



**CAT® CUSTOMER VALUE AGREEMENT (CVA)  
PURCHASED OR ADDED TO USED MACHINES  
FREQUENTLY ASKED QUESTIONS (FAQs)**

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General	<p><b>Q. What terms are available for the Cat® Extend CVA and Cat® Protect CVA?</b></p> <p><b>A.</b> The terms available for the Extend CVA and Protect CVA are 36 months or 4,000 total term hours. The term expires when the length of time (measured in months) or the machine hour usage is reached, whichever comes first.</p> <p><b>Q. What is included in the Extend CVA?</b></p> <p><b>A.</b> The Extend CVA includes genuine Cat® Parts and fluid analysis based on the Operation and Maintenance Manual (OMM) for Planned Maintenances (PMs) 1-4 performed over 4,000 hours (8PM1s, 4 PM2s, 2 PM3s and 2 PM4s). Machine hour monitoring, PM notifications, parts shipment and on-boarding of My.Cat.Com and the Cat App are included as well. A complete list of eligible parts and services can be found on the website below: <a href="https://www.cat.com/en_US/support/financing-protection/resources/cva-contract-information.html">https://www.cat.com/en_US/support/financing-protection/resources/cva-contract-information.html</a></p> <p><b>Q. What is included in the Protect CVA?</b></p> <p><b>A.</b> The Protect CVA includes genuine Cat Parts, Cat fluids and fluid analysis based on the OMM for PMs 1-4 performed over 4,000 hours (8 PM1s, 4 PM2s, 2 PM3s and 2 PM4s). A trained dealer representative will perform the labor for PMs 2-4 and a PM inspection during PMs 1-4 where they may utilize the Cat Inspect app. Additionally, the Protect CVA includes component protection of turbochargers and fuel injectors (for more details, please see the Component Protection Plan (CPP) section</p>



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	<p>beginning on page 3). Machine hour monitoring, PM notifications and on-boarding of My.Cat.Com and the Cat App are all included as well. A complete list of eligible parts and services can be found on the website below: <a href="https://www.cat.com/en_US/support/financing-protection/resources/cva-contract-information.html">https://www.cat.com/en_US/support/financing-protection/resources/cva-contract-information.html</a></p> <p><b>Q. What machines are eligible for the Extend CVA?</b></p> <p><b>A.</b> Currently, only select 336 and 349 serial number prefixes. Additional machine models and serial number prefixes will be added over time.</p> <p><b>Q. What machines are eligible for the Protect CVA?</b></p> <p><b>A.</b> All current production Earthmoving Machine Division (EMD) and Excavation Division (EXD) machines. Previously manufactured machines will be added over time, beginning with 980s and 336s at program launch. Cat Certified Used equipment and machines with a current Equipment Protection Plan (EPP) or a current Customer Value Agreement (CVA) are not eligible. A complete list of all eligible models can be found on the website below: <a href="https://www.cat.com/en_US/support/financing-protection/resources/cva-contract-information.html">https://www.cat.com/en_US/support/financing-protection/resources/cva-contract-information.html</a></p> <p><b>Q. Can the Extend CVA or Protect CVA be customized?</b></p> <p><b>A.</b> The Extend CVA and Protect CVA are standardized retail products available through Cat Financial. You can ask your dealer to invoice you separately for whatever is not included in the Extend CVA or Protect CVA (e.g., additional PM parts or services when servicing at milestones).</p>
Payments	<p><b>Q. How do I pay for my Extend CVA or Protect CVA?</b></p> <p><b>A.</b> The Extend CVA and Protect CVA can be paid for in full through the Cat Card (merchandising programs available), a credit card or check, by mail or by phone. Additionally, you can elect to utilize a payment plan. The payment instructions can be found on your contract.</p>



