

## SUMMARY OF CHANGES

DATE: November 2022

### BASE AND EXTENDED WARRANTY AND TERMS - 4.1.1

- Photos no longer required for claims involving cast iron booms
- Filters replaced during a warrantable repair are covered.
- Added/updated Speed Tiller Warranty information.
- Updated scraper terms to match WLL.

### DEALER ARRIVAL REPORT, DEALER INVENTORY MAINTENANCE and PREDELIVERY PROCEDURES - 4.2.4

- Pre-delivery inspection timing changed to 45 days from warranty start date instead of retail sale date.
- Moved Alo shortage to this section.

### REPAIR VS. REPLACE OF COMPLETE ASSEMBLIES - 4.2.6

- Removal of requirements to prove a part was unavailable during repair vs replace decision.
- Updated language regarding repair of complete assembly failure.
- Added information from the Engine Repair Survey Bulletin.

### MANDATORY USE OF REMAN PARTS - 4.2.7

- Removal of requirements to prove a part was unavailable during decision to use Reman vs New.
- Added language related to repair of Reman components.

### PARTS AND LABOR ALLOWANCE - 4.2.8

- Added language about allowing use of third-party hose and assembly.
- Removed serial number requirement when claiming for R/I of attachment assemblies.
- Technician payroll status is no longer required as a supporting document for audit.
- Removed dealer labor rate audit information already located in audit section.
- Removed a list of unnecessary examples.
- CASE CE Non-Qualified dealers now receive 100% reimbursement on parts uplift.
- Added language for claiming labor over SRT.

### OUTSIDE LABOR AND REPAIR (EXTERNAL WORK) - 4.2.9

- Removed a list of unnecessary examples.
- Added clarifying language regarding documentation of outside services.

### CLAIM SUBMISSION TIME LIMITS - 4.2.12

- Claim submission time limit increased from 30 days to 45 days
- No longer required to contact Field Service Representative for repairs taking more than 270 days.
- Work orders and technician labor records must be retained but are no longer required to be attached to the claim for claims submitted more than 30 days after warranty expiration.

### WARRANTY INFORMATION TOOL AND CLAIM APPEAL - 4.2.13

- Removed explanation of non-warrantable issues.
- Removed fax number and mailing address no longer used.

### WARRANTY COVERAGE FOR DECALS AND PAINT - 4.2.17

- Photos are no longer required for warrantable failures of decals.
- Increased limit for additional repainting requirements from \$1,000 to \$2,500 and reduced estimates to one.

### WARRANTY CLAIM TYPES - 4.2.18

- Removed warranty types no longer used.

### SERVICE POLICY CLAIM REIMBURSEMENT - 4.2.19

- Updated BDA screenshots from new Dealer Portal.

### SERVICE BULLETINS AND WARRANTY BULLETINS - 4.2.20

- Updated eTIM bulletin search screenshot.

#### **SERVICE PARTS WARRANTY AND COVERAGE - 4.3.1**

- Removed requirement to attach invoice when submitting a service parts claim.
- Added a clarifying statement about warranty duration not restarting with subsequent service part replacements.

#### **SHIPPING AND INVOICE DISCREPANCIES - 4.3.2**

- Updated language to submit claims through CSPA and not eParts.

#### **REMANUFACTURED PARTS POLICY - 4.3.3**

- Added language to perform repair when possible.

#### **SERVICE PARTS CLAIM FILING INSTRUCTIONS - 4.3.5**

- Removed requirement to attach invoice when submitting a service parts claim.

#### **WARRANTY TYPES - 4.4.2**

- CIH Combines, Cotton Pickers, SP Windrowers and Heads placed in RTO will start base warranty when retailed and not when registered into RTO.

#### **SCHEDULE OF ADJUSTED TERMS - 4.4.3**

- Added acres to the chart with bales for calculating the schedule of adjusted terms.

#### **WARRANTY START DATE WAIVERS - 4.4.4**

- Grace period for evidence of used increased to 25 hours from 10 hours.

#### **CHANGE OF EQUIPMENT STATUS - 4.4.5**

- Remove fax number no longer used.
- Updated product safety (accidents and fire reports) instructions.

#### **REPLACEMENT PIN PLATE REQUEST - 4.4.6**

- Removed fax number no longer used.

#### **PART RETURN PACKAGING & SHIPPING INSTRUCTIONS - 4.6.3**

- Updated Dealer Portal Screenshot in Core Return location.

#### **FREIGHT REIMBURSEMENT - 4.6.4**

- Updated return information for accuracy.

#### **AUDIT POLICY - 4.7.1**

- Added clarification regarding technician notes.

#### **CERTIFIED ELECTRONIC DEALER BUSINESS SYSTEMS - 4.7.3**

- Added E-Emphasys business system and updated language regarding add on modules and interfacing systems.

#### **PRECISION FARMING AND GUIDANCE SYSTEM - 4.8.2**

- Use of new components may be used for failures under 50 hours of use.
- Failures involving dealer-installed precision farming, construction, and guidance components may be submitted using active and applicable warranty types.
- No longer required to provide model and serial number for older equipment not found and competitive equipment.
- No longer required to attach service work order to claim but must retain.
- No longer required to attach dealer sales invoice to claim but must retain.
- Freight invoice is no longer required to be attached but must retain.
- Updated that Trimble software updates can be covered if related to repair completion.
- Removed a line regarding submitting a THD, found elsewhere.

#### **BATTERIES - 4.8.3**

- Added language about Canadian Energy Batteries used in Canada.

## SUMMARY OF CHANGES

### **RUBBER TRACKS - 4.8.7**

- Continental/ContiTech has been purchased by Loc. Added Loc to these locations.

### **ADDITIONAL CLAIM REQUIREMENTS - 4.8.9**

- Photos no longer required for claims involving cast iron booms
- No longer required to provide failed and replaced component serial numbers for wheel hubs.
- No longer required to provide failed and replaced component serial numbers for Telematics.
- No longer required to provide serial number for Sears seats.
- No longer required to provide serial number for forklift masts.
- No longer required to provide serial number for Alo loaders.
- No longer required to provide serial number for Alo loader cylinders.
- Requirement for roller date codes have been removed.
- No longer required to provide serial number for utility vehicles.
- No longer required to provide serial number for Engine/trans/axle.

### **NOZZLE CONTROL VALVE (NCV) EXTENDED WARRANTY - 4.8.15**

- Added Nozzle Control Valve info from bulletin.

### **ENGINE DATA - ATS REQUIREMENTS - 4.8.16**

- Added requirements from previously released bulletin to provide fault codes and/or oil samples for Aftertreatment System and Engine Failures.

### **GENERAL CHANGES**

- Removed obsolete Kobelco information.

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## INTRODUCTION

The warranty described here is from CNH Industrial America LLC and in Canada, CNH Industrial Canada, Ltd. both of which are referred to in this document as “CNH Industrial”. This is a limited warranty that is provided to the retail purchaser in return for consideration paid as part of the purchase price of the product. The Dealer Agreement in Paragraph 14(a) requires: “the Dealer to review the written warranty set forth in the Manual with the customer and obtain the customer’s signature on the Warranty and Limitation of Liability Agreement. Dealer shall then submit the signed Warranty and Limitation of Liability Agreement to the company as set forth in the Manual. Dealer shall also provide customer information for each Product retailed by the Dealer as requested by the company for the purposes of, but not limited to, the Warranty Record.” By virtue of completing the section on “Operator’s Manual / Warranty Receipt Verification” the dealer is obtaining the customer’s acknowledgement as evidenced by their initials and signature that the correct Operator’s Manual has been furnished and the safety precautions and safety features of the product were explained.

At time of sale, both the Selling Dealer and the Retail Purchaser shall sign and date the Warranty and Limitation of Liability (WLL) Agreement. The Selling Dealer must retain, for their records, a copy of the fully completed and properly executed WLL. A retailed unit will not be properly registered without this signed Agreement. WLLs can be found on the Dealer Portal under Discover >> Service >> Warranty.

The signed WLL can be scanned and emailed as an attachment to [NA-WLL-AGREEMENT@CNHIND.COM](mailto:NA-WLL-AGREEMENT@CNHIND.COM) or can be mailed to:

- USA mail original to CNH Industrial Capital America LLC, Attn: WLL Agreement, PO Box 1700 New Holland, PA 17557
- USA Overnight courier mall original to CNH Industrial Capital America LLC, Attn: WLL Agreement, 500 Diller Ave., New Holland, PA 17557
- Canada mail original to CNH Industrial Capital America LLC, Attn: WLL Agreement, 4475 North Service Rd, Suite 301, Burlington, ON L7L4X7 Canada

**NOTE:** when registering a retail sale, the dealer must complete the section in the Electronic Settlement Screen Warranty Registration System indicating the customer and dealer have signed and will submit the WLL Agreement within 10 days of retail settlement.

## NEW UNIT LIMITED WARRANTY

This warranty is for CNH Industrial products sold and registered in the United States or Canada and normally operated in the United States or Canada (excluding United States Territories). Warranty repairs on imported equipment designed or intended by CNH Industrial for sale or registration outside of the United States or Canada do not qualify for warranty reimbursement. Product support on similar equipment will not be provided due to legal liability. If a unit is in dealer inventory but is not visible in the CNH Industrial eWarranty system, the dealer should notify CNH Industrial Warranty Administration about the unit by submitting a Warranty Information Tool (WIT) incident.

## WARRANTY COVERAGE

The pre-delivery warranty coverage begins at the time the unit is delivered to the dealer. Certain demonstrator, rental, lease, and other used units may be eligible for a portion of a new unit warranty. The availability of the remaining portion of a new unit warranty does not mean that a unit is new or unused. The warranty coverage ends when either the month in service or machine hour limit is reached, whichever limit occurs first. CNH Industrial will pay parts and labor costs to repair the defect in material or workmanship found in a unit and reported during the warranty period. The services must be performed by an authorized CASEIH/CASE dealer. If parts are needed during the repair, CNH Industrial requires genuine CNH Industrial new or remanufactured parts.

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CNH Industrial provides no warranty, expressed or implied, for a component or other item that is separately warranted to the purchaser by its manufacturer, reference Section 4.8.1, **8-1** .

## EXCLUSIVE REMEDY

**THE REMEDY OF REPAIRING A DEFECT IN MATERIAL OR WORKMANSHIP AT A CASE OR A CASE IH DEALERSHIP UNDER THE TERMS OF THIS WARRANTY IS THE PURCHASER'S EXCLUSIVE REMEDY AND IS IN LIEU OF ANY OTHER REMEDY OTHERWISE AVAILABLE.**

## NO MODIFICATION OR EXTENSION OF WARRANTY

The CNH Industrial Warranty is limited to the written terms of the products WLL. CNH Industrial does not authorize any person, dealer or agent to change or extend the terms of this warranty in any manner. Any assistance to the purchaser in the repair or operation of any CNH Industrial product outside the terms or limitations or exclusions of this warranty will not constitute a waiver of the terms, limitations or exclusions of this warranty, nor will such assistance extend or re-establish the warranty.

## THIS WARRANTY IS VOID:

- If the unit's hour meter is altered to misrepresent the usage
- If any unit component has been modified beyond specification
- If the unit is used in an application for which it is not designed
- If the unit has been scrapped, salvaged, stolen, junked or totaled

## BASE AND EXTENDED WARRANTY COVERAGE

Base Warranty is the factory warranty provided to the customer at no additional cost for a specific period of time covering the complete machine.

Extended Warranty is an extension of the base warranty coverage on specific components provided to the customer at no additional cost.

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## TRACTOR - Warranty and Limitation of Liability Agreement Form No. 3969TR

PRODUCT	BASE WARRANTY	Extended Coverage	Notes
<b>Tractors</b>			
Tractors - not otherwise listed	24 Mo. / 2000 Hrs	None	Note 2, 5
Factory designated Steiger scraper Quadtrac® SN JEEZ*****F323001 and above	12 Mo. / 1000 Hrs	24 Mo. / 2000 Hrs	Note 2, 5, (B service note)
Factory designated Steiger scraper Quadtrac® tractors prior to SN JEEZ*****F323001	12 Mo. /1000 Hrs	None	Note 2, 5
Tractors - Compact Tractors (CVT Models)	24 Mo. / 2000 Hrs	36 Mo. / 2000 Hrs	Note 1, 3
Tractors – Compact Tractors (non-CVT )	24 Mo. / 750 Hrs	60 Mo. / 1500 Hrs	Note 1, 3
Tractors – Compact Tractors (non-CVT Models; “Series II”; LSMFxxxVG0010001 and after)	24 Mo. / 750 Hrs	72 Mo. / 1500 Hrs	Note 1, 3
Tractors - MY19 Steiger and Magnum retailed after Oct 1, 2018 CIH Extended Coverage	24 Mo. / 2000 Hrs	36 Mo. / 2000 Hrs	Note 14



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## EQUIPMENT - Warranty and Limitation of Liability Agreement Form No. 3969EQ

PRODUCT	BASE WARRANTY	Extended Coverage	Notes
<b>Harvesting Equipment</b>			
Combines	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Note 1
Combine Headers, Corn and Grain	12 Mo. / Unlimited Hrs	None	
Cotton Pickers	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Note 1
Sugar Cane Harvesters	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Note 1
Pull-type Forage Harvesters	12 Mo. / Unlimited Hrs	60 Mo. / Unlimited Hrs	Note 6
<b>Hay and Forage Equipment</b>			
Windrowers	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Note 1
Windrower disc headers and disc mower conditioners	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Note 7
Windrower sickle head, draper head, sickle mower conditioners	12 Mo. / Unlimited Hrs	none	
Draper head retailed after January 1, 2019 Extended coverage	12 Mo. / Unlimited Hrs	24 Mo. / Unlimited Hrs	Note 15
Balers	12 Mo. / Unlimited Hrs		Note 8
Bale Accumulators	12 Mo. / Unlimited Hrs	none	
Wheel Rakes and Mergers	12 Mo. / Unlimited Hrs	none	
Forage Blowers	12 Mo. / Unlimited Hrs	none	
<b>Application Equipment</b>			
Self-Propelled Sprayers / Floaters Patriot Sprayers / Trident 5550 / Titan Floaters	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Note 1, 2, 4
Pull-type Sprayers	24Mo. / Unlimited Hrs	60 Mo. / Unlimited Hrs	Note 4
Pull-type Fertilizer Applicators	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Note 11
Manure Spreaders	12 Mo. / Unlimited Hrs		Note 9

PRODUCT	BASE WARRANTY	Extended Coverage	Notes
<b>Planting and Seeding Equipment</b>			
Planters	12 Mo. / Unlimited Hrs	none	
Precision Disc Drills 500, 500T Series Disc Drill	12 Mo. / Unlimited Hrs	none	
Air Carts	24Mo. / Unlimited Hrs	60 Mo. / Unlimited Hrs	Note 10
Air Hoe Drills, Disc Drills – SDX, Precision Hoe Drills ( 400,700,800)	24Mo. / Unlimited Hrs	60 Mo. / Unlimited Hrs	Note 10
<b>Tillage Equipment</b>			
Field Cultivators	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Notes 11, 12
Disk Harrows tandem, offset and vertical tillage	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Notes 11, 12

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PRODUCT	BASE WARRANTY	Extended Coverage	Notes
Crumblers	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Note 11
In Line Rippers	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Note 11
Strip Till Applicators	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Note 11
Combo-primary tillage	12 Mo. / Unlimited Hrs	36 Mo. / Unlimited Hrs	Note 11
Chisel Plows	24Mo. / Unlimited Hrs	60 Mo. / Unlimited Hrs	Note 10, 12
Speed Tillers	12Mo. / Unlimited Hrs	24 Mo. / Unlimited Hrs 36 Mo. / Unlimited Hrs	Note 16
<b>Materials Handling Equipment</b>			
Front Mounted Loaders	12 Mo. / Unlimited Hrs	none	
<b>Implements &amp; Attachments</b>			
	12 Mo. / Unlimited Hrs	none	
<b>Utility Vehicles</b>			
	12 Mo. / 1000 Hrs	24 Mo. / 2000 Hrs	Note 1, 13

## Note 1: Extended Engine Warranty

The following components are covered by extended engine warranty:

All internal lubricated parts that are captured between the valve cover and oil pan	
• Cylinder block	• Oil pan
• Cylinder head	• Flywheel housing
• Head gasket	• Turbocharger
• Intake manifold	• Thermostats
• Exhaust manifold	• Engine oil cooler
• Filters affected by the failure	• Engine oil pump
• Front/timing gear cover	• Water pump
• Valve cover	• Seals and gaskets
• Remote oil filter adapters (where applicable)	

Items not specifically listed above are not covered by extended engine warranty. These items include, but are not limited to:

• Electrical components	• Engine mounted hydraulic pumps
• Fuel system components	• Filters (see above), lubricants, and coolants
• Air filtration components	• Radiator
• Exhaust system pipes and mufflers	• Drive belts and pulleys
• Air compressors and attachments	• Tune-up related components

Some of these items not covered by extended warranty are covered by Emissions warranty (reference Section 4 .1.2, 1-1 ).

The above extended engine warranty applies only to engines warranted by CNH Industrial. Engines not warranted by CNH Industrial are warranted directly by their respective manufacturers (reference Section 4.8, 8-1).

## Note 2: Cummins, Deutz, and Yanmar, Kubota Engine Warranty Coverage

Coverage and terms provided by their respective manufacturers. The exception is compact excavators, which are supported by CNH Industrial

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## Note 3: Extended Transmission and Drive Axle Warranty

### TRANSMISSION

- Transmission (mechanical, hydrostatic and CVT) and all internal lubricated parts
- Torque converter
- Auxiliary drive axle transfer
- Seals and gaskets

### DRIVE AXLE(S)

- Center & drive axle housing and all internal lubricated parts
- Front axle housing and all internal lubricated parts
- Axle shafts
- Bearings (wheel and axle hub)
- Final drive housings and all internal lubricated parts
- Seals and gaskets
- PTO – clutch
- Drive shaft and universal joints

## Note 4: Drive Train Warranty

The following components are covered by extended warranty:

- Drive (flex) plates / flywheel
- Drive axle assembly
- Drive couplings
- Drive shafts / universal joints
- Final drive / planetary
- Hydraulic drive motor
- Hydraulic drive pump
- Hydraulic pump when used as a power source for drive pump or drive motor
- Propulsion planetary drive
- Pump drive coupling
- Pump drive gearbox
- Torque converter
- Transfer gear group
- Transmission charge pump
- Transmission / transmission control valve
- Transmission electronic controller
- Wet brakes / wet clutch

Items not specifically listed above are not covered by extended drive train warranty.

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## Note 5 : Definition of Commercial and/or Scraper Application

Tractors used in commercial and/or scraper applications must be “Factory Designated” for these applications. These tractors have special equipment necessary for this application.

The following criteria define commercial/scraper application:

1. Any agricultural tractor that is used in a scraper, earthmoving, other commercial or non-agricultural application, for which the owner receives compensation. The only exception is a customer using a scraper on his or her own farm to level land for agricultural crop production and is limited to 50% or less of annual accumulated hours of operation.
2. Other uses of agricultural tractors that are considered Commercial include, but are not limited to: site preparation, excavation, pond building and forestry applications.
3. Failures resulting from the use of a non-scraper tractor in a scraper application will not be covered under warranty.
4. Conditions causing excessive track wear or alignment will not be covered under warranty.

## Note 6: Metal Detector Warranty

Pull-type Forage Harvester model FHX 300 beginning with PIN HBJ0000360 has an extended warranty on the metal detector. Forage harvesters equipped with functioning electronic metal detection systems will be protected from damage caused by the entrance of ferrous metal. The following components are covered by extended metal detector warranty:

- Cutter head
- Processing components
- Blower components

When submitting a claim, the following information must be included:

- Record of an annual inspection of the Metalert® system to make sure that components are in good working condition.
- FSM must be contacted before submitting the claim to review the details of the failure.
- Pictures of the failure must be uploaded into eWarranty when the claim is submitted.
  - In addition to the pictures of the failure, the fault code and alarm history related to the Metalert® system must be included in these pictures.

This coverage does not include coverage of the detector components. Metal detector components are covered during the base warranty period only. This extended warranty applies to the original owner only. Coverage is not transferable.

For any failures occurring beyond the base warranty period, submit a claim as an Extended Warranty (Type I). If a claim cannot be submitted on a specific unit, submit a WIT including the serial number of the unit.

## Note 7 : Extended Cutterbar Warranty:

This extended warranty is applicable for retailed units from January 1, 2016 or after. The extended warranty starts after the expiration of the base warranty and provides additional coverage of 24 months with unlimited hours.

### Eligible models:

- TD series trailed and MD series mounted disc mowers
- DC102 and DC103 series disc mower-conditioners
- RD3 series disc heads for self-propelled windrowers

### Excluded models:

- MDX series economy mounted disc mowers

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## Extended warranty covers the following components:

- Disc-drive-module housing assemblies - clockwise and counter-clockwise
- Disc-drive-module cross shaft gears, dipsticks, bearings, bearing shims, washers, breather plugs, oil-slingers, attachment hardware, seals against external oil leakage
- Disc-drive-module top-cap bearing housing assemblies - clockwise and counter-clockwise
  - Pinion shaft gears, bearings, bearing shims, washers, attachment hardware, seals against external leakage
- Disc-drive-module housing spacers and module interconnecting drive shafts
- Disc cutterbar assembly tie-bolts (threaded rod), disc cutterbar pivoting arm mounts, and end caps

## Extended warranty does not cover the following components:

- Disc cutterbar input power take-off (PTO) drive shafts
- Driven and shock protected disc hub assemblies
- Discs, disc caps, crop lifters, crop drums, blades/knife plates, disc scrapers, cutterbar skid shoes, and stone/rock guards

## Note 8 : Baler Belt Warranty

Belt claims require photos of the failed belt. "The North American Round Baler Belt Failure Analysis and Maintenance Handbook" will be used to analyze warrantable vs. non-warrantable failures. The handbook (document number 48006656) is available from the CNH Industrial Document Management Customer Service Center (DMC) by phone, 262-636-7540, fax 262-636-7530 or email [nadmcordercenter@cnh.com](mailto:nadmcordercenter@cnh.com).

## Roll Forming belts:

The most common warrantable failures are, but not limited to the following examples:

- Ply separation without signs of foreign object damage.
- Perpendicular break across the belt without signs of foreign object damage.
- Outside of the belt cracking along entire splice length
- Inside splice diagonal seam peeling greater than 1/2" along the entire splice. This does not include cosmetic cracking which is not a defect.

Coverage does not support, but is not limited to, the following examples:

- Belts that fail due to damage from foreign objects
- Belts that fail due to edge wear
- Belts that fail due to improper operation or belt alignment
- Cosmetic cracking at any seam or other location. Cosmetic cracking is defined as a diagonal crack along the seam that shows no peeling or belt cord damage.

Belts claimed as defective may be recalled for inspection if further review is warranted. If it is determined that the belt is not defective the warranty claim will be reversed. Only defective belts should be replaced and returned. Entire belt sets should not be replaced to address one defective belt.

## Endless belts:

Will be covered for 3 years from date of purchase or 15,000 bales, whichever occurs first. Belts that fail as a result of a defect in material or workmanship will be replaced free-of-charge to the customer. Labor to replace the defective belt(s) will also be covered, up to 9 hours. File claim under the serial number and model of the unit with photos included.

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The additional coverage on Endless belts applies to original equipment belts only. Replacement belts are warranted under our Service Parts warranty.

The most common warrantable failures are, but not limited to the following examples:

- o Ply separation without signs of foreign object damage.
- o Perpendicular break across the belt without signs of foreign object damage.
- o Outside of the belt cracking along entire splice length
- o Inside splice diagonal seam peeling greater than 1/2" along the entire splice. This does not include cosmetic cracking which is not a defect.

Coverage does not support, but is not limited to, the following examples:

- o Belts that fail due to damage from foreign objects
- o Belts that fail due to edge wear
- o Belts that fail due to improper operation or belt alignment
- o Cosmetic cracking at any seam or other location. Cosmetic cracking is defined as a diagonal crack along the seam that shows no peeling or belt cord damage.

Belts claimed as defective may be recalled for inspection if further review is warranted. If it is determined that the belt is not defective the warranty claim will be reversed. Only defective belts should be replaced. Entire belt sets should not be replaced to address one defective belt.

Election to replace the non-defective belts during an extended belt warranty repair should be discussed with each customer. This would allow any customer to replace non-defective belt (at their expense) while taking advantage of the 9 hours labor limit paid by CIH This election will ensure customer satisfaction and allow for a more positive interface with each customer.

## Endless Belt Claim Filing Instructions after base warranty has expired:

<b>Serial Number:</b>	Serial number of the repaired unit
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem
<b>Warranty Type:</b>	C - Service Policy
<b>Authorization Number:</b>	PROG000011
<b>Complaint:</b>	Explain what the customer said was wrong with the unit
<b>Cause:</b>	Explain what caused the failure as determined by the repair technician
<b>Correction:</b>	Explain the key tasks performed to correct the failure
<b>Causal Part:</b>	Failed part number
<b>Part Number:</b>	Replacement part number(s)
<b>SRT Operation Code:</b>	62140AA39
<b>Labor Units:</b>	90 work units (9 hours)

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## Note 9 : Spreader Sides and Floor Warranty

The following manure spreaders have an extended warranty

Brand	Model/Retail Sale Date	Warranty Period	Covered Components
Case IH	Prior to 1500 Series	Useful life	Sides only
Case IH	1500 Series	10 years	Sides and floor

Warranty Period applies only while remainder of spreader is operational.

The following components are covered by extended warranty:

- Spreader floor (white fiberglass or black plastic)
- Spreader sides (does not include front panel, rear end gate, shielding, etc.)

This extended warranty covers the following failures:

- Rust
- Corrosion
- Glue line separation of the polyethylene overlay to the plywood
- De-lamination failure of the layers of the plywood sheet

This extended warranty does NOT cover “wear through”, punctures, or other damages that may occur during the course of operation. All repairs to the side sheets are to be made with the appropriate repair kit(s) as supplied through CNH Industrial service parts.

