

TEPS WARRANTY PARTS RETURN PROCEDURES

Warranty Parts Return Indicator (WPRI)

Prerequisite: Claim has to be entered on Claims I or via a Business System Module.

1. 3 days after claim is entered, access **Truck.cat.com**
2. Click on Warranty on the top right and then Warranty Parts Return Indicator (WPRI) on the left.

This screen will show all claims received within the last 90 days. Each claim number will be listed with instructions as to what to do with the parts/cores. Locate the claim number you are working with and click on claim number and enable the field to obtain detail.

There are four different statuses for the failed parts on all warranty claims: **HOLD**, **SCRAP**, **RETURN**, **DETAIL**, and **REVIEW**.

- a. **HOLD** - All noncore parts must be held according to Warranty guidelines, 45 days from claim registered date at Cat.
- b. **SCRAP** - All noncore parts can be discarded.
- c. **RETURN** - Hold all noncore parts, they will be requested with a green **WARRANTY TAG**.
- d. **REVIEW** - Claims that are cancelled need to have the parts hold requirements started over.
- e. **DETAIL**- See Detail screen for handling instructions

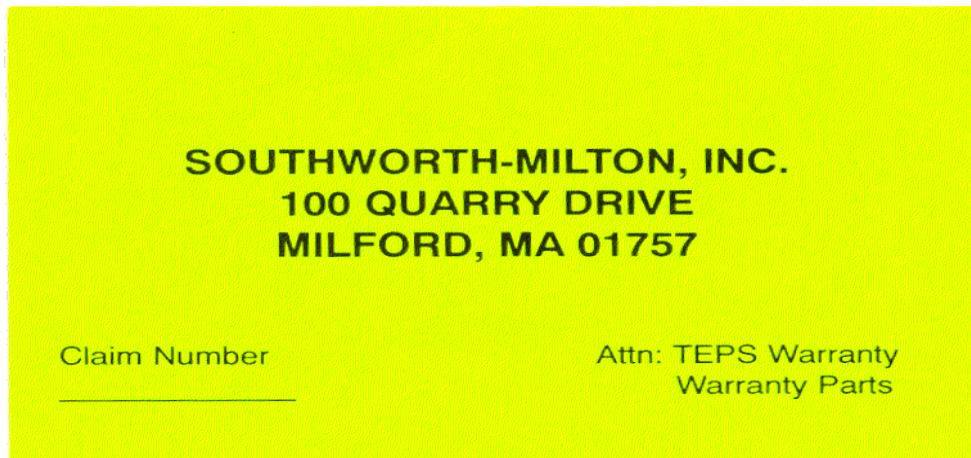
Warranty Parts to Milton-Cat (Non-Core)

Milton Cat will mail out green tags to TEPS dealers for Non-Core warranty parts that are requested by Caterpillar. The Green Tags will be mailed to the attention of the Warranty Manager. These parts should reach Milton Cat within 21 days from the date the claim was entered.

Parts with **GREEN** tags can be returned to the nearest Milton-Cat Branch.

1. Attach the Green tag to the box containing the requested part.
2. Fill out a TRR (TEPS Return Request) form completely and attach it to the outside of the part or parts being returned. A Signed copy of the TRR should be kept for your records.

Note: The only change to the existing procedure is the addition of the TRR for tracking purposes.



SOUTHWORTH-MILTON, INC.
100 QUARRY DRIVE
MILFORD, MA 01757

Claim Number _____

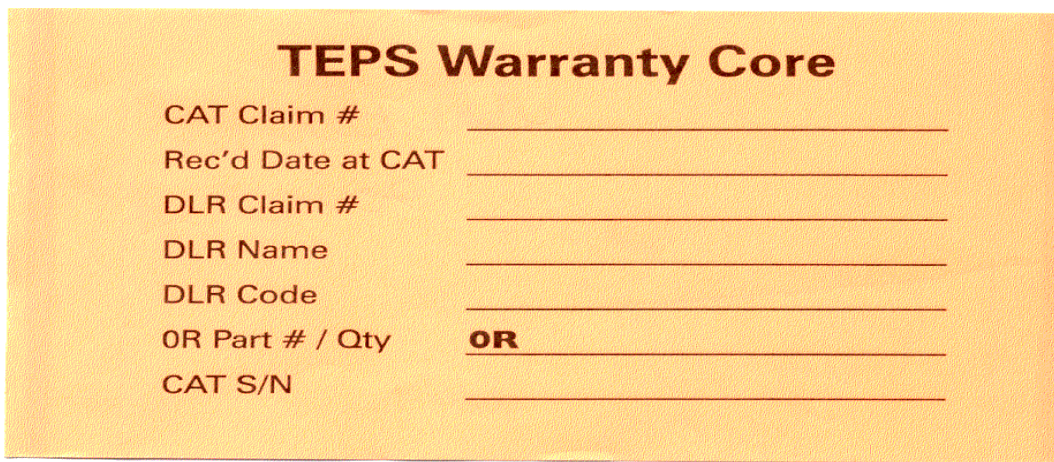
Attn: TEPS Warranty
Warranty Parts

Warranty cores to Milton-Cat

All cores used in warranty repairs should **always** be handled using the following procedure, regardless of the status.

