



SERVICE

EXTENDED COVERAGE

Global

Machines

Equipment Protection Plan Program For Cat® Branded Telehandlers Manufactured by JLG Industries, Inc.

Program no longer available for deliveries after 31Dec2012.

This bulletin addresses the Equipment Protection Plan Program available through Caterpillar for new Cat® Branded Telehandlers, manufactured by JLG Industries, Inc., under a signed strategic alliance agreement with Caterpillar Inc., and sold through Cat dealers. The Equipment Protection Plan provides coverage for covered defects in material and workmanship.

All references in this bulletin to “JLG” shall mean JLG Industries, Inc., 1 JLG Drive, McConnellsburg, PA, 17233. All references to “Telehandler” shall mean **JLG Manufactured Cat Branded Telehandlers**.

As a result of the strategic alliance, EPP eligible models and territories are listed in the following table.

Model	Territory
TH255	Americas North, Americas South, EAME, Australia and New Zealand
TH336	Americas South, EAME, Australia and New Zealand
TH337	Americas South, EAME, Australia and New Zealand
TH406	Americas North, Americas South, EAME, Australia and New Zealand
TH407	Americas North, Americas South, EAME, Australia and New Zealand
TH414	Americas South, EAME, Australia and New Zealand
TH417	Americas South, EAME, Australia and New Zealand
TH514	Americas South, EAME, Americas North
TL642	Americas North, Americas South
TL943	Americas North, Americas South
TL1055	Americas North, Americas South
TL1255	Americas North, Americas South

Dealers can purchase the Equipment Protection Plan to cover the authorized dealer’s parts and labor responsibility for Cat Branded Telehandlers for machines delivered in the territory listed in the above table.

► 08.98-00 (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.

Global SOS Requirement - At the point of enrollment, S.O.SSM analysis sampling must begin at the first recommended interval and continue throughout the remainder of the EPP coverage term. S.O.S. analysis is required for all product enrolled in the Equipment Protection Plan Program.

➤ Coverage Options

Equipment Protection Plan information for “Telehandlers” can be found on the regional Caterpillar websites:

Americas North - <https://dealer.cat.com/EPPAMNORTHCATTELEHANDLERS>

Americas South - <https://dealer.cat.com/EPPAMSOUTHTELEHANDLERS>

Asia Pacific - <https://dealer.cat.com/EPPAPDCATTELEHANDLERS>

EAME - <https://dealer.cat.com/cda/layout?m=438388&x=7>

Terms offered differ by region and are agreed upon by the strategic alliance.

See appropriate bulletins for definitions of coverage and regional exceptions at the Global Warranty website at URL <https://warranty.cat.com>.

- **Powertrain** - Bulletin 8.01 - Extended Powertrain Coverage Components.
- **Hydraulics** - Bulletin 8.02 - Extended Hydraulic Coverage Components.
- **Premier** - Bulletin 8.03 - Premier ESC - Extended Coverage Details (effective Jan 1, 2005).

Equipment Protection Plan Period

The stated coverage period for the Equipment Protection Plan Program starts from the product delivery date, and includes the standard JLG warranty period. Coverage under the Equipment Protection Plan Program does not change the standard JLG warranty period or reimbursement rates. The Equipment Protection Plan Program expires when the length of time or hour usage is reached whichever comes first.

Program Enrollment

Dealers are responsible for enrollment of machines in using the on-line Machine Enrollment Registration (MER) process (Claims <https://claims.cat.com>). Dealers must keep a paper copy of the registration for verification, if requested by Caterpillar. Machines must be enrolled with Caterpillar during the standard warranty period. See enrollment instructions at your regional website.

Dealer Reimbursement

Dealer reimbursement for covered repair expenses related to Equipment Protection Plan Program For Cat Branded Telehandlers will be per the Summary of Reimbursement Practices Chart found below, in accordance with applicable reimbursement practices as outlined in Bulletin 1.02, and per the below noted exclusions.

