

## SERVICE

# EXTENDED COVERAGE

Global

Machine

## Undercarriage Assurance “General Duty”

### Overview

Undercarriage Assurance General Duty Program support, is a leakage and breakage program developed by Caterpillar for specific undercarriage components on certain track-type machines with steel track. The program is primarily designed to assure users of structural integrity and seal ability.

The program is used by dealers, when necessary, to obtain new machine or parts sales by offering product support enhancements. This additional product support offering goes beyond the standard new machine or parts warranties. The cost of the offering is shared between Caterpillar and the dealer.

### Coverage Details

This coverage begins at the same time as the standard new machine or new parts warranty term and terminates in 4 years or 3,000 hours or 100% wear, whichever occurs first.

Undercarriage Assurance General Duty			
Program	Coverage in Years	Coverage in Hours	Coverage in % Worn
General Duty	4	3000*	100%*

\* Coverage is prorated to 100% component wear life or 3,000 hours. (Refer to the Dealer Reimbursement section of this bulletin.) Note that there is a 35% reduction for wide shoes. This includes shoes that are 28” or wider for TTT, and 710 mm or wider for Hex. Coverage ends with the stated years, hours, or percent worn, whichever occurs first.

**This coverage only applies after all other applicable coverages for the failed component has expired (i.e. New Machine Warranty, New Parts Warranty, Product Support Program (PSP)).**

### ► Covered Undercarriage Components

- New Cat machines and replacement undercarriage on Cat or competitive-brand machines.
- Product Types: Small Track-Type Tractors, Medium Track-Type Tractors, Large Track-Type Tractors (excluding D11), Track-Type Loaders, Pipelayers, Small Hydraulic Excavators, Medium Hydraulic Excavators, Large Hydraulic Excavators
- In addition to Bulletin 1.02, rebuilt components must have 100% Cat new, remanufactured or Caterpillar approved parts; other manufacturer parts are not allowed. Repairs must be made at an authorized Caterpillar dealer.

► 05.05-07 (05/17)  
<https://warranty.cat.com/wtyguide>  
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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.

## Covered Undercarriage Failures

- Oil leaks and breakage on link assemblies, track rollers, carrier rollers and idlers
- Breakage under normal use of track shoes, sprockets/sprocket segments and end caps
- Loosening or breakage of factory-installed track shoe hardware (nuts and bolts)
- When dry joints are repaired outside a normal bushing turn, in addition to failed components (pins, bushings, thrust rings, links and/or master links), normal maintenance parts are reimbursable. This includes hardware, oil, seals, stoppers, plugs and thrust rings used to make the repair.
- Severe link spalling that affects 30% or more of a link rail surface

## Not Covered Undercarriage Components

- Track-type Log Skidders, Track Feller Bunchers, including Timberking™ and Cat® 500 Series
- SystemOne™ Undercarriage - refer to Bulletin 5.02 for coverages
- Undercarriage components that have a brand other than Caterpillar
- Undercarriage covered under the Genuine and Classic assurance programs - refer to Bulletin 5.01 for coverages

## Not Covered Undercarriage Failures

- Gold Undercarriage - see Bulletin 5.10 for coverages
- During a normal bushing turn, link assembly maintenance parts including hardware, oil, seals, stoppers, plugs, and reusable thrust rings
- Loss of grease in hydraulic excavator link assemblies is normal and is not covered
- Bushing replacement due to end grooving at turn time
- Rebuilt track link assemblies with track link “build-up” (welded rails)
- Rebuilt (welded wear surfaces) track rollers and idlers
- Regrousered or dealer modified track shoes
- Dry joint coverage after bushing turn

### ► Enrollment Qualifications

- Undercarriage can be enrolled without prior Caterpillar approval
- **Effective with machine or parts sales on or after January 1, 2018, machines must be enrolled into either CTSi or CTS Pro to be qualified for Undercarriage Assurance.**
- **Enrollment must be completed prior to repairs.**
- The machine must have a functioning hour meter
- The minimum purchase for a machine is at least one link assembly, or all track rollers on one track roller frame, or all idlers on one track roller frame

**Exception:** If a component is replaced within the Undercarriage Assurance coverage period AND the customer pays a proration amount of 25% or more of the component markup, then the Undercarriage Assurance coverage period starts over for that component. The New Parts Warranty does not apply to components replaced under this exception.

