

Frequently Asked Questions about Precious Metals Coverage Effective April 1, 2017

What is Precious Metals coverage?

Precious Metals Coverage is a Cat® On-Highway Parts Extended Service Coverage (ESC) program that offers customers the opportunity to purchase up to 4 years unlimited mileage coverage on qualified engine overhaul kits.

What does the Precious Metals coverage provide?

Coverage provides the customer superior value and product support with assurance against unexpected repair costs on covered component failures due to defects in materials or factory workmanship under normal use and service.

What parts are eligible for Precious Metals coverage?

Precious Metals Coverage provides coverage for all the parts included in the kit (excluding filters, hoses and hose clamps), as shipped from the factory with a Cat part number.

What does Precious Metals coverage pay for?

100% of parts and labor charges for "covered" component failures due to defects in materials or factory workmanship under normal use and service.

Does the overhaul kit have to be installed at an authorized Cat dealer?

No. If an overhaul kit is purchased and not installed by an authorized Cat dealer and a covered part fails due to defects in material or factory workmanship the part will be covered.

Where can Precious Metals coverage be purchased?

Coverage can only be purchased on qualified kits that are installed at an authorized Cat dealer or sold over the counter by an authorized Cat dealer. Customers must purchase coverage within 120 days from the date of the qualified kit purchase. Only authorized Cat dealers can sell coverage.

When does Precious Metals coverage start?

Coverage starts on the date the kit is purchased unless registered as Delayed Coverage Start.

When does Precious Metals coverage start for engines in storage/inventory, awaiting resale or awaiting delivery?

The engine needs to be registered under the dealer's name as Delayed Coverage Start in Quote Plus. The dealer has up to 12 months to transfer the coverage. The transfer date is the trigger for the coverage start date. At the end of the 12 months, coverage begins. Only failures that occur following the ESC transfer date will be considered.

Can a customer delay Precious Metals coverage start on an engine waiting to be placed into service?

The engine needs to be registered under the dealer's name as Delayed Coverage Start in Quote Plus. The dealer has up to 12 months to transfer the coverage to the customer. The transfer date is the trigger for the coverage start date. At the end of the 12 months, coverage begins. Only failures that occur following the ESC transfer date will be considered.

What is the length of the coverage provided by Precious Metals ESC?

Coverage is available for 24, 36 and 48 month terms. There are no mileage or hour limits.

What deductible options are available for the customer?

No deductible option is available. \$0 deductible is standard with Precious Metals Coverage.

How long does the customer have to purchase Precious Metals ESC?

Customer must purchase coverage within 120 days (up to 365 days with a late fee) from the date of the coverage purchase. The 120 days commences the date the first part was purchased.

Are there any late fees associated with Precious Metals ESC?

Yes, after 120 days from the date the component was purchased and before 365 days a late fee of \$100 will be applied. After 365 days coverage cannot be purchased.

Can the customer extend Precious Metals ESC term?

Yes, customers can extend the term anytime through the life of the contract up to the published terms.

Can the Precious Metals ESC or coverage term be downgraded?

No, downgrades for used ESC are not allowed.

Can Precious Metals ESC coverage be transferred if the customer sells the truck?

Yes, Precious Metals Coverage may be transferred at no cost as long as the coverage is active at the time of transfer.

Can Precious Metals ESC be purchased with other ESC programs?

Yes, Precious Metals can be purchased in conjunction with any On-Highway ESC program. However, to qualify, the customer must purchase the component through an authorized dealer's Parts Department or through an authorized dealer's Service Department for service repairs (via a customer invoice). Additionally, the component must qualify for parts warranty. Therefore, customers must pay at least 25% of the total repair if replaced under a Goodwill settlement or Product Support Program (PSP).

Is towing available with Precious Metals ESC?

Towing with Precious Metals coverage only is not available at this time. However, if the customer has additional ESC coverage that includes towing, towing will be covered if the component covered by Precious Metals coverage fails due to defects in materials or factory workmanship.

Where do I verify if an engine is registered with Precious Metals ESC?

Coverage can be verified using SIMSi and selecting Product Coverage. Coverage terms, expiration date and level of coverage will be displayed.

Where do I find Precious Metals ESC registration forms and pricing?

Registration forms and price matrices can be found on <https://dealer.cat.com/en/ps/esc-epp/esc/truck/component-plus.html>

How do I register Precious Metals ESC?

The registration can be entered by the Cat dealer in [Quote Plus](#). Please contact 800-248-4228 or email to EquipmentProtectionPlan@cat.com if you need access to or assistance with Quote Plus.

Who do I contact for additional information?

For questions regarding any On-Highway ESC program, please contact your Regional Insurance Manager (RIM) [Energy and Transportation Contact List](#).