

Services Commitment Program FAQ

Added value benefits are now available for customers who enroll in or renew a Customer Value Agreement (CVA)! Wheeler Machinery Co. and Caterpillar are committing to provide parts to you at the time of need! This partnership further strengthens Wheeler Machinery and Caterpillar's commitment to optimize parts and service operations for the benefit of your operations! This document is intended to provide an overview, but is not a comprehensive overview of all program details. Please see Advanced Bulletin 02, Services Commitment Program Guidebook. Review the FAQ's below, and reach out to the CVA team to further discuss the Value a CVA brings to your organization!

Q: What is the Services Commitment Program?

A: *This is a Customer Support Program to provide unparalleled customer experience through parts and service benefits to CVA customers.*

Q: When will this Program begin?

A: *Phase 1 began July 1st 2021, parts guarantee commitment.*

A: *Phase 2 began on July 1st 2022, priority service for CVA's which include dealer labor.*

Q: Which Customers qualify for CVA Services Commitment offerings?

A: *Customers designated as CI for the customer industry in OLGA (ask Wheeler if you qualify)*

Q: Which machines are eligible for CVA Services Commitment offerings?

A: *GCI and BCP Caterpillar machines manufactured ten years or less from the new or renewed CVA agreement with Wheeler Machinery Filter Support CVA, or a Wheeler Machinery Premium Service CVA. Further details can be found below in Addendum 1 – Eligible CAT Machine Models*

Q: How do eligible machines become qualified for the Services Commitment Program?

A: *Enroll in or renew a current Filter Support or Premium Service Customer Value Agreement (CVA) with Wheeler Machinery.*

Q: What does my eligible machine qualify for?

A: *CVA's which include dealer labor for Preventative Maintenance may qualify for Parts Commitment and Priority Service offerings. CVA's without dealer labor included qualify for Parts Commitment.*

Q: Can you define Customer Value Agreement (CVA) and what is needed to be eligible?

A: *CVA is an agreement to exclusively provide Caterpillar preventative maintenance parts and/or labor for a machine. To be Caterpillar qualified CVA:*

- 1-** *The agreement duration must be a minimum of 12 months*
- 2-** *The machine must be connected with Product Link Telematics*
- 3-** *The machine must have either SOS performed or an annual inspection completed*
- 4-** *And Condition Monitoring services offered by Wheeler Machinery Co. (This service is automatically provided when using Wheeler Machinery SOS or Product Link telematics)*

Q: How long will this program offering last?

A: *The term of this program is 12 months, starting on July 1st 2021. Caterpillar may elect to extend the program for additional 12 month periods and will notify Wheeler Machinery in advance as needed. Coverage will end, at the latest, 5 years after the termination of Wheelers participation in the Services Commitment Program or its termination by Caterpillar, whichever occurs first. CAT may elect to end this benefit at their discretion.*

Q: What are the details of this program for Wheeler Machinery Filter Support CVA's?

A: *Wheeler Machinery will have maintenance parts at the CAT dealership, ready for pickup by the eligible customer, or Wheeler Machinery's Service Departments:*

- 1- by the end of the next business day if no order need by date is captured, or if the order need by date is the same day as entered in Wheeler's ERP, or*
- 2- by the end of business on the order need by date as entered in Wheeler's ERP.*

Q: For qualified units on a Filter Support CVA, how is the customer compensated if we are unable to provide maintenance parts by the earliest of the next business day or the order need by date?

A: *Wheeler will have CAT issue a CAT Prepaid Credit to the eligible customer for the lesser of the price paid by the customer for the specific maintenance parts (excluding taxes and all other fees) which were not ready for pickup, or \$1000.*

Q: What are the details of this program for Wheeler Machinery Premium Service CVA's?