- Link assemblies and track groups must be installed on the machine prior to the link assembly or track group install-by date. The install-by date can be found on the parts label attached to the link assembly or track group. If the parts label is missing or damaged, the install-by date is four years past the assembly date. The assembly date can be identified through IRM UC03-04 (PELJ0151).

### ► Documentation/Enrollment

- For every Undercarriage Assurance Program enrollment, dealers must keep on file the following documentation:
- The completed agreement between the dealer and the customer - enrollment to Caterpillar is not required
  - Undercarriage Assurance Enrollment Certificates - they are located in the Sales Library
    - General Duty - PEEP9277
- Customer invoice of original machine or replacement parts sale
- Custom Track Service (CTS) report at the time of breakage or leakage
- Customer credit invoices

- Recommended practice - Dealers should either document enrollment in CTSi or CTS Pro databases, or submit informational SIMSi entry indicating date of enrollment.

## ► Dealer Reimbursement

### Definitions of Replace vs. Repair:

- **Replace:** Installing a new link assembly, track group, track roller group, carrier roller group, sprocket, shoe, idler, and/or track shoe or sprocket hardware
- **Repair:** Replacing individual components to reuse an assembly, including links, bushings, pins, seals, and thrust rings
- The maximum amount of Caterpillar's reimbursement to the dealer is determined by the least costly method.
- Any link assembly with 80% or greater link wear must be replaced and not repaired.

**Component proration** - is intended for the dealer to credit the customer's account for unused life on link assemblies, track rollers, carrier rollers or idlers that are replaced rather than repaired. The following formulas calculate the parts price that is claimed to Caterpillar:

- Caterpillar reimbursement to dealer =  $[D/N \text{ Price} - (\text{Proration } \% \times (\text{Markup}))]^*$   
\*Markup represents D/N x 1.36

\*Reimbursement is reduced by 35% if machine is equipped with wide shoes - this includes shoes that are 28" or wider for TTT, and 710 mm or wider for Hex

- SystemOne products enrolled on/after 01Nov14 will use Table 1 to calculate the Proration %. This is based upon % Wear and Part Hours.

Example 1: D6T has 2500 hours and link wear is 30%. 2 joints are dry. Undercarriage was enrolled prior to 01Nov14. Dealer Net Price of link assembly is \$5000.

- Calculate the cost for replacement versus repair
- Replace: Dealer Reimbursement =  $\$5000 - (30\% \times (1.36 \times \$5000)) = \$2960$
- Repair: Dealer Net Price of repair parts plus D&A labor = \$2500.
- Repair is the least costly method.
- Maximum amount of Caterpillar's reimbursement to dealer = \$2500
- The decision to repair or replace in this situation should be discussed between the dealer and the customer to determine the best overall value for the customer.

Example 2: D6T has 2500 hours and link wear is 30%. 30 joints are dry. Undercarriage was enrolled after 01Nov14. Dealer Net Price of link assembly is \$5000.

- Calculate the cost for replacement versus repair
- Replace: Dealer Reimbursement =  $\$5000 - (40\% \times (1.36 \times \$5000)) = \$2280$
- Repair: Dealer Net Price of repair parts plus D&A labor = \$9000
- Replace is the least costly method
- Maximum amount of Caterpillar's reimbursement to dealer = \$2280

**Note:** For undercarriage where the expectation is to turn bushings, the proration of the link assembly is based on the track link percent worn.

For undercarriage where the expectation is NOT to turn bushings, but to replace the undercarriage when the bushings are worn out, the proration of the link assembly is based on the most worn component (bushing or track link).

For track rollers, carrier rollers, or idlers, proration is based off the % worn of the component being replaced.

Dry joint repair or track replacement after bushing turn is not covered.

**\*NOTE:** Failures during the New Machine Warranty or New Parts Warranty periods must be filed against these warranty programs, not against Undercarriage Assurance. If there is an undercarriage Product Support Program (PSP) in effect that covers the component failure, dealers must claim under the PSP.

