

# EQUIPMENT PROTECTION PLAN

## REGISTRATION AND INFORMATION CERTIFICATE

Equipment Protection Plans cover parts and labor for defects in Caterpillar material and workmanship. Please ask your local, authorized Cat® dealer for Powertrain, Powertrain + Hydraulics, or Premier coverage. G106-4  
FRONT ENGINE

Customer Name: \_\_\_\_\_ Representative: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_  
 State/Province: \_\_\_\_\_ Country: \_\_\_\_\_  
 Email: \_\_\_\_\_ Phone: \_\_\_\_\_

CAT Dealer: Holt of CA Dealer Code: H440  
 Address: 7310 Pacific Ave City: Pleasant Grove  
 State/Province: CA Country: USA  
 Representative: \_\_\_\_\_ Phone: \_\_\_\_\_

### Registration Detail

CMR Work Order Number: 0190282 Serial Number: DBW00290  
 CPT Model Number: 627H  
 CPT+ HYD Coverage Start Date: 11/01/2025 Coverage Start SMU: 9663  
 CMCR Coverage Months: 36 Coverage Hours: 5000  
 CDR

Covered Components	Component Serial Numbers	EPP Coverage Code	EPP Cost
Front Trans & T/C	A4B00586	01EB503630201	2300
Front Drive Axle	N/A	01EK503630201	2330

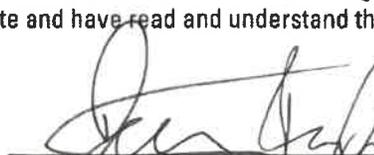
Special Promotion: EPP Discount Code NAT-MLP-5660 Certified 100%  Dealer 50 %

### Dealer and Customer Signatures:

I hereby certify that the serial number indicated above is eligible for the coverage specified on this certificate and have read and understand the responsibilities specified above.

  
 \_\_\_\_\_  
 Authorized Customer

4/10/25  
 \_\_\_\_\_  
 Date

  
 \_\_\_\_\_  
 Authorized Dealer Representative

11/10/25  
 \_\_\_\_\_  
 Date

DISCLAIMER: This Registration & Information Certificate provides the terms and conditions for the Equipment Protection Plan for the serial number indicated above. Any amendments or changes in this document without prior approval of the "provider" will be void and without effect. The coverage is in place as of the coverage start date effective as enrolled by the Cat authorized dealer.



# EQUIPMENT PROTECTION PLAN

## REGISTRATION AND INFORMATION CERTIFICATE

### Dealer Responsibilities:

- Perform all necessary inspections to confirm eligibility under the program.
- Install only Cat approved parts when performing covered repairs.
- Validate your enrollment in the program.

### Customer Responsibilities:

- Operate the equipment according to the guidelines specified in the Caterpillar Operation & Maintenance Manual.
- Have all recommended preventative maintenance performed, at the specified service intervals, as described in the Operation & Maintenance Manual. The Program will not reimburse covered components unless the required service schedules are maintained.

### All Global Regions:

- S•O•S Fluid Analysis Test Results 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.
- If requested, provide proof of compliance of preventative maintenance. Proof can include receipts, copies of work orders or invoices.
- Promptly make the machine available for repair, in the event of a covered component failure.

Holt of California is pleased to support the rebuild outlined in work order number 290202 as described in Caterpillar Extended Protection Plan (EPP) guidelines for a period of 36 months or 5600 hours (whichever comes first). Repairs performed by Holt of California will be supported due to defects in parts or workmanship for the duration of the EPP term. The EPP does not cover other failures not directly related to the rebuild or due to inappropriate maintenance practices, misuse of the product, or abuse.



## SERVICE

# WARRANTY BULLETIN

**Global**

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## Parts

**Parts**

### Overview

Caterpillar Limited Warranty for Parts covers customer purchased new and Cat® Reman parts or assembled components, found to be defective during installation (including testing prior to installation) or by the component or product being operated, even if only for a few minutes. Customer purchased refers to the following customer part sales situations:

- Parts purchased through a dealer's parts department or authorized Caterpillar distribution channel
- Parts purchased through a dealer's service department for service repairs (via a customer invoice)
- Parts replaced under a Goodwill settlement, in which the customer paid at least 25% of the total repair
- Parts replaced under a prorated Product Support Program (PSP) settlement, in which the customer paid at least 25% of the claimable expenses
- Parts installed under the terms of an Extended Service Plan or Protection Plan (Americas North Engines and Vocational On-Highway Truck Only)
- Cat® Track Wear Sensors are not covered by warranty

### Caterpillar Limited Warranty for Parts does NOT apply in the following situations:

- **Shipping Damage and Discrepancies** refer to errors in shipping or packaging. Shipping damage and discrepancies on products ordered and received through the Caterpillar order fulfillment process should be filed to Caterpillar as a short shipment claim. Shipping damage and discrepancies on parts ordered from a Caterpillar Parts Distribution Center should be filed using the Service Parts Management system (SPM). Refer to Bulletin 1.28 for further information.
- **Pre-Delivery Warranty Repairs** are repairs performed due to defects in material or workmanship found in products prior to delivery to the first user. Refer to Bulletin 2.01 for Machines and Bulletin 3.01 for Commercial Engines and Generator Sets.
- **In-Transit Warranty Repairs** are repairs on a new product shipped from Caterpillar, but are located in a seaport or transportation yard. Refer to Bulletin 2.01 for Machines and Bulletin 3.01 for Commercial Engines and Generator Sets.
- **Defective Parts Stock Warranty** applies when new and Cat Reman parts or assembled components are found to be defective at the time of purchase or prior to installation through a visual inspection. For Defective Parts Stock Warranty, refer to Bulletin 4.08.
- **Mobil-trac™ Belts** are not covered by this bulletin. Refer to Bulletin 2.05.
- **CUESI Turbo Program** parts are not covered by this warranty. Refer to Bulletin 4.15.
- **Cat Repair and Return Program** parts and components are not covered by this warranty. Refer to Bulletin 4.16.
- **Rubber Track, including Premium and General Duty, on Mini Hydraulic Excavator, Multi Terrain Loader & Compact Track Loader** are not covered by this bulletin. Refer to Bulletin 2.09.
- **Batteries** are not covered by this bulletin. Refer to Bulletin 4.07.
- **SEM Parts** are not covered by this bulletin. Refer to the SEM website and parts warranty documentation for coverage and claiming instructions.

