

SERVICE

Equipment Protection Plan

Global

Machine

Premier Equipment Protection Plan

Overview

This Equipment Protection Plan (EPP) addresses the coverage definitions on the base machine available for components that are covered under various new and used/rebuilt equipment programs offered through Caterpillar.

Premier EPP coverage is available for new Cat machines (except when EAME-specified Blanket Cat Certified Used Premier coverage terms are available). Refer to the Standard Machine Warranty and applicable program bulletins for covered component failures during the standard warranty period and refer to Premier EPP for covered component failures during the EPP coverage period.

Components Covered Under Premier EPP

Premier EPP coverage is intended to reimburse for defects in material and workmanship of covered components. Coverage for defects in material and workmanship as defined by this bulletin means the failure of any original or Cat approved replacement part to work as designed in normal service, providing proper maintenance was received as recommended by the manufacturer in the Operation & Maintenance (O&M) Manual.

Premier EPP is a comprehensive component coverage that includes the components covered by Powertrain - EPP (Bulletin 8.01) and Hydraulics - EPP (Bulletin 8.02) and additional components not excluded by this bulletin.

► Components Excluded Under the Premier EPP:

Premier EPP covers all warrantable defects during the standard factory warranty period. See warranty bulletin 2.01 for an explanation of warrantable defects. Upon expiration of the standard machine warranty, the following exclusions apply:

Service Items - Service items are excluded for defects in material and workmanship under the **Premier EPP** Coverage. Examples include:

- Coolant
- Lubricants (Oil)
- Additives and Conditioners
- Fluids
- Filters
- Fuel
- Diesel Exhaust Fluid

For additional Service Items that are excluded, refer to the Global Service Warranty Guide.

► 08.03-01 (10/15)
<https://warranty.cat.com/wtyguide>

► Indicates change.

CAT, CATERPILLAR, their respective logos, "Caterpillar Yellow" and the "Power Edge" trade dress, as well as corporate and product identity used herein, are trademarks of Caterpillar and may not be used without permission.

Dealer and Dealers are defined as any Cat Authorized Dealer or Cat Authorized Repair Representative.

Service items are reimbursed under **Premier EPP** only when a covered component failure causes resultant damage to the service item.

- **Maintenance Items** - Specific maintenance intervals & requirements are defined within the O&M Manual for each individual model. Any procedures or scheduled replacement parts outlined within the “Maintenance” section of the O&M Manual are excluded from **Premier EPP** coverage. This would include inspections, testing, adjustments, repairs, replacement, or rebuild.

Examples include:

- V-Belts and Serpentine Belts
- Filters & Elements
- Fuses
- Windshield Wiper Blades
- Lamps, Lights & Light Bulbs (excluding LED Light Assemblies)
- Paint/Decals
- Weld Maintenance Structural Repairs (certain models)
- Planned component replacement
- Driveline wear items
- **Service Brake Components – wear items including but not limited to, disc, plates, and linings, either internal or external**

For additional maintenance items that are excluded, refer to the Global Service Warranty Guide.

Maintenance items are reimbursed under **Premier EPP** only when a covered component failure causes resultant-damage to the maintenance part.

Components or Systems Covered by Other Caterpillar Warranty Statements:

Examples include:

- Batteries
- Cat Work Tools
- Mobil-trac™ belts
- Rubber track used on Compact Construction Equipment (CCE).
- Machine Control & Guidance
- Cat Tires
- Service Tools and Supplies

For additional Components or Systems that are excluded, refer to the Global Service Warranty Guide.

Components or Systems Not Included in Standard Machine Warranty:

Examples include:

- CCE work tools

For additional Components or Systems that are excluded, refer to the Global Service Warranty Guide.

Components or Systems Covered Beyond Standard Machine Warranty, regardless of enrollment or duration:

Examples include:

- Moving Undercarriage (Refer to bulletins 5.01 & 5.02)
- Ground Engaging Tools (GET) (Refer to bulletin 4.03)
- Long-Life Weld-On Landfill Compactor Plus Tip (Refer to bulletin 4.03)

For additional components or systems that are excluded, refer to the Global Service Warranty Guide.

Components Covered by Any Other Manufacturers’ Warranty Statements:

Examples include:

- Other Manufacturer Tires

- Other Manufacturer Hammers
- Timberking™ Products
- Forestry Work Tools
- Ag Products

Other Excluded Components:

- Glass
- Lens
- Radios
- Mini-Hydraulic Excavator rubber track belts (Covered under “Rubber Track Warranty For The Multi Terrain Loader and Compact Track Loader” bulletin 2.09)
- Effective for sales on/after 01Jul10, Hydraulic Line Quick Connect/Disconnect Components on CCE Machines. (Work Tools are excluded on page 2 of this bulletin.)