Box-Type Spreaders - This policy is in effect for a period of time as specified in the table above from the date of original retail sale, whether purchased new or used.

Other spreaders - this extended warranty applies to the original owner only. Coverage is not transferable. Extended warranty does not cover freight or labor for repairing the tank assembly on side delivery spreaders.

### Spreader Sides and Floor Claim Filing Instructions:

<b>Serial Number:</b>	Serial number of the repaired unit
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem
<b>Warranty Type:</b>	C - Service Policy
<b>Authorization Number:</b>	PROG000003
<b>Complaint:</b>	Explain what the customer said was wrong with the unit
<b>Cause:</b>	Explain what caused the failure as determined by the repair technician
<b>Correction:</b>	Explain the key tasks performed to correct the failure
<b>Causal Part:</b>	Failed part number
<b>Part Number:</b>	Replacement part number(s)
<b>Labor</b>	No labor reimbursement provided for this program

**NOTE:** If the serial number does not exist in eWarranty, submit claim using the above claim filing instructions and include the following changes:

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**Serial Number:** OLDCASEAG

**Complaint:** Explain what the customer said was wrong with the unit Model and Serial Number

## Note 10: 60 Month Extended Frame Warranty

The following components are covered by extended frame warranty:

- Hitch and Main Frame Weldments
- Wing Frame Weldments
- Rockshafts

Items not specifically listed above are not covered by extended warranty. Coverage is not transferable.

## Note 11: 36 Month Extended Frame Warranty

The following components are covered by extended frame warranty:

- Hitch/pull frame weldments
- Main frame weldments
- Carrier frame weldments
- Wing frame weldments
- Leveling frame weldments
- Rear hitch weldments
- Rockshafts/Rockshaft pedestals

Warranty coverage is for 36 months / unlimited hours from the first warranty start date. Items not specifically listed above are not covered by extended frame warranty. Coverage is not transferable.

## Note 12: Shank and Cushion Gang Bearing Warranty

The following products have an extended warranty on shanks and cushion gang bearings:

- Chisel plows
- Field cultivators
- Tandem Disk harrows
- Offset disk harrows
- Vertical tillage

The following components are covered by extended warranty:

- Shanks
- Cushion gang bearings

This extended warranty warrants cushion gang bearings and shanks. Shanks are warranted against breakage only (not bending). Any shanks or bearings failing outside of the base warranty period are covered for parts only with no labor reimbursement. This warranty does not cover components used with the shank or bearings, including but not limited to brackets, shovels, bolts, and clamps.



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Warranty coverage is for 36 months / unlimited hours from the first warranty start date. Items not specifically listed above are not covered by extended frame warranty. This extended warranty applies to the original owner only. Coverage is not transferable.

## Note 13: Utility Vehicle Extended Warranty

The following components are covered by extended warranty on utility vehicles:

- Transmission clutch assembly
- Rear differential
- Front differential (4 x 4 models)
- Main frame assembly
- Bed box hydraulic dump kit
- Custom cab assembly and door

Batteries on utility vehicles are covered by a 12 month full replacement warranty. There is no extended replacement or prorated warranty beyond the base 12 month warranty.

Refer to Section 4.8.9, **8-1** for claim filing requirements

## Note 14: Model Year 19 Steiger and Magnum Coverage:

This extended warranty is applicable for units retailed on or after October 1, 2018. The extended warranty starts after the expiration of the base warranty and provides additional 12 months coverage for a total of 36 month / 2000 hours maximum.

In years 1 and 2 submit claims using warranty type A.  
In year 3 submit claims using warranty type B.

## Note 15: Model Year 19 Draper Head Coverage:

This extended warranty is applicable for unit retailed on or after January 1, 2019. The extended warranty starts after the expiration of the base warranty and provides additional 12 months coverage for a total of 24 month maximum.

In year 1 submit claims using warranty type A.  
In year 2 submit claims using warranty type B.

## Note 16: Extended Speed Tiller Warranty

Two-year extended warranty of Speed Tiller frame weldments and 3-year on Disc hubs.

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## Construction Equipment (Warranty and Limitation of Liability Agreement Form 3535)

PRODUCT	BASE WARRANTY	Extended WARRANTY	Notes*
SKID STEER / COMPACT TRACK LOADERS Case Extended Coverage Case Engines	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hr	Notes 1, 4, 6
LOADER BACKHOES Case Engines, Torque Converter, Transmission, Drive Shafts, & Drive Axles	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Note 1, 3, 5
TRACTOR LOADERS / FORKLIFTS Case Engines, Torque Converter, Transmission, Drive Shafts, & Drive Axles	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Notes 1, 3
COMPACT EXCAVATORS CX-B Series Yanmar Engines	12 Mo. / 1000 Hrs	12 Mo. / 1000 Hrs	Notes 2, 4
COMPACT EXCAVATORS CX-C Series Yanmar / Kubota Engines	24 Mo. / 3000 Hrs	24 Mo. / 3000 Hrs	Notes 2, 4
COMPACT WHEEL LOADERS Deutz Engines	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Note 1, 2
COMPACTION EQUIPMENT - SINGLE OR DOUBLE DRUM Cummins / Deutz / Yanmar / Kubota Engines	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Notes 2
TELESCOPIC HANDLERS Case Engines, Torque Converter, Transmission, Drive Shafts, and Drive Axles	12 Mo. / Unlimited Hrs	24 Mo. / 2000 Hrs	Notes 1, 3
WHEEL LOADERS Case Engines Cummins Engine In 921 and 1221 Wheel Loader Case ProCare Extended Coverage (if applicable)	12 Mo. / Unlimited Hrs	24 Mo. / 2000Hrs 36 Mo. / 3000Hrs	Notes 1, 2
MOTOR GRADERS Cummins Engine Case ProCare Extended Coverage (if applicable)	12 Mo. / Unlimited Hrs	24 Mo. / 2000Hrs 36 Mo. / 3000Hrs	Note 2
EXCAVATORS Case or Isuzu Engine Case ProCare Extended Coverage (if applicable)	12 Mo. / 1800 Hrs	24 Mo. / 2000Hrs 36 Mo. / 3000Hrs	Notes 1, 2
CRAWLER DOZERS Case Engines Cummins Engine (1650K / 1850K) Case ProCare Extended Coverage (if applicable)	12 Mo. / Unlimited Hrs	24 Mo. / 2000Hrs 36 Mo. / 3000Hrs	Notes 1, 2

**NOTE:** Warranty does not cover any configuration excavator equipped with feller buncher or accumulator attachments

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## Note 1: Extended Engine Warranty

The following components are covered by extended engine warranty:

All internal lubricated parts that are captured between the valve cover and oil pan	
• Cylinder block	• Oil pan
• Cylinder head	• Flywheel housing
• Head gasket	• Turbocharger
• Intake manifold	• Thermostats
• Exhaust manifold	• Engine oil cooler
• Front/timing gear cover	• Engine oil pump
• Valve cover	• Water pump
• Remote oil filter adapters (where applicable)	• Seals and gaskets

Items not specifically listed above are not covered by extended engine warranty. These items include, but are not limited to:

• Electrical components	• Electrical components
• Fuel system components	• Radiator
• Air filtration components	• Drive belts and pulleys
• Exhaust system pipes and mufflers	• Tune-up related components
• Air compressors and attachments	
• Engine mounted hydraulic pumps	

Some of these items not covered by extended warranty are covered by Emissions warranty (reference Section 4 .1.2, 1-1 ).

The above extended engine warranty applies only to engines warranted by CNH Industrial. Engines not warranted by CNH Industrial are warranted directly by their respective manufacturers (reference Section 4.8.1, 8-1 ).

## Note 2: Cummins, Deutz, and Yanmar, Kubota Engine Warranty Coverage

Coverage and terms provided by their respective manufacturers. The exception is compact excavators, which are supported by CNH Industrial

## Note 3: Drive Train Warranty

The following components are covered by extended drive train warranty:

- Drive (flex) plates / flywheel
- Drive axle assembly
- Drive couplings
- Drive shafts / universal joints
- Final drive / planetary
- Hydraulic drive motor
- Hydraulic drive pump
- Hydraulic pump when used as a power source for drive pump or drive motor
- Propulsion planetary drive

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- Pump drive coupling
- Pump drive gearbox
- Swing reducer transmission
- Torque converter
- Transfer gear group
- Transmission charge pump
- Transmission / transmission control valve
- Transmission electronic controller
- Turntable bearing / swing gear / hydraulic swivel
- Wet brakes / wet clutch

Items not specifically listed above are not covered by extended drive train warranty.

## Note 4: Rubber Track Warranty

Refer to Section 4.8.7 1-1 for warranty coverage on rubber tracks and claim filing requirements.

## Note 5: Backhoe Cast Component Warranty

Only the following loader backhoe models have an extended warranty on cast backhoe components:

- L Series Backhoe Loaders
- M Series Backhoe Loaders (Including Series 2 and Series 3)

**NOTE:** *this extended warranty coverage is not applicable for N Series backhoe loaders.*

The following components are covered by extended warranty:

- Backhoe Main Boom
- Standard Dipper Arm
- Inner Dipper of the Extendahoe® Boom
- Swing Tower Casting

## Additional Claim Requirements

Warranty coverage is for 60 months / unlimited hours from the first warranty start date. Items not specifically listed above are not covered by extended warranty.

## Note 6: Extended SSL / CTL Coverage:

This extended warranty is applicable for units retailed on or after October 1, 2017. The extended warranty starts after the expiration of the base warranty and provides additional 12 months coverage for a total of 24 months / 2000 hours maximum.

In year 1 submit claims using warranty type A. In year 2 submit claims using warranty type B.

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## INTRODUCTION

CNH Industrial has an emissions warranty obligation on certain engine components mandated by the United States Federal and California emissions law. CNH Industrial warrants diesel engines designed, built, and equipped to conform to applicable United States Environmental Protection Agency regulations. This warranty applies to all units operated in the United States or Canada.

## COVERAGE

### Warranty Terms and Coverage

Warranty period begins at the time any person, dealer, or agent first places the unit into service. Warranty coverage is for a period of:

- o 2 years or 1,500 hours of operation, whichever occurs first, for engines less than 19kW/25HP.
- o 5 years or 3,000 hours of operation, whichever occurs first, for engines greater than or equal to 19kW/25HP.

The model year, class of diesel engine and emission application determination for your engine are identified on the Emission Control Information Label. This label is affixed to one of the following areas of the engine, the top of engine's rocker arm cover, the right-hand side of the oil pan, or the right-hand side of the engine front gear cover. The presence of the emission control label is the indication that the engine conforms to the applicable standards. Any emission control system parts which are proven defective during normal use will be repaired or replaced during the warranty period.

The engine owner has responsibility to perform all the required maintenance listed in the Owner's Manual. CNH Industrial will not deny an emission warranty claim solely because no record of maintenance exists; however, a claim may be denied if failure to perform maintenance resulted in the failure of a warranted part.

It is recommended that replacement parts used for maintenance or repairs be CNH Industrial Service Parts to maintain the quality originally designed into your emission certified engine. The use of non-CNH Industrial parts does not invalidate the warranty on other components unless the use of such parts causes damage to warranted parts.

The manufacturer is liable for damages to other engine components caused by the failure of any warranted emission control system part. CNH Industrial is not responsible for failures resulting from improper repair or the use of parts that are not genuine CNH Industrial or CNH Industrial approved parts.

Warrantable emission component failures occurring during the active warranty coverage are covered under the applicable warranty. Failures occurring beyond the applicable warranty period are covered by the federally mandated emissions coverage. Submit the eWarranty claim using warranty type E for emissions related failures.

### Emission Warranty Does Not Cover

Reference Section 4.2.5, Items Not Covered by Warranty. **2-1**.

### Replacement of Engine Emissions Labels

For complete instructions reference Section 4.4.6, Replacement PIN Plate Request. **4-1**.

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## COMPONENT COVERAGE

New engines certified for sale and registered will have the following items covered by the emission warranty, depending on the emission level of the engine, if the items were first installed on the new engine as original equipment:

- Fuel injection system
  - Fuel injection pump, common rail high pressure pump, electric/mechanical lift pump (excludes manual primer pump)
  - Fuel injectors
  - Fuel injection lines
  - Governor
- Air induction system
  - Intake manifold
  - Turbocharger system (includes exhaust manifold)
  - Charge air cooler
- Positive crankcase ventilation system (if applicable)
  - PCV valve
  - Oil fill cap
- Exhaust after treatment Devices (if applicable)
  - Catalytic converter (DOC)
  - Diesel particulate filter (DPF)
  - Selective catalytic reduction (SCR) components
  - Diesel Exhaust Fluid (DEF) tank and dispensing systems
- Exhaust Gas Recirculation Systems (EGR)
  - EGR valve assembly
  - EGR cooler
- Cold Start Enrichment Systems
  - Grid heater
- Electronic Control Units, Sensors, Solenoids, and Wiring harnesses used in above systems

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<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>1 - WARRANTY TERMS AND CONDITIONS</b>	
<b>SUBJECT</b> <b>3 - PURCHASED PROTECTION PLAN</b>	<b>REV. DATE</b> <b>Jan 2015</b>	<b>PAGE</b> <b>1 OF 1</b>

## INTRODUCTION

Purchased Protection Plans (PPP) is available for purchase through CNH Industrial Capital. PPP provides coverage beyond the manufacturer's base warranty period for new and/or used equipment. Information is found on the Dealer Portal >> Additional Topics >> Topic Hubs >> Purchased Protection Plan (PPP). The hyperlink contains the following information:

- Terms and Conditions
- PPP Dealer Handbook
- PPP Users Guide
- Master Schedule of Parts (Covered Components)
- PPP Registered Units
- PPP Quotes / Plans
- PPP Claim Reimbursement Request

## Coverage

The duration and type of PPP warranty will depend on the purchased coverage. If the plan lists a month / year limit and a machine hour limit, the plan expires when the first of those limits is reached.

PPP purchased during the manufacturer's base warranty period.

- PPP period (duration and/or hour limit) includes the manufacturer's base warranty period.
- PPP coverage begins upon the expiration of the manufacturer's base warranty period.

Consult the PPP Dealer Handbook for details related to other PPP period/coverage, specific details and differences. The handbook is located on the Dealer Portal >> Discover >> Operations >> Policies and Manuals >> CNH Industrial Capital Dealer Handbook.

## Claim Submission

Do not submit claims through eWarranty. All requests for reimbursement should be filed electronically via the PPP Request for Reimbursement form accessible through the Dealer Portal.

Questions related to claims should be directed to the PPP Administration contact numbers below:

Case: Phone 866-606-1517, Fax 866-606-1518

CIH: Phone 866-606-1802, Fax 866-606-1803

NHAG: Phone 866-606-1807, Fax 866-606-1808

NHCE: Phone 866-606-1798, Fax 866-648-0691



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## SERVICE QUOTE (Case CE Only)

Service Quote is an online tool available via the CNH Industrial Dealer Portal >> Discover >> Service Quote TOOL (SQT). These are commonly known in the industry as Customer Service Agreements. Under the Service Quote agreement, the CNH Industrial dealer who sells the agreement on behalf of Case will perform maintenance on the machine for a specified period of time. Each plan has its own specific service intervals within the plan. Refer to the online Service Quote manual available for download on the Service Quote website.

## CASE PROCARE FOR HEAVY CONSTRUCTION EQUIPMENT

Case ProCare coverage extends warranty for 3 years / 3000 hours on retailed units. Case ProCare adds a planned maintenance for 3 years / 3000 hours on the Case heavy equipment listed below and includes a 3 year Case Site-Watch subscription.

Case CE direct sales to Government, National, and Key Accounts receive the extended warranty for 3 years / 3000 hour however, they do not receive the additional 3 years / 3000 hours planned maintenance contract.

### Products Equipped With Factory Fit Telematics

- F-Series Wheel Loaders (521F - 1221F)
- G-Series Wheel Loaders (521G – 1121G)
- Large Excavators (CX130C - CX800B) (CX130D – CX750D)
- Motor graders (845B - 885B AWD, 836C - 856C AWD)
- Dozers (650L and M-Series)

### Case ProCare Equipment Warranty Coverage Period:

Heavy equipment receives 36 months / 3000 hours factory warranty:

- Base Warranty (Type A) – 12 months / unlimited hours (Excavators base warranty 12 mo / 1800 hours)
- Extra Base Warranty (Type B) – additional 24 months / up to 3000 total machine hours, whichever comes first

After base warranty period expired, submit the claim using extra base warranty (type B). After extra base warranty period expired, submit the claim using warranty type E for emissions components or warranty type I for extended coverage. Extra base warranty is transferrable. It is the servicing dealer's responsibility to transfer the vehicle to the subsequent end customer using the end customer management function in eWarranty.

### Case ProCare Planned Maintenance Coverage Period:

All retailed heavy construction equipment with factory standard Telematics includes the Case ProCare Planned Maintenance coverage for 3 years / 3000 hours. Service intervals for each product are described in the specific Operators Manuals. Service intervals are available on the Dealer Portal >> Service Quote website.

Parts, fluids and lubricant will be reimbursed based on allowable material for each interval. Variance from the allowable material (i.e., synthetic oil in place of standard oil) will not be reimbursed. Labor will be reimbursed based on the published Standard Repair Time code and work units.

Causal Part and Service Interval Chart can be found in the Warranty bulletin 2019 - 001 CASE N WB, - TERMS AND CONDITIONS FOR TELEMATICS AND CASE PROCARE FOR HEAVY CONSTRUCTION EQUIPMENT.

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## Claim Filing Instructions - Case ProCare Planned Maintenance:

**Serial Number:** Wholegood unit serial number  
**Defect Code:** 00AAAAA  
**Failure Code:** 001  
**Warranty Type:** M - Maintenance Program  
**Complaint:** ProCare Service  
**Cause:** ProCare Service  
**Correction:** ProCare Service  
**Causal Part:** ProCare causal part number  
**Part Number:** Replacement part number  
**SRT Operation Code:** Labor code(s) performed on the unit

**NOTE:** Units with factory installed cold weather package will be reimbursed for use of specialty oils. Include an explanation in the claim extended failure description.

## Items Not Covered by Warranty

- Travel to perform Case ProCare maintenance
- Service or maintenance of DIA kits
- Labor on customer performed maintenance
- Fluid sampling expense
- Parts and fluids not specifically listed for each service interval
- Removal of attachments or DIA kits in order to perform the scheduled maintenance

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<b>SUBJECT</b> <b>1 - OWNER RESPONSIBILITY</b>	<b>REV. DATE</b> <b>Jan 2011</b>	<b>PAGE</b> <b>1 OF 1</b>

## OWNER RESPONSIBILITY

Warranty remains in effect during the stated warranty period as long as the owner performs the required maintenance at the recommended times as outlined in each products Operator's Manual. Genuine CNH Industrial or CNH Industrial-approved service parts must be used for all maintenance. Additionally, the owner will pay for all transportation or travel expenses related to any warranty repair.

The owner's responsibilities include, but are not limited to:

- Performing maintenance as indicated in the Operator's Manual
- Using the unit in the correct application
- Using the unit in the correct operation (non-abusive)
- Notifying dealer of failures and having the machine available for repair in a timely manner
- Training operators
- Paying for travel / mileage costs, towing charges, service calls
- Paying for "normal" wear items
- Paying for machine damage (accidental)
- Adjusting units for application
- Inspecting machine (daily walk-around)

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>2 - REIMBURSEMENT POLICY AND PROCEDURES</b>	
<b>SUBJECT</b> <b>2 - DEALER RESPONSIBILITY</b>	<b>REV. DATE</b> <b>Apr 2011</b>	<b>PAGE</b> <b>1 OF 1</b>

## DEALER RESPONSIBILITY

In accordance with the CNH Industrial Dealer Agreement and the Dealer Operating Guide, dealers are responsible for rendering prompt, courteous, and willing service to equipment owners for all product lines in accordance with contract(s) held.

The dealer's responsibilities include, but are not limited to:

- Receiving, inspecting, and initiating recovery of shipping damage and/or shortages
- Equipment set-up at pre-delivery
- Selling the right product for the intended application
- Reviewing operator's manual with the customer
- Instructing customer on proper use, maintenance, and safety features of the machine
- Advising and explaining warranty coverage to customer at the time of sale (not delivery)
- Completing and submitting the Warranty and Limitation of Liability Agreement form
- Diagnosing the problem, repairing the unit, and if eligible, applying for warranty reimbursement
- Answering basic warranty questions, i.e.; "Did failure occur as a result of defective material or workmanship?"
- Taking responsibility for saying "no" to the customer on non-warrantable failures
- Applying failure analysis to questionable repairs
- Making decisions based on warranty policy
- Providing warranty support for equipment in accordance with CNH Industrial dealer contracts held. Reference Section 4.2.15, **2-1**
- Submitting claims in accordance with the warranty policy terms and conditions.
- Properly documenting failures repaired and retaining those documents for a minimum of 24 months. Reference Section 4.7.1, **7-1**
- Opening a work order immediately on the date of notification of a problem with a unit
- Completing PIPs (Product Improvement Programs)
- Having properly trained technicians and adequate tooling.

## DEALER RESPONSIBILITY ON NON-WARRANTABLE FAILURES

Failures due to severe operating conditions, accidents, misuse, neglect, damage, weathering, improper storage and failing to follow the recommended adjustments or maintenance as described in the Operator's Manual can have an adverse effect on the ability of any equipment to operate safely and satisfactorily. Failures resulting from these factors are not eligible for warranty reimbursement.

Before committing to a customer that a repair is warrantable, it is the dealer's responsibility to ask appropriate questions of the customer, inspect the equipment and part(s), and gather all the facts to ensure that the failure is the result of a defect in material or workmanship.

If the dealer commits to a customer that a repair is warrantable, and after review CNH Industrial disagrees and denies the warranty claim, the dealer will be forced to either absorb the expense or bill the customer for the repair. Neither option is ideal, so it is strongly recommended that proper research be done before making a warranty commitment to a customer.

# DEALER OPERATING GUIDE



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## **COMPANY RESPONSIBILITY**

CNH Industrial will reimburse parts and labor costs to repair defects in material or workmanship during the active warranty coverage period, when the service is performed by an authorized CNH Industrial dealer in the United States or Canada.

CNH Industrial's responsibilities include, but are not limited to:

- Deliver a unit that is free of defects in material and workmanship
- Reimbursement costs for repairs that are the result of defects in material and workmanship
- Provide warranty payment to dealers per policy in a timely manner
- Provide service information to dealers via the Technical Help Desk (THD) and eTIM
- Identify product deficiencies and corrective action by Product Improvement Programs
- Make determinations of premature wear
- Provide operators manuals
- Deliver a “work-ready” product, but not application ready (roll-on / roll-off product)



# DEALER OPERATING GUIDE



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<b>SUBJECT</b> 4 - DEALER ARRIVAL REPORT, DEALER INVENTORY MAINTENANCE and PREDELIVERY PROCEDURES	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 3

## INTRODUCTION

Periodic and regular inventory maintenance to prevent storage deterioration is the dealership's responsibility and a good business practice.

Warranty terms do not cover time spent doing pre-retail inspections or repairs arising from storage deterioration, however, defects in material or workmanship found and corrected during the inspections are eligible for warranty reimbursement.

Any damage or failure due to poor, or lack of, correct storage maintenance will not be covered by warranty. Evidence of regular inventory maintenance may be requested on any warranty claim related to storage issues.

## Crated Products

Crated products are not subject to assembly or inspection prior to the pre-delivery inspection but must be correctly stored and protected against the elements.

Inspection Timing:

Inspection	Timing
Delivery Inspection	New or transferred unit received at the dealership
Dealer Arrival Report (DAR) inspection	Within 60 days from invoice date
Dealer Inventory Maintenance (DIM) inspection	Recommended every 60 days or when storage of greater than 30 days is anticipated
Pre-delivery (PDI) inspection	Within 45 days from the warranty start date.

## DELIVERY INSPECTION

The Delivery Inspection must be carried out upon receipt of a new or transferred unit. The unit should be inspected for any damage or discrepancies in the product specification or unit build option to ensure receipt in good condition. Damage occurred in transit or due to storage conditions of previous dealer are not warranty claimable expenses, they are the responsibility of the transferring dealer.

## Wholegood Shortage

Shipping shortages or discrepancies on Wholegoods invoices should be reported to your Sales Support Manager or Plant Contact using Shortage/Overage Report (Form 3921) found in Dealer Portal>>Discover>>Operations>>Policies and Manuals>>Dealer Operating Guide >> 1.5 Overages/Shortages

**Al:** All claims related to missing/wrong parts or incomplete subframe sets must include production date and kit/set no. located on the box decal.



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## CARRIER DAMAGE

Transportation damage which occurred in transit must be filed with the carrier.

## WARRANTABLE FAILURE

Defect in material or workmanship should be filed as a warranty claim.

## DEALER ARRIVAL REPORT INSPECTION

The Dealer Arrival Report (DAR) must be carried out within 60 days of invoice date to the dealer. Any cost associated with performing DAR inspection is not reimbursable under warranty, however, defects in material or workmanship found and corrected during the inspection are eligible for warranty reimbursement. The DAR is located in the Dealer Portal >> Discover >> Tools and Applications >> Initial Quality.

**NOTE:** Web Based training for the DAR application can be found in Web Academy – Course USS3SAP1SCEN - Dealer Arrival Report Application - CE - Web Based

## PREDELIVERY INSPECTION

The Pre-delivery (PDI) Inspection should be carried out within 45 days of retail of a new unit to a customer. Dealers are responsible for the proper assembly and adjustment of all products before delivery to a customer. Failures resulting from incorrect dealer assembly and/or adjustments to units are not warrantable. Failure of proper pre-delivery inspection is a material breach of the Dealer Agreement.

Any cost associated with performing PDI inspection is not reimbursable under warranty, however, defects in material or workmanship found and corrected during the inspection are eligible for warranty reimbursement. The PDI is submitted through an online application which is located in the Dealer Portal >> Discover >> Tools and Applications >> Initial Quality. The DAR must be completed before a PDI inspection can be done.