**Undercarriage Assurance applies when all other available coverages have expired.**

Table 1

Undercarriage Assurance – Classic/General Duty Proration Table																					
% Wear	Over 100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
	95 - 99.9	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95
	90 - 94.9	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	95
	85 - 89.9	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	90
	80 - 84.9	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	80	85	90
	75 - 79.9	75	75	75	75	75	75	75	75	75	75	75	75	75	75	75	75	75	75	80	85
	70 - 74.9	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	70	75	80	85
	65 - 69.9	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	65	70	75	80
	60 - 64.9	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	60	65	70	75
	55 - 59.9	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	55	60	65	70
	50 - 54.9	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	55	60	65
	45 - 49.9	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	45	50	55	60
	40 - 44.9	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	45	50	55
	35 - 39.9	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	35	40	45	50
	30 - 34.9	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	35	40	45
	25 - 29.9	25	25	25	25	25	25	25	25	25	25	25	25	25	25	25	25	25	30	35	40
	20 - 24.9	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	25	30	35
	15 - 19.9	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	20	25	30
	10 - 14.9	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	15	20	25
	5 - 9.9	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	10	15	20
0 - 4.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	10	15	
	0 - 149	150 - 299	300 - 449	450 - 599	600 - 749	750 - 899	900 - 1049	1050 - 1199	1200 - 1349	1350 - 1499	1500 - 1649	1650 - 1799	1800 - 1949	1950 - 2099	2100 - 2249	2250 - 2399	2400 - 2549	2550 - 2699	2700 - 2849	2850 - 2999	3000 - up
	Part Hours																				

<b>Undercarriage Assurance General Duty Summary of Reimbursement Practices</b>	
<b>Repair Expense</b>	<b>Allowance &amp; Rate</b>
Parts	If reimbursable, reimbursed at D/N per proration
Parts Service Charges	Reimbursable, if justified in the claim story
Service Items	Reimbursable at D/N, if made unusable
Repair Labor	If reimbursable, at Warranty Cost Labor rate - refer to Table 2
Shop Supplies	Not reimbursable as an itemized expense
Overtime Labor Rate, Salvage Labor, Travel Time & Mileage, Meals & Lodging, Freight Charges, Hauling Costs and Outside Repair Expenses	Not reimbursable.

**Table 2**

<b>Component Coverage</b>			
<b>Undercarriage Components</b>	<b>Repair/Replace Description</b>	<b>Reimbursement Amount</b>	<b>Claim Group Number</b>
<b>Track Link Assemblies</b>	<b>Repaired</b> - due to seal leaks or failed pins, bushings, thrust rings, or links.	100% Parts at D/N* 100% D&A Labor*	<b>773G</b>
	<b>Repaired</b> - same as above but at bushing turn time, with less than 80% link wear.	100% Parts at D/N* No Labor	<b>773G</b>
	<b>Replaced</b> - if more economical than repairing.	Prorated Parts* No Labor	<b>773H</b>
<b>Track Rollers, Carrier Rollers and Idlers</b>	<b>Repaired</b> - due to seal leaks or broken shaft or shell.	100% Parts at D/N* 100% D&A Labor*	<b>773G</b>
	<b>Replaced</b> - if more economical than repairing.	Prorated Parts* No Labor	<b>773H</b>
<b>Sprockets, Sprocket Segments, Track Shoes and Track Roller End Caps</b>	<b>Replaced</b> - due to breakage under normal usage. 50% proration for wide shoes.	Prorated Parts* No Labor	<b>773H</b>
<b>Factory Installed Hardware for Track Shoes and Sprockets</b>	<b>Replaced</b> - due to breakage or loosening. 50% proration for wide shoes.	Prorated Parts* No Labor	<b>773H</b>

\*Resultant damaged parts are reimbursable at Dealer Net, no additional labor allowance.

## Claim Field Information

The following outlines the unique claim field information required:

### Product ID / Serial Number:

- Cat machines - Enter the Cat machine serial number for all new machine sales and parts replacement sales
- Competitive machines - For parts replacement sales enter 99Z00015

**Group Number:** Enter appropriate group number - reference Table 2, Component Coverage, on page 5.

**Parts Start Date:** For over-the-counter purchases enter the failed part sale date, OR for dealer installed enter the original repair's last day of labor.

**Parts Hr/Mi/Km:** If a parts start date is entered, enter the part hours since it was installed. (Note this number should be less than the number in the Product SMU (Hr/Mi/Km) field.)

**Claim Story:** In addition to complaint, cause, and correction, include the following:

1. The General Duty enrollment date
2. The applicable Custom Track Service (CTS) measurements
3. The machine's track shoe width
4. The track link assembly's serial numbers
5. The link assembly or track group install-by date
6. Information about whether or not the repair was done during bushing turn time for repairs to track link assemblies, as this will indicate if Caterpillar or the customer is responsible for the D&A labor.