

General Letter

Global
26 March 2018

Warranty for Yellowmark™ Parts

Attention: Vice President of Parts, Product Support Managers, Sales Managers, Service Managers, Operations Managers, Marketing Managers

Announced in November 2017, Yellowmark™, A Caterpillar Brand, is our new line of lower-cost aftermarket parts developed by Caterpillar to fit small and medium-sized Cat construction equipment. Beginning in January 2018 and extending through mid-year 2018, Caterpillar is transitioning the branding of all current Cat® Classic parts to Yellowmark™, as well as offering new parts under the Yellowmark brand.

Is the warranty for Yellowmark™ branded parts different than the warranty for Cat® branded parts?

Yes. With the new Yellowmark brand comes a new warranty statement created specifically for Yellowmark. It reflects the differentiated Yellowmark parts positioning as a reliable, lower-cost option with industry standard form, fit and function. In comparison, the Cat parts warranty reflects the positioning of Cat Genuine and Cat Reman parts as premium, industry leading offerings.

When does the Yellowmark parts warranty go into effect?

The Yellowmark parts warranty is effective for Yellowmark parts sales on or after 1 June 2018 for those parts transitioning from Cat Classic to Yellowmark, as well as new offerings under the Yellowmark brand. Until that time, the Cat parts warranty – which currently covers Cat Classic parts– will be in effect for all existing Cat Classic parts and newly released Yellowmark parts sold.

What is covered under the Yellowmark parts warranty?

The Yellowmark parts warranty is essentially a part-for-part replacement warranty, providing protection against defects in material and workmanship for 12 months (unlimited hours) from the date of purchase.

Yellowmark parts warranty does not cover:

- Labor costs
- Resultant damage
- Additional coverage for Ground Engaging Tools (GET) breakage

For more information, please refer to the Yellowmark warranty documentation available on the Cat warranty page at <https://warranty.cat.com>. Included in the documentation is:

- Yellowmark parts Warranty Statement, SELF5727, available at: <https://warranty.cat.com/en/statements0/parts.html>.
- Yellowmark parts Warranty Bulletin 4.14, available at: <https://warranty.cat.com/en/global-guide/parts.html>.

For questions about warranty, please submit a Warranty Service Desk (WSD) request through the PSCRM system: <https://warranty.cat.com/en/need-assistance.html>.

For more information about Yellowmark, go to <https://dealer.cat.com/yellowmark>.

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