



LIFECYCLE SOLUTIONS

MAXIMIZE READINESS & MINIMIZE COSTS



KEEPING YOU ON THE MOVE TODAY AND READY FOR TOMORROW.

Caterpillar Defense and the global Cat dealer network provide you with the most extensive coverage to ensure complete support is available regardless of where the operation takes you. Through the entire lifecycle of the Cat solution, count on Caterpillar Defense and the industry's most reliable dealer network to help optimize operational readiness and deliver unsurpassed support.

Our team is dedicated to delivering on the unique requirements of the U.S. Federal Government and defense industry.

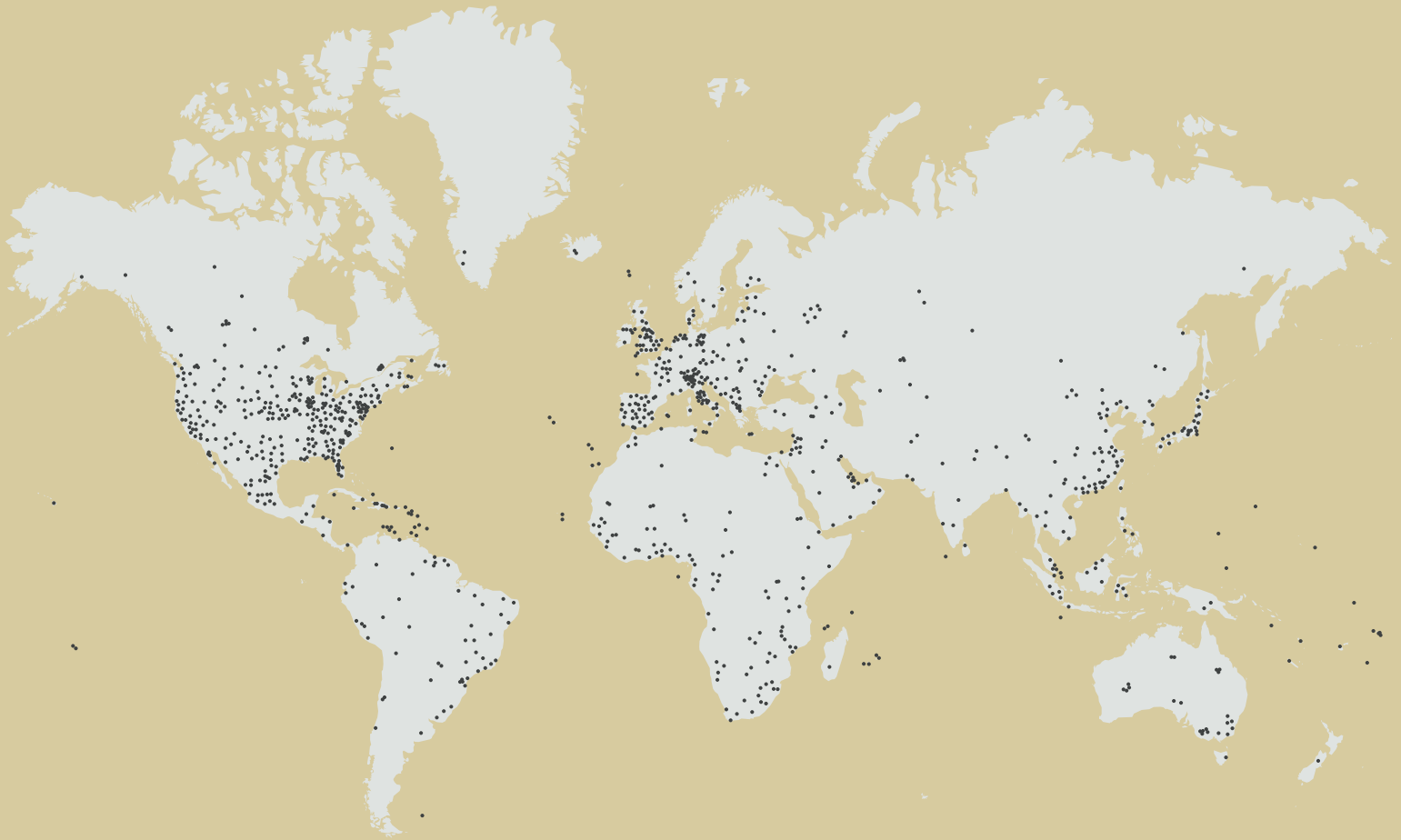
Whether you are part of a military unit deployed overseas or a U.S. federal civilian agency working in rural America, you have unique requirements governing the acquisition of equipment and every stage of your solution's lifecycle. We have a deep understanding of what you do and how you do it, delivering the right solutions to ensure the highest productivity and efficiency wherever you may be around the world.