A: *Wheeler Machinery will have maintenance parts at the CAT dealership, ready for pickup by the eligible customer, or Wheeler Machinery's Service Departments:*

- 1- by the end of the next business day if no order need by date is captured, or if the order need by date is the same day as entered in Wheeler's ERP, or*
- 2- by the end of business on the order need by date as entered in Wheeler's ERP.*

Also, Wheeler Machinery will have repair parts at the CAT dealership, ready for pickup by the eligible customer, or Wheeler Machinery's Service Departments:

- 1- By the end of the second business day if no order need by date is captured, or if the order need by date is the same or next business day as entered in Wheelers ERP, or*
- 2- By the end of business on the order need by date as entered in Wheeler's ERP if the order need by date is not the same day or next business day.*

Q: For qualified Units on a Premium Service CVA, how is the customer compensated if we are unable to provide maintenance parts by the earliest of the next business day or the order need by date? Or the repair parts by the second business day, or need by date?

A: *Wheeler will have CAT issue a CAT Prepaid Credit to the eligible customer for the lesser of the price paid by the customer for the specific maintenance or repair parts (excluding taxes and all other fees) which were not ready for pickup, or \$1000.*

Q: Are there any parts excluded (not eligible) from this program?

A: Yes, see Addendum 2 – Parts Excluded from the Services Commitment Program

Q: Are there other benefits for Premium Service CVA's?

A: Yes. Premium Service CVA's, which include dealer labor, also qualify for priority service for repairs through shop and field.

Q: Do parts covered by EPP or other Warranty apply?

A: *No, only parts the customer is purchasing qualify for coverage as part of this program.*

Q: Do customers need to provide their machine Serial Number when ordering parts?

A: *Yes. If the customer does not provide this information at the time of order, Wheeler Machinery and CAT will not be able to associate the purchase with the CVA machine and the order will not be eligible for coverage if applicable. Only one SN per order should be listed to prevent coverage issues for this program.*

Q: How will the Credit be Issued?

A: *Caterpillar will issue a Prepaid Credit to the eligible customer. Wheeler Machinery and Caterpillar will cover the cost of this credit.*

Q: How does this benefit the partnership with customers?

A: *Services Commitment Guarantees further strengthens partnerships as it aligns Wheeler Machinery and Caterpillar with the customers operations with the goal of optimizing parts and service operations for the benefit of customer operations.*

Q: Does this FAQ contain all program details

A: *There are many additional program details which may not be outlined here. For all other inquiries and questions, please contact the team which oversees Customer Value Agreements at 801-978-1403*

Addendum 1 – Eligible CAT Machine Models

Eligible Cat Machine Models shall mean all GCI and BCP Cat machines manufactured ten years or less before the new or renewed CVA contract start date with CI Customers.

Articulated Trucks
Backhoe Loaders
Compact Loaders
Dozers (Small & Medium)
Hydraulic Excavators
Landfill Compactors
Mini Excavators
Motor Graders (up to 140)
Multi-Terrain Loaders
Off-Highway Trucks (up to 775)
Paving Equipment and Compactors
Pipelayers
Skid Steers
Soil Compactors
Telehandlers
Track Type Loaders
Wheel Dozers (up to 834)
Wheel Loaders (up to 990)
Wheel Track Scrapers
Wheeled Excavators

Caterpillar 992 Wheel Loaders and 777 Off-Highway Trucks are excluded from Eligible Machine Models.

Addendum 2 – Parts Excluded from the Services Commitment Program

The following Cat parts will be considered excluded from the Services Commitment Program:

1. Cat parts listed in the Caterpillar Constrained Parts List due to supplier chronic constraints or transportation interruptions outside of Caterpillar's control.
2. Cat parts orders in Excessive or Bulk Orders.
3. Cat parts considered by Caterpillar as Made as Ordered Items.
4. Discontinued Cat parts.
5. Any Cat parts ordered by Cat dealers other than the participating Cat dealer that signed the new or renewed CVA with the CI Customer for the Eligible Cat Machine Models.
6. Cat parts ordered by participating Cat dealers under rental fleet CVAs.
7. Any Cat parts not included in the list of Cat parts within the scope of the Services Commitment Program included in Appendix 2 of Caterpillars "Advance Bulletin 01 – Services Commitment Program Guidebook," which will be updated regularly by Caterpillar.

Caterpillar and Wheeler Machinery reserve the right to alter eligible parts at any time without prior notice. Additional information regarding if a part is eligible, and if considered a maintenance or repair part can be found in Caterpillars "Advance Bulletin 01 – Services Commitment Program Guidebook."