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- **Parts** – After 12 months from machine delivery, dealers are reimbursed for covered failures by the Equipment Protection Plan and additional 10% or 25% (depending upon the coverage purchased), above the Dealer Net (D/N) price of the claimable parts and service items in effect on the date of the repair.
- **Repair Labor** – After 12 months from machine delivery, dealers are reimbursed for covered failure labor by the Equipment Protection Plan at the dealer’s registered labor sell rate.

Summary of Reimbursement Practices	
Repair Expense	Allowance & Rate
Parts	<ul style="list-style-type: none"> • 0 to 12 months: Reimbursable under standard warranty at D/N. • After 12 months: Reimbursable at D/N plus 10 or 25%. (C/L in South Africa only).
Service Items	<ul style="list-style-type: none"> • 0 to 12 months: Reimbursable at D/N. • After 12 months: Reimbursable at D/N plus 10 or 25%. (C/L in South Africa only).
Parts Service Charges	Reimbursable
Repair Labor	Reimbursable at the dealer's Sell Labor Rate.
Parts Salvage Labor	Reimbursable at Warranty 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.
Travel Time & Mileage	Not reimbursable.
Meals & Lodging	Not reimbursable.

Warranty for Parts Replaced Under the Equipment Protection Plan Program

Parts replaced under the terms of the Equipment Protection Plan are covered by the program for the remainder of the program's coverage period. The warranty on such parts ceases when the program's coverage period expires regardless of when the parts were replaced.

Claim Field Information - Claim field information for Telehandler Equipment Protection Plan claims.

Service claims that are related to the telehandlers should be submitted to Caterpillar using the dealer's normal claim submitting method.

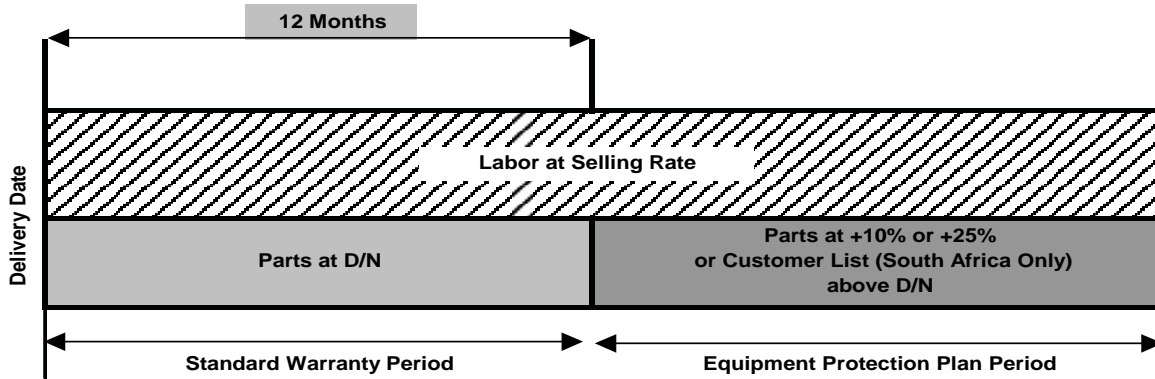
When submitting a standard warranty or claim with Equipment Protection Plan coverage, the normal claim information should be entered including the following:

- **Coverage Type** - Leave blank.

Coverage Verification - When viewing machine coverage information in Caterpillar's on-line computer system (Claims/ <https://claims.cat.com>), machines covered by the Equipment Protection Plan Program will be indicated by: EPP1.

The coverage designation "EPP1" on a coverage verification screen means that there is an Equipment Protection Plan available through Caterpillar.

Illustration 1. EPP1 with 12 mo/unlimited std warranty - Labor/parts reimbursement for covered components.



Claiming Practices for PIP/PSP with Equipment Protection Plan

All Product Improvement Programs (PIP's) and Product Support Programs (PSP's) performed on Cat products covered by the Equipment Protection Plan must be claimed under the appropriate PIP or PSP. Do not claim these repairs under the Equipment Protection Plan.

For PSP's that are performed after-failure on Cat products covered by the Equipment Protection Plan, refer to Bulletin 1.16 for the PSP claiming practices on covered machines.