



## WHAT TO EXPECT IN EVERY CVA

A Customer Value Agreement (CVA) features individualized solutions for parts and services, and digital enablers designed to address the evolving needs and expectations throughout your asset's lifecycle. No matter which CVA option you choose, you can expect Caterpillar and your dealer to help keep your asset running.

### HASSLE-FREE OWNERSHIP

Your CVA is an all-in-one plan fit for your operation and backed by the global Cat® dealer network. With a CVA, it's easy to plan, schedule and execute your maintenance and repair needs all from your fingertips. This maintenance agreement utilizes the support of your local dealer, engine health data and fast access to parts in one, easy-to-manage predictable monthly payment.

### HASSLE-FREE MAINTENANCE

Your CVA unlocks maintenance efficiencies to achieve engine maintenance optimization. Genuine Cat parts are designed for your engine and delivered right to you, right on time. If you prefer to handle your own maintenance, convenient options are available. Cat dealers provide trained professionals who can work with your schedule to minimize downtime. Service options are flexible to best suit your application.

### PEACE OF MIND FROM ENGINE HEALTH MANAGEMENT

Your CVA tools help you monitor your engine and lower the risk of issues occurring. Customer portals show you real-time asset insights – such as running hours, location, fault codes, fuel burn and maintenance alerts. Fluid health analysis tests the condition of your asset's oil, fuel and coolant – giving you a look inside major systems to better prevent failures and downtime. Inspections further help monitor your asset's health and allow you to troubleshoot issues on-site.

### SECURITY OF EXPERT DEALER SUPPORT

Your CVA provides dedicated resources for your maintenance planning, repairs, rebuilds and upgrades. With diagnostic and troubleshooting support, you can be at ease with dedicated expert dealer advice and training options.

\* May require additional equipment.  
Subject to restrictions and availability. Additional terms and conditions may apply.  
Contact your Cat dealer for more information.

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