LIFECYCLE SOLUTIONS Service & Support Programs	
Service Life Extension Program	Repair & Rebuild Programs
Theater Equipment Refurb	Deployment Support
Field Service Representatives	Custom Parts Support
Online Support	Maintenance Training
Equipment Management Solutions	Mobile Shops

WORLDWIDE CAT DEALERS

161 dealerships and over 2,000 branch stores located in 192 countries all ensuring service and support is readily available for the most time sensitive operations.

- Over 5,200 parts distribution employees worldwide
- Supporting over 750,000 unique Cat parts
- Distribution facilities strategically located on 6 continents
- Over 96% availability rate
- Over 99% of customer orders shipped same day



WHERE THERE'S DEMANDING WORK, THERE'S CAT® SUPPORT.

Whenever and wherever the operation goes, a Cat® dealer location is never far away, ensuring Caterpillar Defense solutions are always ready to perform.

For the most urgent demands of contingency and wartime operations, Caterpillar Defense employs a parts priority system so orders for these operations are moved to the front of the line.



Local Service Operations

Staffed with highly skilled, Caterpillar-trained technicians



Parts Support

Delivering the right part when and where it's needed



Remanufactured Parts

Reduce costs and accelerate repairs



Component Repairs

High-quality service even when reman parts are not available

Genuine Cat parts keep your mission moving forward.

Having the right part at the right time is critical to operational readiness. Caterpillar has 21 parts facilities worldwide with 16 million square feet of combined storage space. When you add in the most reliable dealer network in the industry, there is no other logistics support system that can offer the same parts and service support for military or federal agencies.

HOW TO OBTAIN CAT PARTS

- Defense Logistics Agency (DLA) and Caterpillar Direct Vendor Delivery (DVD) parts contract
- Local Blanket Purchase Agreements (BPA)
- Government credit card
- Customized deployment support

Expert supply chain management that works the way you need it to.

On-site or off-site, CONUS, OCONUS or Contingency Operations, Caterpillar Defense can work your parts and services flow utilizing an experienced demand, order and material procurement team. Caterpillar's distribution network is second to none in the industry.



Parts you trust for the solutions you rely on every day.

Loading, hauling, scraping, trekking - expect your Cat equipment to meet operational requirements and hold up to every test down to its smallest parts. Through strategic alignments with small business, Caterpillar ensures only genuine OEM parts and services are utilized. Alliances are thoroughly vetted to ensure Caterpillar's namesake and value that comes with it are represented by a strict Code of Conduct.

Caterpillar Defense supports government efforts to utilize all small business categories. Caterpillar has a corporate standard documented by a Small Business Subcontractor Plan.

ENSURE THE HIGHEST PERFORMANCE FROM ONE OPERATION TO THE NEXT WITH WORLD-CLASS TRAINING.

Course Subjects

Hydraulic Systems

High Pressure Common Rail Fuel Systems

Electronic Controlled Power Train Systems

Systems Operations

Electronic Engine Control Systems

Mechanical Electronic Unit Injectors (MEUI™)

On-board Diagnostics

Military Electronic Technician (ET)

Get classroom and hands-on experience working with Cat engines and components from a team with over 90 years of experience training technicians in commercial and military applications. Standard training courses are offered at Caterpillar and customized courses can be held at your location to meet specific needs.



Training Aids

Gain critical maintenance experience with cut-aways, motorized and non-motorized components.

- Training integrates the same components as on your machines
- Static cut-away components help explain system operation
- Motorized cut-away components show internal workings
- Runnable engines are used for disassembly, assembly and troubleshooting training
- Customized training aids can be developed to meet your specific requirements



Cut-away component.



Cut-away component.

Start carts support running engines, and help troubleshoot engines in and out of machines or vehicles.

- Compatible with current Cat electronic engines
- Heavy duty steel storage station on casters, with easy access sliding tray
- Workable platform for laptop and control panel aluminum fuel cell – 13 gal capacity
- Fuel gauge 2 – 12V maintenance free batteries (24V total)
- Full control panel



Start cart.

We teach today's technologies to support today's operations. All Caterpillar training programs fully integrate the latest equipment and engine technologies that maintainers and operators encounter in the field with electronic controls.

Current electronic controlled component training features:

- Undercarriage
- Engines
- Electrical
- Hydraulics
- Power Train
- Brakes
- Heating Ventilation
- Air-Conditioning (HVAC)

CONDITION MONITORING SERVICES

Regular component monitoring and maintenance helps to reduce unexpected downtime and maintenance costs. Whether by on-site technicians, your local Cat dealer, or Caterpillar; stay on top of what actions need to be scheduled immediately or at the next scheduled service.