**NOTE:** Web Based training for the PDI application can be found in Web Academy – Course USSZALB726EN - Pre-Delivery Inspection (PDI) through MDC - Case CE

## DEALER INVENTORY MAINTENANCE

### Preparing a Unit for Long Term Storage

In conjunction with the delivery, DAR, and PDI inspections, it is recommended that the following procedures be carried out whenever a unit is placed into storage or dealer inventory for more than thirty (30) days:

- Thoroughly wash the unit and inspect the paint. Touch up any area where the paint has been damaged.
- If the unit has tires: drive it forwards and backwards to ensure that the tires are turned to prevent tire distortion.
- If the unit has tracks: lubricate the chain pivot links (where applicable).
- Lubricate all grease points and drive chains, pins, and articulations.
- Retract all of the cylinder rods. Where this is not possible, lubricate the exposed cylinder rods with a heavy coat of grease or a suitable protection spray to prevent corrosion during storage.
- With the engine shut-down and the ignition switch in the 'ON' position, move all of the hydraulic controls to relieve any pressure in the hydraulic circuits.
- Check for leakage on all systems (oil, cooling, fuel, etc.).
- Start the engine and run for at least 30 minutes above 1500rpm. This will allow the alternators to provide adequate amperage to charge the batteries.

Dealer Inventory Maintenance Forms can be found on the Case Dealer Portal > Service >> Product Information >> Dealer Inventory Maintenance (DIM) Form.

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Service Bulletins Related to Maintenance for Consumables and Storage - The following Service Bulletins provide procedures and best practices for storage.

To search for Service Bulletin numbers in eTim, place a space before and after the dash in the bulletin number. For example:

Correct way to search: 2018 – 04

Incorrect way to search: 2018-04

## **Fuel**

For information on use of Biodiesel, fuel storage, maintenance and cold starts relating to fuel, refer to Service Bulletin “Updated Guidelines for the use of Fame Biodiesel blends and approval list”

2018 – 040 CIH N SB (CASEIH)

2018 – 016 CASE N SB (CASECE)

## **Batteries**

For testing, charging, and storage procedures, refer to Service Bulletin “Batteries – Testing, Charging and Warranty Procedure”. Note that the warranty information listed in these bulletins is no longer applicable.

NEN AG SB 008 09 (CASEIH)

NEN CE SB 006.1 09 (CASECE)

## **DEF Fluid**

For information on cold/hot/extended storage conditions of DEF Fluid, refer to Service Bulletin “Long-Term Storage Guidelines for After Treatment Systems for Tier 4 Engines.

2014 - 011 CIH N SB

2014 - 004 Case N SB

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## ITEMS NOT COVERED BY WARRANTY

- Cost associated with performing dealer arrival report inspections, pre-delivery inspections or dealer inventory maintenance inspections.
- Repairs arising from storage deterioration, failure to maintain the equipment, negligence, alteration, improper use of the equipment, collision or other accident, vandalism, or other casualty, or operation beyond rated capacity or specification.
- Repairs arising from abuse or neglect, including but not limited to: operation without adequate coolant or lubricants, adjustments to the fuel system outside equipment specifications, over-speeding, improper storage, starting, warm-up, or shutdown practices, incorrect fuel or contaminated fuel, oil or other fluids.
- Normal maintenance services, such as engine tune-ups, engine fuel system cleaning, checks, adjustments, shimming, etc.
- Replacement of non-defective wear items expected to be replaced during the warranty period, including, but not limited to: light bulbs, spark plugs, brake or clutch linings, slip clutches, belts, chains, knives, bucket cutting edges and teeth, crawler track pads and track components, crop processing and cutting components, external drive sprockets and chains, soil engaging tools and accessories.
- Items replaced due to customer demand.
- Labor charges performed by anyone except a dealer authorized by contract to repair the equipment, unless they qualify under special provisions (i.e. outside labor).
- Any and all travel costs for items such as towing, service calls, or transporting a unit to and from the place where the warranty service is performed, unless specifically outlined in Section 4.5.2, **5-1** or Section 4.2.11, **2-1**.
- Claims involving loss or damage during shipment or handling, including units subsequently sold as a "salvage" unit.
- "Salvage" or other units sold on an "as is" basis, unless otherwise specified in writing at the time of sale.
- Claims for lost or stolen equipment.
- Cannibalization of another unit.
- Any and all costs for coolant, fuel, or lube (oil) analysis including supplies and lab recommendations, unless specifically authorized in advance by CNH Industrial.
- Normal maintenance costs, including but not limited to: lubricants, coolants, fluids, fuel, filters, and associated labor. Lubricants, filters, and coolants may qualify for warranty reimbursement if they require replacement as a direct result of a defect in material or workmanship.
- Claims for replacing a complete assembly where the total costs to repair the assembly is less than 75% of the total cost to replace the complete assembly based upon the published Standard Repair Times, as specified in Reference Section 4.2.6, **2-1**.
- Claims involving reconditioning of units after storage or prior use.
- Components or items that are separately warranted directly by the manufacturer, Reference Section 4.8.1, **8-1**. These components may include but are not limited to: tires, tracks, engines, transmissions, batteries, fuel injection pumps, etc.
- Shop "comebacks": any duplicate, repeat, or comeback repair resulting from improper diagnosis, testing, or service repairs. This also includes repairs arising from service performed by agents not approved by CNH Industrial.
- Repairs arising from any unauthorized modification to the product or the use on non-CNH Industrial parts, implements, or attachments, including but not limited to: performance changing (i.e., increasing horsepower or other modifications) and/or emissions defeating modifications.
- Removal, replacement, or installation of non-CNH Industrial optional equipment, attachments or components.
- Premiums charged for overtime labor costs or out of shop expenses.

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- Economic loss including lost profits, crop loss, equipment rental, or other expense.
- Consequential/victim damage to property or other equipment and/or attachments.
- Unauthorized modification or updating units without a warrantable failure based on Service Bulletin information or production changes.
- Any and all costs of special tools.
- Any and all costs of dealer shop supplies incurred with repairs, including but not limited to solvents, cleaners, anti-seize lubricants, Loctite, sealant, adhesive, oil-dry, shop towels, etc. Sealant or adhesive may qualify for warranty reimbursement in certain applications requiring a large volume of sealant/adhesive.
- Failure of the unit, its implements, or attachments caused by improper field application or loading.
- Cost of initial setup or installation of any optional equipment or attachments to a unit.
- Any product normally operated outside of the United States and/or Canada.
- Any unit purchased outside of and imported into United States and/or Canada.
- Diagnosis/troubleshooting not defined in the labor time schedules. Normally, troubleshooting allowances are built into the published labor time schedules. However, diagnosis/troubleshooting may be allowed in some special situations where these times are properly explained and justified in the extended failure description. Refer to Section 4.2.8, **2-1** .
- Cost associated with cleaning of unit in preparation for servicing. Localized washing may be allowed if washing is required to prevent possible system contamination. Normally these washing allowances are built into the published labor time schedules.
- Equipment with altered or disconnected hour meter where the hours cannot be determined.
- Software or firmware updates, reflashes, resets, or downloads and refresh without a warrantable failure.
- Any time associated with performing administrative work (i.e., THD, WIT, eTim, etc.).

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## INTRODUCTION

In the event of a complete assembly failure, repair is always the first option. Prior to replacement, reasonable attempts should be made to determine the extent and apparent cause of suspect failure using appropriate service diagnostic procedures. The replacement of a complete assembly may be allowed according to one of the following exceptions:

- Unit has less than 50 hours of use.
- Part(s) to repair the complete assembly are not available at time of repair. Please provide the part number that was unavailable at the time of the repair with your failure summary.
- Total cost to repair the assembly is greater than 75% of the total cost to replace with remanufactured assembly based upon the published standard repair times.
- Dealer requests the use of a new assembly when a remanufactured assembly is available. This exception and the additional cost to use new must be preauthorized by a Field Service Representative. A valid Repair vs. Replace Calculator form must accompany the request.

## Complete Assembly Examples

Complete assemblies include, but are not limited to the following:

- Engines
- Short Blocks
- Transmissions
- Axles (Front & Rear)
- Final Drives
- Hydraulic Pumps / Motors
- Hydrostatic Pumps / Motors
- Hydraulic Cylinders
- Frames / Chassis
- Gearboxes

**NOTE:** ZF transmissions, and some trade accessories must be replaced not repaired.

## Repair or Replace the Engine

Replacement of a complete engine assembly is determined by completion of the Engine Repair Survey (ERS). This survey evaluates the answers provided and determines repair or replace of the complete engine assembly. A sufficient teardown of the engine to obtain the cause of the failure and damaged components is still needed before filling out the ERS. The 75% Repair vs Replace Calculator is modified to include the ERS.

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## Procedure

Non-remanufactured complete assemblies must be repaired. Prior to replacement, reasonable attempts should be made to determine the extent and apparent cause of suspect failure using appropriate service diagnostic procedures. The replacement of a complete assembly may be allowed according to one of the following exceptions:


- Unit has less than 50 hours of use.
- Part(s) to repair the complete assembly are not available at time of repair.
- ERS advises replacement of the engine assembly.
- Total cost to repair the assembly is greater than 75% of the total cost to replace with remanufactured assembly based upon the published standard repair times (for non-engine assembly failures).

If the failure meets an exception to replace the engine assembly, a new engine assembly may be used up to 250 engine hours. Beyond 250 engine hours, a remanufactured engine assembly must be used.


## Engine Repair Survey (ERS)

The ERS evaluates the failure through the qualifying questions, an indication of the major components damaged, and determines if the engine is eligible for replacement.

A new ERS should be downloaded from the Dealer Portal and completed for each engine failure.



Please Select an Answer to the Question:	
Is the failure an Engine?	<input type="text"/>
Is the failed engine a Reman?	<input type="text"/>
Number of engine cylinders?	<input type="text"/>
Have engine stored data, and DTC codes if applicable, been downloaded?	<input type="text"/>
Has an engine oil sample been collected?	<input type="text"/>
Please enter hours on the machine:	<input type="text"/>





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Please complete the table below.

Engine Component Description	Quantity
Cylinder block	
Crankshaft	
Piston(s)	
Connecting rod(s)	
Cylinder liner(s)	
Cylinder head	
Camshaft	

**Field Service Representative Notification**

Date Notified:  FSR Name:

## Warranty Claim Filing

The 75% Repair vs Replace Calculator has been modified to include the ERS, posted to the Dealer Portal under Discover / Service / Warranty / Repair vs Replace Calculator. Requirements are as follows:

- A download of the engine stored data and DTCs from the ECU at the time of the failure diagnosis and collection of an oil sample is required prior to completion of the ERS.
- The ERS must be completed prior to commencing work on a warrantable engine failure.
- Your Field Service Representative must be notified of the engine failure and be provided a copy of the completed ERS.
- The completed ERS must be attached to the claim as documentation for the engine replacement. This ERS must be completed prior to completing the repair on a warrantable engine failure. After the ERS is complete, the survey needs to be attached to the claim as documentation for the engine replacement.
- Replacement of the complete engine assembly requires photos to be attached to the warranty claim, clearly identifying which engine components have been damaged during the failure.

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### REPAIR or REPLACEMENT DECISION (Non-Engine)

To calculate the cost of repair vs replace use the Repair vs. Replace Calculator form and attach the completed form to the warranty claim. The downloadable form with instructions is available on the Dealer Portal >> Discover >> Service >> Warranty >> Repair vs. Replace Calculator.

Follow the steps below to complete the calculator form:

1. Complete the SRT Tab as follows:

- A. Enter the workshop labor rate (less uplift)
- B. Enter the overhaul code (less R/I)
- C. Enter the SRT work units and description

**NOTE:** If an overhaul code (less R/I) is not available, enter the overhaul code (with the R/I) and correct the number of units for overhaul only. Disassembly / assembly codes are the same as overhaul codes.

2. Complete the PART Tab as follows:

- A. Enter the reman complete assembly part number, description, quantity, and price at Dnet.
- B. Enter total cost of outside work estimates as needed.
- C. Enter all necessary part numbers, description, quantity and price at Dnet.

3. Complete the SUMMARY Tab select the most cost efficient option.

- A. Enter the dealer name, city and state/province
- B. Enter the model
- C. Enter the serial number
- D. Enter the hours of use at failure

Enter into Calculator			
Component Part Number	Complete Assembly Cost	Repair Parts Cost	Note
BOTH Reman and New	Enter Reman Cost only	parts (dnet) labor (less R/I)	if repair is greater than 75%, policy requires reman AND if reman is not available ("out of stock"), policy allows replace with new.
New Only	Enter New Cost	parts (dnet) labor (less R/I)	
Reman Only	Enter Reman Cost	parts (dnet) labor (less R/I)	

**NOTE:** Do not include the following in either the repair or replace estimates; core charge, R/I labor, handling, uplift, markup, or service excellence allowances.

Repair Estimate Requirements	Replace Estimate Requirements
Repair part numbers at dnet	Replacement assembly part number at dnet
Mandatory use of Reman parts	Mandatory use of Reman parts
Outside labor or materials estimates	Outside labor or materials estimates
Full overhaul labor less R/I (SRT codes)	

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If Repair cost divided by Replace cost is:

Less than 75%	75% to 100%	Greater than 100%
Repair	Repair or Replace	Replace

### Example #1: Total repair cost is less than 75% of total replacement cost

Total cost to repair divided by total cost to replace (\$10,950 / \$15,000 = 0.73 or 73%)

- o Warranty will pay for repair cost only

Repair Total: \$10,950		
Repair Labor	Repair Parts	Repair Miscellaneous
\$7,000	\$2,950	\$1,000

Replace Total: \$15,000		
Replace Labor	Replace Parts	Replace Miscellaneous
\$5,000	\$10,000	\$0

### Example #2: Total repair cost is greater than 75% and less than 100% of the total replacement cost

Total cost to repair divided by total cost to replace (\$12,000 / \$15,000 = 0.80 or 80%)

- o Warranty will pay for repair or replacement.

Repair Total: \$10,950		
Repair Labor	Repair Parts	Repair Miscellaneous
\$5,000	\$6,000	\$1,000

Replace Total: \$15,000		
Replace Labor	Replace Parts	Replace Miscellaneous
\$3,000	\$12,000	\$0

### Example #3: Total repair cost is greater than total replacement cost

Total cost to repair divided by total cost to replace (\$16,000 / \$15,000 = 1.06 or 106%)

- o Warranty will pay for replacement cost only.

Repair Total: \$10,950		
Repair Labor	Repair Parts	Repair Miscellaneous
\$7,000	\$8,000	\$1,000

Replace Total: \$15,000		
Replace Labor	Replace Parts	Replace Miscellaneous
\$5,000	\$10,000	\$0

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## INTRODUCTION

When a part and/or assembly is replaced rather than repaired, a remanufactured assembly must be used. If a new replacement part is used without authorization, warranty reimbursement will be down adjusted to reflect the dealer net cost of the remanufactured part (plus applicable handling). No adjustment to labor will occur.

A remanufactured part and/or assembly is considered available under the following conditions:

- Remanufactured part number exists in the CNH Industrial Parts Ordering system, and
- Remanufactured part number is active (Part Type 1 or 2 = active), and
- Remanufactured part number has dealer net and dealer list pricing established.

Use of new replacement part and/or assembly over remanufactured replacement may be allowed according to one of the following exceptions:

- Unit has less than 50 hours of use.
- Part(s) to repair the complete assembly are not available at time of repair. Please provide the part number that was unavailable at the time of the repair with your failure summary.
- Total cost to repair the assembly is greater than 75% of the total cost to replace with remanufactured assembly based upon the published standard repair times.
- Dealer requests to use a new assembly when a remanufactured assembly is available. This exception and the additional cost to use new must be preauthorized by a Field Service Representative. A valid Repair vs. Replace Calculator form must accompany the request.

## REMANUFACTURED PARTS FAILURES

Prior to major disassembly, reasonable attempts should be made to determine the extent and apparent cause of suspected failure using appropriate service diagnostic procedures. Repairs should be performed when possible.

For questions, contact CNH Industrial Reman at 1-888-WHY-REMAN (1-888-949- 7362). After normal business hours (7:00 AM to 4:00 PM Central Standard Time), a message will be taken by voice mail and the dealer will be contacted the following business day. Additional warranty information can be obtained at <http://www.whyreman.com/>.

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## INTRODUCTION

CNH Industrial reimburses dealers for parts and labor required to perform warranty repairs. Warranty repairs require genuine CNH Industrial new or remanufactured parts. CNH Industrial is not responsible for failures resulting from improper repair or the use of parts that are not genuine CNH Industrial or CNH Industrial approved parts.

## PARTS REIMBURSEMENT

Approved parts will be reimbursed based on the part price in effect on the date of the repair plus applicable dealer's certification rating uplift allowance.

Removal and installation labor for non-CNH Industrial attachments will not be reimbursed through warranty.

### Bulk Hoses

Some replacement hoses may be constructed from CNH Industrial bulk hose and CNH Industrial fittings. In situations where a proper specification replacement hose may be constructed from CNH Industrial bulk hose parts, the CNH Industrial bulk hose part number (and appropriate quantity) must be claimed on the warranty claim. Bulk hose parts purchased locally (non-CNH Industrial parts) are not eligible for warranty. When a CNH hose is not available, an equivalent alternative hose assembly or equivalent third-party bulk hose can be used.

### Remanufactured Core Credit

Core credit for remanufactured parts is the "exchanged" price for the returned core part. Returned core parts must be complete and assembled. The core credit will be reimbursed on a "parts" invoice once the warranty core parts have been received at the CNH Industrial Core Return Center, reference Section 4.6.2, **6-1**. Core credit is not reimbursed through eWarranty and will be denied.

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy or electronic) in accordance with Section 4.7.1, **7-1** for cross reference and validation of the following:

- o work order(s)
- o unit serial number
- o CNH Industrial part number(s)
- o part inventory transaction records

## STANDARD REPAIR TIME REIMBURSEMENT

Labor requests should be submitted using the appropriate Standard Repair Time (SRT) code. The labor time allowed will be based on the time specified in the appropriate SRT code currently in effect at the time the repair is made.

When an operation requires more time than the published SRT due to an abnormal condition or obstacle, enter the increased work units on the labor line and explain the additional work performed in the extended failure description of the claim.

### Additional Work Units

When a repair requires more time than the published SRT time, enter the increased work units on the labor line and explain the additional work performed in the extended failure description of the claim.

# DEALER OPERATING GUIDE



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## Generic Labor

When a SRT code is unavailable for the operation performed, a generic SRT code may be used. Enter the generic SRT code and work units and explain the additional work performed in the extended failure description of the claim. Generic labor submissions require a reasonable itemized breakdown to explain the key actions performed.

## Diagnostic Labor

Labor for diagnostic troubleshooting may be claimed but must be properly documented in the extended failure summary. Diagnostic labor submissions require a reasonable itemized breakdown to explain the key actions performed. See examples below.

## Use of THD (Technical Help Desk)

THD is a service to help technicians work through difficult or unusual diagnostics. An THD incident is not required for submission of warranty claims. If THD was consulted during the troubleshooting and/or repair process, include the THD incident number for review of the claim. Details of the cause and correction must be written into the claim extended failure description. The existence of a THD incident does not automatically guarantee reimbursement of labor.

## Removal and Installation of CNH Industrial Attachment Assemblies

Labor to remove and install CNH Industrial attaching assemblies will be reimbursed under warranty. Example of attachment assemblies may include; combine or harvester heads, backhoes, loaders, etc.

## Removal and Installation of non-CNH Industrial Attachment Assemblies

Labor to remove and install non-CNH Industrial attaching assemblies will not be reimbursed under warranty.

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy or electronic) in accordance with Section 4.7.1, 7-1 for cross reference and validation of the following:

- work order(s)
- unit serial number
- repair dates
- beginning and ending labor times
- technician identification and travel time (logged separately)

# DEALER OPERATING GUIDE



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The examples below demonstrate a comparison between good communication vs. poor communication in the claim extended failure description.

## 1. GOOD - Multiple generic codes for each operation

Line 42 - 35AAAAAAA - 5 units (Cut filter open for inspection)
Line 43 - 21AAAAAAA - 10 X2 = 20 units (R&I R/H inspection cover)
Line 44 - 21AAAAAAA - 10 X2 = 20 units (R&I suction cover)
Line 45 - 35AAAAAAA - 10 units (R&I hydraulic cylinder)
Line 46 - 00AAAAAAA - 10 units (Wash PTO clutch valve thoroughly for inspection for cracks)
Line 47 - 21AAAAAAA - 8 units (Clean gasket material from transmission)
Line 48 - 21AAAAAAA - 20 units (Flush and thoroughly clean inside of transmission)
Line 49 - 55AAAAAAA - 10 units (Calibrate 3 point hitch after installation)
Line 50 - 35AAAAAAA - 20 units (Adjust detent pressure, several times, as per THD instruction)
Line 51 - 35AAAAAAA - 20 units (Adjust compensator pressure, several times, as per THD instruction)

## 2. GOOD - Single generic code broken down to explain separate key actions.

GOOD - Single generic code broken down to explain separate key actions.

35AAAAAAA / Generic labor – 150 Work Units (15 hours)
-Tested hydraulic pressure while operating machine – 2 hours
-Removed all hydraulic hoses from machine – 3 hours
-Flushed all hoses to clean contamination – 2 hours
-Cleaned contamination out of removed motors and pumps - 4 hours
-Flushed hydraulic tank – 1 hour
-Reinstalled hoses – 3 hours

## 3. POOR – vague, no specific explanation of details, does not support the requested labor.

Claiming 100 work units (10 hours) of generic time for troubleshooting electrical issues.
OR
160 Units for 10AAAAAAA - Between constant diagnostics and replacements, removals and information utilized with THD

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## OUTSIDE LABOR AND REPAIR (EXTERNAL WORK)

Reimbursement of third party invoices incurred on a warranty repair will be reimbursed when allowed by CNH Industrial warranty policy. Outside amounts will be reimbursed at actual cost of the repair. Dealer certification rate or uplift will not be applied.

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy or electronic) in accordance with Section 4.7.1, 7-1 for cross reference and validation of the following:

- outside invoice(s)

## DEALER CERTIFICATION RATINGS

Dealer certification ratings are based on the annual performance review of specific CNH Industrial standards for excellence. To determine the eligibility to receive additional uplift reimbursement, dealers must meet the standards of excellence requirements for PIP completion, special tools, manuals, service technician training, service manage and warranty training hours, etc.

Specific brand dealer certification programs for grading criteria, scoring, and reimbursement rates of parts and labor are referenced in the charts below:

### Case IH (effective Jan 1, 2016) \*Parts reimbursement maximum \$5,000 USD/CND per part, per claim.

Certification Rating	Service Evaluation Score	Parts *	Labor
Pinnacle	95 & Above	Dealer Net Cost X 130%	Posted Labor Rate X 110%
Choice	80 to 94	Dealer Net Cost X 120%	Posted Labor Rate X 105%
Base Level	70-79	Dealer Net Cost X 115%	Posted Labor Rate X 100%
Non-Certified	Below 70	Dealer Net Cost X 100%	Posted Labor Rate X 100%
Parts Only	Not Applicable	Dealer Net Cost X 120%	not contracted to perform labor

### Case CE (effective July 1, 2022)

Dealer Certification Rating	Parts *	Labor
Diamond	Dealer Net Cost X 130%	Shop labor rate x 110%
Gold	Dealer Net Cost X 120%	Shop labor rate x 105%
Non-Qualified	Dealer net cost x 100%	Shop labor rate x 100%
Parts Only	Dealer Net Cost X 120%	Not contracted to perform labor



# DEALER OPERATING GUIDE



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<b>SUBJECT</b> <b>9 - OUTSIDE LABOR AND REPAIR (EXTERNAL WORK)</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 1</b>

## OUTSIDE LABOR AND REPAIR (EXTERNAL WORK)

Reimbursement of third party invoices incurred on a warranty repair will be reimbursed when allowed by CNH Industrial warranty policy. Outside amount will be reimbursed at actual cost of the repair. Dealer certification rate or uplift will not be applied. Additional charges such as travel and normal maintenance service, etc., will not be reimbursed on third party invoices, reference Section 4.2.5, **2-1** .

Outside labor and repairs must be submitted as External Work on the warranty claim. The reimbursement will be reimbursed at the actual cost of repair with no dealer markup. Outside repairs that exceed the cost of the same repair, if performed by the dealer, will be reimbursed at the lower rate.

### External Work Claim Filing Instruction:

- Serial Number:** Serial number of the repaired unit
- Defect Code:** 7-digit code that identifies the failed component
- Failure Code:** 3-digit code that describes the problem
- Warranty Type:** As appropriate
- Complaint:** Explain what the customer said was wrong with the unit
- Cause:** Explain what caused the failure as determined by the repair technician
- Correction:** Include the supplier name, a detailed description of the work performed, and any comments made by the outside service provider
- Causal Part:** Failed part number
- Item Category:** External Work
- 3rd Party Invoice:** Invoice number from 3rd-party repair shop
- Units:** 1
- Price:** Amount on 3rd-party invoice (less non-warranty cost)
- Description:** Description of the work performed

**NOTE:** The 3rd party invoice must be attached to the claim.

### SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy or electronic) in accordance with Section 4.7.1,**7-1** for cross reference and validation of the following:

- Outside Services: The documentation must support and verify services purchased from a supplier including:
  - Original supplier's invoice
  - Proof of payment to the supplier (accounts payable record).



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<b>SUBJECT</b> <b>10 - SHIPPING COST FOR WARRANTY PARTS</b>	<b>REV. DATE</b> <b>Mar 2013</b>	<b>PAGE</b> <b>1 OF 1</b>

## SHIPPING COSTS FOR WARRANTY PARTS

Inbound shipping costs on replacement part(s) is not reimbursed under warranty.

## FREIGHT TO RETURN PARTS

The cost to return warranty recalled parts will be prepaid when using the appropriate CNH Industrial shipping accounts, reference Section 4.6 Parts Recall for policy requirements and further instructions (**6-1**).



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<b>SUBJECT</b> <b>11 - TRAVEL AND MILEAGE REIMBURSEMENT</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 2</b>

## INTRODUCTION

Travel and mileage is the responsibility of the owner and is not reimbursed through warranty, including any and all travel costs for items such as towing, service calls, or transporting a unit to and from the place where the warranty service is performed. Travel time must be recorded separately from repair time on the technician's timestamp documents.

