



**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 term available for the Extend CVA and Protect CVA is 36 months or 4,000 total term hours. The Extend CVA additionally has a 36 month or 2,000 total term hours option. 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 2,000 or 4,000 hours. Parts shipment and on-boarding of My.Cat.Com and the Cat App are included as well, subject to the terms and conditions outlined in the Extend CVA. A complete list of eligible parts and services can be found on the website below:<br/><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> |



## CUSTOMER VALUE AGREEMENT (CVA) DEALER FREQUENTLY ASKED QUESTIONS (FAQs)

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|          | <p>beginning on page 3). On-boarding of My.Cat.Com and the Cat App are all included as well, subject to the terms and conditions outlined in the Protect CVA. A complete list of eligible parts and services can be found on the website below:<br/><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 or 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. Soil Compactors are eligible for the Extend CVA only. Machines with a current Customer Value Agreement (CVA) are not eligible for either CVA. Cat Certified Used equipment and machines with a current Equipment Protection Plan (EPP) are not eligible for the Protect CVA. 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>   |



**CUSTOMER VALUE AGREEMENT (CVA)**  
**DEALER FREQUENTLY ASKED QUESTIONS (FAQs)**

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| Scheduling                | <p><b>Q. How will I schedule the delivery of my PM parts for my Extend CVA or Protect CVA?</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 may coordinate with the customer to complete the PM.</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> |
| 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>  |



## CUSTOMER VALUE AGREEMENT (CVA) DEALER FREQUENTLY ASKED QUESTIONS (FAQs)

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| 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 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 CVA refund is pro rata reimbursed, 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 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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