

Engine Down Warranty Orders		Page 1 of 2
Work Instruction	Rev: 01	

**REVISION HISTORY**

Revision Level	Issued By (Department)	Authors	Description of Change	Date
1	Parts	Joshua Brock, Cris Wylie, Rhonda Gelinias	First Edition	03/30/2018

**APPROVALS**

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

**1. PURPOSE**

This procedure specifies the information needed from the TEPS/AMD/ISD dealer when placing an order for items for an engine down situation on a warranty.

**2. SCOPE**

This procedure applies to TEPS/AMD/ISD Second Level CAT Dealers and Milton Cat Parts Department Personnel

**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
- Second Level Dealer Personnel

Engine Down Warranty Orders		Page 2 of 2
Work Instruction	Rev: 01	

## 5. PROCEDURE

Placing an engine down warranty order must be done electronically. There are two vital areas of information necessary to give:

- The TEPS/AMD/ISD repair order number
- Engine serial number

### Emergency Class W Parts Orders

For an emergency Class W Parts Order (warranty with product down) of a Reman part not in stock, the equivalent new part is shipped and invoiced at the Reman price, plus the standard core charge. This practice is not applicable for major components (e.g. engines, transmissions). When filing a claim, the part number of the ordered Reman part/component must be listed on the Expense Detail line.

### Parts Service Charges

Service charges are fees for parts obtained on an emergency order, and are a percentage of the Dealer Net (D/N) price. The part percentages are published in the Parts Gram at:

<https://dealer.cat.com/en/ps/parts/partsgrams.html> and are as follows:

- 0% for slow moving parts
- 2% as defined in Regional Parts Grams Exception Items
- 5% for medium moving parts
- 8% for fast moving parts

## 6. APPLICABLE REFERENCES

Warranty Bulletin 1.02