## PIP (Product Improvement Program) Travel and Mileage

Reimbursement for PIP travel and mileage will be reimbursed in accordance with the published PIP Bulletin, reference Section 4.5.2, 5-1

## CASE CE TRAVEL AND MILEAGE

Case Construction heavy equipment warranty claims will be reimbursed for technician travel time and mileage. Travel time will be calculated at the recorded shop labor rate. The following heavy construction equipment qualifies for travel when units are retailed on or after July 2012.

- Full Size Excavators (CX130 and above)
- Full Size Wheel Loaders (521 and above)
- Motor Graders
- Crawler Dozers
- All compaction equipment

The reimbursement allowance is applicable to the following warranty types:

- Base Warranty (Type "A")
- Extra Base Warranty (Type "B")
- Emissions Warranty (Type "E")
- Extended Warranty (Type "I")

## Reimbursement Rate for Mileage

Technician travel mileage will be reimbursed at a flat rate of \$2.00 per mile (\$1.25 per kilometer), up to a maximum of 400 miles (644 kilometers) round trip per claim. In order for a dealer to be reimbursed, certain warranty procedures must be followed.

- Mileage is to be claimed for the technician's travel only. Lowboy or other hauling methods will not be reimbursed.
- Mileage is to be claimed for one round trip. If the technician needs to make multiple trips to the failed unit to complete the repair (i.e.; retrieving parts and/or tools), the mileage will apply to the first trip only. Subsequent trips will not receive reimbursement.
- To validate the distance claimed CNH Industrial may, at its discretion, use a common public internet-based mapping website.
- Start and end addresses must be included in the claim extended failure description.

## Reimbursement for Travel Time

Technician travel time will be reimbursed up to a maximum of 2 hours at the standard shop labor rate. In order for a dealer to be reimbursed, certain warranty procedures must be followed.

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- Travel time is to be claimed for one round trip. If the technician needs to make multiple trips to the failed unit to complete the repair (i.e., retrieving parts and/or tools), the travel time will apply to the first trip only. Subsequent trips will not receive reimbursement.
- To validate the travel time claimed CNH Industrial may, at its discretion, use a common public internet-based mapping website.
- Start and end addresses must be included in the claim extended failure description.

## Travel and Mileage Claim Filing Instructions

**Serial Number:** Serial number of the repaired unit

**Defect Code:** 7-digit code that identifies the failed component

**Failure Code:** 3-digit code that describes the problem

**Warranty Type:** As appropriate

**Complaint:** Explain what the customer said was wrong with the unit

**Cause:** Explain what caused the failure as determined by the repair technician

Correction: Explain the key tasks performed to correct the failure.

In addition, add the following:

Starting address – Starting address of the dispatched technician

Ending address – Physical address of the machine location

Miles traveled – Total round trip miles or kilometers

Time - Round trip travel time

**Item Category:** Travel Expense

**Amount:** Total claimable dollar value

## Calculation for Travel Expense

+ Technician time in hours x shop labor rate

+ Mileage total dollar value (mileage x \$2.00/mile) or (kilometers x \$1.25/kilometer)

= Total claimable dollar value

## Extended Failure Description Example

Service call 1.75 hours @ \$110.00/hour = \$192.50

Start: 109 Center St Sellingsgrove PA

End: 61 14th St New Holland PA

197 miles @ \$2.00/mile= \$394.00

Travel Expense= \$586.50

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy or electronic) in accordance with Section 4.7.1,7-1 for cross reference and validation of the following:

- technician identification and travel time (logged separately)

Supersedes all previous version

# DEALER OPERATING GUIDE



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<b>SUBJECT</b> <b>12 - CLAIM SUBMISSION TIME LIMITS</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 1</b>

## INTRODUCTION

All original claims must be submitted within 45 consecutive days from the last date of repair work for each failure or work order segment as shown on the technician's time stamp, not the date the work order was closed. Claims submitted beyond this time limit will be reviewed for late waiver at the sole discretion of Warranty Administration based on the facts presented by the dealer and may require additional documentations and/or CNH Industrial approvals. A waiver exception is not a guarantee of warranty reimbursement. The claim must meet all other policy requirements. Original claims beyond 60 consecutive days between last date of repair will not be allowed.

## Claim Appeals

All appealed claims, regardless of the reason, must be appealed within 45 consecutive days from the date when the previous claim was processed (credit was issued, denied, or reversed). Claims appealed beyond this time limit will be reviewed for possible late waiver at the sole discretion of Warranty Administration based on the facts presented by the dealer and may require additional documentations and/or CNH Industrial approvals. A waiver exception is not a guarantee of warranty reimbursement. The claim must meet all other policy requirements. Appeal claims beyond 75 consecutive days from date of previous processed claim will not be allowed.

## Claim Submission Waiver

Claims submitted beyond the policy time limit will require a request for an exception. A WIT incident must be submitted under "Claim Entry" category. The following information must be included in the WIT incident:

- Dealer code
- Serial number
- Claim number
- Date of failure
- Date of repair
- Reason for the exception to policy

Approval / denial of the exception will be at the sole discretion of Warranty Administration based on the facts presented by the dealer and may require additional documentations and/or CNH Industrial approvals. A waiver exception may be granted for time limit policy only and is not a guarantee of warranty reimbursement. The claim must meet all other policy requirements.

## Repairs beyond Warranty Expiration Date

Completion of a repair beyond the warranty expiration date will be considered when all the following conditions are met:

1. The work order must have been opened prior to the warranty expiration date.
2. The customer must have identified the specific failure and the dealer must have documented it on the original work order prior to the expiration of the warranty period.
3. The dealer must explain the detailed circumstances for the repair being completed after the warranty expiration date in the extended failure description.



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## WARRANTY INFORMATION TOOL

Warranty Information Tool (WIT) is a web based tool that allows dealers to communicate directly with Warranty Administration. ASiST is a web based tool that allows dealers to communicate directly with CNH Industrial Technical Support.

WIT can be accessed via the Dealer Portal >> Discover >> Tools and Applications >> WIT-Warranty Information Tool or by links in the top right corner of the ASiST Home Page.

For further details on the use of WIT and the various functions that WIT offers, review the WIT Instruction Manual available on the WIT home page ("Help" link on upper right).

WIT can be used to ask questions or query warranty information in the following categories:

- Registration
- Claim Entry
- Claim Verification
- Product Improvement Program (PIP)
- Parts Return
- Job Code
- Labor Rate
- Warranty Policy Manual/Other

### Registration

The Registration category is used for questions and information related to extension of warranty, warranty start date, electronic settlement issues, sales reversal, hour correction, rent to own/demo, or servicing dealer change.

### Claim Entry

The Claim Entry category is used for questions and information related to claim submission issues, unit hour issues, invalid job codes, or invalid part numbers.

### Claim Verification

The Claim Verification category is used for questions and information related to labor or parts on a specific claim, or information on documentation to support a claim.

### Product Improvement Program

The Product Improvement Program category is used for questions and information related to PIP unit eligibility, units previously completed or not required, reimbursement, extension or change, or reports.

### Parts Return

The Parts Return category is used for questions and information on parts return proof of delivery, freight reimbursement, part recall, part return location, parts returned, parts tag or packaging information, or returning parts to dealer.

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## Job Codes

The Job Codes category is used for questions and information on Standard Repair Time (SRT) questions or job code time.

## Labor Rate

The Labor Rate category is used for questions and information on labor rate applied to claims, and for submitting labor rate changes by your Field Service Representative.

## Warranty Policy Manual/Other

The Warranty Policy Manual category is used for questions and information on late filing, tax calculations, dealer workshop codes, warranty policy clarification/definition, warranty reports.

## CLAIM CORRECTION AND APPEAL PROCESS

If a claim is rejected or adjusted, the only means of requesting further reconsideration of the claim reimbursement is through a claim appeal.

Appeals must be received by Warranty Administration no later than 45 days from the date of the original credit or rejection notice (status 80 or 85). A detailed explanation in the failure description is required. Attach supporting documentation (original work order, outside invoice, etc.) as necessary. The following corrections must be made by appealing the claim using eWarranty:

- Wrong or missing causal part or replacement part numbers
- Wrong or missed job codes
- Missing outside amounts
- Wrong failure or repair dates
- Wrong unit serial number
- Any other missing or incorrect information on the eWarranty claim

See the following guidelines for claim correction and appeal process:

- Submit an appeal claim (resubmit) in eWarranty: If you find that you have made an error on a claim that has been submitted or you have a concern on the decision made by Warranty Administration, you must appeal the claim in eWarranty.
- Submit a WIT: If you have appealed a warranty claim and still have a concern on the decision made by Warranty Administration, you may submit a WIT incident. Select the category "Claim Verification". Submit a WIT incident only after claim has been appealed in eWarranty. If you submit a WIT incident before appealing the claim, you will be instructed to appeal and then submit a WIT incident.
- Contact your Field Service Representative: Only after the claim has been appealed and a WIT incident has been submitted to Warranty Administration. If you contact your field service rep before appealing the claim and submitting a WIT, you will be instructed to appeal and then submit a WIT incident.

**NOTE:** Correction of incorrect usage hours submitted on a claim requires a WIT incident prior to appeal. Warranty Administration will require supporting documentation (original work order, etc.) as deemed necessary to correct the unit's hour usage.

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## CLAIM APPEAL PROCEDURE

See the following guidelines for submission of a claim appeal in eWarranty:

1. Create an appeal claim by clicking the “Appeal Claim” icon in the claim action pad.
2. Dealer claim number must be changed. Revise other claim data as needed.
3. Add to the original failure description additional detail explaining the changes made to the claim and/or additional information for justification of further reconsideration of the original warranty decision. Explain any changes to the original claim (i.e. changes to claim dates, causal part, missing replacement parts, claim coding, incorrect or missing job codes, missing outside amounts, etc.)

**NOTE:** *Appealed claims received without an additional failure description detail will be denied.*

## WIT CLAIM APPEALS

WIT can be used to ask questions about a specific warranty claim or provide a second level claim appeal process. The WIT “Claim Verification” category should be used to appeal a claim ONLY after you have already appealed a claim rejection through eWarranty.

Before submitting a WIT incident under “Claim Verification” category, follow these steps:

1. Review the reason for rejection/adjustment and identify your current concerns.
2. Resubmit a corrected claim through normal processing channels.
3. Review the original claim verifying that it was entered in compliance with warranty policy and job code manuals.
4. Review your comments verifying that they included the Complaint, Cause, and Correction sufficient to justify the requested credit.
5. Provide all necessary additional information as requested by the processors.

## HINTS/TIPS FOR IMPROVING SUCCESS OF RESUBMITTED CLAIMS AND CLAIM APPEALS

1. Prior to resubmitting a warranty claim or using the WIT process, please review the claim in eWarranty. If the claims analyst entered comments, please review ALL comments. Addressing and correcting these reasons for rejection will significantly improve chances of a resubmitted claim or a WIT being approved.
2. Make sure that the complaint, cause, and correction are clearly identified.
3. If some labor was not allowed, make sure that there is good justification for the extra labor.
4. If certain parts were not allowed, make sure that there is a clear cause-and-effect link between a defect in material or workmanship and the replacement of these parts.
5. Are the items being requested covered by warranty? For example, appeals for travel time or shop supplies will be denied.
6. Make sure that you clearly identify the specific concern you have with the decision of Warranty Administration and include additional information. Without additional information or a reason to reconsider the previous decision, Warranty Administration will process your claim the same way.
7. As necessary, include the following information:
  - o Copies of all relevant warranty documentation (including but not limited to; original work order, labor records, parts records, technician/ mechanic notes)
  - o Outside services or repair invoices or comments
  - o All other documentation pertaining to the failure or repair

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## COMMUNICATION WITH WARRANTY ADMINISTRATION

WIT: Access via links posted on the Dealer Portal >> Discover >> Tools and Applications >> WIT-Warranty Information Tool, or by links in the top right corner of the ASiST home page.

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<b>SUBJECT</b> 14 - CHANGES TO WARRANTY LABOR RATES	<b>REV. DATE</b> Jan 2019	<b>PAGE</b> 1 OF 2

## INTRODUCTION

Requests for changes to warranty labor rates will be considered for adjustment only once every 12 months. Labor rates are expected to be competitive within the dealer's local market. Labor rate increases that are deemed to be excessive may be declined or may be accepted at less than the requested rate. Labor rate payments are based upon established shop labor rates. Shop labor rates are the rates charged to retail customers for in-shop non-warranty repairs.

Dealer labor rate records are subject to verification by CNH Industrial representatives. CNH Industrial reserves the right to reimburse dealers for warranty repairs at the lowest labor rate that the dealer charges to its non-warranty customers, inclusive of discounts offered to customers. A charge back may occur if the warranty labor rate is higher than the lowest labor rate charged to non-warranty customers.

All labor rate changes must be reviewed by your Field Service Representative and may require a review by the Regional Service Representative.

## Dealership Requirements

To change dealership labor rates use the following process:

1. Submit a completed Warranty Labor Rate Change Request form to your Field Service Representative. Submit the form electronically via email. Do Not fax or mail the form. Downloadable form and instructions are available on the Dealer Portal >> Discover >> Service >> Warranty >> Warranty Labor Rate Request Form (CIH).
2. Fill out the Labor Rate Change form completely including the following information:
  - o Dealer code, eWarranty dealer (workshop) code
  - o Dealer name, city, state
  - o Current labor rate
  - o Requested new labor rate
  - o Dealer effective date of new rate
  - o Last change of labor rate date
3. Attach copies of five (5) customer invoices showing the new requested labor rate. These customer invoices must be for services performed on CNH Industrial products. The invoice may be from more recent model years (not legacy) products.

**NOTE:** If the invoices at your dealership do not show the detail hours and current rate that constitute the total labor dollar amount, you must write the detail hours and the current rate on the invoice. Handwritten additions must be initialed and dated. Detail required as shown in this example: 3 hrs. X \$50.00 = \$150.00.

Labor Rates For Legacy Models - Differing labor rates may be used for CNH Industrial legacy models at the discretion of your Service Representative. Legacy models are older models that don't have modern technology and don't require advanced technician training for diagnostics and repair.

To exclude a legacy labor rate from the labor rate submitted to CNH Industrial for warranty claims the dealer must:

1. Submit a request for approval to their Service Representative.
  - A. The request must include:
    1. the legacy labor rate,
    2. the date the labor rate begins
    3. list the criteria used to identify legacy equipment (latest models included in the legacy labor rate category)

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2. The approval must be retained and made available to CNH Industrial employees or agents upon request.
3. Any changes to the legacy labor rate or criteria used to establish legacy equipment requires resubmitting for approval.

Work orders for work completed on legacy models must clearly show that the legacy labor rate applies to the repair job.

## Field Service Representative Requirements

Your Field Service Representative will evaluate your request and respond in one of two ways:

1. Indicate that the labor rate change is not accepted with an explanation and details regarding any additional required information.
2. Approve the labor rate changes and submit a WIT, selecting the category "Labor Rate", to activate the updated labor rate in eWarranty.

## LABOR RATE CHANGE EFFECTIVE DATE

The new labor rate will apply to claims with a repair date on or after the dealer effective date, as confirmed by the WIT incident. The new labor rate will not be applied to claims submitted before the change is confirmed by WIT.

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<b>SUBJECT</b> <b>15 - WARRANTY FOR EQUIPMENT NOT RETAILED BY THE SERVICING DEALER</b>	<b>REV. DATE</b> <b>Jan 2015</b>	<b>PAGE</b> <b>1 OF 1</b>	

## INTRODUCTION

CNH Industrial dealers shall extend warranty uniformly to all owners of CNH Industrial products for any service covered by the CNH Industrial warranty. All CNH Industrial dealer authorized by contract to sell and service the described products shall provide warranty support and service for all equipment in accordance with the dealer's contract, provided the equipment was retailed in the United States or Canada. Reference Section 4.2.2, **2-1**.

The customer shall not be charged for any portion of the warranty work. Items not covered by warranty may be charged to the customer at the dealer's discretion, reference Section 4.2.5, **2-1**. CNH Industrial dealers should review the warranty status of a customer's unit by using the search functionality in eWarranty. By searching the serial number, the servicing dealer is able to review the unit's active warranty service and active PIPs. If the unit's model/serial number cannot be found, submit a WIT.

## UNITS SOLD OUTSIDE OF NORTH AMERICA AND UNITS BROUGHT INTO NORTH AMERICA

This warranty is for CNH Industrial products sold and registered in the United States or Canada and normally operated in the United States or Canada. Warranty repairs on equipment designed or intended by CNH Industrial for sale or registration outside of the United States or Canada do not qualify for warranty reimbursement, nor do units normally operated outside of the United States or Canada.

The only exception is a safety-related PIP. In this case, the dealer must contact their Field Service Representative for approval PRIOR to performing the PIP work.

## CORPORATE SALES TO US GOVERNMENT AGENCIES (CASE CE Only)

Provisions are made to compensate a Case CE dealer who performs warranty service work for Case CE equipment sold directly by Case CE to a US Federal government agency. In addition to the standard warranty coverage, compensation includes travel mileage and travel time, reference Section, 4.2.11, **2-1**



# DEALER OPERATING GUIDE



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>2 - REIMBURSEMENT POLICY AND PROCEDURES</b>	
<b>SUBJECT</b> <b>16 - FLUIDS</b>	<b>REV. DATE</b> <b>Jan 2019</b>	<b>PAGE</b> <b>1 OF 4</b>

## INTRODUCTION

CNH Industrial warrants replacement of fluids and/or coolants (fluids) when a failure caused by a defect in material or workmanship results in contamination or a sudden loss of fluid. Lack of maintenance, operator misuse, or neglect does not qualify for warranty reimbursement.

## APPROVED FLUIDS

Only CNH Industrial fluids used in warranty repairs are reimbursable. Use of other manufacturer's fluids, not specified in the equipment operator's manual may affect warranty coverage and reimbursement.

## TOP OFF FLUIDS

Replacement fluid amounts will be limited to "top off" requirements for failures not resulting in contamination or sudden loss caused by a warrantable failure. Top off of brake fluid is not reimbursable. Equipment received with low fluid levels, below the "add level" from the factory must be reported during the dealer arrival report inspection, reference Section 4.2.4, 2-1.

## REPLACEMENT OF FLUIDS

When a fluid is required on a warranty repair replacement fluid will be limited to an amount equal to or less than the reservoir capacity stated in the equipment operator's manual.

## PIP and PROCARE MAINTENANCE

Fluids use during the completion of a PIP repair or a ProCare scheduled maintenance service must be claimed as instructed in the PIP bulletin or the Service Quote interval report.

## BRAKE FLUID

Brake fluid and limited slip additive must be claimed using the part number and container size. Top off of brake fluid is not reimbursable.

## PORTABLE FILTRATION DEVICES

The use of a portable filtration device is an accepted method for reuse of transmission / hydraulic oil fluid during the warranty repair. Reimbursement for use of a portable filtration device and the extra filters that may be required will be allowed when contamination is a result of a defect in material or workmanship.

## GREASE

Grease is allowed when it is necessary to complete the repair. It is not allowed for maintenance applications in accordance to the Operator's Manuals.

## CLAIMING FOR FLUIDS

When claiming for fluids, dealers must claim for the CNH Industrial part number that was used for the repair. Warranty claims will be assessed based on the actual amount used in the repair and reimbursed based on the CNH Industrial price at the time of claim submission.

- Fluids purchased in a container 5 gallons or larger (for example, 5 gallon buckets, 55 gallon drums, 330 gallon totes) enter the part number and the quantity in gallons.

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- Fluids purchased in a container smaller than 5 gallons (for example 2.5 gallon, 1 gallon, 1 quart) enter the part number and the number of containers.

**NOTE:** If claimed price calculates incorrectly at the time of claim submission, submit a WIT using the Claim Entry category. Explain the error and attach the fluid invoice showing the purchased price. The pricing calculations will be reviewed for correct reimbursement.

**NOTE:** Attachment of the fluid invoice is not required on the claim, however, fluid invoices and/or fluid inventory transaction records must be kept on file.

## Claim filing Example (US bulk containers):

Dealership purchased 330 gallon container Hy-Tran Ultra P/N 298050A2 for \$4,043.09.

Failure required 38 gallons. In eWarranty, enter 298050A2 and quantity of 38 gallons

$$\$4043.09 / 330 \text{ gallons} = \$12.25/\text{gallon} * 38 \text{ gallons} = \$465.50$$

ITEM DATA

Item Category \*

Quantity \*  Part Number \*   Description \*

Item	Category	Material	Description	Qty	Part Return	Decision	Claimed	Curr.	Approved	Curr.	
00001	Causal Part	16	SPRING	1			0.00		0.00		<input type="button" value="edit"/> <input type="button" value="delete"/>
00002	Part	298050A2	OIL, HYDRAULIC	38			465.50	USD	0.00	USD	<input type="button" value="edit"/> <input type="button" value="delete"/>
<b>Failure Totals</b>							<b>465.50</b>		<b>0.00</b>	<b>USD</b>	
<b>Claim Totals</b>							<b>465.50</b>	<b>USD</b>	<b>0.00</b>	<b>USD</b>	

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## Claim filing Example (CAD bulk containers):

Dealership purchased 208 liters (55 gallon container) Hy-Tran Ultra P/N 999655R7 for \$716.93.

Failure required 15 liters (4 gallons). In eWarranty, enter 999655R7 and quantity of 4 gallons

$$\$716.93 / 55 \text{ gallons} = \$13.04/\text{gallon} * 4 \text{ gallons} = \$52.16$$

ITEM DATA

Item Category \*

Quantity \*  Part Number \*   Description \*

Item	Category	Material	Description	Qty	Part Return	Decision	Claimed	Curr.	Approved	Curr.	
00001	Causal Part	16	SPRING	1			0.00		0.00		<input type="button" value="edit"/> <input type="button" value="delete"/>
00002	Part	999655R7	FLUID	4			52.16	CAD	0.00	CAD	<input type="button" value="edit"/> <input type="button" value="delete"/>
<b>Failure Totals</b>							<b>52.16</b>	<b>CAD</b>	<b>0.00</b>	<b>CAD</b>	
<b>Claim Totals</b>							<b>52.16</b>	<b>CAD</b>	<b>0.00</b>	<b>CAD</b>	

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# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 2 - REIMBURSEMENT POLICY AND PROCEDURES	
<b>SUBJECT</b> 16 - FLUIDS	<b>REV. DATE</b> Jan 2019	<b>PAGE</b> 3 OF 4

## Claim filing Example (small containers):

Dealership purchased 2.5 gallon containers 10W30 Engine Oil P/N 73341711 for \$38.30.

Failure required 5 gallons. In eWarranty, enter 73341711 and quantity of 2 containers

\$47.67 each container \* 2 container = \$95.34 reimbursement

ITEM DATA

Item Category \*

Quantity \*  Material Code \*  Description \*

Item	Category	Material	Description	Qty	Part Return	Decision	Claimed	Curr.	Approved	Curr.	
000001	Causal Part	16	SPRING	1			0.00	CAD	0.00		
000002	Part	73341711	OIL, ENGINE	2			95.34	CAD	0.00	CAD	
<b>Failure Totals</b>							<b>95.34</b>	<b>CAD</b>	<b>0.00</b>	<b>CAD</b>	
<b>Claim Totals</b>							<b>95.34</b>	<b>CAD</b>	<b>0.00</b>	<b>CAD</b>	

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## REFRIGERANT

The EPA requires that refrigerant be recovered from a system when a component failure requires evacuation and recharging of the A/C system. Refrigerant is a recoverable fluid/gas and as such can be filtered, dried and reused. Only "top off" due to a small amount of unrecoverable refrigerant lost during evacuation and recharging of the system is allowed. Refrigerant should only be reused in the system from which it was evacuated.

Refrigerant qualifies for warranty reimbursement when required on a warranty repair as a direct result of a defect in material or workmanship. Replacement amounts will be limited to "top off" requirements for failures not resulting in sudden loss caused by a warrantable failure. Full system replacement amount are allowed where a system component failure is explained in detail. Equipment received with low refrigerant from the factory must be reported during the dealer arrival report inspection, reference Section 4.2.4, 2-1.

When submitting a claim, the causal part will not be the refrigerant part number, but it must be the failed machine component part number (for example; the Schrader valve).

USA dealers purchase refrigerant from CNH Industrial, therefore, the replacement part must be the CNH Industrial part number used in the repair. Submit the claim using the part number table below

**Causal Part:** Failed machine component part number (for example, Schrader valve)

**Part Number:** Refrigerant replacement part number

**Quantity:** Total quantity used to complete the repair

Part No.	Description	Claim Submission
B134A12	R134A Refrigerant (1LB)	Use B134A12, Indicate pounds
B134A30	R134A Refrigerant (30LB)	Use B134A30, Indicate pounds
B134A12-CA	R134A Refrigerant (1LB)	Use B134A12-CA, Indicate # cans

Canadian dealers purchase refrigerant from local suppliers, therefore, the replacement part number must be submitted using Fictitious Material. A copy of the purchased sales invoice showing the bulk/package or individual container price must be attached to the claim.

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**Extended Failure Description:** Total quantity used to complete the repair

**Causal Part:** Failed machine component part number (for example, Schrader valve)

**Item Category:** Fictitious Material

**Quantity:** 1

**Material:** REFRIGERANT (no dash required)

**Amount:** Total cost claimed for non-CNH Industrial refrigerant

**Description:** Name of service outlet that refrigerant was purchased from

**Attach:** Copy of purchased sales invoice

## DIESEL EXHAUST FLUID (DEF)

DEF qualifies for warranty reimbursement when required on a warranty repair as a direct result of a defect in material or workmanship. When submitting a claim, the causal part must be the failed machine component part number and the replacement part must be the CNH Industrial part number used in the repair (see table below).

