

## SERVICE

# Equipment Protection Plan

Global

Machines

## Major Components Equipment Protection Plan Mining Products

### ► Overview

This bulletin addresses and defines major component categories covered under the Major Components EPP Mining Products for 6000 Series Hydraulic Mining Shovels.

Major components - includes the following component groups:

- Boom, Bucket, and Stick Cylinders
- Swivel Rotor
- Pump, Final, and Swing Drive
- Flexible Coupling
- Carrier and Track Roller
- Track Adjuster
- Idler/Idler Wheel
- Sprocket Assembly
- Swing Drive
- Swing Gear/Bearing

Also includes Basic Engine – refer to bulletin [8.05](#) Engine-Only EPP Mining Products for a list of basic engine components included in Major Components EPP Mining Products.

These components are **not** covered under the Major Components EPP Mining Products:

- Radiator
- Engine Attachments - such as alternator, starter, air compressor and air conditioning compressor
- External Hoses and Lines - for oil, water and air

There are two important distinctions between the Major Components EPP Mining Products and other Extended Protection plans:

- The terms, conditions and covered components of the Major Components EPP Mining Products are **not** equivalent to the Extended Service Coverage (ESC) plans available for Cat® Energy and Transportation products.
- Major Components EPP Mining Products is **not** a powertrain coverage plan. Covered components are limited to the basic engine, other listed components essential for engine operation, and major components listed in this bulletin.

► [08.06-00 \(08/15\)](#)  
<https://warranty.cat.com/wtyguide>

► **Indicates change.**

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

## Eligibility and Available Coverage Options

Eligible product families currently include:

Product Families	Eligible Models	Available Major Components Coverage Plan(s)
Surface Drills	Not eligible	None
Hydraulic Shovels	All models powered by a Cat captive engine	Year 1 Labor Only Year 2 & Beyond Parts & Labor
MT Family Mining Trucks	Not eligible	None
Draglines	Not eligible	None
Electric Rope Shovels	Not eligible	None
Highwall Miners	Not eligible	None
Room and Pillar	Not eligible	None
Longwall	Not eligible	None
Conveyor Systems	Not eligible	None
Hard Rock	Not eligible	None

Should additional product families become eligible for Major Components EPP Mining Products, they will be added to the above table in future updates. This bulletin is the authoritative source for Major Components EPP Mining Products product eligibility information.

### ► Enrollment

Standard enrollment procedures may be used. Refer to Bulletin [8.00](#), New Machine EPP.

### ► Emissions Components

In some regions, certain parts and/or components may qualify for Emissions Warranty such as in accordance with the United States Environmental Protection Agency (US EPA) and the California Air Resources Board (ARB). Bulletin [7.01](#) explains the details and reimbursements of emissions warranty and the claiming procedures for emissions components. Emissions parts that are within the terms of emissions warranty must follow claim procedures outlined in Bulletin [7.01](#).

- Bulletin [7.01](#) contains the list of parts that are eligible for Emissions Warranty. Unless otherwise specified, upon expiration of the emissions warranty, these parts are included in Major Components EPP Mining Products and covered against defects in material and workmanship. External lines, hoses, and wiring harnesses are included in Major Components EPP Mining Products only when part of the Caterpillar Clean Emissions Module (CEM).
- Emissions parts that are included in Major Components EPP Mining Products coverage but are beyond the terms of Emissions Warranty may be claimed according to the EPP guidelines outlined in this EPP bulletin for the remainder of the EPP term.
- The CEM is included in the Major Components EPP coverage after the expiration of the Emissions Warranty period.

## General Exclusions and Limitations

Major Components EPP Mining Products 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 Major Components EPP Mining Products, please refer to the Contractual Liability Insurance 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.

Major Components EPP Mining Products 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•S<sup>SM</sup> Fluid Analysis Test Results

S•O•S is not a requirement of the EPP program, other than the 6000 series Hydraulic Mining Shovels, however it is recommended that, at the point of enrollment, S•O•S sampling begins at the first recommended interval and continues throughout the remainder of the EPP coverage term. For the 6000 series Hydraulic Mining Shovels the S•O•S is a requirement of the EPP program and S•O•S sampling should 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 Major Components EPP Mining Products. 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.

The Major Components EPP Mining Products 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 Major Components EPP Mining Products 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.

## Parts Book Component Codes

At the bottom of each page on all Cat® Parts Books (paper or electronic), is printed a four-digit numeric Service Management Control System (SMCS) component code. These component codes are used to describe the area of primary use for the parts and/or components listed on that page.

The SMCS component codes can be used as a mechanism for helping to determine if a failed part may be considered part of the Major Components EPP Mining Products.

On the following pages are the SMCS component codes in numeric order that Caterpillar considers part of the Major Components EPP Mining Products. For Major Components EPP Mining Products qualification, the component code listed on the parts book page should be compared to this list of acceptable major components.

**NOTE:** Sometimes a parts book page with an acceptable major component code will include parts that are not covered, or may include parts that are broken out on another parts book page. Additionally, there may be instances of a non-acceptable component code containing parts that may qualify for Major Component EPP Mining Products coverage. For clarification regarding coverage, please submit a ticket through the Warranty Service Desk.

### ► Use of Parts Book Component Code on Labor Expense Lines

Caterpillar simplified some of the SMCS component codes by phasing out and combining certain component codes. As a result, some component codes listed on the following pages indicate in their code description to use another component code, which is a substitute code.

**For example:** 1151 Cover/Housing (use 1162 or 1166)

These references which indicate use of a substitute code apply only when using the component code on a labor expense line, if labor reimbursement is applicable. In some cases, a component code which indicates use of a substitute code may have been canceled. Using a canceled component code on a labor expense line will cause the entire service claim to be canceled. To avoid this, dealers should use the substitute component code, listed in parentheses, for claiming labor reimbursement in the expenses detail section of the claim.

**NOTE:** Refer to Bulletins 1.06 and 1.09 for proper group number and labor line SMCS code usage.

Basic Engine - Refer to Bulletin [8.05](#) Engine-Only EPP Mining Products for a list of basic engine components.

## **6000 Series Hydraulic Mining Shovel Major Components**

3108 - Pump Drive  
3252 – Flexible Coupling  
4050 – Final Drive  
4154 - Carrier Roller  
4157 - Track Adjuster  
4159 - Idler/Idler Wheel  
4164 - Sprocket Assembly  
4180 - Track Roller  
5060 - Swivel/Rotor  
5456 - Boom Cylinder  
5457 - Bucket Cylinder  
5458 - Stick Cylinder  
5459 - Swing Drive  
545D – Clam Cylinder  
7063 - Swing Gear/Bearing