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> 04.01-59 (03/25)

<https://catdealer.com/globalguide>

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> Indicates change.

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

- **Caterpillar Gas Products:** CG132, CG170, and CG260 Parts are not covered by this bulletin and are administered through Caterpillar Energy Solutions (formerly MWM), not the Caterpillar Service Claims System. Refer to the Need Assistance page on [warranty.cat.com](http://warranty.cat.com) for contact information.

## Warranty Period & Reimbursement

The warranty period for new and Cat Reman parts and assembled components is stated on the warranty statement, beginning on the date the part is purchased or put into service by the first user.

Warranty reimbursement terms vary based on the product and application. For complete reimbursement information, refer to the Dealer Reimbursement Section of this bulletin, the Reimbursement Charts or the applicable warranty statement.

## Dealer Repair Expense Reimbursement

Dealer reimbursement for repair expenses related to parts warranty is per the Summary of Reimbursement Practices chart below, in accordance with reimbursement practices as outlined in Bulletin 1.02, and with the applicable warranty statement found at <https://catdealer.com/statements>

Parts Warranty Summary of Reimbursement Practices	
Repair Expense	Allowance & Rate
Parts & Repair Labor	See charts on pages 12-14
Parts Service Charges	Reimbursable
Service Items	Reimbursable at D/N, if made unusable
Parts Salvage Labor	Reimbursable at <b>warranty</b> labor rate, if justified
Outside Repair Expenses	Reimbursable, at cost
Travel Time & Mileage	See Charts on pages 12-14
Overtime Labor Rate, Meals & Lodging, Hauling Costs, Shop Supplies, Freight Charges & Value Added Tax	Not reimbursable

## Warranty for Parts Replaced Under Warranty

Parts replaced under the terms of warranty are covered for the remainder of the warranty period on the original replaced part. The warranty on such parts ceases when the parts warranty period expires for the original replaced part, regardless of when the parts were replaced.

## New and Cat Reman Replacement Engines in Machines

New and Cat Reman replacement engines installed in used Cat machines and other engine installations receive the same warranty and reimbursement practices as parts and assembled components under parts warranty. Refer to the applicable warranty statement for additional information.

The machine serial number must be used to submit a warranty claim on new replacement engines in a machine. Captive engines do not have sales records in SIMSi, therefore it is encouraged to enter a SIMSi record to document when the new replacement engine was installed. For additional assistance, a job aid for SIMSi Serial Number Issues may be found at: <https://catdealer.com/resources>.

**NOTE:** If a Cat remanufactured replacement engine is installed in another manufacturer's machine, it is considered an industrial engine application.

## Command For Construction Industries

Command for Construction Industries products are installed at the factory and aftermarket on various pieces of construction equipment owned by customers. The Command for Construction Industries Remote Control package includes components in the Machine Side Remote Control Kit, Command Station, Command Console and A-Stop. For factory installed Command on machine, claims should be submitted against the machine serial number and warranty, refer to bulletin 2.01. For aftermarket installed Command and Command Console, claims should be submitted against machine serial number per instructions in this bulletin (bulletin 4.01).

For the Command Station, claims should be submitted against 99Z00883, refer to bulletin 2.01 for warranty and claiming instruction information.

## Command For Hauling

For more information and requirements for Command for Hauling products, please refer to bulletin 2.01.

## Product Link with Industrial Engines

For Product Link ordered through sales and shipped with the engine, Product Link will have the same coverage as the engine. If Product Link is ordered through parts or outside of sales, Product Link will have (parts) warranty and the engine serial number will be used for claiming.

## > Specified Machine Work Tools/Attachments Purchased Through Parts Department

Caterpillar Limited Warranty for Parts covers machine work tools/attachments excluded from Cat Work Tools (Bulletin 2.02) and purchased through the parts department that are used on the following machines:

- Telehandlers (model year 2024 and older), Underground Mining, Motor Graders (Mold Board Only), Track Type Tractors, Track Loaders and Pipelayers, and Mini Hydraulic Excavator Blades.

Work Tools/Attachments sold through sales on machine orders are covered under warranty by either Machines (Bulletin 2.01) or Work Tools (Bulletin 2.02).

## Replacement of Auxiliary Regeneration Device and Caterpillar Regeneration System Heads (Americas North Only)

Refer to the troubleshooting guidelines in SIS 2.0 (REN9343) to properly diagnose Auxiliary Regeneration Devices (ARD) and Caterpillar Regeneration System (CRS) head defects in on-highway truck engine applications. Form REHS7276 may be found in SIS 2.0 and the box of all new ARD/CRS head replacement parts. The following information is required for ARD/CRD head claims:

- Stationary regen datalogs and air system verification tests added in SIMSi
- Cat ET ECM download added to SIMSi
- REHS7276 must be completed and returned

**NOTE:** Claims subject to full debit if the required diagnostic data was not provided or if the Caterpillar failure analysis determines the part is not defective.