Part No.	Description	Claim Submission
R32554	Diesel Exhaust Fluid (330G / 1000L)	Use R32554 indicate number of gallons
R32553	Diesel Exhaust Fluid (275G / 1000L)	Use R32553 indicate number of gallons
R32552	Diesel Exhaust Fluid (55G / 210L)	Use R32552 indicate number of gallons
R32551	Diesel Exhaust Fluid (2.5G / 10L)	Use R32551 indicate quantity used

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy or electronic) in accordance with Section 4.7.1, 7-1 for cross reference and validation of the following:

- work order(s)
- unit serial number
- CNH Industrial fluid part number and description
- fluid quantities used in repair, and
- part inventory transaction records

# DEALER OPERATING GUIDE



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## REPLACEMENT OF DECALS

Replacement of glamour decals may qualify for warranty when the decal has been improperly applied at the factory. Photos are no longer required for these types of repairs.

## REPAINTING WHOLEGOODS AND PARTS

Painting of unpainted or primer coated parts installed as a result of a qualifying warranty repair are eligible for warranty reimbursement.

Repainting may qualify for warranty when the paint has been improperly applied at the factory, as indicated by lack of coverage, peeling, and/or blistering. Repainting, when covered by warranty, is subject to special requirements. Photographs clearly showing the defect prior to repair will be required to justify any warranty claim for repainting.

Many paint defects can be repaired through localized repainting. Painting of a complete unit requires pre-approval from your Field Service Representative. Request an inspection and contact note submission from your Field Service Representative prior to repainting.

No complete resurfacing will be approved for units more than 12 months after shipment from CNH Industrial. In exceptional situations, partial resurfacing may be approved, or complete resurfacing may be allowed subject to pro-rata participation.

## WARRANTY CLAIM REQUIREMENTS FOR REPAINTING

All paint claims for partial or complete resurfacing must include the following items with the warranty claim submission:

- Photos clearly illustrating the affected area(s) and justifying the scope of the defect
- A copy of the outside invoice (if repainting is performed by an outside shop)

In addition to the above requirements, if the repainting cost exceeds \$2,500, the following items must also be included with the warranty claim submission:

- Approval from your Field Service Representative (approval MUST be obtained prior to repainting). Your Field Service Representative may require a paint estimate.
- Customer information and details regarding application/operating environment.

All paint claims for partial or complete resurfacing must use an accurate causal part. When paint is not properly applied at the factory and a part must be repainted, enter the part number of the improperly painted part as the causal part. If multiple parts require repainting and/or repair requires major resurfacing, use the part number of the largest part as the causal part.

If paint is required on a warranty repair as a direct result of a defect in material or workmanship, paint may be reimbursed on the warranty claim. In order to receive reimbursement, paint must be purchased from CNH Industrial and the replacement part must be the CNH Industrial part number used in the repair.

## CRITERIA FOR PARTIAL OR COMPLETE RESURFACING:

The following defects are viable reasons for paint repairs:

- Paint adhesion (flaking/lifting)
- Scaling due to inadequate surface preparation (base metal)
- Rust or corrosion due to low mil thickness of primary or top coating or improper surface preparation at the factory

# DEALER OPERATING GUIDE



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## CRITERIA FOR PARTIAL RESURFACING DURING THE DEALER ARRIVAL INSPECTION

The following defects are viable reasons for paint repairs if discovered during the dealer arrival inspection. These defects are not viable reasons for paint repairs if discovered after the dealer arrival inspection period:

- Blemishes in glamour areas that are not resulting from shipping
- Embedded debris in finish
- "Fish scale" or "orange peel" in glamour areas
- Runs/sagging in glamour areas
- Paint over spray (may be buffed)

## PAINT ISSUES NOT COVERED BY WARRANTY

Scratching, scuffing, and damage from objects/debris hitting finish are not covered by warranty. Reimbursement for merchandise received scuffed, scraped, or otherwise damaged during transportation is not covered by warranty. This type of damage must be claimed against the transit company. Reference Section 4.2.4, **2-1**.

Paint issues related to application or environmental conditions are not warrantable. For example, fertilizer, road salt, and manure are very corrosive. While continued exposure to these and other corrosive products will cause paint and other surface damage, the surface may be preserved by regular cleaning and regular application of surface finish preservative products.

Fading caused by extended storage without proper maintenance is not covered by warranty. Reference Section 4.2.4, **2-1**.

Repainting performed for refurbishment or preparation for sale is not covered by warranty. Similarly, warranty does not cover color matching for sale (i.e., customer requirement to meet color standards of fleet).

Painting of complete machines will not be allowed where the confirmed defect is localized. If you have questions about the scope of the defect and whether complete resurfacing is justified, consult your Field Service Representative.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 2 - REIMBURSEMENT POLICY AND PROCEDURES	
<b>SUBJECT</b> 18 - WARRANTY CLAIM TYPES	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 2

## WARRANTY TYPES

Warranty Type	Description	Claim Submission Guidelines
A	Base Warranty	If Base Warranty is Active; use warranty type A before using other warranty types
B	Extra-Base Warranty	Use only when Base Warranty, type A, has expired.
C	Service Policy*	Requires an Authorization Number
D	Parts Warranty	Use only after Base warranty and any other applicable extended warranty has expired
E	Emissions Warranty	Use only after Base warranty and applicable Engine Extended warranty expires
H	Product Improvement Program (PIP) or Service Advice	Requires a PIP Code or Service Advice authorization code
I	Extended Warranty	Use only after Base warranty expires
J	Base Warranty – Demo	Refer to Section 4, Registration
K	Breakdown Assistance (BDA)*	Requires an Authorization Number (NHAG only)
L	Base Warranty – Rent to Own Unit	Reference Section 4, Registration
M	Case Care Maintenance Program	Maintenance Protection Plan
N	Non-serialized Attachment Warranty	Use only when instructed by a warranty bulletin
P	Ultrashield Inspection	Use only when instructed by a warranty bulletin
Q	Major Assembly Parts Warranty	Use only when instructed by a warranty bulletin
T	Sales Policy*	Requires an Authorization Number
Z	Pre-delivery Warranty	Prior to 40 hours usage ***

**NOTE:** A separate claim must be submitted for each unit and each different warranty type.



# DEALER OPERATING GUIDE



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## SERIAL NUMBER AND WARRANTY TYPE GUIDELINES

The following guidelines should be used when selecting the serial number to use for a claim:

Warranty Type	Guideline	Claim filing Serial Number
Use Active warranty type	Unit under active warranty coverage and/or Wholegood	Unit Serial Number
Use Active warranty type	Serialized attachment sold and invoiced separately from wholegood unit	Unit Serial Number
Type A	Factory-installed Precision Farming and Guidance Components	Unit Serial Number
Type C	Service policy claim for units available in eWarranty	Unit Serial Number
Type C	Service policy for units not available in eWarranty	OLDCASEAG or OLDCASECE
Type D	Parts claim - Base warranty and any other applicable extended warranty has expired.	Unit Serial Number
Type D	Parts claim - Over-the-counter retail and installed on a unit available via eWarranty. Base warranty and any other applicable extended warranty has expired.	Unit Serial Number
Type D	Part claim - Over-the-counter retail and installed on a unit not available via eWarranty. Base warranty and any other applicable extended warranty has expired.	PARTSCAG or PARTSCCE
Type N	Part claim - Non-Registered wholegoods attachment, not invoiced with the wholegood unit	PARTSCAG or PARTSCCE

# DEALER OPERATING GUIDE



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<b>SUBJECT</b> <b>19 - SERVICE POLICY CLAIM REIMBURSEMENT</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 4</b>

## INTRODUCTION

Requests for service policy reimbursement must be made to a Field Service Representative and will be at the sole discretion of the Field Service Representative. After review of the request, the Field Service Representative will communicate their approval or denial for request to the dealer.

The Field Service Representative will authorize the service policy claim by entering a contact note in the vehicle record prior to the claim submission. Claims submitted without a supporting contact note will be rejected.

Dealer must submit the claim with the following information:

1. Authorization number provided by the Field Service Representative.
2. Causal part documented by the Field Service Representative in the contact note.
3. Single reimbursement line for the entire repair amount using "External Work" dropdown (do not enter individual parts or SRT's on the claim).
4. Enter total repair cost (total amount paid by End Customer, Dealer and CNH Industrial). During claim processing CNH Industrial Warranty Administration will down adjust the total requested amount to the amount authorized by the Field Service Representative.

## CIH Service Policy Claim Filing Instructions:

<b>Serial Number:</b>	Serial number of the repaired unit
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem
<b>Warranty Type:</b>	C - Service Policy
<b>Authorization Number:</b>	As provided by Field Service Representative
<b>Complaint:</b>	Explain what the customer said was wrong with the unit
<b>Cause:</b>	Explain the failure as determined by repair technician
<b>Correction:</b>	Explain the key steps required to correct the failure
<b>Causal Part:</b>	Failed part number
<b>Item Category:</b>	External Work
<b>Quantity:</b>	1
<b>3rd Party Invoice:</b>	Authorization Number
<b>Description:</b>	Service Policy
<b>Amount:</b>	Total Repair Cost (total sum of end customer, dealer, and CNH Industrial cost)

**NOTE:** Claims must be submitted after to the Field Service Representative's expiration date.

## Case CE Service Policy Claim Filing Instructions:

<b>Serial Number:</b>	Serial number of the repaired unit
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem

# DEALER OPERATING GUIDE



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**Warranty Type:** C - Service Policy

**Authorization Number:** As provided by Field Service Representative

**Complaint:** Explain what the customer said was wrong with the unit

**Cause:** Explain the failure as determined by repair technician

**Correction:** Explain the key steps required to correct the failure

**Causal Part:** Failed part number or  
PROG000073 (used for expired PIP when authorized by Field Service Rep)  
PROG000074 (used for installation of assembly when authorized by Field Service Rep)

**Item Category:** External Work

**Quantity:** 1

**3rd Party Invoice:** Authorization Number

**Description:** Service Policy

**Amount:** Total Repair Cost  
(total sum of end customer, dealer, and CNH Industrial cost)

**NOTE:** Claims must be submitted prior to the Field Service Representative's expiration date.

# DEALER OPERATING GUIDE



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## BREAKDOWN ASSISTANCE POLICY PROCEDURE (CASE CE DEALERS ONLY)

Dealer requests breakdown assistance reimbursement must be made to a Field Service Representative and will be at the sole discretion of the Field Service Representative. After review of the request, the Field Service Representative will communicate their approval or non-approval to the dealer.

The Field Service Representative will authorize by entering a contact note in the vehicle record prior to the claim submission. Claims submitted without a supporting contact note will be rejected.

Dealer must submit the claim with the following information:

1. Authorization number provided by the Field Service Representative.
2. Causal part documented by the Field Service Representative in the contact note.
3. Single reimbursement line using "External Work" dropdown.
4. Enter Total amount authorized.

### Case CE Only - Claim Filing Instructions:

<b>Serial Number:</b>	Serial number of the repaired unit
<b>Causal Part:</b>	PROG000069 (loaner) PROG000070 (cannibalization) PROG000071 (freight / transportation)
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem
<b>Warranty Type:</b>	C - Service Policy
<b>Authorization Number:</b>	As provided by Field Service Representative
<b>Complaint:</b>	BDA Incident Number
<b>Cause:</b>	BDA
<b>Correction:</b>	BDA
<b>Item Category:</b>	External Work
<b>Quantity:</b>	1
<b>3rd Party Invoice:</b>	Authorization Number
<b>Description:</b>	Service Policy
<b>Amount:</b>	Total authorized amount

**NOTE:** CIH dealers do not submit claims through eWarranty. Contact your Field Service Representative for detailed instructions.

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## BREAKDOWN ASSISTANCE CONTACT INFORMATION

**CASE CONSTRUCTION**    HOME    WORK    **DISCOVER**

Discover / Additional Topics / Break Down Assistance

### Break Down Assistance

★ ADD TO MY FAVORITES

★ Break Down Assistance

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**CASE CONSTRUCTION**    HOME    WORK    **DISCOVER**

<p><b>Breakdown Assistance (BDA) Cannibalization Request</b></p> <p>Use this form to request a cannibalization through BDA.</p>	<p><b>How to Update the EST Base Software</b></p> <p>This video provides information on how to update the base EST software with a major version release.</p>	<p><b>Breakdown Assistance (BDA) Freight Table</b></p> <p>View and download the BDA Freight table.</p>	<p><b>CASE Order Type Summary</b></p> <p>View the most recent Order Type Summary chart.</p>
<p><b>BDA Loaner Request Form</b></p> <p>To submit a loaner request online, please fill out this form</p>	<p><b>BDA Hours of Operation</b></p> <p>View hours of operation and holiday hours.</p>	<p><b>BDA Frequently Asked Questions for Construction Equipment</b></p> <p>View the most recent BDA FAQs (updated 6/5/2018).</p>	<p><b>BDA and OT1 Comparison Chart</b></p> <p>View and download the most recent comparison chart.</p>

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<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 2 - REIMBURSEMENT POLICY AND PROCEDURES	
<b>SUBJECT</b> 20 - SERVICE BULLETINS AND WARRANTY BULLETINS	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 1

## SERVICE BULLETINS

Service bulletins supply dealers with information to help analyze and correct a problem that you may experience on a part or a unit. In addition, they contain informational messages on changes in form, fit, or function of parts or equipment.

The reimbursement of a repair based solely on a Service Bulletin without a valid warrantable failure is not authorized, unless specifically stated in the bulletin.

## WARRANTY BULLETINS

Warranty bulletins communicate official changes to warranty policy updates, changes to eWarranty system or new / updated training documents.

Warranty Bulletins are published and available on eTim. To review the published bulletins, search eTim using the search dropdown "Service Bulletin Global Search", select "Warranty", and narrow the search to a specific year.

**NOTE:** Web based course on the use of eTIM available on Web Academy – Course number USS3ALL507EN - eTIM Redesign

Search on the product

Search on all products

**Type of search**

Service Bulletin Global Search ▼

**Bulletin category**

Warranty ▼

**Year**

2022 ▼

**SB Type**

-- All types -- ▼

**Group**

-- All groups -- ▼

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<b>SUBJECT</b> <b>21 - WARRANTY REPAIRS MADE BY CUSTOMER</b>	<b>REV. DATE</b> <b>Jan 2011</b>	<b>PAGE</b> <b>1 OF 1</b>

## **WARRANTY REPAIRS MADE BY THE CUSTOMER**

If a CNH Industrial dealer determines that the customer is capable, and the customer requests permission to perform select warranty repairs on his product, the CNH Industrial dealer is authorized to grant this customer request. The servicing dealer shall provide the part(s) to the customer upon request and assure that customer is properly instructed on how to perform the repair correctly.

If a customer installed part fails, the claim will be reimbursed for parts and dealer handling mark up only. A customer installed part failure will not be reimbursed for labor. All failed parts must be retained in accordance with the retention and return policies, reference Section 4.6.1, **6-1** .

Some types of repairs should not be performed by the customer. All Safety Product Improvement Program actions must be performed by an authorized CNH Industrial dealer. If you have questions about whether a customer should be allowed to perform a repair, contact your CNH Industrial Field Service Representative.



# DEALER OPERATING GUIDE



# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 3 - SERVICE PARTS	
<b>SUBJECT</b> 1 - SERVICE PARTS WARRANTY AND COVERAGE	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 6

## INTRODUCTION

Genuine CHN Industrial parts sold in the United State or Canada carry a limited warranty coverage. Most service parts are warranted for a period 12 months from the date of installation by a CASEIH/CASE dealer or 180 days from the date of over-the-counter retail sale. Exceptions to the noted warranty periods are listed in the chart below. Parts warranty will be void if the component is altered, modified beyond specification, involved in improper adjustment or installation and improper maintenance.

### Part Installed During Active Unit Warranty Period

Any part installed during a given unit warranty period, assumes the remainder of the unit warranty or service parts warranty, whichever is longer. The duration of a replacement service part warranty does not restart with subsequent service part installations/replacements.

Example:

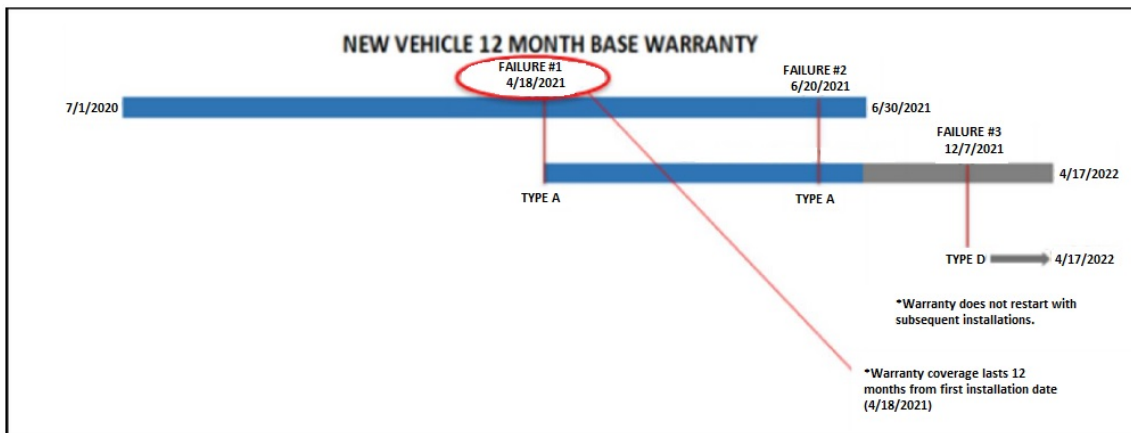
<b>Base warranty period</b>	7/01/2020 through 6/30/2021
<b>Fail date</b>	4/18/2021
<b>Repair date</b>	4/18/2021 (active warranty type "A")
<b>Parts warranty</b>	(12 Months) start date 4/18/2021 through 4/17/2022

### Part Installed During Part Warranty Period

Any part installed during a given part warranty period assumes the remainder of the original parts warranty period and all subsequent failures receive the remaining part warranty.

Example:

<b>Parts installed</b>	4/18/2021 (warranty period 4/18/2021 through 4/17/2022)
<b>Fail date</b>	12/07/2021
<b>Repair date</b>	12/07/2021 (warranty claim type "D")
<b>Parts warranty</b>	04/18/2021 through 04/17/2022 (131 days remaining)



# DEALER OPERATING GUIDE

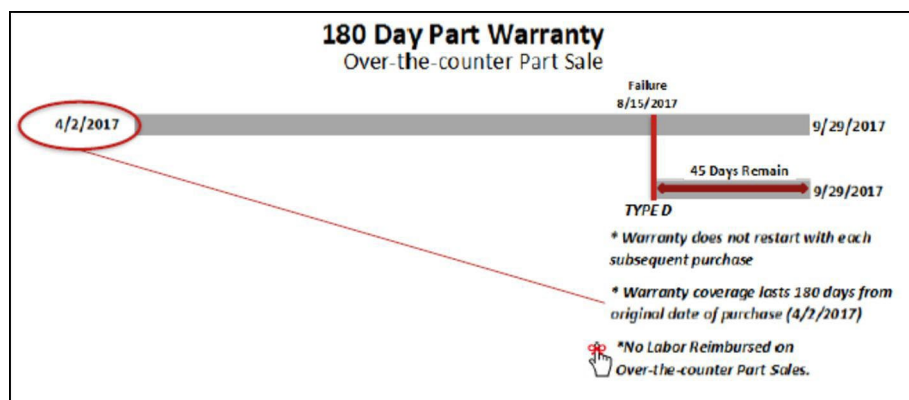


<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 3 - SERVICE PARTS		
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## Over the Counter Sale

Part warranty start date begins at the time of sale as documented on the customer invoice. Failed parts claim are filed as Warranty type D for part reimbursement only, no labor. All warranty claims for failed part requires a copy of the invoice showing date of purchase, part number, customer name to be retained by the dealership. The duration of a replacement service part warranty does not restart with subsequent service part installations/replacements.

Example:



WM\_CIH4301\_2 2

## DEFECTIVE NEW PARTS

Warrantable defective new parts are parts that are defective before installation or over-the-counter retail sale (concealed damage) may be submitted through eWarranty. Parts found to be defective during service repairs or parts found to be defective during or after retail sale are also to be submitted as a warranty claim.

Parts must be inspected upon receipt for damage or defects. Ship shortages or discrepancies on CNH Industrial Parts and Service invoice must be claimed immediately through the eParts Claim Processing Center. Damaged parts found during the Dealer Delivery Inspection which apparently occurred in transit must be filed with the carrier, reference Section 4.3.2,3-1.

## SERVICE PARTS LABOR REIMBURSEMENT

Labor will be allowed on service parts warranty claims when the part was originally installed by an authorized CNH Industrial dealer on a CNH Industrial unit.

Labor is not allowed for service parts warranty claims when the part was originally installed by the retail customer or installed on non-CNH Industrial equipment.

## Precision Farming and Guidance

Labor will be allowed on warranty claims when an authorized CNH Industrial dealer installs a Precision Farming and Guidance systems on either a CNH Industrial unit or a non-CNH Industrial unit.

## Precision Construction Labor

Labor will be allowed on warranty claims when an authorized CNH Industrial dealer installs a Precision Construction systems on either a CNH Industrial unit or a non-CNH Industrial unit. Refer to 4.8.15 Precision Construction Components **PRECISION CONSTRUCTION COMPONENTS** for specific instructions.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>3 - SERVICE PARTS</b>		
<b>SUBJECT</b> <b>1 - SERVICE PARTS WARRANTY AND COVERAGE</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>3 OF 6</b>

## PACKAGES and KITS

For most service parts, CNH Industrial provides individual parts as separate, serviceable part numbers. Some service parts are only provided as components in a package / kit.

If the individual failed part number is available as a separate, serviceable part, the dealer must order the individual part and submit their warranty claim for that individual part number. The cost of the complete kit will not be reimbursed when the individual failed part is available separately.

If a complete kit is reimbursed under warranty and there is a part recall issued for the kit, all parts (replaced and/or unused) must be returned. If all components within the kit are not returned, the credit may be reversed in full or in part.

The individual failed part number should be identified as the causal part. If the individual part is not serviced separately, then the kit part number can be identified as the causal part. Claiming a kit as a causal (failed) part has the same requirement as claiming an individual part, reference Section 4.3.5, **3-1**.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 3 - SERVICE PARTS	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 4 OF 6
<b>SUBJECT</b> 1 - SERVICE PARTS WARRANTY AND COVERAGE			

## WARRANTY COVERAGE BY PRODUCTS

Description	Warranty Period	
	New	CASEIH/CASE Dealer Installed
All products not listed below	180 Days	12 Months
<b>Engines and Components</b>		
Replacement Engines and Long Blocks	12 Months	12 Months
CDC and Perkins Engines (sold with fuel system)	24 Months	24 Months
Short Blocks	180 Days	12 Months
High Pressure Fuel Pumps and Kits	12 Months	12 Months
Fuel Injectors	180 Days	12 Months
Turbochargers	180 Days	12 Months
<b>Driveline</b>		
Complete Axles	180 Days	12 Months
Clutches (dry and wet)	12 Months	12 Months
Final Drives	180 Days	12 Months
Idler and Roller Wheels	180 Days	12 Months
Torque Converters	180 Days	12 Months
Torque Amplifier with Sprag Clutch or Mechanical Diode	180 Days	12 Months
<b>Electrical</b>		
Alternators, Generators, Starters	180 Days	12 Months
Controllers, ECUs, Instrument Clusters	180 Days	12 Months
<b>Transmissions and Gearboxes</b>		
Transmissions (includes Mechanical, Power Shuttle, and Power Shift)	180 Days	12 Months
Rotor drives	24 Months	24 Months
Wobble boxes	180 Days	12 Months
<b>Hydraulics</b>		
Cylinders, Motors, Pumps, Valves	180 Days	12 Months
Hydrostatic pumps and motors used in combines and cotton pickers	24 Months	24 Months
<b>Miscellaneous</b>		
Buckets (excavator)	180 Days	12 Months

# DEALER OPERATING GUIDE



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Description	Warranty Period	
	New	CASEIH/CASE Dealer Installed
Buckets (backhoe, skid steer and compact track loader)	24 Months	24 Months
ECl proportional fan drive kit	12 Months	12 Months
Precision Planting Products	12 Months	12 Months
A/C compressors	180 Days	12 Months
Irrigation Power Units	24 Months/ 2,000 Hours	24 Months/ 2,000 Hours
Hand Tools	Lifetime	N/A
Twine and Net Wrap (See note 1)	12 Months	12 Months
Batteries (See note 2)	12 Months	12 Months
Gold Value parts (See note 3)	12 Months	12 Months
Laser Grader Box (See Note 4)	12 Months	12 Months

## REMAN SERVICE PARTS

	Dealer Installed	Dealer installed		Customer Installed	Customer installed	
		Parts	Labor		Parts	Labor
Reman Engine Components:						
Cylinder heads Camshafts Crankshafts Oil coolers Connecting rods	12 Months	Yes	Yes	12 Months	Yes	No
Replacement Engines Replacement Long blocks	24 Months	Yes	Yes	24 Months	Yes	No
Engines Short blocks	24 Months	Yes	Yes	12 Months	Yes	No
Water pumps	24 Months	Yes	Yes	12 Months	Yes	No
Fuel injection pumps Fuel injectors	24 Months	Yes	Yes	12 Months	Yes	No
Turbochargers	24 Months	Yes	Yes	12 Months	Yes	No
Reman Drivelines:						
Axles Clutches Manual transmissions Power shift transmissions Power shuttle transmissions	24 Months	Yes	Yes	12 Months	Yes	No
Torque Converters	24 Months	Yes	Yes	12 Months	Yes	No
Reman Gearboxes:						
Rotor Drives	24 Months	Yes	Yes	12 Months	Yes	No
Torque Amplifiers	24 Months	Yes	Yes	24 Months	Yes	No

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 3 - SERVICE PARTS		
<b>SUBJECT</b> 1 - SERVICE PARTS WARRANTY AND COVERAGE	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 6 OF 6	

	Dealer Installed	Dealer installed		Customer Installed	Customer installed	
		Parts	Labor		Parts	Labor
Wobble Boxes	24 Months	Yes	Yes	12 Months	Yes	No
<b>Reman Electrical</b>						
Alternators Controllers Electronic Control Units (ECUs) Instrument Clusters Generators Starters	24 Months	Yes	Yes	12 Months	Yes	No
<b>Reman Hydraulics</b>						
Cylinders Motors Pumps Valves	24 Months	Yes	Yes	12 Months	Yes	No
<b>Reman - Other Components:</b>						
AC Compressors ATS Wheels	24 Months	Yes	Yes	12 Months	Yes	No
<b>Reman - Repair Programs</b>						
Wiring harnesses	12 Months	Yes	No	12 Months	Yes	No
Electronic components	18 Months	Yes	No	18 Months	Yes	No

**NOTE 1:**

Twine and net wrap are warranted by the manufacturer. The warranty period starts on date of purchase from CNH Industrial.