New Orange Label

1. **Completely** fill out the new orange TEPS Warranty Core Label. The orange color was selected to clearly identify the cores as warranty cores. Both the Cat claim number, (e.g. Q357910) and the dealer claim number, (e.g. RR1357A) must be included on the Label along with **ALL** the other information. These claim numbers are critical, if credit is to be applied timely and accurately.



The image shows a rectangular orange label with the title "TEPS Warranty Core" in bold black text at the top center. Below the title, there are seven rows of text, each followed by a horizontal line for input. The rows are: "CAT Claim #", "Rec'd Date at CAT", "DLR Claim #", "DLR Name", "DLR Code", "OR Part # / Qty" (with the word "OR" in bold), and "CAT S/N".



2. Attach the Label to the outside of the core box and fill out a TRR. Return the core to the nearest Milton-Cat store.
3. It is recommended that the orange warranty label be controlled by the Warranty Writer. This will help insure they are filled out properly, completely, and attached to corresponding warranty cores.

Caterpillar requires requested parts to be received in the claims room within 45 days of the claim acceptance date. In order to achieve this, parts must be delivered to your local Milton Cat branch store within 21 days. **Claims denied due to late return of parts are the responsibility of the TEPS dealer if they are returned later than 21 days from the acceptance date.**

New TRR for your core tracking

A new return form has been developed for the exclusive use of TEPS dealers. The new TRR has been designed to highlight the special needs of the TEPS dealer. The TRR number is the common tracking number for Milton Cat and the TEPS dealer. It eliminates the duplication of efforts of the old PRR and TEPS core tag.

Note: The new TRR puts a special emphasis on WARRANTY cores. The TRR has the same orange shading as the warranty core label to help reinforce the connection for special warranty requirements.

TEPS TRR# 020111

PARTS RETURN REQUEST

Parts returned for possible credit after inspection by Parts Dept.

TEPS DEALER
RETURN MADE BY Joe Smith DATE 07-30-04

Shipped From

Milford

Albany

Hopkinton

Brewer

Scarborough

Richmond

Cranston

Wareham

Power Systems

Required

| | |
|--------------------------|-----------------------|
| Account # <u>1234567</u> | TEP Code# <u>A0YZ</u> |
|--------------------------|-----------------------|

CUSTOMER: XYZ Truck Sales

NEW PARTS

USED CORES

WARRANTY

| QTY. | PART NUMBER | DESCRIPTION | REQUIRED FOR WARRANTY | | | EXPECTED CREDIT F= FULL P= PARTIAL | CASE NUMBER SMI USE ONLY |
|------|-------------|-------------|-----------------------|------------------|------------|--|--------------------------------|
| | | | TEPS CLAIM NUMBER | CAT CLAIM NUMBER | CLAIM DATE | | |
| 6 | 10R0957 | Injector | XY3456 | O234567 | 07/18 | F | |
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PARTS RECEIVED BY _____

EMPLOYEE# _____

SMI EMPLOYEE _____

DATE _____

ALL NONSTOCK ITEMS LESS THAN \$20.00 IN VALUE ARE NONRETURNABLE.

ORIGINAL / FILE

1. Fill in the top portion of the TRR with the necessary information, i.e. Account Number, Teps Code, and Dealer Name. Please be sure to check the box of the appropriate Milton-Cat store you return the parts to.
2. Fill out a **separate** TRR for each of the following categories: new parts, used cores, and warranty core returns. Make sure the correct category box is checked followed by the appropriate parts information, i.e. quantity, part number and description.
3. TEPS dealers that have inspected cores prior to returning them to Milton-Cat should fill in the “expected credit” column, i.e. F=Full, P=Partial. If the Milton-Cat inspection and subsequent credit differ from the expected credit, the Milton-Cat parts departments will make every effort to notify the TEPS dealer in a timely manner.
4. When the TRR is filled out correctly, send it along with the parts to Milton-Cat. After the parts have been checked and signed by a Milton-Cat parts employee, the bottom copy of the TRR should be retained for your records. This is your proof that the parts were returned properly.
5. Upon receipt of the core by the inspection area, the core will be assigned a location in the core room at Milton CAT Milford, Ma. location.
6. The core will be held in the core inspection area until the 15 day holding period has expired. Once this has been met, the system will automatically allow the release of the core to ship to Caterpillar. If the claim is resubmitted from grief hold file or is cancelled & refilled before the 15 day hold period has expired, the TEPS dealer must notify their TEPS Program Manager who in turn will notify Parts Operations of the new claim information. The core tracking system will be updated with the new start date.
7. If the claim is denied, the Milton CAT warranty department will notify the TEPS dealer. Parts Operations will request that Caterpillar re-establish Milton Cat entitlement and in turn Parts Operations will reinstate the TEPS dealers entitlement. Once the Caterpillar reinstatement is confirmed the core will be tagged as property of the TEPS dealer “CLAIM DENIED”, and Parts Operations will offset the previously issued core credit (refer to #3 above) will be debited and shipped back to the TEPS dealer. Cores returned to the TEPS dealer will be at their expense.