## Clean Emission Module Check for Cat Material Handlers (Effective 01Jun2021) and Small Wheel Loaders (Effective 01Jan2023) Working in Waste Handling Application (All Regions)

Refer to the troubleshooting guidelines in [SIS 2.0](#) to properly diagnose siloxane gas ingestion on machines working in Waste Handling applications.

The following information is required for Cat Material Handlers and Small Wheel Loaders working in Waste Handling application claims:

- Dealer Technicians should utilize Troubleshooting Special Instruction M0127753, found in SIS 2.0
- The form found in M0127753 must be completed and attached to all Clean Emission Module claims

Refer to SIS 2.0 as your safe source for the most up-to-date troubleshooting information.

**NOTE:** Claims subject to full debit if the required diagnostic data was not provided and if the Caterpillar failure analysis determines the part is not defective.

## Caterpillar Regeneration System Heads (All Regions) Effective 01APR2017

Refer to the troubleshooting guidelines in SIS 2.0 to properly diagnose Caterpillar Regeneration System (CRS) head defects in captive and prime applications for engine platforms with Tier 4 Interim or Final as follows: C9.3, C13, C15, and C18. C7 engines apply when Tier 4 Interim only. Form M0075976 may be found in SIS 2.0 and the box of all new ARD/CRS head replacement parts.

The following information is required for CRS head claims:

- Cat ET ECM (Product Status Report) download added to SIMSi
- M0075976 must be completed and returned

Refer to SIS 2.0 as your safe source for most up to date troubleshooting information. The most Current available media is as follows:

Engine Platforms	Tier 4 Interim	Tier 4 Final
C13, C15, C18	KENR6849	UENR0955
C9.3	KENR6848	UENR0978
C7	N/A	N/A

**NOTE:** Claims subject to full debit if the required diagnostic data was not provided and if the Caterpillar failure analysis determines the part is not defective.

### Caterpillar Diesel Exhaust Fluid Injectors (All Regions) Effective 01APR2017

Refer to the troubleshooting guidelines in SIS 2.0 to properly diagnose Caterpillar Diesel Exhaust Fluid Injector defects in captive and prime applications for engine platforms with Tier 4 Final as follows: C7.1, C9.3, C13, C15, and C18. Form M0081054 may be found in SIS 2.0 and the box of all new Diesel Exhaust Fluid Injector replacement parts.

The following information is required for Diesel Exhaust Fluid Injector claims:

- Cat ET ECM (Product Status Report) download added to SIMSi
- M0081054 must be completed and returned

Refer to SIS 2.0 as your safe source for most up to date troubleshooting information. The most Current available media is as follows:

TABLE 1 Engine Platforms	Description	Media Number
C7.1	Troubleshooting	UENR0668
	Testing and Adjusting	UENR4467
	Disassembly / Assembly	UENR4468
C9.3	Troubleshooting	UENR0978
	Testing and Adjusting	UENR3402
	Disassembly / Assembly	UENR0130
C13	Troubleshooting	UENR0955
	Testing and Adjusting	UENR4302
	Disassembly / Assembly	UENR0131
C15 / C18	Troubleshooting	UENR0955
	Testing and Adjusting	UENR3351
	Disassembly / Assembly	UENR0132

**NOTE:** Claims subject to full debit if the required diagnostic data was not provided and if the Caterpillar failure analysis determines the part is not defective.

### Cat Turbochargers (All Regions) Effective 01AUG2021

Refer to the troubleshooting guidelines in SIS 2.0 to properly diagnose Cat Turbocharger defects in captive and prime applications for engine platforms as follows: C7 (all), C9 (all), C13 (all), C15 (all) and C18 (all). This requirement does not apply to the C7.1. The safe source for Form M0098007 is SIS 2.0.

The following information is required for Turbochargers through the SIB program:

- Cat ET ECM (Product Status Report) download added to SIMSi
- M0098007 must be completed and returned

Refer to SIS 2.0 as your safe source for the most up-to-date troubleshooting information. Refer to Table 1 for the most current available media.

**NOTE:** Claims subject to full debit if the required diagnostic data was not provided and if the Caterpillar failure analysis determines the part is not defective.

### Caterpillar Diesel Exhaust Fluid (DEF) Pump (All Regions) Effective 01JUN2020

Refer to the latest troubleshooting guidelines in SIS 2.0 as your safe source of information to assist with properly

diagnosing Caterpillar Diesel Exhaust Fluid (DEF) Pump defects in captive and prime applications for C4.4 Tier 4 Final engine platforms (W7N, JKT & J9G engine prefixes). The current media details are as follows:

Engine Platform	Publication Type	Media Number
C4.4 Tier 4 Final	Troubleshooting	UENR0662
	Testing and Adjusting	UENR4487
	Disassembly / Assembly	UENR4488
	Service Magazine	M0082326
	Service Magazine	M0096547
	Special Instruction	M0096185

All defective Diesel Exhaust Fluid Pumps may be subject to return to Caterpillar for failure analysis. Please monitor SIB for part return requests.

The following information must be attached to each claim in SIMS when a DEF pump has been replaced:

- Completed DEF Pump Troubleshooting Return Form - M0116858
- Product Status Report downloaded from CAT ET
- Image of hydrocarbon test strips, if required by troubleshooting procedures

**NOTE:** Claims will be processed based on the merit of the information provided. However, they may be subject to a full debit if:

- Troubleshooting Return Form M0116858 is incomplete or missing from SIMS, or
- Required diagnostic data or test strip images are not provided, or
- Caterpillar failure analysis determines the part is not defective, has been subject to abuse or improper maintenance.