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Monitoring and Notification	<p><b>Q. How will I know when I am approaching a scheduled Extend CVA or Protect CVA planned maintenance interval?</b></p> <p><b>A.</b> Caterpillar Financial Aftermarket Solutions (CFAS) will monitor the equipment and notify you via email, with a copy to the dealer, that your machine is ready for its next Extend CVA or Protect CVA service interval (NOTE: The ability to monitor is contingent on you maintaining an active Product Link®). If the dealer opted to maintain ownership of this process, they will monitor the equipment and notify you directly instead.</p> <p><b>Q. When will I receive the notification?</b></p> <p><b>A.</b> CFAS will send the email notification, with a copy to the dealer, once your machine's reporting hours are within 50 hours of the upcoming service interval (NOTE: The ability to monitor is contingent on you maintaining an active Product Link). If the dealer opted to maintain ownership of this process, they will monitor the equipment and notify you instead.</p>
Scheduling	<p><b>Q. How will I schedule the delivery of my service interval parts for my Extend CVA or Protect CVA?</b></p> <p><b>A.</b> The scheduling process will be at the discretion of the dealer when prompted by the notification email. The dealer will coordinate with the customer to complete the service interval.</p>
Component Protection Plan	<p><b>Q. What components are covered by the Component Protection Plan (CPP) under the Protect CVA?</b></p> <p><b>A.</b> The CPP Turbo &amp; Injector provides coverage for certain turbo and fuel injector parts relating to covered defects in Caterpillar material and manufacturer workmanship. CPP also provides coverage for operational and structural failure of certain turbo and fuel injector parts relating to normal wear out, subject to applicable exclusions, including but not limited to, performance deterioration. CPP coverage for normal wear out does not include labor. CPP does not include coverage for resultant damaged parts. For CPP conditions, limitations, exclusions and coverages, reference Schedule 3 of your Cat CVA contract.</p>



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Labor	<p><b>Q. Is labor included for the planned maintenance parts?</b></p> <p><b>A.</b> For the Protect CVA, PM1 does not include labor, but labor is included on PM's 2-4. For Extend CVAs, no labor is included.</p>
Transferability	<p><b>Q. Can you transfer the Extend or Protect CVA to a new owner?</b></p> <p><b>A.</b> The Extend CVA or Protect CVA is attached to the machine serial number and is transferable to a new owner. The Extend CVA and Protect CVA are eligible to be transferred during the active coverage period. Transfer requests must be submitted to <a href="mailto:CFAS@cat.com">CFAS@cat.com</a> for review/approval. Regional and legal restrictions apply.</p>
Cancellation and End of Term Procedures	<p><b>Q. Can I cancel my Extend CVA or Protect CVA?</b></p> <p><b>A.</b> Yes, there is no fee to cancel the Extend CVA or Protect CVA within 30 days of the start of the agreement if no Protect CVA benefit has been provided. After 30 days of the Extend CVA or Protect CVA start date, or if a benefit (parts, labor or fluid analysis) has been provided, the Protect CVA refund is pro rata reimbursed, returning unused benefits less a 10% administration fee.</p> <p><b>Q. How do I provide notice to cancel the Extend CVA or Protect CVA?</b></p> <p><b>A.</b> Cancellation requests should be submitted by emailing <a href="mailto:CFAS@cat.com">CFAS@cat.com</a> or calling 1-877-373-9550.</p>
Parts Return Policy	<p><b>Q. Can I return parts from a Cat CVA service interval parts kits for a refund or credit?</b></p> <p><b>A.</b> No. You receive the full parts kit designated at your specified service interval and these parts are not eligible for a refund or credit from CFAS.</p>

This marketing tool does not represent a contract or obligation of any kind between Caterpillar Financial Aftermarket Solutions Corporation, or its affiliates, and the equipment owner. For details on any Cat® Customer Value Agreement (CVA), including a complete description of the terms, conditions, and/or exclusions, contact a participating Cat dealer.

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To the extent that the above publication(s), bulletin(s), and/or any designated contract(s) are ambiguous or inconsistent with the CVA contract language, the terms of the CVA contract shall govern.

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