

SERVICE

Equipment Protection Plan (EPP) Americas North

Machine

Forestry 3-2-1 / 4-3-2-1 EPP Program

IMPORTANT PROGRAM CHANGE! Beginning with machines delivered on or after January 1, 2016, the 3-2-1 / 4-3-2-1 program no longer includes Year 1-Labor Only coverage bundled with the program enrollment. Dealers may purchase and separately enroll such machines for stand-alone Year 1-Labor Only coverage at any desired level of coverage (Powertrain, Powertrain + Hydraulics or Premier).

Overview

Cat® Forestry Products and Cat Financial Insurance Services are pleased to offer a unique combination of extended coverages designed to meet the needs of the North American forestry industry. This packaged coverage plan is available for specific machine models within the following product families:

- C-series and newer Knuckleboom Loaders
- C-series and newer Wheel Feller Bunchers
- D-series Wheel Skidders
- C-series and newer Site Prep Tractors.

The available combination of coverages is the same for all four product families with one notable exception: the Hitch Coverage (described later in this bulletin) does not apply to Knuckleboom Loaders. The remainder of this bulletin provides information on eligible models, terms and types of coverages, enrollment and upgrade considerations, claim submission and reimbursement provisions.

Model Eligibility, Coverage Plan Structure and Enrollment

Eligible Models

The Forestry 3-2-1 / 4-3-2-1 EPP Program (hereafter: 3-2-1 / 4-3-2-1 program) is available for the following specific models of new Cat and Prentice brand machines:

- Knuckleboom Loaders
 - Cat 559C and 579C
 - Prentice 2384C and 2484C
- Wheel Feller Bunchers
 - Cat 553C, 563C and 573C

➤ 08.07-01 (01/16)
<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.

- Prentice 2470C, 2570C and 2670C
- Wheel Skidders
 - Cat 525D, 535D, 545D and 555D
- Site Prep Tractors
 - Cat 586C
 - Prentice 2864C

Certain *non-serialized* Cat and Prentice brand attachments (delimiters and grapples), when factory-installed and/or shipped with the machine and warranted under the carrier machine’s factory warranty are considered a part of the machine consist and are included in the EPP coverage plan for components identified in the applicable Global Warranty Service Guide bulletins referenced later in this document. Trailers, ground-saws, and non-CTR/Prentice brand attachments are not included in this program.

Serialized Forestry Work Tools, covered under the Cat Work Tools factory warranty statement are independent prime products separate from the carrier machines to which they are attached. They are eligible for enrollment in the Forestry Work Tool EPP program and therefore not included in the 3-2-1 / 4-3-2-1 program, whether or not they are shipped with an eligible machine. These products include Cat, Prentice and SATCO brand felling and harvester heads and *serialized* Cat forestry grapples, as well as the BR624 Brushcutter and HM825 Mulcher. Refer to the **Global Warranty Service Guide, Bulletin 8.09, Section 4** for detailed information regarding available EPP coverages for serialized Forestry Work Tools.

3-2-1 / 4-3-2-1 Program – Coverage Plan Structure

All enrolled machines are provided with the following three layers of coverage:

- 24 months / 4000 hours
POWERTRAIN + HYDRAULICS Coverage
Parts and Labor
- 36 months / 6000 hours
STRUCTURES + MAIN FRAME Coverage
- 48 months / 8000 hours
HITCH Coverage*

*HITCH Coverage is not applicable to Knuckleboom Loaders enrolled in the program.

IMPORTANT NOTE: Beginning with machines delivered on or after January 1, 2016, the 3-2-1 / 4-3-2-1 program no longer includes Year 1-Labor Only coverage bundled with the program enrollment. Dealers may purchase and separately enroll such machines for stand-alone Year 1 Labor Only coverage at any desired level of coverage (Powertrain, Powertrain + Hydraulics or Premier).

The chart below is provided to assist you with understanding how the 3-2-1 / 4-3-2-1 program applies based on the product family and machine delivery dates.

	DELIVERY ON/BEFORE DEC 31, 2015		DELIVERY ON/AFTER JAN 1, 2016	
	KBL	WFB-WSK-SPT	KBL	WFB-WSK-SPT
YEAR 1 - LABOR ONLY (PREMIER LEVEL CVG)	✓ ¹	✓ ¹	✗ ²	✗ ²
24 MOS/4000 HRS - POWERTRAIN + HYDRAULICS	✓	✓	✓	✓
36 MOS/6000 HRS - STRUCTURES + MAIN FRAME	✓	✓	✓	✓
48 MOS/8000 HRS - HITCH	N/A	✓	N/A	✓
✓ = included ✗ = not included N/A = not applicable ¹ For machines delivered prior to 1/1/2016, the Year 1 Labor Only Premier coverage is also applicable to serialized or non-serialized attachments shipped with the base machine. For serialized attachments, coverage beyond Year 1 requires enrollment in the Forestry Work Tools coverage program. ² See IMPORTANT NOTE above. May be dealer-enrolled for Year 1 Labor Only EPP either individually or added to dealer’s auto-enrollment profile.				

Enrollment and Coverage Validation

By agreement between Cat Forest Products and Cat Financial Insurance Services, every eligible machine will be automatically enrolled in the 3-2-1 / 4-3-2-1 program. Caterpillar will continuously monitor and identify eligible units which have been delivered to end-user customers and will promptly enroll those units into the program. Eligible, non-serialized attachments are considered part of the enrolled machine's consist and do not require a separate enrollment for any applicable coverage in this program (see Eligible Models section above).

