replacement parts provided under the terms of the CPP are warranted for the remainder of the CPP period applicable to the product in which installed as if such parts were original components of that product. The warranty on replaced parts ceases when the CPP coverage expires.

## Customer Responsibilities

- All requirements outlined in the CVA apply
- Operating the product properly and within the limits of intended capacity and application as described in the OMM
- Fueling, lubricating, adjusting, operating, and maintaining the equipment as instructed by the dealer and in accordance with the recommendations set forth in the applicable Caterpillar manuals, including the OMM and other applicable service literature
- Notifying the dealer promptly if a problem exists
- Promptly making the product available to the dealer for warranty repairs and product improvement programs
- Assuring all recommended preventative maintenance is performed at the specified service intervals as described in the OMM. Preventative maintenance includes, but is not limited to, the servicing, adjusting and/or replacing of specified components
- Fueling, lubricating, adjusting, operating, and maintaining the equipment as instructed by the dealer and in accordance with the recommendations set forth in the CVA contract and applicable Caterpillar manuals, including the OMM and other applicable service literature

The CPP does not cover the failure of any components if Customer Responsibilities are not followed. The dealer may be required to provide proof of compliance with the maintenance schedules at the time of a failure. Proof may include receipts, copies of work orders, or invoices showing the performed maintenance services.

## **Authorized or Participating Dealer Responsibilities**

- All requirements outlined in the CVA apply
- Confirm that the equipment has not experienced a failure prior to the CPP coverage start date. If a failure exists, the equipment must be repaired prior to registering it for the CPP
- Provide parts using the most economical method and using only genuine Cat® parts
- Keep on file the applicable inspection and all parts invoices relative to required repairs
- Pay for any loss in excess of what is covered by the CPP if broader coverage was offered by the dealer to the customer (losses are not reimbursable by Caterpillar)

## **General Exclusions and Limitations**

The CPP does not cover the following:

- Operator abuse, neglect, improper or abusive use of the equipment including, but not limited to, the failure to perform the recommended preventive maintenance as specified in the applicable Caterpillar manuals, including the OMM
- Claims related to applications not approved by Caterpillar as described in the OMM
- Operation beyond the design and/or capacity of the machine
- Normal deterioration in performance and accelerated wear-out of components due to operating technique or application including, but not limited to, oil consumption and gasket or seal leaks
- Chemical corrosion and physical or mechanical erosion
- Unauthorized fuel setting changes
- A mechanical breakdown caused by, or a result of, acts of war, vandalism, riot, theft, explosion, collision, fire and/or any other act of nature, person or vermin
- Operating equipment with improper, contaminated, or improper levels of fuel or fluids, or the use of improper filters
- Modifications, unless the modifications were authorized at the request of Caterpillar and performed at an approved repair facility
- Replacement, adjustments, alignments, or any part not covered by this Agreement
- Normally scheduled preventive maintenance or maintenance services
- Operating at performance settings other than the standard Caterpillar specification
- Physical damage to any product resulting from causes other than mechanical breakdown
- Any repairs if the service meter has been stopped or altered or misrepresents the equipment's actual usage
- Mechanical transportation or towing costs or field service travel expenses
- Loss of time, inconvenience, downtime or downtime-related expenses or other incidental or consequential loss that results from a defect in material or workmanship
- Any costs incurred to improve operating performance due to normal wear and tear
- Storage or miscellaneous shop supplies
- Freight
- Taxes
- Any cost covered by any warranty of the manufacturer including emissions warranty or repairer's guarantee regardless of whether the warranty or repairer's guarantee is honored
- Performance complaints including, but not limited to, adjustments to fuel settings or electronic unit injectors to comply with emissions standards under Environmental Protection Agency or similar national, federal, provincial or state law
- Any costs incurred for the manufacturer to comply with emissions standards under the Environmental Protection Agency or similar national, federal, provincial or state law
- Failure to use fuels and lubricants that meet or exceed the minimum specification requirements of the manufacturer as specified in the OMM or other technical bulletins

