



INFORMATION RELEASE MEMO

# Reman

## **CAT REMAN ANNOUNCES ON-HIGHWAY TRUCK "COME BACK TO CAT REMAN" TURBOCHARGER PROGRAM**

### **Announcement**

Beginning April 1<sup>st</sup>, 2020, Caterpillar is offering Americas North Caterpillar and TEPS dealers a program to allow their customers to "COME BACK TO CAT REMAN." With the purchase of a Cat<sup>®</sup> Reman turbocharger, we will take back an equivalent Non-Caterpillar core in exchange for genuine Cat Reman turbocharger. This is a limited time offer to "COME BACK TO CAT REMAN" for all medium duty and heavy duty on-highway truck turbochargers.

### **COME BACK TO CAT**

Through the "COME BACK TO CAT REMAN" program, Cat Reman will accept the return of an acceptable competitive core for Reman core credit with the purchase of a replacement Cat Reman turbocharger. The competitive core return offer runs from April 1, 2020 to December 31, 2020 and applies to all current On-Highway Truck Cat Reman turbochargers.

Relevant standard Core Acceptance Criteria (CAC) apply and the competitive core must be associated with a current customer sale and repair. All competitive cores related to sales in the "COME BACK TO CAT REMAN" program must be received at your normal ship-to location (Corinth, Mississippi), by April 1, 2021 for proper core processing and crediting activities. Competitive cores received after April 1, 2021 will not receive core credit. There are no exceptions.

The Cat dealer will process these cores through their normal core return process. There is no special program claiming needed.

### **Competitive Core Return Guidelines**

This opportunity to bring customers using competitive parts back into the Caterpillar Family will follow normal Cat Reman core return processes and guidelines. In addition, the competitive core inspection and credit determination require:

- **Equivalent Competitive Core.** The CAC requirement for genuine Caterpillar core is waived; however, the returning core must correspond to the Cat Reman Part purchased, one-for-one return, for core credit.
- **Acceptable Competitive Core Damage.** Operational damage (cracked, broken, and/or excessive wear) to the competitive core will NOT affect the core refund. Competitive core must be in the "as removed" condition to qualify for Full Core Refund. Non-operational damage (mishandling, unsuccessful attempt to salvage, transit damage, etc) will result in NO core refund.
- **Fully Assembled and Complete.** Competitive core must be returned fully assembled and complete. No core refund will be given for disassembled returns and Add Charges will be applied for missing components if noted in CAC. Examples: loose or missing band clamps or hold-down bolts/nuts.
- **Special Marking Requirements.** Competitive cores must be marked "COMPETITIVE CORE – COME BACK TO CAT REMAN" with a grease pencil or tag or paint the intake side with spray paint – a color other than yellow.
- **No Non-Operational Damage.** Normal CAC consequences apply for non-operational damage.

Cat Reman will not reinstate entitlements for a competitive core.

### **Disclaimer**

Cat Reman reserves the right to request from dealers their customer invoice information and to verify customer core credit information for any purchases made and cores returned regarding the "COME BACK TO CAT REMAN" program. This information should be available on request.

This program applies to Americas North Caterpillar Dealers and their in-service territory end-user sales only and is subject to Caterpillar Inc.'s other existing policies. Caterpillar

Inc. will make final interpretation on all aspects of this program. To avoid misunderstandings, clarifications should be sought prior to quotation. Caterpillar Inc. reserves the right to modify or cancel this program at any time.

**Features and Benefits**

Cat Remanufactured products offer excellent value to customers. Customers who want fast repair turn-around, superior quality and reliability, and lower repair costs will benefit from the use of these Remanufactured components. Cat Remanufactured components provide immediate, off-the-shelf availability at a fraction of the new price.

Features	Benefits
<ul style="list-style-type: none"> <li>• All critical engineering changes and updates included</li> </ul>	<ul style="list-style-type: none"> <li>• Improved reliability and performance</li> </ul>
<ul style="list-style-type: none"> <li>• Worldwide availability through Cat parts distribution system</li> </ul>	<ul style="list-style-type: none"> <li>• Customer access regardless of location</li> </ul>
<ul style="list-style-type: none"> <li>• Off-the-shelf availability</li> </ul>	<ul style="list-style-type: none"> <li>• Downtime reduced through exchange product</li> </ul>
<ul style="list-style-type: none"> <li>• Same-as-new Caterpillar warranty</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent support</li> </ul>

**Core Acceptance**

The following Core Acceptance Criteria are available supporting these products. All the latest Core Acceptance Criteria guidelines can be found on the Reman Dealer Extranet at <https://dealer.cat.com/en/ps/parts/reman/core.html>

SELD0288 – Turbocharger Groups

**Warranty**

Cat Reman Turbos come with an unlimited-mileage, 12-month standard warranty that covers contingent damage. You also have the option to add extended coverage up to 48 months.

**Core Management**

Please go to the Reman web site <https://dealer.cat.com/en/ps/parts/reman/core.html> for the latest policy and procedural updates that are available to all dealers worldwide explaining policy and procedural information such as “Policy and Core Management” - SELD0122; “Core Management Systems and Operations Procedures” - SELD0040; “Reman Core Return Packaging Instructions And Guidelines” - SELD0300; and “Shipping Instructions” - SELD0039.

If you have any questions regarding Reman Core Management or Core Management Systems (CMIS2), feel free to call your Corinth Dealer Service Representative toll free at (800) 537-2928. TEPS Dealers should work through their Caterpillar Dealer.

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