As with all EPP-covered machines, dealers can verify enrollment of program-eligible machines through the Caterpillar Service Information Management System (SIMSi) web site at <https://sims.cat.com>. The product coverage and customer information screens will show the coverage start date (machine delivery date), the coverage details, and the customer's name and address.

NOTE: The automatic enrollment of machines began with KBL deliveries on or after July 1, 2013 and WFB/WSK/SPT deliveries on or after July 1, 2014. Any program-eligible machine models delivered prior to these dates which were not enrolled by the dealer may be considered for late enrollment, subject to the EPP enrollment requirements for all other Caterpillar machines. Dealers must request such consideration by contacting Cat Financial Insurance Services at EquipmentProtectionPlan@cat.com for further assistance.

Coverage Description and Claim Submission

Common Terms and Conditions of Coverage

Enrollments in the 3-2-1 / 4-3-2-1 program are subject to all of the terms and conditions applicable to the New Machine EPP Program. These common terms and conditions are detailed in the Caterpillar Global Warranty Service Guide, New Machine EPP Bulletin 8.00 (previously 5.35). These terms and conditions include, but are not limited to:

- Exclusions & Limitations
- Customer Responsibilities
- Wear Out & Extent of Coverage
- Emissions Components
- Coverage for Parts Replaced under EPP
- Claiming Practices for Product Improvement Programs and Product Support Programs (PIP/PSP) on Machines Covered by the New Machine EPP

NOTE: Where any terms and conditions of this bulletin (8.07) differ from those of warranty bulletins referenced elsewhere herein, the provisions of this bulletin (8.07) shall apply.

Components Covered

Components covered by the **Powertrain + Hydraulics** segment of the 3-2-1 / 4-3-2-1 program are defined in the following warranty and machine EPP bulletins which may be referenced in the Global Warranty Service Guide at <https://warranty.cat.com>.

- **Bulletin 2.01** – Machines (Standard Factory Warranty)
- **Bulletin 2.02** – GWTS and BCP Work Tools
- **Bulletin 8.01** – Powertrain Equipment Protection Plan (previously bulletin 5.30)
- **Bulletin 8.02** – Hydraulic Equipment Protection Plan (previously bulletin 5.31)

Structures + Main Frame covered component groups include the following (one or more of the following component groups may not be applicable on a particular machine):

- **Boom Structure** – excludes bearings, pins, boss, bolts, spacers, washers and nuts.
- **Stick Structure** – excludes bearings, pins, bolts, washers and nuts.

- **Front, Rear, Upper and Lower Frame Structure** – excludes handhold/steps, platforms, fender/mountings, hood/guards, stabilizers (and cylinders), bolts, washers and nuts.
- **Swing gear and bearing** – excludes hoses, clips, bolts, spacers, washers and nuts.
- **Arch**

Hitch covered components include part numbers under the Hitch Group:

- **Hitch Group**

Wear items such as knives, teeth, rotary ax blades, saw bars, saw blades, saw chains, and saw teeth are not covered.

Claim Field Information: 3-2-1 / 4-3-2-1 Program

The dealer should claim for repair expense reimbursement under the 3-2-1 / 4-3-2-1 program in the same manner as other New Machine EPP programs. All claims for covered repairs of the base machine and/or included, non-serialized attachments must be submitted under the base machine serial number. In addition to standard EPP claiming practice, the following unique requirements must be met:

Claims for repairs to the base machine:

Product ID: Enter base machine serial number

Part Causing Failure: Enter applicable part number

Group No: Enter the 7-character group number as given in SISWeb

Delivery Date: Leave blank

Claims for repairs to covered, non-serialized attachments:

Product ID: Enter base machine serial number

Part Causing Failure: Enter part number SP0857

Group No: Enter Group Number 6321

Delivery Date: Leave Blank

PD/DC Code: Enter Code 49

Related Serial No: Enter the component serial number of the covered attachment (if applicable)

Parts Detail: Other than Cat parts should be claimed on a miscellaneous line in the detail section, using the description CFPprt.

Claim Story: Claim story should state "Cat/Prentice attachment enrolled in 3-2-1 / 4-3-2-1 EPP". Specify if unit is a delimber or grapple. Include in the claim story a list of Prentice parts and part numbers used for the repair.

Claims for repairs to covered, serialized attachments:

(Applicable only to serialized attachments included in Year 1-Labor Only, Premier coverage of base machines delivered prior to 1/1/2016)

Product ID: Enter the attachment serial number

Part Causing Failure: Enter the applicable part number

Group No: Enter the 7-character group number as given in SISWeb

Delivery Date: Leave blank

Dealer Repair Expense Reimbursement

By agreement between Cat Forestry Products and Cat Financial Insurance Services, repair claims under the 3-2-1 / 4-3-2-1 program will have dealer reimbursement levels in accordance with the following Summary of Reimbursement Practices chart. In addition, all program enrollments are subject to the dealer reimbursement practices outlined in Global Warranty Bulletin 1.02.

Summary of Reimbursement Practices	
Expense Item	Allowance & Rate
Parts (during warranty period)	Reimbursed under the machine warranty.
Parts (after warranty, during EPP term)	Reimbursable at D/N +25%
Service Items (during warranty period)	Reimbursable at (D/N).
Service Items (after warranty, during EPP term)	Reimbursable at D/N +25%
Repair Labor (during warranty period)	Reimbursable at the dealer's registered Sell Rate unless otherwise specified.
Parts Service Charges	Reimbursable.
Parts Salvage Labor	Reimbursable at warranty cost labor rate, if allowed.
Outside Repair Expenses	Reimbursable at cost
Shop Supplies	Not reimbursable as an itemized expense
Overtime labor rate, hauling costs, freight charges, travel time and mileage, meals and lodging	Not reimbursable