For additional components that are excluded, refer to the Global Service Warranty Guide.

General Exclusions and Limitations

Premier EPP does not cover the following:

- Operator abuse, neglect, improper or abusive use of the machine including but not limited to the failure to perform the recommended preventative maintenance as specified in the Operation and Maintenance (O&M) Manual.
- Applications not approved by Caterpillar.
- Improper or abusive use of machine.
- Operation beyond the design and/or capacity of the machine.
- Wear-out and normal deterioration in performance, accelerated wear-out of components due to operating technique or application; including but not limited to oil consumption and gasket or seal leaks.
- Chemical corrosion and physical or mechanical erosion
- Unauthorized fuel setting changes.
- Acts of war, vandalism, riot, theft, explosion, collision, fire and/or any other act of nature, person or vermin.
- Operating equipment with improper, contaminated, or improper levels of fuel or fluids, or the use of improper filters.
- Modifications, unless the modifications were authorized at the request of Caterpillar and performed at an approved repair facility.
- Operating at performance settings other than the standard Caterpillar specification.
- Accelerated wear-out of components due to operating technique or application.
- Physical damage.
- Any repairs if the service meter has been stopped or altered or misrepresents the equipment’s actual usage.
- Mechanical transportation or towing costs or field service travel expenses.
- Loss of time, inconvenience, downtime or downtime-related expenses or other incidental or consequential loss that results from a defect in material or workmanship.
- Any costs incurred to improve operating performance due to normal wear and tear.
- Storage or miscellaneous shop supplies.
- Mechanical Breakdown resulting from failure of a non-covered component.
- Freight and taxes.
- Any cost covered by any warranty of the manufacturer including emissions warranty or repairer’s guarantee regardless of whether the warranty or repairer’s guarantee is honored.

- Performance complaints including, but not limited to, adjustments to fuel settings or electronic unit injectors to comply with emissions standards under Environmental Protection Agency or similar national, federal, provincial or state law.
- Any costs incurred for the manufacturer to comply with emissions standards under the Environmental Protection Agency or similar national, federal, provincial or state law.
- Failure to use fuels and lubricants that meet or exceed the minimum specification requirements of the manufacturer as specified in the operations manual or other technical bulletins.

For machines enrolled in the **Premier EPP**, please refer to the Contractual Liability Policy (CLIP) for a complete list of exclusions and limitations. In the event of any ambiguity, the CLIP issued by Caterpillar Insurance Company will govern. Additional information regarding the CLIP policy may be obtained by contacting your dealership designated Warranty Manager.

Customer's Responsibilities

The customer is responsible for assuring all recommended preventative maintenance is performed at the specified service intervals as described in the O&M Manuals. Preventative maintenance includes, but is not limited to the servicing, adjusting and/or replacing of specified components.

Premier EPP does not cover failure of any components as a result of not performing scheduled maintenance. The dealer may be required to provide proof of compliance with the maintenance schedules, at the time of a failure. Proof may include receipts or copies of work orders or invoices showing the performed maintenance services.

S•O•SSM Fluid Analysis Test Results

S•O•S is not a requirement of the EPP program, however, it is recommended that at the point of enrollment, S•O•S sampling begin at the first recommended interval and continue throughout the remainder of the EPP coverage term.

Wear-out and Extent of Coverage

Wear-out and/or deterioration are not covered by **Premier EPP**.

The intent is not to restore the product to a like-new condition, but rather to restore the product to its operating condition just prior to the covered failure. **Premier EPP** covers only the repair or replacement of the failed component and any resultant damaged parts. Other parts removed in the process of repair will be reinstalled "as is", unless the customer authorized the additional cost for their account.

Example: While performing a **Premier EPP** program repair for a piston ring failure, the dealer service technician notices the vee belts and coolant hoses are worn and deteriorated. He also notices some wear (within acceptable limits) on the cylinder head valve guides. In addition to the piston ring failure, the service technician replaces the vee belts and coolant hoses, and reconditions the valve guides to avoid future downtime.

In this example the vee belts, coolant hoses and valve guide reconditioning cannot be claimed to Caterpillar because they did not have a defect nor were they damaged as a result of the piston ring failure. They were repaired or replaced as a result of the customer responsibilities for assuring all recommended preventative maintenance is performed.

NOTE: If the piston ring failed due to abuse (running without changing oil at the proper interval), the ring failure and resultant damage would not be due to a Caterpillar defect, and therefore, not a covered failure.