## High Pressure Fuel Pumps

To properly diagnose High Pressure Fuel Pump failures, refer to the instructions listed in the Fuel Injection Pump-Tests located on the SIS 2.0 website at <https://sis2.cat.com> under the following media numbers:

- UENR3402 (C9.3 Tier 4 Final engines)
- KENR9307 (C9.3 Industrial engines)

All defective High Pressure Fuel Pumps must be returned to Caterpillar for failure analysis. Refer to the High Pressure Pump Return Form (REHS9724), located on the SIS 2.0 website, for specific part return instructions. The following information must be sent to Caterpillar with the returned part:

- Completed High Pressure Pump Return Form (REHS9724)
- Screen shot of the 111F ET Error Identifier (or) verification of the completed Fuel Injection Pump-Test

**NOTE:** Claims will be processed based on the merit of the information provided. However, they will be subject to a full debit upon the returned parts review if:

- Form REHS9724 is incomplete or missing
- Required diagnostic data was not provided, and/or
- Caterpillar failure analysis determines the part is not defective

## Repair or Replacement of Hydraulic Components; Pumps, Motors, Control Valves

Hydraulic components are identified by a unique serial number which links the design, manufacturing process, and material history to a specific pump, motor or valve. When available for failure data, these serial numbers enable a complete and accurate root cause investigation critical to product problem management.

Please refer to the **Hydraulic Component, HEUI & HEP Pump Job Aid** at: <https://catdealer.com/warranty> under the Resource tab for information about locating serial numbers and documentation requirements.

The following claim field information is required when claiming for a repair or replacement of hydraulic components, pumps, motors, control valves, and HEUI & HEP Pumps:

- Enter the component serial number in the component serial number field in the claim.
- If the component does not have a serial number, follow the steps in the Job Aid to properly document.

**NOTE:** Claims that do not include the required serial number information as outlined above may be subject to full debit.

## Repair and Replacement of Product Link Components

Product Link components are identified by a unique serial number which links the design, manufacturing process, and material history. When available for failure data, these serial numbers enable a complete and accurate root cause investigation critical to product problem management.

The following claim field information is required when claiming for a repair or replacement of Product Link components (radio and network manager):

- Enter the component serial number in the component serial number field in the claim

**NOTE:** Claims that do not include the required serial number information as outlined above may be subject to full debit.

## Replacement of New or Cat Reman Electronic Control Module (ECM) Effective 01SEP2023

New or Cat Reman Electronic Control Modules (ECM) are identified by a unique serial number which links the design, manufacturing process, and material history. When available for failure data, these serial numbers enable a complete and accurate root cause investigation critical to product problem management.

The following claim field information is required when claiming for a replacement of an ECM:

- Enter the component serial number found on the ECM housing in the component serial number field in the claim. The serial number may be etched, stamped or on a label on the ECM housing.

**NOTE:** Claims that do not include the required component serial number information as outlined above may be subject to full debit.

## Caterpillar Hydraulic Mining Shovel Required Reporting for Claims

Refer to the special instructions in SIS 2.0 on how to document hydraulic component failures on Hydraulic Mining Shovels, prior to submitting warranty claims.

For hydraulic component failures on Hydraulic Mining Shovels, please complete required forms (listed below) for Cylinders, Hoses, and Tubes. The completed form is required to be attached to SIMS prior to submitting claim.

Refer to special instructions for the following:

- **EM026968-00** (Cylinders Failures)
- **EM026970-00** (Hydraulic Hose Failures)
- **EM026972-00** (Hydraulic Tube Failures)

Refer to SIS 2.0 as your safe source for the most up-to-date troubleshooting information.

**NOTE:** Claims subject to full debit if the required information form is not attached to the Claim

## Hydraulic Mining Shovel Component Serial Number For Repairs On Final Drive And Swing Drive

The component serial number information is required when claiming for a repair/replacement of Final Drives and Swing Drives.

- Enter the major component serial number in the component serial number field in the claim.
- Additional component serial numbers can be added to the Claim Story.
- Enter LH or RH component location in the Claim Story.

**NOTE:** Claims that do not include the required component serial number information as outlined, are subject to full debit.

## GUARDIAN 2 products Manufactured by Seeing Machines

GUARDIAN 2 products are sold by Caterpillar and installed and serviced by Cat dealers. These products are warranted directly by Seeing Machines against defects in material and workmanship. The warranty is published on the manufacturer's warranty statement available on the RMA Notification Form. Defective products must be returned to Seeing Machines through their Return Material Authorization (RMA) process for repair or replacement. This RMA process will be initiated with the submission of a support ticket.

Questions related to this warranty should be directed to Seeing Machines through Seeing Machines Support Centre.

Website	Phone	Email
<a href="http://support.seeingmachines.com">http://support.seeingmachines.com</a>	US +1 855 377 4636 (Ext 1) AUS +61 2 6108 4313 (Ext 1) Chile +56 2 2938 1718 (Ext 1)	<a href="mailto:support@seeingmachines.com">support@seeingmachines.com</a>

Part Name	Warranty Terms
Processor	12 Months from DSSi allocation date
In-Cab Sensor	12 Months from DSSi allocation date
Forward Facing Camera	12 Months from DSSi allocation date
Vibration Motor	12 Months from DSSi allocation date

**Warranty Process:**

- Customer notifies Cat dealer if product fails to perform per manufacturer's specifications.
- Dealer attempts to troubleshoot and resolve the issue.
- Dealer contacts Caterpillar Support at [support@seeingmachines.com](mailto:support@seeingmachines.com) with the following information:
  - VEHICLE DETAILS:
    - Vehicle ID:
    - Controller/Processor Full Serial Number:
  - HARDWARE BEING RETURNED for RMA:
    - Controller or Processor: Full Serial Number
    - In-Cab Sensor: Serial Number
    - Forward Facing Camera: Serial Number
    - Vibration Motor: Serial Number
    - Gen 2 Peripheral Not Listed Above
  - ISSUE(S) BEING EXPERIENCED:
  - TROUBLESHOOTING DONE TO TRY AND RESOLVE ISSUE(S):
  - ADDITIONAL INFORMATION:
- The RMA NOTIFICATION FORM is provided by [support@seeingmachines.com](mailto:support@seeingmachines.com).
- Defective product is shipped to Seeing Machines for repair or replacement.
- If the cause of the product failure is due to a manufacturer defect, Seeing Machines will repair or replace the unit and return to the dealer at Seeing Machines cost

**Note:** Warranty for GUARDIAN 2 products is administered through Seeing Machines, not the Caterpillar Service Claims System.

