



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

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General	<p><b>Q. What is the Cat Customer Value Agreement (CVA)?</b></p> <p><b>A.</b> The Cat CVA is a packaged offering containing planned maintenance parts, optional Equipment Protection Plan (EPP) and digital services sold through Cat Financial Aftermarket Solutions (CFAS) to help maintain good condition throughout the life of the machine. The Cat CVA covers your recommended planned maintenance parts and services according to Operation Maintenance Manual (OMM) guidelines. The Cat CVA product is portable across the Cat dealer network and eligible for redemption amongst all participating Caterpillar dealers (regional and legal exclusions apply).</p> <p><b>Q. What terms are available for the Cat CVA?</b></p> <p><b>A.</b> The terms available for the Cat CVA are 36-months for 1500, 3000, 4500, or 5000 total term hour options , 48-months for 2000 or 4000 total term hour options and 60-months for 2500 or 5000 total term hour options depending on the model. All primary Planned Maintenances (PMs) are aligned with the OMM for these offerings. The term expires when the length of time (measured in months) or the machine hour usage is reached, whichever comes first.</p>



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	<p><b>Q. What industry and products are eligible for the Cat CVA?</b></p> <p><b>A.</b> Currently, Compact Construction Equipment (CCE), Building Construction Products (BCP) and Global Construction &amp; Infrastructure (GCI) equipment are 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. What parts and services are provided by the Cat CVA?</b></p> <p><b>A.</b> The Cat CVA covers basic consumable items such as filters and elements in the planned maintenance kit. 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 parts and services are not included in the Cat CVA planned maintenance kit?</b></p> <p><b>A.</b> Hoses, clamps, bulbs, nuts, bolts, wiper blades and other consumables such as make up fluids are not included. Any recommended filters or components outside of the covered PMs are not included. Instructions on how to service the machine and TA-1 inspections are not included. Fluids analysis may be available for CCE or BCP equipment (refer to your Cat CVA contract agreement for details). A complete list of exclusions can be found in Schedule 2 of the Cat CVA contract agreement.</p>
Payments	<p><b>Q. How do I pay for my Cat CVA?</b></p> <p><b>A.</b> For Cat CVAs purchased during the machine sale, you will pay for the Cat CVA in monthly payments along with your machine financing payments to Cat Financial. For Cat CVAs purchased outside the machine sale, you can pay through the Cat Card, a credit card or check, by mail or by phone. The payment instructions can be found on your contract. For questions regarding payment options, please contact your local dealer.</p>



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Scheduling	<p><b>Q. How will I schedule the delivery of my Cat CVA parts?</b></p> <p><b>A.</b> Customers are advised to contact their dealer, in advance, to schedule and plan upcoming Part procurement and Service delivery. The dealer will coordinate with you through one of the parts fulfillment examples listed below.</p>
Parts Fulfillment	<p><b>Q. How will the dealer deliver the parts to me?</b></p> <p><b>A.</b> The parts fulfillment process will be determined by you and the dealer. Examples of how the dealer can dispatch the parts include:</p> <ul style="list-style-type: none"><li>• Shipping parts directly to you at no additional cost</li><li>• Dealer delivers parts directly to you (NOTE: Dealer may charge an additional fee)</li><li>• Notifying you that parts are ready for pickup</li><li>• Dealer dispatches parts through a drop box (NOTE: Dealer may charge an additional fee)</li></ul>
Equipment Protection Plan (EPP)	<p><b>Q. What is EPP?</b></p> <p><b>A.</b> EPP provides dealer reimbursement for parts and/or labor for covered defects in Cat material and manufacturer workmanship. Repairs must be completed at a Cat authorized dealer. The coverage term for the New Machine EPP starts from the product delivery date and runs concurrently with the standard machine warranty period. Coverage under the EPP Program does not change the standard machine warranty. Refer to the Cat CVA contract and the EPP section of the link 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>



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### **Q. What coverage levels are available for EPP in the Cat CVA?**

**A.** Only EPP Powertrain + Hydraulics + Technology (P+H+T) — offered for a variety of year/hour combinations.

### **Q. What is covered under EPP (P+H+T)?**

**A.** Certain Powertrain + Hydraulic components with additional COMPACT, GRADE, PAYLOAD and LINK technology components added. EPP covers only the repair or replacement of the failed component (must be a component on the coverage list) and any resultant damaged parts caused by defects in Cat materials or manufacturer workmanship, subject to certain exclusions. See the Cat CVA contract and the EPP section of the link below for the full coverage details.

[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)

### **Q. What are some examples of exclusions under EPP (P+H+T)?**

**A.** Examples include: Failures caused by normal wear-out or improper or abusive use of the machine. Lubricating oil, antifreeze, filters, consumables and other maintenance items replaced during the covered component repair (unless such items are rendered unusable due to resultant damage by a covered component failure). Freight charges for parts shipments. Travel time and mileage involved in getting to a jobsite. Hauling, retrieval, equipment rental or overtime labor costs. See the Cat CVA contract and the EPP section of the link below for a complete list of exclusions and more information.

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### **Q. Where are my EPP Customer Responsibilities located?**

**A.** Located within the linked document in the EPP section of the link below, under the heading “Customer Responsibilities”.

[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)



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	<p><b>Q. Is EPP offered through the Cat CVA only for new machines?</b></p> <p><b>A.</b> Yes, within the Cat CVA, the EPP offering is only for new machines.</p> <p><b>Q. Where do I go to find out more information on EPP?</b></p> <p><b>A.</b> Contact a representative from CFAS, Caterpillar Financial Insurance Services, or the local dealer.</p> <p><b>Q. When does the EPP end?</b></p> <p><b>A.</b> EPP ends when the length of time (measured in months) or the machine hour usage is reached, whichever comes first.</p>
Digital Services	<p><b>Q. Where can Cat Daily be accessed?</b></p> <p><b>A.</b> Cat Daily can be accessed through My.Cat.Com or the Cat App.</p> <p><b>Q. How long does the Cat Daily subscription last?</b></p> <p><b>A.</b> Cat Daily will remain as an operating feature with the machine for seven years even if the Cat CVA is canceled.</p>
Transferability	<p><b>Q. Can I transfer my Cat CVA to a new owner?</b></p> <p><b>A.</b> The Cat CVA is attached to the machine serial number and is transferrable to a new owner. The Cat CVA is 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. Regional and legal restrictions apply. Please contact your dealer for more information regarding regional restrictions.</p>



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Labor	<p><b>Q. Is labor included for the planned maintenance parts in the Cat CVA?</b></p> <p><b>A.</b> Currently, labor is not included.</p>
Cancellation	<p><b>Q. Can I cancel the Cat CVA agreement?</b></p> <p><b>A.</b> Yes, there is no fee to cancel the Cat CVA within 30 days of the start of the agreement if no Cat CVA benefit has been provided; however, there may be finance processing fees associated with the early payoff of the financing of the Cat CVA. After 30 days of the Cat CVA start date, or if a benefit (parts or labor) has been provided, the Cat CVA refund is pro-rata reimbursed, returning unused benefits less a 10% restocking fee.</p> <p><b>Q. How do I provide notice to cancel the Cat 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 PM parts kits for a refund or credit?</b></p> <p><b>A.</b> No. You receive the full parts kit designated at your specified PM 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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