Reference Section 4.8.3, **8-1** Batteries detailing battery warranty coverage.

**NOTE 2:**

Reference Section 4.8.3, **8-1** detailing battery warranty coverage.

**NOTE 3:**

No labor paid on Gold Value parts failure. Gold value parts must not be used for a warranty repair except for replacing a Gold Value part failure. For Gold Value parts found defective 'out of the box' prior to installation, reference Section 4 3.2, **3-1**.

**NOTE 4:**

Warranted directly through CNH via eWarranty. Warranty of hydraulic components carry a 1 year warranty from the date of retail sale, while warranty for the rest of the unit is 3 years from the date of retail sale. Warranty does not cover the following components:

- Non-defective replaced as a result of expected wear during the warranty period,
- Failures due to incorrectly stored, installed, maintained or handled products
- Defects related to finishes, coatings and logos/decals, to the extent such defects are caused by normal wear and tear,
- Failure as a result of having been incorrectly installed or maintained after delivery to a dealer or customer.

**NOTE:** Claims submitted for finishes, coatings and logos/decals require photos of the failure prior to repair.





# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>3 - SERVICE PARTS</b>		
<b>SUBJECT</b> <b>2 - SHIPPING AND INVOICE DISCREPANCIES</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 1</b>

## INTRODUCTION

Service parts shipping and invoice discrepancies must not be submitted as a warranty claim. Ship shortages or discrepancies on CNH Industrial Parts and Service invoices must be claimed immediately through CSPA.

Damaged parts found during the Dealer Delivery Inspection which apparently occurred in transit must be filed with the carrier.

Refer to the online Parts Policy Manual located on the Dealer Portal >> Discover >> Policies and Manuals >> CASE/CIH Parts Policy Manual for the policy and claim process to correct shipment or invoice related discrepancies for depot and direct ship parts.

Example of reason code descriptions are listed below:

- Wrong part received
- Overage part ordered
- Overage not ordered
- Shortage part ordered
- Dealer order error
- Unsalable condition
- Concealed damage/manufacturing defect
- CNH advise
- Price discrepancy
- Discount discrepancy
- Rim and disc
- Freight discrepancy
- Transportation damage/shortage
- Direct ship surplus return
- Other - Invoice fees
- Miscellaneous - Claim system bypassed



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>3 - SERVICE PARTS</b>	
<b>SUBJECT</b> <b>3 - REMANUFACTURED PARTS POLICY</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 1</b>

## INTRODUCTION

CHN Industrial Reman parts sold in the United State or Canada carry a limited warranty coverage. Remanufactured parts are warranted from date of installation by the dealer and/or date of over-the-counter retail sale. Warranty coverage includes parts reimbursement for the replacement of the defective material or workmanship. Reference Section 4.3.1,1-1 for a list of warranty time periods. Parts warranty will be void if the component is altered, modified beyond specification, involved in improper adjustment or installation and improper maintenance.

## REMANUFACTURED PARTS LABOR REIMBURSEMENT

Labor will be reimbursed at the dealer shop rate per CNH Industrial Standard Repair Time. Labor is covered only when an authorized CNH Industrial dealer performs the warranty corrective action.

Prior to major disassembly, reasonable attempts should be made to determine the extent and apparent cause of suspect failure using appropriate service diagnostic procedures. Repairs should be performed when possible.

Technical support and availability questions should be directed to CNH Industrial Reman. Dial 1-888-WHY-REMAN (1-888-949-7362).

After normal business hours (7:00 AM to 4:00 PM CST), a message will be taken by voice mail and the dealer will be contacted the following business day. Additional warranty information can be obtained at <http://www.whyreman.com>.



**Phone:**  
**1-888-WHY-REMAN**  
**(949-7362)**

**Email:**  
**experts@whyreman.com**

**Fax:**  
**417-864-5672**

WM\_CIH4303\_1 1



# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 3 - SERVICE PARTS	
<b>SUBJECT</b> 4 - SERVICE PARTS SHIP DIRECT	<b>REV. DATE</b> May 2021	<b>PAGE</b> 1 OF 1

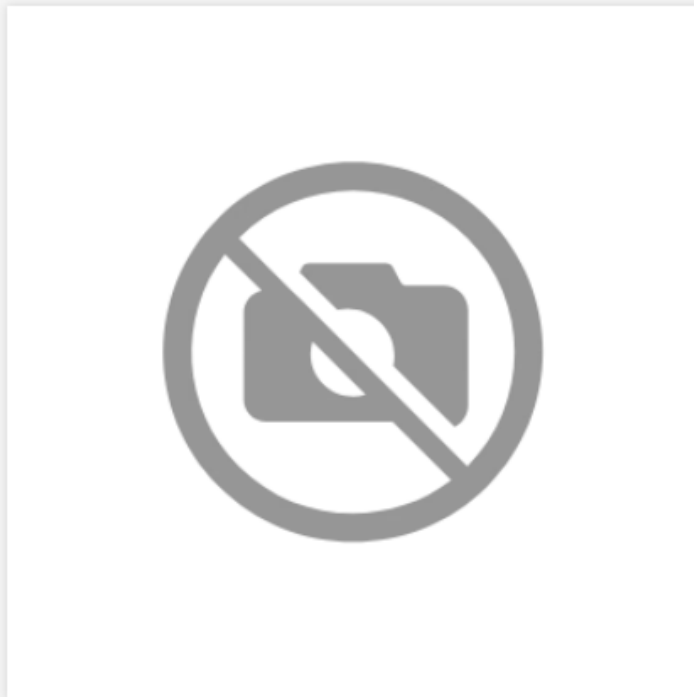
## INTRODUCTION

Ship direct parts and vendor direct parts are warranted directly by the manufacturer. Contact the part manufacturer for all warranty questions and concerns. The CNH Industrial parts ordering system identifies if a part is shipped from a depot or a DFS (ship direct).

They can be identified by opening the part detail window in eParts. The Direct from Supplier (DFS) code identifies if the part is DFS with a Y or N.

### 5801905224 CYLINDER BLOCK

Print



#### Availability

MY AVAILABILITY

View My Availability

CNHI AVAILABILITY

ORDERABILITY ?

#### Prices

#### Product Information

CYLINDER BLOCK

PACK QTY: 1

GROSS WEIGHT (KG): 87.000

**DIRECT FROM SUPPLIER (DFS): N**

RETURNABLE: Y

PCC: A010B

MPC: 10010

PART TYPE: 1

DISPO CODE: 1



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>3 - SERVICE PARTS</b>		
<b>SUBJECT</b> <b>5 - SERVICE PARTS CLAIM FILING INSTRUCTIONS</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 3</b>

## INTRODUCTION

Part claims (Warranty Type D or N) should be used only after Base warranty and any other applicable extended warranty has expired. If a part fails during an active warranty period, the claim must be filed using the serial number of the unit and the applicable warranty type.

If a part fails after the warranty has expired, the claim must be filed Warranty Type D (parts warranty) and the serial number. For timeline examples, reference Section 4.3.1, 1-1

The following guidelines should be used when selecting the serial number to use for a claim:

<b>Warranty Type</b>	<b>Guideline</b>	<b>Claim filing Serial Number</b>
Type D	Parts claim - Base warranty and any other applicable extended warranty has expired.	Unit Serial Number
Type D	Parts claim - Over-the-counter retail and installed on a unit available via eWarranty. Base warranty and any other applicable extended warranty has expired.	Unit Serial Number
Type D	Part claim - Over-the-counter retail and installed on a unit not available via eWarranty. Base warranty and any other applicable extended warranty has expired.	PARTSCAG or PARTSCCE
Type N	Part claim - Non-registered wholegoods attachment, not invoiced with the wholegood unit	PARTSCAG or PARTSCCE

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 3 - SERVICE PARTS		
<b>SUBJECT</b> 5 - SERVICE PARTS CLAIM FILING INSTRUCTIONS		<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 2 OF 3

## WARRANTY TYPE D CLAIM FILING

When filing a part claim, additional fields will be displayed on the eWarranty claim screen. Fields with an asterisk are mandatory fields.

### Needed Fields

Serial number fields are necessary for improvement of product quality.

- Failed Component Serial Number - Using the serial number from the major component (i.e., engine, transmission, etc.)
- Replacement Component Serial Number - Enter the serial number from the major component (i.e., engine, transmission, etc.)

### Mandatory Fields

Asterisked mandatory fields must match the attached document for verification of the part warranty start date.

- \*Amount of Use- Hours of use on failed part (if part was found defective during the installation, enter 1 hour)
- \*Installed Date - Repair date of service installed part or invoice date for over the counter sale
- \*Invoice Number - Work order number or associated invoice number

I have provided the correct documentation or information within the claim AND/OR with other tools approved by CNH Industrial (ASiST, email, others) and within the indicated deadline.

**FAILURES**

Failure # 1000AA210 - ENGINE\_INOPERATIVE

Defect Code \* 1000AA - ENGINE Failure Code \* 210 - Inoperative

Warranty Type \* D - Parts Warranty Authorization #

**WARRANTY DETAILS**

Failed Component Serial 180820098 Replacement Component Serial 182770042

Installed Date \* 04/17/2018 Amount of Use on Failed Part \* 000000000721

Invoice Number \* wy09539b

Failure List

1. 1000AA210 - ENGINE\_INOPERATIVE

WM\_CIH4305\_1 1



# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 3 - SERVICE PARTS		
<b>SUBJECT</b> 5 - SERVICE PARTS CLAIM FILING INSTRUCTIONS		<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 3 OF 3

## Extended Failure Description and Attachment on the claim

- If the part failed during installation - two replacement parts may be claimed and should be explained in the claim.
- If the part was installed on a prior warranty repair - in the failure summary add the prior CNH Industrial claim number as proof of warranty start date.
- If the part was originally installed on a non-warranty repair - retain the dealer work order/invoice showing customer name, date, part number, description, unit model and serial number must be clearly identified. The retained document will verify the proof of warranty start date.
- If the part failed after retail sale - retain the retail sale invoice as proof of warranty start date. Dealer invoice number, customer name, date, part number, description must be clearly identified.

**NOTE:** Shipping and invoice discrepancies must be submitted through CNH Industrial Parts & Service Claim Processing Center. Concealed parts damage must be claimed within 180 days from date of dealer receipt.

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy and electronic) in accordance with Section 4.7.1, 7-1 for cross reference and validation of the following:

- work order(s) for warranty repairs
- customer repair invoice for non-warranty repairs showing unit serial number
- over the counter retail sales invoice matching customer, part number and retail date
- technician labor records with repair dates and start and stop times



# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 4 - REGISTRATION	
<b>SUBJECT</b> 1 - EQUIPMENT REGISTRATION	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 1

## INTRODUCTION

Warranty coverage begins at the time a unit is delivered to the dealer. Pre-delivery coverage (0 to 39 hours) is automatically applied and does not require dealer registration. Units must be registered by the dealer when any of the following conditions occur:

- Unit is retailed to an end customer.
- Unit is rented or leased and engaged in work for compensation. The unit must be registered prior to rental or lease.
- Unit is used as a demonstration unit, which causes the unit to accumulate hours. The unit must be registered prior to 40 hours of use.
- Unit is transferred as trade in and re-sold.

**NOTE:** Some wholegood attachments require registration when invoiced separately from the CNH Industrial wholegood unit, for more information reference Section 4.8.11, 8-1 .

## INITIATION OF REGISTRATION

- Pre-delivery coverage (0 to 40 hours) is automatically applied and does not require dealer registration. Pre-delivery claims will not be allowed on units with more than 40 hours of use.
- Demonstration registrations are filed electronically in eWarranty and start Demo Warranty (warranty type J).
- Rent-To-Own registrations of non-retailed Agricultural equipment are filed electronically in eSettlement and start RTO Warranty (warranty type L).
- Premier Rental (credit line 11) - Agricultural registration are filed electronically in eSettlement and start Base Warranty (warranty type A).
- Premier Rental (credit line 11) – Construction Rent-To-Own registrations are filed electronically in eSettlement and start Base Warranty (warranty type A).
- Retail registrations are filed electronically in eSettlement and start Base Warranty (warranty type A).
- Dealer to dealer transfer registrations are filed electronically in eSettlement.
- Customer to customer transfer registrations are filed electronically in eSettlement. The unit must be updated in eWarranty by the dealer in order to keep accurate records.



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>4 - REGISTRATION</b>		
<b>SUBJECT</b> <b>2 - WARRANTY TYPES</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 3</b>	

## INTRODUCTION

New units are defined as units retailed with less than 250 hours of use. Units with greater than 250 hours of use at retail receive a prorated warranty based on the **4-1**, reference Section 4.4.3. Emissions warranty **1-1** is a federally mandated coverage to conform with applicable units operated in the United States and Canada and will be prorated in conjunction with base warranty. Extended warranty is an extension to the unit's base warranty and will be prorated in conjunction with the base warranty.

If the unit has more than 250 hours of use at retail, the dealer must advise the end customer that the unit will receive prorated warranty.

## eSETTLEMENT AND eWARRANTY TYPES

Registration Type	Description	eSettlement Type	eWarranty Type
Pre delivery	Non-retailed units with less than 40 hours of use. Automatically applied from factory.	None	Type Z
Demo	Non-retailed units greater than or equal to 40 hours of use. Registered in eWarranty in the dealer's name	None	Type J
Rent to Own	Non-retailed (AG) units placed into short term rental Registered in eSettlement in the dealer's name	Type B	Type L
Premier Rental	Premier Rental (AG) and Rent to Own (CE) Registered in eSettlement in the dealer's name	Type A	Type A
Retail after RTO	Retail units after RTO from dealership to end customer. Registered in eSettlement in customer's name	Type C	Type A
Retail	Retail units sold to end customer. Registered in eSettlement in customer's name	Type A	Type A
Transfer	Retailed units traded to a new customer. (update end customer information in eWarranty)	Type D	Type A

### Pre-Delivery

- Pre-Delivery warranty is applied automatically and does not require registration through eSettlement. Pre-Delivery expires when registered into demo, rental, lease, or retail and when a unit reaches 40 hours of use.
- Claims are filed using Warranty Type Z.

### Demonstration (Demo)

- Demo warranty is registered through eWarranty on the date the unit reaches 40 hours of use. The warranty is registered in the dealer's name.
- Demo warranty coverage mirrors the unit's base warranty coverage period and expires at retail.
- Demo warranty cannot be waived to a future date.
- Transferred units with more than 40 hours require the receiving dealer to submit a demo registration, unless the unit was previously registered.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>4 - REGISTRATION</b>		
<b>SUBJECT</b> <b>2 - WARRANTY TYPES</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>2 OF 3</b>

- Claims are filed using warranty type J. If the demo warranty expires, warranty type J will not display in the eWarranty system.
- Request for extension of demo warranty service must be submitted through WIT "Registration" category and requires an exception at the sole discretion of Warranty Administration.
- The dealer must maintain a demo log record for each demo unit. The demo log will show the customer name, hours/date out and hours/date in. These records must be readily available to CNH Industrial personnel upon request.

## Rent-to-Own (RTO) Agriculture Units

- Agriculture units can be registered as a RTO. Registration is entered through eSettlement on the date the unit is placed into the rental program. The warranty is registered in the dealer's name.
- RTO warranty continues during the rental period and expires at retail.
- RTO warranty cannot be waived to a future date.
- Claims are filed using warranty type L. If the original RTO warranty expires, the unit will not display warranty type L in the eWarranty system.
- The dealer must maintain a separate record for each rental unit. These records must include a copy of the rental agreement and related records indicating the individual or company renting the equipment, location of the equipment, dates and amounts of rental billings, payment receipts, exceptions, hours, etc. These records must be readily available to CNH Industrial personnel upon request.

## Premier Rental

- Construction and Agriculture units can be registered as a Premier Rental. Premier Rental is also known as Rent to Own (RTO) for Construction units.
- Premier Rental (credit line 11) registration is entered through eSettlement on the date a unit is placed into the rental program. The warranty is registered in the dealer's name.
- Units placed into Premier Rental will start base warranty and all applicable warranties (extended, emissions, etc.).
- Warranty continues during the rental period and does not restart when the unit is retailed.
- At retail the unit must be transferred in eSettlement from the dealer's name to end customer's name.
- Premier Rental warranty may be waived to a future date.
- Claims are filed as warranty type A.
- The dealer must maintain a separate record for each rental unit. These records must include a copy of the rental agreement and related records indicating the individual or company renting the equipment, location of the equipment, dates and amounts of rental billings, payment receipts, exceptions, hours, etc. These records must be readily available to CNH Industrial personnel upon request.

## Retail (Base Warranty)

- Retail registration units can be entered through eSettlement on the date a unit is sold to an end customer. The warranty is registered in purchaser's name.
- Base warranty and all applicable warranty will be prorated on units with greater than 250 hours of use at retail.
- Base warranty continues and does not restart when the unit is transferred, traded in, or resold.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 4 - REGISTRATION		
<b>SUBJECT</b> 2 - WARRANTY TYPES		<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 3 OF 3

- Base warranty may be waived to a future date at time of retail.
- Claims are filed using warranty type A.

## Transfer (trade in and resold)

- Transfer registration units can be entered through eSettlement on the date the unit is traded in and/or resold to a new end customer.
- Transferred units will receive the remaining base warranty and all applicable warranty. At time of transfer, the dealer must advise the customer that the unit will receive the remaining warranty.
- Warranty is transferable to subsequent owners at no additional cost.
- Trade-ins must be re-registered in the dealer's name and resold units must be transferred to the end customer's name.
- Transferred warranty cannot be waived to a future date
- Claims are filed using warranty type A
- Warranty is not transferrable on a unit purchased outside the United States or Canada and imported into these countries. Warranty is not transferrable on a unit purchased inside the United States or Canada and exported outside these countries.





# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>4 - REGISTRATION</b>		
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## INTRODUCTION

The Schedule of Adjusted Warranty Terms will apply when hours of use at first retail exceeds 250 hours and is less than the unit's base warranty hour limitations. Emissions and any extended warranty will be prorated in conjunction with the base warranty. If the unit has more than 250 hours of use at retail, the dealer must advise the end customer that the unit will receive prorated warranty. For an explanation of warranty registrations, reference 4-1.

## AGRICULTURE EQUIPMENT

The following Schedule of Adjusted Warranty Terms tables will apply dependent on the base warranty term of the product.

Equipment with 12 Month Base Warranty

Hours of Use	Remaining Base Warranty
0-250	12 Months – Full Warranty
251-325	11 Months
326-400	10 Months
401-475	9 Months
476-550	8 Months
551-625	7 Months
626-700	6 Months
701-775	5 Months
776-850	4 Months
851-925	3 Months
926-1000	2 Months
1001-1075	1 Month
1076 +	0 Months – No Warranty

Equipment with 24 Month Base Warranty

Hours of Use	Remaining Base Warranty	Hours of Use	Remaining Base Warranty
0-250	24 Months – Full Warranty	1151-1225	11 Months
251-325	23 Months	1226-1300	10 Months
326-400	22 Months	1301-1375	9 Months
401-475	21 Months	1376-1450	8 Months
476-550	20 Months	1451-1525	7 Months
551-625	19 Months	1526-1600	6 Months
626-700	18 Months	1601-1675	5 Months
701-775	17 Months	1676-1750	4 Months
776-850	16 Months	1751-1825	3 Months
851-925	15 Months	1826-1900	2 Months
926-1000	14 Months	1901-1975	1 Month
1001-1075	13 Months	1976+	0 Months – No Warranty
1076 -1150	12 Months		

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 4 - REGISTRATION		
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Units with 12 Month Base Warranty metered by bales or acres:

Bales/Acres	Remaining Base Warranty	Bales/Acres	Remaining Base Warranty
0 to 1000	12 Months – Full Warranty	4001 to 4500	5 Months
1001 to 1500	11 Months	4501 to 5000	4 Months
1501 to 2000	10 Months	5001 to 5500	3Months
2001 to 2500	9 Months	5501 to 6000	2 Months
2501 to 3000	8 Months	6001 to 6500	1Months
3001 to 3500	7 Months	6501+	0 Months - No Warranty
3501 to 4000	6 Months		

**NOTE:** This table applies to all types of balers (big square, round, and small square). For small square balers (two tie or three tie balers) divide total bale count by 10 to determine the applicable remaining base warranty. For example, 14,000 bale count divided by 10 equals 1400 (11 months remaining warranty). Table also applies to units metered by acres, e.g. planters.

## CONSTRUCTION EQUIPMENT

The following Schedule of Adjusted Warranty Terms tables will apply dependent on the base warranty term of the product.

### Equipment with 12 Month Base Warranty

Hours of Use	Remaining Base Warranty
0-250	12 Months – Full Warranty
251-325	11 Months
326-400	10 Months
401-475	9 Months
476-550	8 Months
551-625	7 Months
626-700	6 Months
701-775	5 Months
776-850	4 Months
851-925	3 Months
926-1000	2 Months
1001-1075	1 Month
1076 +	0 Months – No Warranty

# DEALER OPERATING GUIDE



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## Equipment with 36 Months / 3000 Hour ProCare Warranty

Hours of Use	Remaining Base Warranty	ProCare Extended Warranty
0-250	12 Months / Unlimited hours	24 Months / 3000 hours
251-325	11 Months / Unlimited hours	24 Months / 3000 hours
326-400	10 Months / Unlimited hours	24 Months / 3000 hours
401-475	9 Months / Unlimited hours	24 Months / 3000 hours
476-550	8 Months / Unlimited hours	24 Months / 3000 hours
551-625	7 Months / Unlimited hours	24 Months / 3000 hours
626-700	6 Months / Unlimited hours	24 Months / 3000 hours
701-775	5 Months / Unlimited hours	24 Months / 3000 hours
776-850	4 Months / Unlimited hours	24 Months / 3000 hours
851-925	3 Months / Unlimited hours	24 Months / 3000 hours
926-1000	2 Months / Unlimited hours	24 Months / 3000 hours
1001-1075	1 Months / Unlimited hours	24 Months / 3000 hours
1076-1150	base warranty expired	24 Months / 3000 hours
1151-1225	base warranty expired	23 Months / 3000 Hours
1226-1300	base warranty expired	22 Months / 3000 Hours
1301-1375	base warranty expired	21 Months / 3000 Hours
1375-1450	base warranty expired	20 Months / 3000 Hours
1451-1525	base warranty expired	19 Months / 3000 Hours
1526-1600	base warranty expired	18 Months / 3000 Hours
1601-1675	base warranty expired	17 Months / 3000 Hours
1676-1750	base warranty expired	16 Months / 3000 Hours
1751-1825	base warranty expired	15 Months / 3000 Hours
1826-1900	base warranty expired	14 Months / 3000 Hours
1901-1975	base warranty expired	13 Months / 3000 Hours
1976-2075	base warranty expired	12 Months / 3000 Hours
2076-2175	base warranty expired	11 Months / 3000 Hours
2176-2275	base warranty expired	10 Months / 3000 Hours
2276-2375	base warranty expired	9 Months / 3000 Hours
2376-2475	base warranty expired	8 Months / 3000 Hours
2476-2575	base warranty expired	7 Months / 3000 Hours
2576-2675	base warranty expired	6 Months / 3000 Hours
2672-2775	base warranty expired	5 Months / 3000 Hours
2776-2875	base warranty expired	4 Months / 3000 Hours
2876-2999	base warranty expired	3 Months / 3000 Hours
3000+	base warranty expired	0 Months / No Warranty



# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 4 - REGISTRATION	
<b>SUBJECT</b> 4 - WARRANTY START DATE WAIVERS	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 1

## INTRODUCTION

New units retailed with less than 250 hours of use may defer the warranty start date to the date of first “intended” use. The warranty start date may be waived only ONCE from the original retail sale date. Agricultural equipment may be waived to a maximum 10 months and Construction equipment may be waived to a maximum of 3 months. Waived warranty start date may be applied at the time of registration on the following warranty types:

- Demo warranty cannot be waived to a future date.
- RTO warranty cannot be waived to a future date.
- Premier Rental warranty may be waived to a future date.
- Base warranty may be waived to a future date at time of retail.

### Changing Back to an Earlier Date

The waived warranty start date must be determined during registration in eSettlement. The waived warranty start date can be changed to an earlier date by submitting a WIT incident "Registration" category. The WIT incident must be submitted prior to the “actual” date of first use.

### Evidence of Use

During a waived warranty period, the unit must not be used. Evidence of use during the waived warranty period will void the waiver and the warranty start date will be reverted back to original retail sale date. During the waived warranty period a 25-hour grace is allowed for maintenance of unit.

### Preparing Equipment for Waived Warranty Period

The dealer is responsible for performing complete set-up, pre-delivery, and inspection prior to the unit being placed into storage. Equipment may be stored on the dealer's lot or at the customer's location. The equipment must be made available for inspection by any CNH Industrial representative during the storage period.



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>4 - REGISTRATION</b>		
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## INTRODUCTION

New unit warranty coverage begins at the time a unit is delivered to the dealer. Unit registration by the dealer is necessary to change the equipment status. Units must be registered by the dealer when any of the following conditions occur:

- Unit is retailed to an end customer.
- Unit is rented or leased and engaged in work for compensation. The unit must be registered prior to rental or lease.
- Unit is used as a demonstration unit, which causes the unit to accumulate hours. The unit must be registered prior to 40 hours of use.
- Unit is transferred as trade in and re-sold.

## Units Sold After Warranty Has Expired

Warranty registration must be updated by the dealer through eSettlement or eWarranty. The change of status and/or customer ownership will allow Warranty Administration to track the unit with greater accuracy for the purpose of continued customer communication (i.e., safety Product Improvement Programs, and marketing mailings).

