

## SERVICE

# Extended Coverage

Americas North

Machine

## ➤ Certified Rebuild Machine and Certified Powertrain Extended Coverage

This bulletin is discontinued. Effective July 1, 2014, refer to Bulletins 8.52 and 8.53.

### Overview

Parts for Certified Rebuild Machine (CCR) and Certified Powertrain (CPT) are covered by parts warranty for the first six months. Extended coverage is available for labor and extended parts coverage effective on the rebuilt product with delivery dates after 5/1/03.

The Cat Financial Insurance Services' website has CCR and/or CPT program details including premium tables and enrollment instructions. The URL for this site is: <https://dealer.cat.com/EPPCREP>.

### Machine Rebuild Programs (CCR and CPT)

NACD provides dealer eligibility to perform Cat Certified Rebuilds. The URL for this site is <https://dealer.cat.com/CCR>.

For dealers to perform Cat Certified Rebuilds, they must be authorized under the terms of an agreement with Caterpillar. The rebuild process includes specific Caterpillar requirements such as:

- Parts that must always be replaced, **and**
- Procedures and quality checks which must be performed, **and**
- Product engineering updates which must be incorporated.
- Ensure all open PIPs are completed and reported against the original serial number during the certified rebuild process.

It involves a complete disassembly of the machine or powertrain and all individual components. All paint is removed. Parts that do not meet minimal standards are either replaced or reconditioned. Upon reassembly, the entire machine or powertrain is repainted including installation of all new decal's and/or serial number plates.

Once the rebuild is complete, go into the original serial number record on SIMSi and delete the customer name & address and replace it with the following text:

"Caterpillar Certified Rebuild to serial number XXXxxxxx."

This provides a permanent reference to the new serial number and leaves the declaring dealer to the correct dealership. The PIP reports will also show this new text as the customer name and refer to the correct serial number in the DBS pop files.

➤ 08.97-00 (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.

- Under the old serial number, enter a SIMS entry with the “NA” code after completion in the above step
- Open all new PIP work orders in DBS against the new serial number and claim against the new serial number. Use the appropriate description code of 56 or 96 and write the original serial number in the first line of the claim story.

## Machine Enrollment Request

Prior to commencing a certified rebuild (machine or powertrain) the authorized dealer submits to Caterpillar a certified rebuild machine or powertrain enrollment request. This can be found on the NACD website at URL <https://dealer.cat.com/CCR> - then click Certified Rebuild Enrollment Request.

## Machine Delivery Notice

Upon receipt of the Enrollment Request, Caterpillar requires the dealer to submit a Delivery Notice form at the time the machine or powertrain has been rebuilt and delivered to a customer. The Delivery Notice is used to notify Caterpillar, that the machine has been delivered to a customer. It also indicates if the machine or powertrain was sold with extended coverage, and if so, which coverage option. The dealer is responsible for enrollment through the MER (Machine Enrollment Registration) process. The date of delivery specified by the dealer on the Delivery Notice is used as the coverage start date for the standard warranty period and the extended coverage period. The PIS delivery date remains as the original delivery date.

## Extended Coverage Options

The following coverage periods and options are available. They start at the delivery date:

- 24 month / 6,000 hours, parts and labor, **or**
- 24 month / 6,000 hours, parts only, **or**
- 36 month / 5,000 hours, parts and labor, **or**
- 36 month / 5,000 hours, parts only, **or**
- 24 month / 10,000 hours, parts and labor for selected mining models, **or**
- 24 month / 10,000 hours, parts only for selected mining models.

## Extended Coverage Enrollment

Enrollment in the Certified Rebuild Programs must be done within 30 days of the machine delivery date, using the on-line Machine Enrollment Registration (MER) process (Claims/ <https://claims.cat.com>). Dealers must keep on-file a copy of the customer signed Delivery Notice, for verification if requested by Caterpillar.

In the 20- position comment field, enter the following:

- EE/24/6000, for the 24 month CCR coverage parts and labor, **or**
- EG/24/6000, for the 24 month CCR coverage parts only, **or**
- DB/24/10,000, for the 24 month CCR coverage parts and labor, **or**
  
- EF/36/5000 for the 36 month CCR coverage parts and labor, **or**
- EH/36/5000 for the 36 month CCR coverage, parts only, **or**
- C9/24/6000, for the 24 month CPT coverage parts and labor, **or**
- EC/24/6000, for the 24 month CPT coverage parts only, **or**
- DF/24/10,000, for the 24 month CPT coverage parts and labor, **or**
- DE/24/10,000, for the 24 month CPT coverage parts only, **or**
  
- C8/36/5000 for the 36 month CPT coverage parts and labor, **or**
- ED/36/5000 for the 36 month CPT coverage, parts only

To obtain prices for the applicable coverage, go to URL: <https://dealer.cat.com/EPPCREP>.