## Connected Worker – Guardhat products by Guardhat

Guardhat products are sold by Caterpillar and serviced by Cat dealers. These products are warranted directly by Guardhat against defects in material and workmanship.

**Warranty Terms:****Part Name/Warranty Terms**

- Asset Tag 625-6828: 12 Months from in service date

Parts not listed are not covered under warranty.

**Warranty Process:**

- Ensure all troubleshooting steps have been exhausted and documented if a product fails to perform per manufacturer's specifications
- Create Support ticket by accessing [catenterprise.force.com](http://catenterprise.force.com)
- Ticket will be shared with Guardhat to start the RMA process
- The unit will be shipped to Guardhat for repair or replacement
- The repaired or replaced unit will be returned to the dealer

**Note:** Warranty for Guardhat products is administered through Guardhat, not the Caterpillar Service Claims System. Contact Information: All support and warranty questions should be directed through Caterpillar support: [catenterprise.force.com](http://catenterprise.force.com)

## Cat® Detect for Personnel products Manufactured by SCAN~LINK™

Cat® Detect for Personnel products are sold by Caterpillar and installed and serviced by Cat dealers. These products are warranted directly by SCAN~LINK™ against defects in material and workmanship. The warranty is published on a manufacturer's warranty statement shipped with the product. Defective products must be returned to SCAN~LINK™ for repair or replacement. Questions related to this warranty should be directed to SCAN~LINK™.

**Warranty Terms:**

Part Name	Warranty Terms
Cat® Detect kit, antenna, harness, display, alarm and transmitter	12 months from date of purchase
Hard hat tag, RFID tag and vest	30 days from date of purchase

**Warranty Process:**

- Customer notifies Cat dealer if product fails to perform per manufacturer’s specifications.
- Dealer attempts to troubleshoot and resolve the issue by using Rapid Pair or antenna/cable repositioning.
- Dealer contacts Caterpillar Global Dealer Solution Network (DSN) for additional support using PSCRM.
- If needed, a Return Material Authorization (RMA) will be provided to the dealer.
- Defective product is shipped to SCAN-LINK™ for repair or replacement.
- If the cause of the product failure is due to a manufacturer defect, SCAN-LINK will repair the unit and ship it back to the dealer at SCAN-LINK™ cost.
- If the product is damaged due to neglect or environmental factors, SCAN-LINK™ will charge a minimum 4 hour repair charge plus parts cost in addition to return shipping cost to the dealer.

**Note:** Warranty for Cat® Detect for Personnel products is administered through SCAN-LINK™, not the Caterpillar Service Claims System.

**Contact Information:**

SCAN-LINK™ Technologies Inc.  
 1444 Sandhill Drive, Suite 3  
 Ancaster, ON, Canada L9G 4V5  
 Tel: +1(905) 304-6100

**Cat Wear Management System**

The Cat Wear Management System provides measurement and management of Undercarriage and GET wear components using a mobile application, web application and measurement tools including the Ultrasonic Wear Indicator 5 (UWI 5).

Parts Warranty covers material and workmanship defects for UWI 5 hardware including the UWI 5, P/N 633-8543, and probe, P/N 518-9400.

Claims for these products must be filed to 99Z00110 using specific SMCS Group Number 0729, and part expenses to be claimed using a miscellaneous expense line.

**Note:** Other CWMS measurement tools listed in the Dealer Service Tool Catalog are excluded from Parts Warranty, refer to warranty bulletin 4.09 for claiming instructions.

**Ground Engaging Tools**

Parts warranty covers ground engaging tool (GET) components sold after machine delivery, including customer purchased replacements. Examples of these components include cutting edges, base edges, adapters, teeth, bits, wear plates, protectors, tips, etc. This also applies to GET products used on Hydraulic Shovels, Draglines, and Electric Rope Shovels. Hydraulic hammer tool points and compactor plates are not covered by parts warranty or any other warranty, as they are considered expendable items with service life dependent on operator technique and/or experience.

When the parts warranty period expires, certain designated GET components are warranted for breakage only throughout their useful life by GET warranty. For additional information, refer to Bulletin 4.03. Please note that GET normal useful life terms do not apply to GET products used on Hydraulic Shovels, Draglines, and Electric Rope Shovels.

**Note:** When claiming parts warranty for GET products, enter the serial number of the prime product in which the part or assembled component is installed. If Serial Number of prime product does not exist you must use 99Z00015 for Competitive Products (Parts – D/N).

**> Caterpillar Emissions Solutions (CES) Aftermarket Products**

The following chart outlines the unique claim field information required for **warranty claims submissions on CES** aftermarket parts:

Serial Number	Description	Market	Group Number
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99Z01928	Diesel Particulate Filters (DPF) and Diagnostic Modules (CRTdm) for Non-Road Engines in regulated and non-regulated markets	Regulated and Non-Regulated	Standard Cat Part Group #
99Z01928	DPF and CRTdm for Truck Engines	Regulated	7772
99Z01929	On-Highway Diesel Oxidation Catalyst (DOC) for Non-Road Engines	Regulated	Standard Cat Part Group #
99Z01929	DOC for On-Highway Truck Engines	Regulated	7772
99Z01930	Non-Road Catalyzed Converter Muffler (CCM) for Non-Road Engines	Regulated	Standard Cat Part Group #

**NOTE:** Refer to Bulletin 7.02 for claiming information on products in regulated markets under emission warranty coverage.