## Sales Reversal or Buybacks

Sales reversals or buybacks are administered through CNH Industrial Dealer Sales Support. After CNH Industrial Dealer Sales Support has authorized a sales reversal, Warranty Administration will be notified and warranty will be suspended. It is not necessary for a dealer to contact Warranty Administration.

## CNH Industrial Company Owned Inventory

Units used by CNH Industrial in such things as, trade shows, field testing, and training demonstrations may be sold to dealers and/or placed in dealer inventory. These units must be registered manually via a WIT incident "Registration" category. At the time of retail sale, the unit is subject to the Schedule of Adjusted Terms.

## Product Safety (accident and fire reports)

Promptly report all incidents, accidents, fires, or other events that could result in personal injury or significant property damage. Accident / Fire information should be reported promptly and before repairs are initiated, even if the initial notification is incomplete. Documentation should be factually recorded from information provided by either the owner, operator, or witnesses. These incidents must be reported promptly to the CNH Industrial Product Safety. Policy, guidelines and reporting instructions are available on the Dealer Portal >> Discover >> Operations >> Policies and Manuals >> Dealer Network Development >> 9.1.1 Product Safety Policy and Reporting Instruction.

## Scrapped or Destroyed Units

Owner information must be updated by the Field Service Representative via a WIT incident "Registration" category. Warranty Administration will enter a contact note and apply a block on the unit to prohibit further warranty consideration.

## Stolen Equipment

Complete the electronic "Internal Wholegoods Theft Report" Form to report stolen equipment. The form is available on Dealer Portal >> Discover >> Service >> Warranty >> CNH Industrial Theft Report Form. Fill out the form and submit via email to [natheftheavyequip@cnh.com](mailto:natheftheavyequip@cnh.com).





# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>4 - REGISTRATION</b>	
<b>SUBJECT</b> <b>6 - REPLACEMENT PIN PLATE REQUEST</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 1</b>

## REPLACEMENT PIN PLATE REQUEST

If a Product Identification Number (PIN) plate is missing or destroyed dealer may request a replacement PIN plate by contacting [natheftheavyequip@cnhind.com](mailto:natheftheavyequip@cnhind.com) . Include the following information:

- PIN (serial number) and model number from unit
- Dealer code
- Mailing address of the dealership and the name of the dealership service manager or the person who will install the plate
- If PIN plate was stolen – include police report number, station phone number, city and state
- If a replacement PIN plate is needed, the reason the original plate needs to be replaced must be included with the request

Once the form has been completed email the form to [natheftheavyequip@cnhind.com](mailto:natheftheavyequip@cnhind.com) .

The dealership service manager of the dealership requesting the plate MUST verify the unit by component numbers and stamped PIN. The service manager must also install replacement PIN plates. This CANNOT be done by customer.

## REPLACEMENT OF ROPS CERTIFICATION PLATE

If a ROPS certification plate is missing or destroyed dealer may request a replacement plate by contacting [natheftheavyequip@cnhind.com](mailto:natheftheavyequip@cnhind.com) . Include the following information:

Form includes the following information:

- PIN number and model number from unit
- Field Service Representative (contact person)
- The reason the original plate needs to be replaced

Once the form has been completed email the form to [natheftheavyequip@cnhind.com](mailto:natheftheavyequip@cnhind.com) .

**NOTE:** Your Field Service Representative must be contacted to verify a match of unit serial number and the ROPS certification plate. Field Service Representative will arrange for the installation of the new plate with the dealer. Installation CANNOT be done by dealer or customer.

## REPLACEMENT OF ENGINE EMISSIONS LABELS

If an engine emissions label is either damaged or missing, the dealer may request a replacement label through THD. Provide the following information:

- Serial number / PIN number
- Model number
- Engine serial number
- Engine year of manufacture
- Reason for tag replacement
- Photo of any part of existing damaged engine data tag, if available



# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 5 - PRODUCT IMPROVEMENT PROGRAMS (PIP)	
<b>SUBJECT</b> 1 - DEALER AND CUSTOMER NOTIFICATION	<b>REV. DATE</b> May 2021	<b>PAGE</b> 1 OF 2

## INTRODUCTION

CNH Industrial may determine that quality, reliability, or safety changes to CNH Industrial units are required through a Product Improvement Program (PIP). PIP bulletins are published to dealers and/or customers for implementation on both dealer and customer inventory units.

The servicing dealer on record is responsible for completing the PIP. Dealers that invoice units through their corporate office must execute a dealer to dealer transfer in eSettlement. This will move the units from the corporate invoicing dealer code to the new responsible dealer workshop code in order to reassign responsible servicing dealer. Dealer to dealer transfers must be done through eSettlement by the receiving dealer workshop.

The PIP bulletin will include the description of concern, action/correction, and claim filing instructions necessary to complete the PIP.

<u>PIP Type</u>	<u>Description</u>	<u>Notification</u>
Safety	A field corrective action implemented proactively to limit customer exposure to a specific product concern that may create a risk of not meeting safety requirements.  Defined population MUST be Repaired or Inspected and Repaired.	Posted on eTIM  Visible in eWarranty  PIP Bulletin mailed to dealer  End customer notified 5 days after dealer is notified via certified mail
Regulatory	A field corrective action implemented proactively to limit customer exposure to a specific product concern that may create a risk of not meeting legislative regulatory requirements.  Defined population MUST be Inspected, Inspected and Repaired or Repaired.	Posted on eTIM  Visible on eWarranty  PIP Bulletin mailed to dealer  End customer notified if mandated
Mandatory	A field corrective action implemented proactively, to limit customer exposure to a product deficiency that negatively impacts customer satisfaction or perception of the company image. Mandatory PIPs are primarily intended to address durability concerns or unacceptable performance.  Defined population MUST be Repaired or Inspected and Repaired.  <b>NOTE:</b> also designated as "Seek & Repair or "Manufacturer Re- work"	Posted on eTIM  Visible in eWarranty  PIP bulletin mailed to dealer

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 5 - PRODUCT IMPROVEMENT PROGRAMS (PIP)	
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PIP Type	Description	Notification
Next Service	<p>A field corrective action implemented proactively to limit customer exposure to a product deficiency that negatively impacts customer satisfaction or perception of the company image.</p> <p>Next Service PIPs are primarily intended to address durability concerns or unacceptable performance and <b>MUST</b> be <b>inspected</b> and/or <b>repaired</b> in any of these scenarios:</p> <ul style="list-style-type: none"> <li>• At the next service interval</li> <li>• At the next service call for the unit flagged for the Next Service PIP</li> <li>• At the next service call within reasonable proximity of the unit flagged for the Next Service PIP</li> </ul> <p>Next Service PIPs do not include reimbursement for travel.</p>	<p>Posted on eTIM</p> <p>Visible in eWarranty</p> <p>PIP bulletin mailed to dealer</p>
Targeted	<p>A field action implemented to provide funding to limit customer financial exposure to the cost of repairs to correct a specific product failure or deficiency that occurs during or after the expiration of the applicable product warranty coverage specific to the unit and market.</p> <p>Actions are reactive to field failures within a machine population and must only be repaired if the described failure occurs.</p> <p>Process according to the claim filing instructions in the PIP Bulletins.</p> <p>Travel reimbursement will only be considered if specifically noted within the PIP instructions. A separate claim for travel during the PIP operations would not be covered by warranty.</p>	<p>Posted on eTIM</p> <p>Not visible on eWarranty</p> <p>No mailing</p>

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>5 - PRODUCT IMPROVEMENT PROGRAMS (PIP)</b>	
<b>SUBJECT</b> <b>2 - FILING PIP CLAIMS</b>	<b>REV. DATE</b> <b>Jan 2015</b>	<b>PAGE</b> <b>1 OF 2</b>

## FILING PIP CLAIMS

After work is completed, submit a PIP claim according to the claim filing instructions found in the PIP Bulletin. Active PIP claim filing requirements:

1. Fail Date is the Date in and must be between PIP start date and PIP expiration date.
2. Repair Date is the Date out and must be between the PIP start date and PIP expiration date.
3. Claim submission Date must be within 30 days of Repair Date, and no more than 30 days beyond the PIP expiration date.

## PARTS AND LABOR

Part and labor credits will be in accordance with Section 4.2.8, **2-1** . Backorder of parts does not authorize the ordering of the next assembly level up for PIP repair. The exact part numbers must be repaired and claimed.

### Ordering PIP Parts

Depot PIP parts must be ordered via Order type 92. PIP Direct ship parts must be ordered using Order type 92, unless otherwise noted. CNH Industrial will prepay freight for correct use of Order Type 92. Parts will be shipped the next business day according to dealer's standard routing with sixty-day payment terms.

## TRAVEL

When authorized by a PIP Bulletin, travel time for retailed units that have traveled for the PIP repair will be reimbursed.

A two (2) hour travel allowance (at dealer's recorded labor rate) will apply to units that are retailed at the time the claim is submitted.

**NOTE:** If a PIP is required on a retailed unit with a warranty start date waiver, travel is allowed when authorized by a PIP Bulletin, if the unit is stored at the customer's place. Evidence of Use during the waived warranty period will cause the warranty start date to revert back to the date of sale, reference Section 4.4.4, **1-1**

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy and electronic) in accordance with Section 4.7.1, Audit Policy **1-1** for cross reference and validation of the following:

- o work order(s)
- o unit serial number
- o CNH Industrial part number(s)
- o part inventory transaction records
- o technician identification and payroll status, and travel time (logged separately)

## PIP PARTS RETURN REQUEST

Dealers are required to hold all warranty parts not recalled for 90 consecutive days after the claim has been paid (status 80). After 90 days, parts not recalled must be destroyed and made unusable before scrapping. Reference Section 4.6.1, **6-1** .

If PIP parts are to be recalled, you will be notified by standard recall notification. Parts must be returned to the designated address as stated in the recall notice.

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**NOTE:** At no time should any PIP parts be returned if not requested by CNH Industrial.

## DEALER RESPONSIBILITY

Dealers are responsible for contacting customers to have PIPs performed on qualifying units. The servicing dealer on record is responsible for completion of PIPs.

**NOTE:** The repair of a unit prior to a PIP release date cannot be reimbursed under the PIP. Any PIP claim submitted for work completed prior to the release of a PIP will be denied.

When a unit has been upgraded to the specifications of a formal PIP, prior to the official release of the PIP, the unit may be marked complete with the submission of a WIT incident with the CNH Industrial claim number or a copy of the work order under which the repair was completed. Reference Section 4.5.3, **5-1** .

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>5 - PRODUCT IMPROVEMENT PROGRAMS (PIP)</b>	
<b>SUBJECT</b> <b>3 - MARKING UNITS COMPLETE</b>	<b>REV. DATE</b> <b>Jan 2019</b>	<b>PAGE</b> <b>1 OF 1</b>

## MARKING UNIT COMPLETE

Units will be marked complete by one of the following methods:

### Work Completed within Time Period

Successful submission of active PIP claim according to the PIP claim filing requirements. Reference Section 4.5.2, 1-1.

### Work Completed After PIP Expiration Date

Safety PIPs - Claims for expired safety PIPs may be submitted through eWarranty. File a PIP claim for items completed using the claim filing information in the PIP Bulletin.

All other types of PIPs – Expired PIPs cannot be submitted under the normal PIP claim process. The selling dealer is responsible for completion of PIPs. In order to mark the PIP complete, submit a WIT with proof of repair. Attach the work order or reference the claim number for verification of repair.

### Work Completed by Previous Warranty Action

When a unit has been upgraded to the specifications of a formal PIP, prior to the official release of the PIP, submit a WIT incident with the CNH Industrial claim number or a copy of the work order under which the repair was completed.

## UNITS WILL NOT BE MARKED COMPLETE

### Customer Refuses the PIP Upgrade

When a customer is contacted, but refuses to have unit upgraded per PIP requirement, the unit will remain on the Open PIP Report until the unit is upgraded. The dealer must document the customer's refusal of PIP upgrades and submit the documentation to CNH Industrial via a WIT incident.

### Customer No Longer Owns the Unit

Customer no longer owns the unit as described in Section 4.5.4, 5-1 . The unit will not be marked as complete and will be eligible for the next servicing dealer to complete any eligible PIP actions.





# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 5 - PRODUCT IMPROVEMENT PROGRAMS (PIP)	
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## UNIT TRANSFERRED AND PARTS RECEIVED IN ERROR

If parts are received at the dealership for a PIP and the unit has been transferred to another dealer, or the unit is no longer in the dealer's Sales and Service Area, contact the Field Service Representative to assist with transferring the PIP parts to the new responsible dealer.

## REMOVING UNIT FROM OPEN PIP REPORT

The servicing dealer on record is the responsible dealer shown on the Open PIP Report. At times circumstances may occur that result in a request to change the responsible dealer and/or unit's status. A unit will remain on the open PIP report until the PIP is completed and the corresponding claim is filed.

### Customer trades unit to the current servicing dealer

If the customer trades a unit to the current servicing dealer, the current servicing dealer must be registered as the current owner in eWarranty. The current servicing dealer remains responsible for PIP completion and the unit will remain on the Open PIP Report for the current servicing dealer.

### Customer trades unit to a new servicing dealer

If the customer trades a unit to a new servicing dealer, the new servicing dealer is responsible for registering the unit with current owner information in eWarranty. The current servicing dealer must contact the new dealer where the unit was traded and request change of registration in the new dealer's name. Once the change of registration occurs, the new servicing dealer becomes responsible for PIP completion and the unit will move to the Open PIP Report for the new servicing dealer.

**NOTE:** *Until the change of registration occurs, the current servicing dealer remains responsible for PIP completion and the unit will remain on the Open PIP Report for the current servicing dealer.*

### Unit was sold privately or at an auction

If a unit is sold privately or at an auction, the dealer must obtain as much information as possible regarding the new customer. If the new owner is in the dealer's Sales and Service Area, the dealer must register the unit in new owner's name. The current servicing dealer remains responsible for PIP completion and the unit will remain on the Open PIP Report for the current servicing dealer.

If the new owner is out of the dealer's Sales and Service Area, the dealer should request assistance from your Field Service Representative. The Field Service Representative may submit a WIT incident requesting the unit be moved to a new servicing dealer or be designated as location unknown. If the Field Service Representative requests the unit be moved to a new servicing dealer, the new servicing dealer becomes responsible for PIP completion and the unit will move to the Open PIP Report for the new servicing dealer. If the Field Service Representative requests a unit be designated as location unknown, the unit will be removed from the Open PIP Report and the current servicing dealer will not be responsible for completing the PIP.

### Customer is contacted but refuses to have unit upgraded per PIP requirement

When a customer is contacted but refuses to have a unit upgraded per PIP requirement, the dealer must document the customer's refusal of PIP upgrades and submit to CNH Industrial via a WIT incident.

**NOTE:** *Even if the customer refuses to have a unit upgraded, the current servicing dealer remains responsible for PIP completion and the unit will remain on the Open PIP Report for the current servicing dealer.*

# DEALER OPERATING GUIDE



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## Stolen or Destroyed Units

If a unit is stolen or destroyed, the owner's information must be updated. Reference Section 4.4.5, **4-1** for appropriate reporting procedures. Once a unit is properly reported as stolen or destroyed, the unit will be removed from the Open PIP Report and the current servicing dealer will not be responsible for completing the PIP.

## Customer Cannot be Located

If the customer cannot be located, the dealer must make a reasonable effort to contact the customer. Documentation of the date and method of customer contact must be provided to your Field Service Representative. Only the Field Service Representative can request a unit be designated as location unknown via WIT incident. Once Field Service Representative requests a unit be designated as location unknown, the unit will be removed from the Open PIP Report and the current servicing dealer will not be responsible for completing the PIP.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>5 - PRODUCT IMPROVEMENT PROGRAMS (PIP)</b>	
<b>SUBJECT</b> <b>5 - SPECIAL PIP</b>	<b>REV. DATE</b> <b>Jan 2013</b>	<b>PAGE</b> <b>1 OF 1</b>

## INTRODUCTION

These CNH Industrial field corrective actions PIPs are proactive safety actions to limit customer exposure to specific product concerns that may create a risk of injury to the operator or bystander. The two PIPs below are ongoing Safety PIPs which must be carried out on all units as a priority by all dealers.

## SAFETY STARTER

**Serial Number:** OLDCASEAG or OLDCASECE

**Defect Code:** 0030099

**Failure Code:** 000

**Warranty Type:** C

**Authorization Number:** STARTER

**Complaint:** Safety Starter PIP

**Cause:** Safety Starter PIP

**Correction:** Safety Starter PIP

**Causal Part:** MISC

**Item Category:** Fictitious Material

Material: Miscellaneous

Price: \$50

Description: Starter Safety Program

**Labor:** Not applicable, no labor reimbursement provided for this program

## GAS CAP

**Serial Number:** OLDCASEAG

**Defect Code:** 0030099

**Failure Code:** 000

**Warranty Type:** C

**Authorization Number:** MTPF

**Complaint:** Gas Cap safety PIP

**Cause:** Gas Cap safety PIP

**Correction:** Gas Cap safety PIP

**Causal Part:** 224839C91

**Replacement Part:** 224839C92

**Labor:** Not applicable, no labor reimbursement provided for this program



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<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>6 - PARTS RECALL</b>		
<b>SUBJECT</b> <b>1 - WARRANTY PARTS RETURN PROCESS OVERVIEW</b>	<b>REV. DATE</b> <b>Jan 2019</b>	<b>PAGE</b> <b>1 OF 1</b>	

## INTRODUCTION

Parts may be required to be returned for a variety of reasons:

- Technical failure analysis (THD Recall Request form) to determine specific or trending root cause,
- Investigating CNH Industrial supplier quality issues
- CNH Industrial core parts to be remanufactured

## PART RETENTION POLICY

Dealers are required to hold all parts replaced under warranty for 90 consecutive days after the claim has been paid (status 80). After 90 days the non-recalled part must be destroyed and made unusable before scrapping.

Warranty parts not recalled must be properly tagged and stored in good condition. Store parts out of the weather in an area away from customer traffic and separate from scrap parts.

## Tagging Removed Parts

Parts must be tagged as soon as possible after repair. Do not wait to tag the part until after the warranty claim has been submitted. Defective parts are subject to dealer audit and parts that are not tagged may result in a chargeback of the claim.

The following information must be recorded on the parts tag as soon as possible after repair:

- Work Order number
- Serial number of unit
- Part number
- Date of repair

If a complete kit is reimbursed under warranty and there is a part recall issued for the kit, all parts (replaced and/or unused) must be returned. If all components within the kit are not returned, the credit may be reversed in full or in part.

## PART THAT CANNOT BE RETURNED

If a recalled part cannot be returned for whatever reason, submit a WIT incident using "Part Return" category. Include the CNH Industrial claim number and the part number and clearly explain the reason why the part cannot be returned. After review, the part recall obligation may be cancelled at the sole discretion of Warranty Administration.



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<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 6 - PARTS RECALL		
<b>SUBJECT</b> 2 - WARRANTY PART RETURNS NOTIFICATION	<b>REV. DATE</b> Jan 2019	<b>PAGE</b> 1 OF 2	

## INTRODUCTION

Part return notifications are indicated on the eWarranty Part Return screen. The "Return Code" column on the Part Return dashboard displays the current claims and the part recall obligations.

LAST CLAIMS		PARTS RETURN			
	CNH Claim#	Workshop State	Return Code	Material	Material Description
<input type="checkbox"/>	<a href="#">201800246751</a>		Y - Part received	81863039R	REMAN-ALTERNATOR
<input type="checkbox"/>	<a href="#">201800219826</a>		6 - Part not received on time	5801820600R	REMAN-TURBOCHARGER
<input type="checkbox"/>	<a href="#">201800320963</a>		C - Core part to be returned	504047581	PUMP, LUBE
<input type="checkbox"/>	<a href="#">201800282597</a>		C - Core part to be returned	504047581	PUMP, LUBE

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Return Code	Description
1	Part to be returned
8	Part to be returned, after settlement (Ad-Hoc)
9	Part to be returned, during assessment
B	Both failure and core return, return to address listed on the warranty material return note (WMRN)
C	Core part to be returned

## RECALLS VISIBLE IN EWARRANTY

### Standard Recall (Return Code 1 or B)

Commonly used for quality failure analysis, standard part recalls are set up for automatic returns of specific part number for all claims. Parts must be shipped within 30 consecutive days of the claim being paid (status 80).

### Ad-Hoc (Return Code 8)

Ad-Hoc parts are not set up for automatic recall and are a one-time recall for failure analysis. Parts must be shipped within 30 consecutive days after the request has been posted to eWarranty.

### Urgent Recall (Return Code 9)

In this case, CNH Industrial Product Quality Engineers have determined that is important to return the part as soon as possible for failure root cause analysis. An urgent recall may be accompanied by direct contact with your dealership. Parts must be shipped within 15 consecutive days of the claim being paid (status 80).

### Core (Return Code C)

Core part recalls are required to be returned to the SRC Logistics Core Return Center in Springfield, MO. Parts must be shipped within 30 consecutive days of the claim being paid (status 80).

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<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>6 - PARTS RECALL</b>		
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## RECALLS NOT VISIBLE IN EWARRANTY

### Email request from [NA-SWR-PRC@cnhind.com](mailto:NA-SWR-PRC@cnhind.com)

The part is not set up for automatic recall and are a one-time recall for failure analysis. Parts must be shipped within 30 consecutive days after the email request has been sent/received.

### THD Recall Request

Under some circumstance parts may be requested before a warranty claim is submitted. The part recall request will not be reflected on the eWarranty Part Recall dashboard. This THD Recall request should be shipped immediately to the final destination address listed on the form.



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<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 6 - PARTS RECALL	
<b>SUBJECT</b> 3 - PART RETURN PACKAGING & SHIPPING INSTRUCTIONS	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 6

## INTRODUCTION

Standard, Core and Ad-Hoc recalls are visible via eWarranty. The Warranty Material Return Note (WMRN) should be printed from the eWarranty Part Recall dashboard. Proper care must be taken to return parts in good condition. The following requirements apply to recalled parts when packaging and shipping returns. Claims packaged and shipped improperly may result in claim reversal.

- Parts must be reasonably assembled and complete.
- Chemicals or hazardous materials must be drained, cleaned prior to shipment and openings must be capped where applicable. Do not clean internally with solvents or other fluids.
- Storage and shipping package must ensure no damage or contamination during shipment in order to allow evaluation for root cause of the failure.
- Package the each part properly considering the size and weight (i.e.; strapping bands, or protection of monitor screens).
- Standard part recalls must be returned only after claim payment (status 80). Only THD Recall Requests may be returned prior to claim payment.
- Recalled parts may be consolidated to make one shipment, each part must be tagged individually. A copy of the WMRN must be attached to each individual part even if the parts are not disassembled.
- Parts must be returned to the shipping location on the WMRN or THD Recall Request form. It is possible for a single claim to have individual parts returned to different locations (for example, one part could be recalled to New Holland, PA for failure analysis and another recalled to Springfield, MO as core return).
- THD Recall Requests must be properly identified with a tag on each individual part. Include the TS Recall Request form in the shipment.

## Standard AND AD-HOC RECALL

Standard and Ad-Hoc part recall can be scheduled for pickup from the dealership using the CNH Industrial pre-paid methods. The WMRN will specify the part number and the ship to address for the recalled part.

## Shipping Documentation Requirements

For tracking purposes include both the following documents in each shipment.

- A completed goldenrod part return tag (form A0451N) and
- The WMRN printed from eWarranty dashboard

**NOTE:** Attach the paperwork to the physical part, do not slide the WMRN paperwork behind the shipping label on the outside of the package.

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<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 6 - PARTS RECALL	
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## Shipping Instructions

CNH Industrial prepays free of charge freight for returned parts when dealer uses the proper methods. Do not use the dealer's freight shipment accounts as freight may not be reimbursed. Use the following shipping methods:

Return Type	Dealer Country	Package Type	Shipping Method	Return Address	Return Tag
Failure Analysis (1, B, 8, 9)	USA	Parcel (<150 lbs)	UPS Website ( <a href="https://thinclient.shipexec.com">https://thinclient.shipexec.com</a> )	New Holland, PA	A0451N
		LTL (>150 lbs)	Pickup Request Form (PUR) (Discover>>Parts>>Support>>Pick-Up Request Form.)	New Holland, PA	A0451N
	Canada	All weights	*See Canada Warranty Returns information below.	Brampton, ON	A0451N

### Parcel <150 lbs (UPS) - USA Process:

- Access the UPS website (<https://thinclient.shipexec.com>) to "Create a Shipment". Use the following logon credentials:
  - User ID: CNHReturns@cnhind.com
  - Password: CNHReturns@1
  - Note: The CNHReturns@cnhind.com is an unmonitored mailbox. Please submit a WIT for inquiries or troubleshooting.
- Dealer Number field - enter your Dealer Workshop Code (ex. 123456)
- Dealer Electrical WDealer field - enter "W" and your eParts Dealer Number: WTYCS
- Click the blue arrow to continue
- Weight field - enter the exact accurate weight of the package in pounds.
- RGA # or "electrical" field - enter the 12 digit CNH Industrial Claim Number. Note: if the recall is a THD recall without CNH Industrial claim number enter the THD number instead.
- Click the continue button and the UPS shipping label will pop up in a new window.
- Follow the instructions on screen to print the label and affix the label to the package.
  - For customers with a Daily Pickup, your UPS driver will pick up your shipment(s) as usual
  - For customers without a Daily Pickup, schedule a same day or future day Pickup, or drop off your package at any UPS Store™, Customer Center or Authorized Shipping Outlet.

**NOTE:** A UPS Website Training Job Aid for available on the Dealer Portal >> Discover >> Service >> Warranty >> Part Return UPS Website Job Aid.

