

SERVICE

EQUIPMENT PROTECTION PROGRAM

Global

Machines

Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan

► Overview

This Equipment Protection Plan covers Precious Metals Engine Rebuild Kits for Cat® machines. The program provides parts coverage for all kits, and part and labor coverage for kits installed by an authorized Cat dealer. There are four levels of kits eligible for coverage:

- Bronze
- Silver
- Gold
- Platinum

The kits may either be installed by a certified Cat dealer or sold by a certified Cat dealer. Only kits installed on Cat machines with Cat serial numbers are eligible. **Prior to January 1, 2016, some contracts were underwritten with "Customer List" as the defined reimbursement rate rather than Dealer Net + 33%. For those contracts, claims will continue to be honored at Customer List through the duration of their specified term.** Additional information about Machine Engine Precious Metals Kits **can be found at:**

<https://dealer.cat.com/en/ps/parts/parts-mktg/engine/c/industry/precious-metals.html>.

Kits Installed by a Certified Cat Dealer

The program reimburses for labor starting on the last date of labor of the work order. After any applicable warranties, the program reimburses both parts and labor. The program applies to the parts included in the Precious Metals Kits, new crankshaft bearings, and new crankshaft thrust plates installed during the engine rebuild. Resultant damaged parts are reimbursable. For complete details regarding reimbursement, please see the Summary of Reimbursement Practices table on page 4.

Kits Not Installed by a Certified Cat Dealer

After any applicable warranties, the program reimburses for parts only, starting on the date the kit was purchased from the Cat dealer. The program applies to the parts included in the Precious Metals Kits, new crankshaft bearings, and new crankshaft thrust plates installed during the engine rebuild. Resultant damaged parts that were not included in the Precious Metals Kit are not reimbursable. Repair labor is not reimbursable. For complete details regarding reimbursement, please see the Summary of Reimbursement Practices table on page 5.

► 08.55-01 (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.

► Enrollment

Enrollment is done by the dealer using the on-line Machine Enrollment Registration (MER) process or the Corporate Claims System (Claims) at <https://claims.cat.com>. Enrollment instructions are located under the Administration/Registration/Claims header at: <https://dealer.cat.com/en/ps/parts/parts-mktg/engine/c/industry/precious-metals.html>.

Kits installed by a certified Cat Dealer: Enrollment must be done within 30 days after the date the machine was returned to service. Coverage starts the date the part is put into service by the first user.

Kits not installed by a certified Cat Dealer: Enrollment must be done within 30 days after the date the kit was purchased. Coverage begins on the date the kit was purchased.

► Coverage Options

Coverage options and pricing are located under the Precious Metals header at: <https://dealer.cat.com/en/ps/parts/parts-mktg/engine/c/industry/precious-metals.html>.

Covered Components

This program covers only those parts included in the Precious Metals Kits, new crankshaft main bearings, and new crankshaft thrust plates installed during the engine rebuild. This program does not cover any other Cat new, remanufactured, or reused parts that are installed during the engine rebuild.

Validating Coverage

Dealers can verify Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan enrollment using Caterpillar's online computer system using the Service Information Management System (SIMSi) at <https://sims.cat.com>. The coverage / customer information screens will show the new delivery date for the Equipment Protection Plan coverage, the coverage details including Equipment Protection Plan coverage, and the customer name and address.

General Exclusions and Limitations

Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan 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 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 Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan, please refer to the Contractual Liability Policy (CLIP) for a complete list of exclusions and limitations. In the event of any ambiguity, the CLIP will govern. Additional information on the CLIP policy may be obtained by contacting your dealership[s] 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.

Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan 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 Equipment Protection Plan 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 Equipment Protection Plan coverage term.

Wear-out and Extent of Coverage

Wear-out and/or deterioration are not covered by Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan. 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. Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan 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 Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan program repair or 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.

Coverage for Parts Replaced Under the Plan

Parts replaced under the terms of the Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan are covered by the plan for the remainder of the plan's coverage period. The coverage on such parts ceases when the program's Equipment Protection Plan coverage period expires, regardless of when the parts were replaced.

Claiming Practices for PIP / PSP on Machines Covered by the Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan

Product Improvement Programs (PIPs) and Product Support Programs (PSPs), except PS6 - - - - and PS9 - - - - containment programs, performed on machines covered by this program must be claimed under the appropriate PIP or PSP. Do not claim these repairs under the Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan. Refer to Bulletin 1.16 Service Letters (PIP/PSP) for additional information.