## > Claim Field Information

Please be aware, claim requirements outlined in **product** warranty bulletins still apply. Please refer to the main **product** warranty bulletin(s) to review additional claim requirements for the product in which you are filing a parts warranty claim. The following chart outlines the unique claim field information required for parts warranty claims:

Claim Field	Required Information
<b>Product ID/Serial Number</b>	<p>Prime Products with Caterpillar serial number and rear mounted winch' on Track-Type Tractor (TTT) – Enter prime product serial number.</p> <ul style="list-style-type: none"> <li>• <b>Prime Product with No Caterpillar S/N or Other Manufacturer Products</b> - enter the appropriate 99Z number as outlined in the 99Z Serial Number Job Aid at <a href="https://catdealer.com/resources/SerializedComponents">https://catdealer.com/resources/SerializedComponents</a> – Enter S/N of the machine for which the component is installed.</li> <li>• For the MEC AC Chargers and <b>MEC AC Wall Mount Chargers</b> use 99Z00105.</li> <li>• For applicable OMB-SCR products (refer to Bulletin 3.34), use the 99Z listed in the 99Z Serial Number Job Aid.</li> <li>• For Switchgear not manufactured by Caterpillar, refer to bulletin 3.08 and 99Z Serial Number Job Aid for correct 99Z usage for claim filing.</li> </ul>
<b>Work Order Number</b>	<p>Enter Work Order Number from Dealer System Over the counter parts warranty situation, enter OTC in the Work Order Number Field</p>
<b>Part Number Causing Failure</b>	<p>Enter the Cat part number (PN) for the part that caused the failure. The following requires an entry other than the Cat part number: <b>Hose Assemblies</b> – Lowest part number in the hose assembly, if applicable, or the hose assembly number.</p> <ul style="list-style-type: none"> <li>• If the part number that caused the failure is not a Cat part number, use a substitute part number that best represents the part causing failure.</li> </ul> <p><b>NOTE:</b> If Part Causing Failure is Cat Reman or Part Causing Failure is part of a Cat Reman Group, please refer to Bulletin 1.02.</p>
<b>Group Number</b>	<p>Enter the Cat group number. The following require an entry other than the Cat group number:</p> <ul style="list-style-type: none"> <li>• If the Cat group number is not available, enter the applicable group SMCS code available at <a href="https://servicedata.cat.com/home/smcsinquiry">https://servicedata.cat.com/home/smcsinquiry</a>.</li> <li>• Machine Control and Guidance Product – Enter SMCS code 795X.</li> <li>• Cat Water Delivery Systems – Enter 778B</li> <li>• Hose Assemblies – Enter the hose assembly number or group number of the hose assembly, dependent upon the part causing failure used.</li> <li>• Cat Wear Management System Hardware - Enter SMCS Code 0729.</li> </ul>
<b>Comments/Findings</b>	<ul style="list-style-type: none"> <li>• Expanded Mining Products – When using a substitute part number as the part causing failure, enter the legacy Bucyrus part number causing failure as follows "BU_ Legacy Bucyrus PN" (Example: BU_ 400879).</li> </ul>
<b>Product SMU(H/M/K)</b>	<p>Enter the prime product hours.</p> <ul style="list-style-type: none"> <li>• For products with no hour meters, enter a number greater than the hours in the previous repair.</li> </ul>



**Note:** Do **NOT** mark resultant damage parts as "RD" in claim detail

**NOTE:** \* Rear mounted winch must be purchased from Caterpillar.

Replacement Parts <sup>6</sup> (Sold on or after 01JUL2020)				
Parts data includes resultant damaged parts.				
Product	Warranty Period (months)	Parts	Labor	Travel/ Mileage
<ul style="list-style-type: none"> <li>Commercial Engines and Generator Sets in Oil &amp; Gas, Marine Applications</li> <li>Multi-Engine Optimizer (MEO)</li> <li>On-Highway Truck Engines/Transmissions<sup>3</sup></li> <li>Cat and Cat Branded Marine Controls/Transmissions</li> <li>New and Remanufactured Transmissions in Oil &amp; Gas Applications<sup>4</sup></li> <li>Cat Selective Catalytic Reduction Systems for Aftertreatment Retrofit</li> <li>Electric Motors in Oil &amp; Gas Applications</li> <li>Vocational On-Highway Trucks and Glider Kits</li> <li>Dynamic Gas Blending™ Kits in Oil &amp; Gas Applications</li> </ul>	12	M	Sell	No
<ul style="list-style-type: none"> <li>Electric Power Generation Products (excluding Marine, Oil &amp; Gas, Gas Compression, Cat Switchgear, and MEC AC Chargers and Switchgear Manufactured by Mesa Solutions).</li> <li>Industrial Engines (excluding Marine, Oil &amp; Gas, and Gas Compression)</li> <li>Locomotive Engines (excluding OEM Solutions Cat Locomotive Power Train)</li> <li>Dynamic Gas Blending Kits in Electric Power Generation Applications</li> <li>Other Manufacturer Branded Selective Catalytic Reduction (OMB-SCR) System for Select Cat® 3500 Generator Sets Aftertreatment Systems</li> </ul>	12	D/N + 15%	Cost	No
<ul style="list-style-type: none"> <li>MEC AC Chargers and MEC AC Wall Mount Chargers<sup>1</sup></li> </ul>	12	D/N	No	No
<ul style="list-style-type: none"> <li>All other products<sup>1</sup> covered in this bulletin</li> </ul>	12 <sup>2</sup>	D/N (3600's 90% M)	No	No

**Note:** Do **NOT** mark resultant damage parts as "RD" in claim detail

<sup>1</sup> MECAC Chargers and MEC AC Wall Mount Chargers purchased through parts distribution (Whole Unit) the warranty period is 24 months from the date of sale to the first user. For parts and components for serviceable repairs after the initial 24-months warranty on the unit has expired, the warranty period is 12-months from the date of sale to the first user. Serviceable parts/components purchased during the initial unit's 24-months warranty for repairs receive the remaining residual warranty of the unit.