## ► Covered Components

The covered components are the same as those covered under Powertrain - Extended Coverage. For a summary of the major component categories covered, and a complete listing of powertrain components, refer to Warranty Bulletin [8.01](#).

Components commonly mistaken as powertrain, **which are not covered include:** undercarriage, external hoses and lines (except hydrostatic), the engine radiator, and engine attachments (alternator, starter, air compressor, air conditioner compressor).

**Note:** Radiators are reconditioned/replaced during the rebuild process, but are not covered under this coverage.

## Validating Coverage

Dealers can verify Extended Coverage CCR and CPT Rebuild enrollment in Caterpillar's online computer system using the Dealer Service System (SIMSi), just like any other coverage. The coverage / customer information screens will show the new delivery date for the Extended Coverage CCR and CPT, the coverage details including extended coverage, and the customer name and address.

## Resold or Transferred Machines

Contact Caterpillar Certified Rebuild Products with questions about machines that will be resold or moved outside the selling dealer's territory during the coverage period.

## Product Improvement and Product Support Programs

All PIPs and PSPs announced after the CCR or CPT rebuild will be supported by Caterpillar, to the extent of the announcing Service Letter. For PSPs having prorated Caterpillar participation based on machine age or service hours, the CCR or CPT delivery date and/or service hours since rebuild are used for determining the amount of Caterpillar Participation.

## Wearout and Extent of Repair

Wearout and normal deterioration are not covered. Such occurrences are not due to defects in the material or workmanship.

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 repair or replacement of the failed part or component and any associated resultant damaged parts are covered. Other parts removed in the process of repair will be reinstalled as is, unless the customer authorizes the additional cost at the customer's expense.

## Dealer Reimbursement During the Parts Standard Warranty

### New parts installed during rebuild:

During the first six months parts standard warranty will reimburse the dealer for defects in material and workmanship for new parts that were replaced during the rebuild. See Bulletin 4.01. Extended Coverage CCR and CPT will reimburse labor at the dealer's NACD registered selling labor rate for replacement of new parts.

### Re-used parts installed during rebuild:

During the first six months the dealer will not be reimbursed for parts or labor to make repairs if a re-used part causes a failure.

**The Unique Claim Field Information** that is required for **parts warranty** claims associated with Extended Coverage CCR and CPT is outlined below:

**Product ID / Serial No for CCR.** - enter the new Certified Rebuild serial number, not the machine's original serial number.

**Delivery Date for CCR** - enter the date that the Certified Rebuild machine was delivered to the customer.

**Delivery Date for CPT** - Always leave blank.

**Parts Start Date for CPT** - Always leave blank.

**Product Hr/Mi/Km for CCR or CPT** - enter the hours shown on the service hour meter.

**Parts Hr/Mi/Km for CCR**- Always leave blank.

**Parts Hr/Mi/Km for CPT** - enter the machine hours accumulated since enrollment in this program.

**Parts Expense Lines for CCR/CPT** - to claim for each resultant damaged part number that will only be partially allowed at 33 1/3% D/N price, dealers must enter a parts expense line with the following unique claim field information:

- **COMP** - in the first 2 digits, enter the letters RD, which stands for resultant damage.
- **Unit Cost** - The Service Claim System will automatically calculate the 33 1/3% D/N price and enter that amount in this field, due to RD being entered in the COMP field.

**Claim Story** - In addition to the usual description of the complaint, cause, and correction, the first line of the claim story should state:

- "This claim is in conjunction with CCR or CPT coverage."

## Dealer Reimbursement After the Parts Standard Warranty

After the 6 month parts standard warranty both new and re-used parts in covered components are covered for parts and labor.

**Parts** - All parts needed to correct the defect, including gaskets, seals, salvage materials, and any resultant damaged Cat parts are dealer reimbursable at the customer list (C/L) price in effect on the date of repair.

The replacement parts or components may be either new, remanufactured, or Caterpillar approved repaired, at Caterpillar's choice. When there is a Caterpillar remanufactured part offered that is at standard dimensions, dealers must always use the remanufactured part. For an emergency Class 1 parts order (warranty with machine down) of a remanufactured part that is not-in-stock, the dealer will be shipped the equivalent new part and invoiced at the remanufactured price, plus the standard core charge. This parts department practice is not applicable for major components (i.e. engines, transmissions).

Parts reimbursement includes only those Cat parts needed to restore the product to its operating condition just prior to the covered failure. It does not include reimbursement for parts to restore the product to a like-new condition.