- Dealer rework, dealer workmanship, or customer workmanship issues relating to previous repairs
- Modifications including any reconfiguration of or addition to the equipment
- Failure of and resultant damage caused by attachments, implements, work tools and modifications, including both serialized or non-serialized Cat products added to the equipment. Examples include but are not limited to: booms, sticks, buckets, screeds, winches, augers, ground engagements, hitches, etc.
- Components or systems covered by other Caterpillar Warranty Statements and are therefore excluded from the CPP. Examples include, but are not limited to:
  - Batteries
  - Cat Work Tools
  - Mobil-trac™ Belts
  - Rubber Track used on Compact Construction Equipment (CCE)
  - Machine Control and Guidance
  - Cat Tires
  - Service Tools and Supplies
  - Yellowmark™
  - Moving Undercarriage (Refer to Bulletins 5.01 and 5.02)
  - Ground Engaging Tools (GET) (Refer to Bulletin 4.03)
  - Long-Life Weld-On Landfill Compactor Plus Tip (Refer to Bulletin 4.03)
- Components Covered by Any Other Manufacturers' Warranty Statements and are therefore excluded from the CPP. If an Original Equipment Manufacturer (OEM) other than Caterpillar has a warranty in place for the equipment, claims should be filed and settled with that OEM prior to submitting supplemental claims under the CPP. Examples include, but not limited to:
  - Other Manufacturer Tires
  - Other Manufacturer Hammers
  - Timberking™ Products
  - Forestry Work Tools
  - Ag Products
  - Trimble
- Contingent and resultant damage (see the below Additional Coverage Clarifications section)

## Parts Book Component Codes

On most pages of all Cat Parts Manuals (paper or electronic), is printed a four-digit numeric Service Management Control System

(SMCS) component code. These component codes are used to describe the area of primary use for the parts and/or components listed on that page.

The following are the SMCS component codes that Caterpillar considers part of the CPP:

<b>Turbo components</b> 1052 – Turbocharger Group
Ancillary parts that may be necessary for installation of the turbo are excluded. Excluded items are, but not limited to: rings, washers, lines, elbow drains, filters, sensors, wiring harnesses, tubes, oil, hoses, bolts, seals, clips, nuts, gaskets, bellow assemblies, clamps, and adapters.

<b>Fuel Injector components</b> 1290 – Unit Injector (Injector Group – Fuel)
Exclusions: Wiring Group, Pump Group, Regulator Group  Ancillary parts that may be necessary for installation of the fuel injectors are excluded. Excluded items are, but not limited to: rings, washers, lines, filters, deflectors, sensors, wiring harnesses, wiring groups, tubes, oil, hoses, bolts, seals, clips, nuts, gaskets, clamps, and adapters.

## Additional Coverage Clarifications:

- The repair of contingent and resultant damage caused by components listed in this Schedule are not reimbursable
- The repair of listed SMCS codes made inoperable by contingent and resultant damage of a non-covered component are not reimbursable
- Service Letters on machines covered by CPP must be claimed under the appropriate Product Improvement Programs and Product Support Programs. The CPP coverage only applies to the customer participation portion of the after-failure Product Support Programs that exceeds the Service Letter limit. Contact your dealer for additional information

## Emissions Components

In the United States, Canada, Virgin Islands, Puerto Rico, and South Korea certain parts and/or components may qualify for Manufacturer Emissions Warranty in accordance with the United States Environmental Protection Agency (US EPA) and the California Air Resources Board (CARB). The South Korea Clean Air Conservation Act requires Caterpillar to provide an emission warranty to end users; for engines used in certain construction equipment operated and repaired in South Korea.

Contact your dealer for more details regarding the Manufacturer Emissions Warranty and the claiming procedures for emissions components.

## Global Claims Reimbursement

The CPP coverage follows the machine by providing global claims reimbursement.