<sup>2</sup>For hydraulic line quick connect/disconnect components used on Telehandlers, Compact Wheel Loaders, Mini Hydraulic Excavators, Skid Steer Loaders, Multi Terrain Loaders, and Compact Track Loader machines, the warranty period for machine lines is 50 hours starting from the date of sale to the first user; and for work tool lines quick connect/disconnect components, the warranty period is 3 months starting from the date of sale to the first user.

For hydraulic line's quick connect/disconnect components used on Backhoe Loaders (effective 01Nov2023) and Small Wheel Loaders (effective 01Nov2023), the warranty period for machine lines is 50 hours starting from the date of sale to the first user.

<sup>3</sup>For On-Highway Truck Engines used in OEM Applications covered by this warranty: Caterpillar will, for defective parts returned to a dealer parts department, ONLY provide a replacement Caterpillar part to replace the defective part. Resultant damage parts, fluids, etc. will not be provided.

<sup>4</sup>Please refer to statement New and Remanufactured Transmissions used in Oil & Gas Applications for models.

<sup>6</sup>This matrix does not cover Parts Warranty for parts sold to support Caterpillar gas products CG132, CG170, CG260. Warranty is administered through Caterpillar Energy Solutions (formerly MWM), not the Caterpillar Service Claims System. Refer to the Need Assistance page on <https://catdealer.com/needassistance> for contact information. **Note:** CG137 products are covered under this matrix and bulletin as Cat Branded product.

<b>Cat Photovoltaic System &amp; Energy Storage System Replacement Parts (Policy in effect for parts sold before 01SEPT18)</b>					
Parts data includes resultant damaged parts.					
Product		Warranty Period (months)	Parts	Labor	Travel/ Mileage
<ul style="list-style-type: none"> <li>Cat Energy and Storage Systems</li> </ul> *Heavy Duty ESS (with HD model number suffix) 12 months or 6000 discharge hours; all other ESS 12 months or 2000 discharge hours		12*	D/N + 15%	Cost	Yes
<ul style="list-style-type: none"> <li>Cat Photovoltaic Sold In USA &amp; Canada</li> </ul>	Cat PV Panel, Panel Mounting System	120	D/N + 15%	Cost	No
	All other parts and assembled components of Cat PV systems	12			
<ul style="list-style-type: none"> <li>Cat Photovoltaic Sold In Regions Other Than USA &amp; Canada</li> </ul>	Cat PV Panel, and Panel Mounting System components	120			
	All other parts and assembled components of Cat PV systems	12			
<b>Cat Photovoltaic System &amp; Energy Storage System Replacement Parts (Policy in effect for parts sold on or after 01SEPT18 - 01DEC2021<sup>1</sup>)</b>					
Parts data includes resultant damaged parts.					
Product		Warranty Period (months)	Parts	Labor	Travel/ Mileage
<ul style="list-style-type: none"> <li>Cat Energy and Microgrid Energy Storage Systems</li> </ul>		12	D/N + 15%	Cost	No
<ul style="list-style-type: none"> <li>Cat Photovoltaic Sold In USA &amp; Canada</li> </ul>	Cat PV Panel (PVT and PVC 365 to 375, PVCXXXXX03, AND PVCXXXXX03XA products)	120	D/N + 15%	Cost <sup>2</sup>	No
	Cat PV Panel (PVCXXXMP AND PVCXXXMP02 products)	300			
	All other parts and assembled components of Cat PV systems	12			
<ul style="list-style-type: none"> <li>Cat Photovoltaic Sold In Regions Other Than USA &amp; Canada</li> </ul>	Cat PV Panel (PVT and PVC 365 to 375, PVCXXXXX03, AND PVCXXXXX03XA products)	120			
	Cat PV Panel (PVCXXXMP AND PVCXXXMP02 products)	300			
	All other parts and assembled components of Cat PV systems	12			

**Note:** HVAC and Li-ion Energy Storage Cells (batteries) are not warranted by Caterpillar. Please see bulletin 3.31 for vendor contact information.

<sup>1</sup> Updated chart to add new Cat PV Panel products sold on/after 01Jan2019. <sup>2</sup> Effective for failures on/after 01DEC2021.

<b>Cat Photovoltaic System &amp; Energy Storage System Replacement Parts</b> <b>(Policy in effect for parts sold on or after 01DEC2021)</b>					
Parts data includes resultant damaged parts.					
Product	Warranty Period (months)	Parts	Labor	Travel/ Mileage	
<ul style="list-style-type: none"> <li>Cat Energy and Microgrid Energy Storage Systems and Microgrid Master Controls (excluding XES60 and XES120 Products)</li> </ul>	12	M	Cost	No	
<ul style="list-style-type: none"> <li>Cat XES60 and XES120 Energy Storage Systems Products</li> </ul>	12	D/N + 15%	Cost	No	
<ul style="list-style-type: none"> <li>Cat Photovoltaic</li> </ul>	Cat PV Panel (PVT and PVC 365 to 375, PVCXXXX03, AND PVCXXXX03X, PVCXXXX03XA, PVCXXXX03XB, PVCXXXX03XC, and PVCXXXX03XE products)	144	D/N + 15%	Cost	No
	Cat PV Panel (PVCXXXMP AND PVCXXXMP02 products)	300			
	All other parts and assembled components of Cat PV systems	12			

**Note:** Energy Cells are now warranted by and claimed through Caterpillar. Please refer to bulletin 4.07, Batteries, for Energy Cells claiming information.