**Parts Service Charges** - Caterpillar Service Department service charges for parts obtained on an emergency order are dealer reimbursable. The service charge is a percentage of the dealer list (D/L) price of the part, as per the following:

- 0 % for slow moving parts
- 5 % for medium moving parts
- 8 % for fast moving parts

**Service Items** - Lubricants, filters, antifreeze, and other service items made unusable due to contamination by the failure are dealer reimbursable. Such items are reimbursed at the dealer/acquisition cost on the date of repair.

Service items not affected by the failure, which are replaced in the normal course of the repair are not covered by the plan.

**Repair Labor** - repair labor is reimbursable. This includes labor to inspect, test, diagnose, remove, disassemble, clean, assemble and install. Such labor is the responsibility of the dealer to perform.

**Parts Salvage Labor** - Parts salvage labor is dealer reimbursable, if the Cat part can be satisfactorily repaired for a cost that does not exceed 50% of the dealer net (D/N) price for a new or remanufactured part. Salvage labor includes only the time to perform salvage operations such as machining, cutting, burning, trimming, bending, heating, welding, etc. It does not include the labor to disassemble and assemble the part or component associated with performing the salvage operation. Such labor is the responsibility of the dealer to perform.

Labor reimbursement is at the dealer's selling labor rate. Materials such as steel, that are used to perform the salvage operation are dealer reimbursable at the dealer's acquisition cost.

Salvage labor is claimed on a miscellaneous expense line.

**Overtime Labor Rate** - Labor that is performed after normal working hours will not be reimbursed at the dealer's premium overtime labor rate.

**Outside Repair Expenses** - Outside repair expenses are dealer reimbursable, if the expense is justified and reasonable. Such expenses are reimbursed at the dealer's actual cost. These expenses are for parts and/or labor from an outside vendor. Examples of labor expenses for sublet repairs include, machining, cylinder head milling, or radiator repair.

It is the dealer's responsibility to ensure that invoice charges for outside repair expenses are reasonable, to insure full Caterpillar reimbursement.

**Shop Supplies** - Shop supplies are not dealer reimbursable as an itemized parts expense line or parts summary (NLOW) expense line. However, allowance for shop supplies is included in the dealer's labor rate. Examples of shop supplies includes, shop towels, welding rod, wire ties, gasket maker, sealants, solvents, adhesives, primers, paint, assembly lubricants, anti-seize compounds, buffing discs & pads, emory cloth, etc.

**Hauling Costs** - Costs associated with transporting or hauling a machine for repairs, are not dealer reimbursable.

**Freight Charges** - Inbound surface or air freight charges for parts shipped from a Caterpillar Parts Distribution Center to the dealer are not dealer reimbursable. Dealer shuttle service expenses between a Caterpillar Parts Distribution Center and the dealer, or between the dealer's stores are also not reimbursable.

**Meals & Lodging** - Mechanic's meals and lodging associated with field service repairs are not dealer reimbursable. Such expenses are the responsibility of the dealer or customer.

**Travel Time & Mileage** - Travel time labor and vehicle mileage to and from field service repair sites are not dealer reimbursable. Such expenses are the responsibility of the dealer or customer.

**The Unique Claim Field Information** that is required when submitting an after the parts standard warranty claims associated with Extended Coverage CCR and CPT is outlined below:

**Delivery Date for CCR** - enter the date that the Certified Rebuild machine was delivered to the customer.

**Delivery Date for CPT** - Always leave blank.

**Parts Start Date for CPT** - Always leave blank.

**Parts Start Date for CCR**- enter the date that the Certified Rebuild machine was delivered to the customer.

**Product ID / Serial No.** - enter the new CCR serial number, or the original machine serial number of CPT.

**Products Hr/Mi/Km** - enter the total machine hours shown of the service hour meter.

**Parts Hr/Mi/Km for CPT** - enter the part hours.

**Claim Story** - In addition to the usual description of the complaint, cause, and correction, the first line of the claim story should state:

- “This is an Extended Coverage CPT or CCR machine”.

### Summary of Dealer Reimbursement After the Parts Standard Warranty

The chart below summarizes the reimbursement practices for expenses associated with Extended Coverage CCR and CPT for Cat Certified Rebuilds after the Parts Standard Warranty period has expired.

Summary of Reimbursement Practices	
Repair Expense	Allowance & Rate
Parts	Reimbursable at C/L
Service Items	Reimbursable at dealer/aquisition cost, if made unusable.
Parts Service Charges	Reimbursable
Repair Labor	Reimbursable at dealer's NACD registered selling labor rate, if purchased.
Parts Salvage Labor	Reimbursable at wty labor rate, if justified.
Overtime Labor Rate	Not reimbursable.
Outside Repair Expenses	Reimbursable, at cost.
Shop Supplies	Not Reimbursable as an itemized expense.
Hauling Costs	Not reimbursable.
Freight Charges	Not reimbursable.
Meals & Lodging	Not reimbursable.
Travel Time & Mileage	Not reimbursable.