➤ Dealer Reimbursement

Kits Installed by a Certified Cat Dealer	
Summary of Reimbursement Practices	
Repair Expense	Allowance & Rate
New or Remanufactured Parts included in the kit, new crankshaft main bearings, new crankshaft thrust plates installed during the engine rebuild	During the Parts Warranty, see Parts Warranty bulletin After the Parts Warranty: -Americas North - Reimbursable at D/N + 33% (Customer List prior to January 1, 2016). -Americas South - Reimbursable at D/N + 33% (Customer List prior to January 1, 2016). -EAME - Reimbursable at D/N + 10% -Asia Pacific - Reimbursable at D/N
Resultant Damage from New or Remanufactured Parts included in the kit, new crankshaft main bearings, new crankshaft thrust plates installed during the engine rebuild	During the Parts Warranty, see Parts Warranty bulletin After the Parts Warranty: -Americas North - Reimbursable at D/N + 33% (Customer List prior to January 1, 2016). -Americas South - Reimbursable at D/N + 33% (Customer List prior to January 1, 2016). -EAME - Reimbursable at D/N + 10% -Asia Pacific - Reimbursable at D/N
Other New or Remanufactured Parts not listed above	During the Parts Warranty, see Parts Warranty bulletin After Parts Warranty: -Not Reimbursable
Reused Parts	Not Reimbursable
Service Items	Reimbursable at dealer acquisition cost, if made unusable.
Repair Labor	-Americas North - Reimbursable at dealer's registered selling labor rate -Americas South - Reimbursable at dealer's registered selling labor rate -EAME - Reimbursable at warranty cost rate -Asia Pacific - Reimbursable at warranty cost rate
Parts Service Charges	Reimbursable at cost
Outside Repair Expenses	Reimbursable at cost
Shop Supplies	-Americas North - Not Reimbursable as an itemized expense -Americas South - Not Reimbursable -EAME - Not Reimbursable -Asia Pacific - Not Reimbursable
Overtime Labor Rate, Hauling Costs, Freight Charges, Meals & Lodging and Travel Time & Mileage	Not Reimbursable

► Dealer Reimbursement

Kits Not installed by a Certified Cat Dealer	
Summary of Reimbursement Practices	
Repair Expense	Allowance & Rate
New or Remanufactured Parts included in the kit, new crankshaft main bearings, new crankshaft thrust plates installed during the engine rebuild	During the Parts Warranty, see Parts Warranty bulletin After the Parts Warranty: -Americas North - Reimbursable at D/N + 33% (Customer List prior to January 1, 2016). -Americas South - Reimbursable at D/N + 33% (Customer List prior to January 1, 2016). -EAME - Reimbursable at D/N + 10% -Asia Pacific - Reimbursable at D/N
Resultant Damage from New or Remanufactured Parts included in the kit, new crankshaft main bearings, new crankshaft thrust plates installed during the engine rebuild	During the Parts Warranty, see Parts Warranty bulletin After the Parts Warranty: - Not Reimbursable
Other New or Remanufactured Parts not listed above	During the Parts Warranty, see Parts Warranty bulletin After Parts Warranty: -Not Reimbursable
Reused Parts	Not Reimbursable
Service Items	Not Reimbursable
Repair Labor	Not Reimbursable
Parts Service Charges	Not Reimbursable
Outside Repair Expenses	Not Reimbursable
Shop Supplies	Not Reimbursable
Overtime Labor Rate, Hauling Costs, Freight Charges, Meals & Lodging and Travel Time & Mileage	Not Reimbursable

Unique Claim Field Information for Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan

The Unique Claim Field Information that is required for claims associated with the Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan is outlined below:

Product Identification/Serial No. – Enter the machine serial number.

Delivery Date - Always leave blank.

Parts Start Date – Leave blank.

Product Hr/Mi/Km – Enter the hours shown on the service hour meter.

Parts Hr/Mi/Km - Enter actual part hours since the part was installed.

Part Number - Enter the actual part number causing failure. Do not enter the Precious Metals Kit part number.

Group Number – Enter the group number of the actual part causing failure. Do not enter the Precious Metals Kit part number.

Parts Expense Lines – See Parts Warranty bulletin.

Claim Story -In addition to the usual description of the complaint, cause, correction and complication for the repair, the first line of the claim story should state: “This claim is in conjunction with Precious Metals Machine Engine Rebuild Kit Equipment Protection Plan, engine serial number XXX99999”.

Related Serial Number - Enter the engine serial number.