606-4 ~~REAR~~ LONG BLOCK ENGINE



Holt of California  
 P.O. Box 100001  
 Sacramento, CA 95813  
 www.holtca.com

**SERVICE INVOICE**

REMIT PAYMENT TO: Holt of California  
 PO Box 511604  
 Los Angeles, CA 90051-8159  
 FOR CUSTOMER INQUIRIES, PLEASE CALL  
 (877) 379-6620 or FAX (916) 991-8268

SHIP TO  
 C/T - PLEASANT GROVE

INVOICE NUMBER SW010356074	INVOICE DATE 02-18-26	CUSTOMER NO.	REFERENCE NUMBER 0193350	PURCHASE ORDER 627-04
MODEL 627H	SERIAL NUMBER 0DBW00290	EQUIP # RM-6274	METER READING 9669.0	MACH. I.D. NO.

SEG	TASK	TOTAL
05	SUPPLY PARTS ENGINE	24914.47

TERMS OF PAYMENT: NET 10 for all equipment purchases and rental transactions: DUE ON THE 10TH OF THE MONTH FOLLOWING THE INVOICE DATE for all parts and service transactions. A FINANCE CHARGE OF 1.5% per month will be applied to all past due invoices. In the event the account becomes delinquent, the customer will pay the costs of collection including reasonable accrued attorney fees and court costs incurred by Holt of California in collecting any indebtedness of customer to Holt of California.

SERVICE LABOR WARRANTY: Holt of California ("Holt") warrants its service labor for twelve months, 1,000 hours or 50,000 miles, whichever occurs first from date of last labor. This warranty does not apply if, in the opinion of Holt, the maintenance or operation is not reasonable and proper. Holt shall not be responsible for the removal or installation of any component installed by anyone other than Holt. All labor shall be provided during Holt's normal working hours and any travel time, transportation or overtime shall be charged to the customer. In no event shall Holt be responsible, nor should the customer be entitled to any damages for loss of use of the equipment, productivity, or any other consequential damages.

PAY THIS AMOUNT	▶	26720.77
AMOUNT CREDIT	▶	



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Sacramento, CA 95813  
www.holtca.com

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QTY	DESCRIPTION	UNIT PRICE	TOTAL
<b>SUPPLY PARTS ENGINE</b>			
1	5D-9344 SEAL	20.67	20.67
1	5P-8211 SEAL	16.21	16.21
12	6V-5839 WASHER-HARD	.56	6.72
1	6V-9769 SEAL	4.02	4.02
1	7L-6580 SEAL O RING	3.42	3.42
12	9X-6620 LOCKNUT	6.80	81.60
12	116-3715 STUD	15.87	190.44
1	117-3036 O RING	5.80	5.80
1	197-8419 GASKET	3.82	3.82
1	20R-5120 BLOCK G LONG	23582.75	23582.75
1	CORE DEPOSIT	8804.51	8804.51
1	CORE RETURN	8804.51	8804.51
10	212-7728 ISOLATION AS	10.15	101.50
1	213-9396 SEAL-O-RING	6.44	6.44
1	217-3673 SEAL-ISOLATI	164.88	164.88
14	217-3674 FASTENER AS	10.55	147.70
1	225-6948 SEAL-O-RING	12.95	12.95
1	229-5711 SEAL-ISOLATI	141.19	141.19
6	248-1394 KIT-GASKET-S	24.94	149.64
1	349-9659 GASKET	22.11	22.11
4	375-2467 LOCKNUT-FLAN	3.85	15.40
6	595-1862 GASKET-EXHAU	35.83	214.98
1	1U8846 GASKET MAKER 50ML	22.23	22.23
<b>TOTAL PARTS</b>		<b>SEG. 05</b>	<b>24914.47</b>
<b>TOTAL</b>			<b>24914.47</b>
<b>TAX EXEMPTION LICENSE C4 ALSO</b>			
<b>CAL SALES TAX 7.25%</b>			<b>1806.30</b>

\*\*\* THANK YOU FOR DOING BUSINESS WITH HOLT OF CALIFORNIA \*\*\*

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AMOUNT CREDIT	▶	

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of California



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MODEL 627H	SERIAL NUMBER 0DBW00290	EQUIP.# RM-6274	METER READING 9669.0	MACH. I.D. NO.

QTY	DESCRIPTION	UNIT PRICE	TOTAL
MAKE PAYMENTS USING ON-LINE ACH DEBIT FOR FREE! PLEASE CALL (916)921-8880 OR EMAIL GOPAPERLESS@HOLTCA.COM FOR MORE INFORMATION.			
DUE 10TH OF THE NEXT MONTH			

TERMS OF PAYMENT: NET 10 for all equipment purchases and rental transactions: DUE ON THE 10TH OF THE MONTH FOLLOWING THE INVOICE DATE for all parts and service transactions. A FINANCE CHARGE OF 1.5% per month will be applied to all past due invoices. In the event the account becomes delinquent, the customer will pay the costs of collection including reasonable accrued attorney fees and court costs incurred by Holt of California in collecting any indebtedness of customer to Holt of California.

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AMOUNT CREDIT ▶	