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REVISION HISTORY

Revision Level	Issued By (Department)	Authors	Description of Change	Date
1	Parts	Joshua Brock, Rhonda Gelinas	First Edition	03/26/2018

APPROVALS

Name	Position	Date Reviewed
<i>Procedure Committee</i>		

1. PURPOSE

Milton Cat will not charge TEPS/AMD/ISD dealers for use of the internal dealer shuttle system for Engine DOWN Warranty Parts. Waiver of this shuttle charge would also include the York, PA shuttle to Milton CAT

Caterpillar Warranty Bulletin No. 3.1 OEM-Type Warranty Expenses states that “Caterpillar dealers should only invoice TEPS/AMD/ISD dealers for premium freight expenses when the parts needed to expedite a warranty repair are not available from either the Caterpillar dealer or the Caterpillar dealer’s primary servicing parts distribution center. TEPS/AMD/ISD dealers should not be invoiced for premium freight if the warranty repair parts were shipped from the Caterpillar dealer or the Caterpillar dealer’s primary servicing parts distribution center in York, PA.”

2. SCOPE

This Procedure applies to the following engine warranties:

- Standard engine warranty
- Extended service coverage warranty
- Defective parts warranty

3. DEFINITIONS

- TEPS - Truck Engine Parts and Service Dealer
- AMD - Authorized Marine Dealer
- ISD - Industrial Service Distributor

4. RESPONSIBILITIES

- Parts Trainers
- Parts Managers
- Parts Supervisors
- Parts Counter Personnel

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5. PROCEDURE

Warranty parts shipped beyond our own stores or York Distribution Center, freight charges should be invoiced to the TEPS/AMD/ISD dealer.

Note: Freight charges are not reimbursable under Extended Service Coverage unless noted under a Platinum Plus Coverage for commercial engines. See Warranty Bulletin 1.02 and 3.01 for more coverage information

TEPS/AMD/ISD dealers must provide us with the following information **at the time they are ordering the parts** in order for us to waive the premium freight charges:

- Engine model and serial number
- TEPS/AMD/ISD dealer work order or repair order number
- Inform us that these parts are for a warranty repair and to request us to waive freight charges

TEPS/AMD/ISD dealers who phone or fax their parts orders must include this information on their fax order sheet or provide us this information when parts are ordered

When we process a TEPS/AMD/ISD parts order, view the Sales Order Attachments under the Attachments tab. The order should be noted by the TEPS/AMD/ISD dealer that it relates to a warranty repair. Premium freight charges for the Sales Order can be removed under the Charges button. An attachment note should be added indicating that freight charges were removed because of the warranty status of the parts.

6. APPLICABLE REFERENCES

- Warranty Bulletin 1.02
- Warranty Bulletin 3.01