With remote monitoring, Caterpillar can assist you with understanding your machine's story and what actions need to be scheduled either immediately or at the next scheduled service to reduce unexpected down time.

Fixing things before they break reduces maintenance costs, keeps the machine in the fight and reduces technicians exposure to combat injuries.

Caterpillar can assist with consolidation and analysis of the information so the story the machine is telling is heard and understood.

REMOTE MONITORING

- Machine location
- Current operating hours
- Active fault codes
- Event codes
- Uploaded local inspection sheets

OIL ANALYSIS

- Wear metals
- Contaminates
- Particle count

SCHEDULED SERVICE/ INSPECTIONS

- Conducted by either local Cat dealer or military technicians
- Regular technical evaluation
- Preventive maintenance



Service engineering.

Caterpillar Defense has a team of experienced service engineers ready to help the maintainer troubleshoot and ensure product health is at its best.



CAT MILITARY ELECTRONIC TECHNICIAN (ET)



Maintain Readiness and Reduce Diagnostic Time

Quickly reduce engine and machine downtime, control costs and efficiently schedule repairs by diagnosing problems using Cat Military Electronic Technician (ET).

Cat Military ET is easy to use. The software accesses information from the electronic control modules on Cat engines and equipment. Using Cat Military ET, technicians can view status parameters, logged codes, active codes, perform functional tests and record, and view data logs of equipment operation.

MAINTAIN FULL MISSION CAPABILITY AT THE BEST VALUE.

RESET at a Local Cat Dealer
Complete service of the machine
Repair of TA2 identified issues
Technical Analysis Level 2 (TA2)
Top coat of paint

Service Life Extension Program (SLEP)

When a machine approaches the end of its first lifecycle, the military Service Life Extension Program (SLEP) gives machines a complete second lifecycle at a fraction of the cost of a new replacement. And it's all performed at a local Cat dealer.

The Two Phases of SLEP:

Core Effort includes established labor and parts consumption including replacement of all hydraulic hoses plus electrical components, as well as internal rebearing/resealing of all vehicle systems.

Additional Work Effort replaces mating wear parts as identified during tear down.



Before SLEP



After SLEP

Theater Equipment Refurb

Repairs and services are conducted in-theater on military bases with qualified technicians and management processes. In addition to scheduled services for the machine, the refurb provides a TA2 inspection that serves as the basis for recommended repairs. Mandatory replacement parts can also be included to customize to local needs.

RESET Program

Reducing the unit maintenance workload, the RESET program returns machines to pre-deployment condition and fully mission capable (FMC).

Deployment Support

Disaster response or aid delivery, wartime or peace time, surge or rapid deployment—Caterpillar Defense is ready to respond to the needs of the operation. Whether sending our people to you or customizing support to your operation, we will be there.

FIELD SERVICE REPRESENTATIVES

Contract maintenance is performed using experienced contractor field service representatives (FSR). Contractor support may be dedicated to one or multiple levels of maintenance where the support extends over multiple systems.

PARTS SUPPORT

Customized parts support can be arranged so parts are delivered directly to the closest logistics support area.

ONLINE SUPPORT

Answers to parts or troubleshooting questions can be found online.

Mobile Workshops

Hose Assembly & Repair Workshop

- Drastically reduce hose replacement time to ensure machines are in operation and where they need to be.
- Manage inventory to match your entire fleet on-site or downrange.
- Features specialized Cat tooling and software designed to work as a system to generate safe and reliable replacement hose assemblies.
- Guarantees replacement hose assemblies are built to OEM specs.
- Workshops are sealed from outdoor contaminants and feature durable, high-density cabinets and other storage solutions designed for clean, efficient storage of parts and tooling.



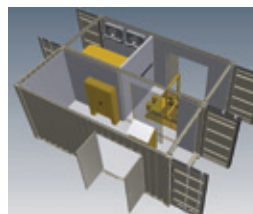
Crimp press inside a workshop.



Self-contained hydraulic workshop.

Hydraulic Testing Workshop

- Contamination control is easily managed with durable, high-density cabinets designed for clean, efficient storage of tooling and parts inventory.
- All workshops are insulated and built with integrated heating and cooling systems, code compliant electrical systems (site connected or stand-alone) and integrated exhaust for optimum air quality.
- This industry-leading technology ensures the highest possible quality and reliability.
- All workshops can be customized to fit the exact needs of your operation.



Example of customized layout.



External view of workshop.

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Materials and specifications are subject to change without notice. Featured machines may include additional equipment. See your account manager for available options.

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