**NOTE:** If you enter your Dealer Number correctly and receive an error "Unable to find a matching address book entry", or if the address on the UPS Shipping Label is incorrect, submit a WIT with category "Part Return". Include the dealer code you were attempting to use and/or the address details that were incorrect. The Part Return team will then be able to investigate and correct your issue.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>6 - PARTS RECALL</b>		
<b>SUBJECT</b> <b>3 - PART RETURN PACKAGING &amp; SHIPPING INSTRUCTIONS</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>3 OF 6</b>	

## Non-Parcel (>150 lbs) PUR - USA Process

1. Access the Pick Up Request form on the Dealer Dealer Portal >> Discover >> Parts >>Support >> Pick-Up Request Form.
2. Complete the Pick Up Request form. Multiple parts/claims can be included on a single form.
3. Using the Return Type dropdown specify "Warranty Return-New" to generate a New Holland return.
4. Click the "Submit" button to submit for Pick Up.

## Canada Warranty Returns for eWarranty Part Return:

- Parcel shipments (less than **68.0kg (150.0lb)** and not on a pallet) are to utilize Purolator third party account number 7554858 .
- LTL/TL shipments: Requests for transportation are to be submitted using the Pickup Request Form located on the Dealer Portal. (Discover-Parts->Support->Canadian Returns Guidelines->Canadian Return Pickup Request Form)

Return Type	Dealer Country	Package Type	Shipping Method	Return Address	Return Tag
Failure Analysis- (1, B, 8, 9)	Canada	Parcel (less than <b>68.0kg (150.0lb)</b> )	Utilize Purolator third party account number 7554858	Brampton, ON	A0451N
		LTL/TL (greater than <b>68.0kg (150.0lb)</b> )	Pickup Request Form located on the Dealer Portal. (Discover-Parts->Support->Canadian Returns Guidelines->Canadian Return Pickup Request Form)		A0451N

Canada Claims Returns for eParts Claims Processing Center includes ship shortages or discrepancies on CNH Industrial Parts and Service invoices:

- Parcel shipments (less than **68.0kg (150.0lb)** and not on a pallet) are to utilize Purolator third party account number 7550575.
- LTL/TL shipments: Requests for transportation are to be submitted using the Pickup Request Form located on the Dealer Portal. (Discover-Parts->Support->Canadian Returns Guidelines->Canadian Return Pickup Request Form)

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## CORE RETURN

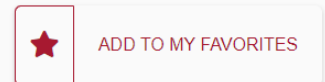
Core part recalls can be scheduled for pickup from the dealership using CoreView website through the Dealer Portal >> Discover >> Tools and Applications >> CNH Core View-Reman Core and Reman Warranty Shipments.

**NOTE:** "How to Submit a Warranty Return" is available on the Core View Website >> Help and Support >> Document Library.

For questions and concerns contact SRC Customer Service Center at (888) 949-7362.

Discover / Tools and Applications / CNH Core View-Reman Core and Reman Warranty ...

## CNH Core View-Reman Core and Reman Warranty Shipments



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## Shipping Documentation Requirements

For tracking purposes include all the following documents in each shipment.

- A copy of Core View Part Label with the CNH Industrial claim number,
- A completed goldenrod part return tag (form A0451N) and
- The WMRN printed from eWarranty dashboard.

**NOTE:** Attach the paperwork to the physical part, do not slide the WMRN paperwork behind the shipping label on the outside of the package.

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## Shipping Instructions

CNH Industrial prepays free of charge freight for returned parts when dealer uses the proper methods. Do not use the dealer's freight shipment accounts as freight may not be reimbursed. Use the following shipping methods:

Warranty core and non-warranty core parts can be returned in the same shipment in order to meet minimum weight requirements and cost benefits.

### Caution:

When shipping warranty core and non-warranty core parts in the same shipment.

- Warranty core is required to be identified in Core View at the time of schedule.
- Warranty core requires the CNH Industrial Claim number associated with every part.
- Warranty core must be returned within the return policy time limit of 30 days from claim payment.
- All recall time requirements, documentation, tagging, and packaging policies are still necessary when combining shipments.
- Bulk part (i.e.; fuel injectors) will create a bulk part label with one tag for multiple part quantity. Ship the same number of parts in the package as recorded on the label.

Return Type	Dealer Country	Package Type	Shipping Method	Return Address	Return Tag
Core ( C )	USA	Parcel (<150 lbs)	Coreview (schedules UPS)	Springfield, MO	A0451N + Coreview print
		LTL (>150 lbs)	Coreview (schedules pickup)	Springfield, MO	A0451N + Coreview print**
	Canada	Parcel (<150lb)	Coreview (schedules UPS)	Springfield, MO	A0451N + Coreview print
		LTL (>150lb)	Coreview (schedules pickup)	Springfield, MO	A0451N + Coreview print**

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## THD RECALL REQUEST FORM

Under some circumstance parts may be requested before a warranty claim is submitted. The part recall request will not be reflected on the eWarranty Part Recall dashboard. This THD Recall request should be shipped immediately to the final destination address listed on the form. Additional special instructions are outlined below.

### You may schedule a pickup

Using your dealership's parcel or carrier account and the freight will be reimbursed via a warranty claim.

### For shipment tracking purpose

Attach documentation to each shipment and notify THD support staff as follows:

- Completed THD Recall Request form (will not have a claim number at this point).
- Completed return tag with the THD incident number, work order number, serial number of unit, part number, and date of repair.
- Reactivate the THD incident and attach the form to alert the THD support staff that the part has been shipped.

### To relieve the part recall obligation

Submit a WIT incident using Part Return category and attach documentation as follows:

- Completed THD Recall Request form with 12-digit CNH Industrial warranty claim number.
- Check "Yes" indicating Reman Part Used in Repair (for reimbursement of core charge). Check "No" if a new part was used in the repair.
- Check "Yes" indicating the unit is Out of Warranty (special shipment instructions and account number will be provided on the form).
- Attach the proof of shipment (any one of these documents will suffice; bill of lading, signed delivery, or freight invoice).

### A freight claim

May be submitted on the original claim submission or as an appeal to the original claim and attach documentation as follows:

- Enter Freight item line as total cost of freight invoice
- Attach the completed THD Recall Request form with 12-digit CNH Industrial warranty claim number.
- Attach the freight invoice showing name of shipping company, date of shipment, ship to address, content of package/container.

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<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>6 - PARTS RECALL</b>		
<b>SUBJECT</b> <b>4 - FREIGHT REIMBURSEMENT</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 1</b>	

## INTRODUCTION

Freight expense is pre-paid by CNH Industrial on Normal, Ad-Hoc, and Core recalls when returned using the proper methods. Do not use the dealer's freight shipment accounts as freight may not be reimbursed. The shipping processes is detailed in Section 4.6.3, **6-1** .

Return Type	Dealer Country	Package Type	Shipping Method	Return Address	Return Tag
Failure Analysis (1, B, 8, 9)	USA	Parcel (<150 lbs)	UPS Website ( <a href="https://thinclient.shipexec.com">https://thinclient.shipexec.com</a> )	New Holland, PA	A0451N
		LTL (>150 lbs)	Pickup Request Form (PUR) (Discover>>Parts>>Support>>Pick-Up Request Form.)	New Holland, PA	A0451N
	Canada	All weights	*See Canada Warranty Returns information in section 4.6.3.	Brampton, ON	A0451N

Return Type	Dealer Country	Package Type	Shipping Method	Return Address	Return Tag
Failure Analysis- (1, B, 8, 9)	Canada	Parcel (less than <b>68.0kg (150.0lb)</b> )	Utilize Purolator third party account number 7554858	Brampton, ON	A0451N
		LTL/TL (greater than <b>68.0kg (150.0lb)</b> )	Pickup Request Form located on the Dealer Portal. (Discover-Parts->Support->Canadian Returns Guidelines->Canadian Return Pickup Request Form)		A0451N

## THD RECALL REQUEST FREIGHT CLAIM PROCESS

A freight claim may be submitted on the original claim submission or as an appeal to the original claim and attach documentation as follows:

- Enter Freight item line as total cost of freight invoice
- Attach the completed THD Recall Request form with 12-digit CNH Industrial warranty claim number.
- Attach the freight invoice showing name of shipping company, date of shipment, ship to address, content of package/container.





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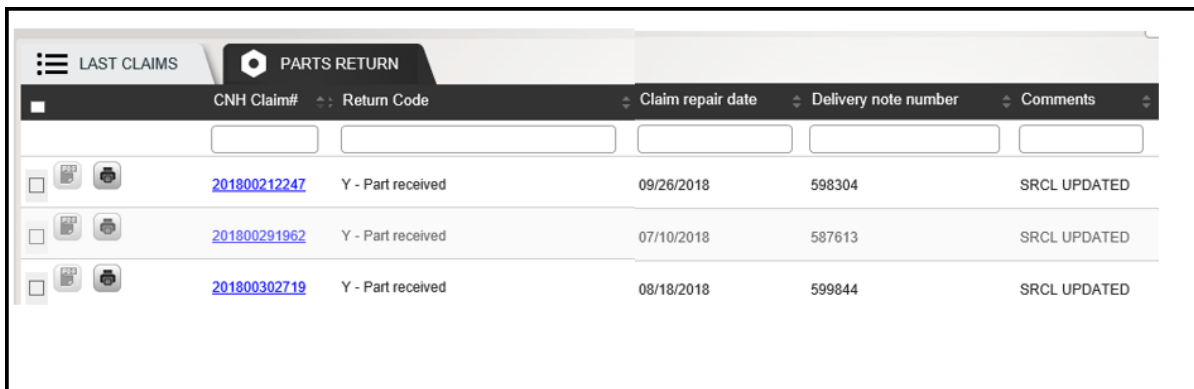
<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 6 - PARTS RECALL	
<b>SUBJECT</b> 5 - RETURN CREDIT, REVERSAL, AND APPEAL PROCESS	<b>REV. DATE</b> Jan 2019	<b>PAGE</b> 1 OF 3

## INTRODUCTION

When a part is received by the CNH Industrial Warranty Part Return Center in New Holland, PA, Brampton, ON or SRC Logistics (Springfield, MO) the Return Code status is updated in eWarranty Part Recall dashboard.

Return Code	Description
<b>6</b>	Part not received on time
<b>A</b>	Part received - without correct paperwork
<b>D</b>	Part received damaged/disassembled/incomplete
<b>E</b>	Part received - not compliant
<b>G</b>	Part received not genuine CNHi part
<b>I</b>	Incorrect part received
<b>J</b>	Received paperwork without part
<b>K</b>	Part received inconsistent with claim
<b>P</b>	Part received - improperly packaged / stored
<b>Q</b>	Part received - quantity incorrect
<b>V</b>	Part received inconsistent with unit
<b>X</b>	Part returned request removed
<b>Y</b>	Part received

### Status Update and Feedback Column



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## CORE CREDIT

Core credits will be issued to dealers accounts when the part has been received by SRC Logistics.

Contact SRC Customer Service Center at (888) 949-7362 for questions on core credit.

A screenshot from CoreView Return Status page will validate the shipment. The mandatory fields on the CoreView screen must include the CNH Industrial 12-digit claim number, shipped, received and inspected dates fields.

**NOTE:** the freight shipping document alone is not an acceptable proof of shipment.

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<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>6 - PARTS RECALL</b>		
<b>SUBJECT</b> <b>5 - RETURN CREDIT, REVERSAL, AND APPEAL PROCESS</b>		<b>REV. DATE</b> <b>Jan 2019</b>	<b>PAGE</b> <b>2 OF 3</b>

## REVERSALS - PART RECALL

When a part is received by the CNH Industrial Warranty Part Return Center the parts are receipted and obligation is relieved. Parts that are out of compliance of part recall policy may be reversed solely at CNH Industrial's discretion for any of the following issues:

- Parts are not received at the correct ship to location within the specified time limits.
- Parts are not the correct part as listed on the WMRN.
- Parts are damaged due to improper or inadequate packaging.
- Parts are not tagged and properly identified with the CNH Industrial 12-digit claim number.
- Parts are not received with the WMRN.
- Parts are not drained of hazardous materials.
- Parts are scrapped by the dealership prior to the parts retention policy time limit.
- Parts are tested and are not found to be defective.

### Full or Partial Reversal Determination

- If the recalled part is the causal part the entire claim will be reversed in full.
- If the recalled part is not the causal part the individual part line will be reversed.

## REVERSAL DISPUTE AND APPEAL PROCESS

If a claim is reversed due to returned parts that are out of compliance with the policy may be appealed through WIT "Part Return" category. Do not appeal using the eWarranty claim form.

The dispute appeal must be submitted within 45 days of the date of claim reversal. Parts that are out of compliance with the policy may be credited in full or partially at the solely at CNH Industrial's discretion.

### Appeal- Part Was Shipped

If parts were shipped as requested to the correct location a proof of shipment is required for verification of receipt. Submit a WIT incident using the "Part Return" category.

- Include reversal claim number and part number
- Attach a valid "Proof of Shipment" as follows:
  - Normal Return - Carrier proof of shipment includes "ship from" and "ship to" address, tracking or bill of lading number.
  - CoreView - A copy of CoreView Return Status page and carrier proof of shipment includes "ship from" and "ship to" address, tracking or bill of lading number.

### Appeal - Part Was Not Returned And Dealer Still Has The Part

If parts were not returned as requested but the parts are still available to be returned, follow the below process:

Return the parts to the correct location using all the proper procedures. Return the part even if the shipment is beyond the policy time limit (parts are needed for failure analysis and need to be returned). Submit a WIT incident using "Part Return" category.

- Include reversal claim number and part number
- Attach a valid "Proof of Shipment" as follows:

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- Normal Return - Carrier proof of shipment includes "ship from" and "ship to" address, tracking or bill of lading number.
- CoreView - A copy of CoreView Return Status page and carrier proof of shipment includes "ship from" and "ship to" address, tracking or bill of lading number.

## Appeal - Part was Not Returned and Dealer No Longer has the Part

If parts were not returned as requested and the parts are no longer available, appeal will be considered solely CNH Industrial's discretion.

## Appeal- Part Was Found To Be Not Defective

Part was found to be not defective - Part was returned and after inspection and testing the part was determined to be non-defective or no fault found. The dealer has the option to request the return of the part within 30 days of the date of claim reversal. The dealer will be charged for the return freight. Submit a WIT incident using "Part Return" category.

- Include reversal claim number and part number
- Include the dealer address and UPS or Federal Express shipping account number.



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<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>7 - DEALER AUDIT</b>		
<b>SUBJECT</b> <b>1 - AUDIT POLICY</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 5</b>

## DEALERSHIP AUDIT AND CLAIM SUPPORT RECORDS

In accordance with the provisions of the CNH Industrial Sales and Service Agreement, the dealer shall permit persons designated by CNH Industrial to examine, copy and audit all of the dealer's records and documents relating to warranty, product improvement programs, policy and program claims. Verification is required to show that claims have been requested and paid according to the requirements set forth by CNH Industrial Warranty policy and procedures.

The Dealer Audit Procedure brochures are available from the DMC, reference Section 4.9.1, 1-1 .

All dealers must retain the original documentation on file to validate credit requests for each warranty claim submitted. Electronic records will be allowed if the dealer's business system has been approved by CNH Industrial and has an unalterable audit trail. This documentation MUST:

- Have been used to transcribe the information used to develop the warranty claim.
- Be cross-referenced with the applicable work order number.
- Be retained by the dealer for 24 months after credit has been granted.

The following records must be made available:

1. Work Order Records: Dealer must retain the original work order, and/or the shop ticket, and all other supporting documents. Information must include:
  - Failure Date,
  - Customer Name,
  - Brand, Model and Serial Number,
  - Hours of Use,
  - Customer complaint, and
  - Each serial numbered unit where a claim is requested shall have a separate work order.
2. Parts Records: Documentation must support, verify and include:
  - The part(s) used in the repair were purchased from CNH Industrial
  - Usage from parts inventory with parts movement ticket, parts charge-out ticket and /or parts system activity or history records.
3. Labor Records: Documentation must support, verify and include time worked on claimed repair showing:
  - Date(s),
  - Specific repair technician(s),
  - Starting and ending time for each repair session
  - Travel time must be documented separately from repair time (start and stop time for travel and/or mileage)
  - Cross reference to the work order number
  - Technician's payroll work status,
  - Technician's paid hours for the time of repair, and
  - For labor records in an electronic system with an unalterable audit trail – refer to **CNH Industrial User Training and Testing for Certification** in this section
4. Description of the Repair: The technician(s) who performed the repair must document the following:
  - Description of the cause of the failure,
  - Description of the corrective actions necessary to complete the repair,
  - Cross reference to the work order number (if description of repair is recorded in separate log book or worksheet)

# DEALER OPERATING GUIDE



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- Technician notes describing the cause and the repairs necessary to correct the failure must be documented either as the technician is working on the unit or immediately after completion of the work.
- For description of the repair records in an electronic system with an unalterable audit trail – refer to **CNH Industrial User Training and Testing for Certification** in this section
- 5. Outside Services: The documentation must support and verify services purchased from a supplier including:
  - Original supplier's invoice, and
  - Proof of payment to the supplier (accounts payable records)
- 6. Warranty Eligibility Records: Additional documentation provided by the Selling/Registering dealer must support and verify the following:
  - Date of original retail sale (retail invoice)
  - Date the unit was placed into service, Reference section 4.4.1 , Registration **4-1**
  - For Parts claims, the original work order and/or counter ticket that supports the parts warranty eligibility.
- 7. Accounting Records: Documentation must support and verify the following:
  - Part(s) replaced
  - Labor hours worked, and
  - Amount(s) charged on the warranty claim as entered to the dealership books of account, which reflect the posting and accounting treatment of all charges involved in the claim
- 8. Labor Rate: The documentation for customer repairs must support and verify the following:
  - Technicians applicable labor rates from payroll
  - Labor hours worked
  - Labor cost charged
  - Amount(s) charged on the customer repair invoice as entered in the dealership books of account, which reflect the posting and accounting of all labor charges involved in the Invoice.

## MANUAL RECORDS

If the dealership's standard procedure for warranty or non-warranty repairs generates original paperwork that documents the repair (such as work orders, time slips, or any other means of labor recording documents, technicians' repair description notes or parts requisition tickets) then those original documents must be retained for a minimum of 24 months after the credit has been issued. In the event that information from these documents is later entered into the dealership's business system, then the original documents must still be retained according to the policy and computer generated work orders; invoices and/or time slips and/or labor records including computer generated repair notes will not be accepted to support warranty claims in the event of an audit or field review.

If the dealer's process includes opening a work order manually (i.e., preprinted work order form), then the preprinted work order form will be accepted as the original work order if it meets the following criteria:

- Must be initiated prior to the repair,
- Must include original date that corresponds with the failure date, and
- Must include customer name, brand, model, serial number, and customer complaint.

If the dealer's process for recording technicians' labor includes punching a time clock or otherwise manually recording the information (i.e., handwritten), the dealer must retain the original time card to support all of the information listed above under labor records.

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## ELECTRONIC RECORDS WITHOUT UNALTERABLE AUDIT TRAIL

If the dealership's business system does not provide an audit trail (does not provide for an unalterable record of who made an entry and when and through which module an entry was made to initially record or subsequently change information related to a repair), then supporting documents must be printed and retained, including the original work order and technician labor records, as follows:

If the dealer's process includes opening a work order in the dealer business system electronically, the first printed copy will be accepted as the original work order if it meets the following criteria:

- Must be printed prior to the repair,
- Must include original date printed that corresponds with the failure date, and
- Must include customer name, brand, model, serial number, and customer complaint

If the dealer's process for recording technicians' labor includes direct entry into an automated labor module, the dealer must print weekly labor report that includes all of the information listed above under labor records.

## ELECTRONIC RECORDS WITH UNALTERABLE AUDIT TRAIL

If the dealership's standard procedure for warranty or non-warranty repairs is based on direct entry into the dealership's business system (paperless systems), then computer generated documentation will be accepted as support for warranty claims if the dealership's business system provides an audit trail ('Audit Trail' is defined as an unalterable record in a dealer's business system module). Record must identify the user who made an entry. Records must register the date and time when the entry was changed. The information must record the initial and each subsequent change related to a repair. This includes, but is not limited to the following:

- The reported failure date including a log of any edits to the original failure date
- The customer name, brand, model, serial number and failure complaint
- A record of the technician's time worked on the claimed work order (same information as the manual record) including a log of any edits to the original labor record
- A record of all parts requisitioned, used in the repair and any unused parts returned to inventory including a log of any edits to the original requisition,
- Date the work order is closed.

This information MUST have been used to transcribe or otherwise develop the claim request. The dealer must permit persons designated by CNH Industrial to examine, copy and audit all of the dealer's records and documents relating to warranty claims, including access to electronic records.

If the dealership's business system meets the conditions above, is validated by CNH Industrial (see below for instructions) and all required trainings has been completed the electronic records for work orders and labor records will be accepted for audit purposes.

## Current List of Certified Dealer Business Systems

Current list of certified dealer business systems is listed in Section 4.7.3, 7-1 .

## Addition of Dealer Business Systems Requirements

The requirements for the addition of a Dealer Management System is outlined in Section 4.7.4, 7-1. If the dealership's DMS meets the requirements stated in this section the electronic records for work orders and labor records will be accepted for audit purposes

Any questions regarding business system approvals must be directed to the CNH Industrial DMS Manager through your CNH Industrial Field Service Representative.

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## CNH Industrial User Training and Testing for Certification

Dealership service manager(s) and warranty administrator(s) must complete the Web Academy training module course number USO3AAA107EN that applies to their specific Dealer Business System and test out at 100% to be qualified for full or partial electronic audit trail. The training and testing of technicians which are responsible for contributing to the warranty claim information is highly recommended.

- Unique user ID and Password - Each employee that enters or modifies work orders, labor records, description of repair, and parts records into the dealer business system must have a unique user ID and password.
- Full or Partial Electronic Records - A dealership may choose to fully or partially maintain electronic records. These electronic records include work order, labor records, description of the repair, and parts records. The dealership must retain the original documents, if they were recorded through any form of paper and/or handwritten copy.
- Timing and Sequence of Records - Information that is used to transcribe or to create the warranty claim must be created simultaneously with the ongoing repair. Any modification to the work order, if needed, must be made prior to filing the claim and these modifications must be adequately supported. Work orders, labor records, parts records and technician notes that are created or modified after the claim was filed will not be accepted as original documentation. Information that was entered days or weeks after the completion of the repair and the submission of the claim will not be accepted.
- Electronic Work Orders - The electronic work order that was opened directly into the dealer business system and documenting the complaint as soon as the failure is reported to the dealership will be accepted as original documentation. If the dealership's standard operating procedure is to open the work order manually on paper or a "hard card" first, then the dealership must retain this original document.
- Electronic Labor Record – Only the repairing technician's electronic labor which is directly entered into the dealer business system through their unique individual sign on will be accepted as original documentation. If a technician records start and stop times on paper, "time card" or "log book", etc., then the dealership must retain that original document. If the repairing technician was in the field and was unable to access the dealer business system, then the repair date, travel time, repair start and stop times must be documented on the work order or on a separate time card/document. Time records on a separate document other than the work order must cross reference the work order number, include the technician's name and/or identification number and date.
- Description of Repair – Only the electronic description of the repair which was entered directly into the dealer business system by the technician who is responsible for diagnosing the cause of the failure and the completion of the corrective action will be accepted as original documentation (technicians must sign in with their own unique user ID and password). Additions and / or grammar or spelling edits to the description of the repair by another person must be made after the technician is finished entering their comments and has signed out of the system. Any person that adds and/or edits these comments must sign in with their own unique user ID. If the dealership's standard operating procedure is to record and/or maintain paper records, then the dealership must retain this original document. If the repair description is added to the business system by a third party user other than the repairing technician, the source document prepared by the technician that was used by the third party to enter this information into the system must be retained for 24 months from the credit date. The source document referred to in this paragraph must cross reference the work order number and must have been documented by the repairing technician at the time of the repair or immediately after the repair.
- Parts Record - The electronic parts records which are entered directly into the dealer business system, including but not limited to, inventory records, parts history, purchases, sales, and return will be accepted as an original documentation. If the dealership's standard operating procedure is to record and/or maintain paper records, then the dealership must retain these original documents.
- Outside Services – Dealer business systems do not provide an unalterable electronic audit trail for outside service invoices. The dealership must retain the original outside service invoices and the accounting proof of payment.
- Record Retention Period - All electronic and/or paper documentation which relates to warranty claims must be retained for 24 months after the claim is credited. Subsequent data entry into the business system does not change the requirement that the dealership must retain all the original documentation.
- Remote Access - The dealership technicians may have the ability to access the dealer business system remotely through phones, laptops or tablets. They may be able to access the work order, enter the description of repair, record labor, and other comments or notes with their own unique user ID. Contact the dealer business system provider for information.



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- Disaster Recovery - Dealerships must establish and maintain a robust disaster recovery plan to safeguard the dealership's data. In the event of a loss of data, claims that cannot be substantiated with electronic and/or paper copies will be subject to charge-back. Contact the dealer business system provider for information.
- Access to Electronic Records - In accordance with the provisions of the CNH Industrial sales and service agreement, dealers shall permit persons which are designated by CNH Industrial to examine, copy and audit all records and documents that relate to warranty, PIP, policy, and program claims. This also includes access to the electronic records.

## GENERAL

Payments made that are not in accordance with CNH Industrial policy are subject to charge back. If a dealer knowingly and willfully submits a claim found to be fraudulent, CNH Industrial may:

- Charge back the dealer's account for the claim(s) and/or amounts in question,
- Perform an audit on all claims submitted,
- Retract any dealer standards privileges,
- Terminate the Sales and Service Agreement if fraudulent conduct is egregious or repeated.

Charge backs may also be made by CNH Industrial to a dealer's account for payment on claim(s) that are determined by CNH Industrial to have been submitted by the dealer in error or in violation of CNH Industrial's warranty policies and/or the Sales and Service Agreement.



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## BACKGROUND

### Mission

Case IH promotes the sale of wholegoods and parts by providing floor-plan financing, issuing incentive program credits to Dealers and providing warranty coverage on products sold by Case IH. Audits are done to verify these items, and occasionally, other programs Case IH offers Dealers, to confirm compliance with the policies and procedures governing floor-plan financing, incentive program eligibility, warranty payments and other programs.

***NOTE:** Similar audit procedures are used throughout Case IH and are employed in all Dealership audits, including Case IH and New Holland agricultural equipment Dealerships, and Case and New Holland construction equipment Dealerships.*

### Right to Audit

The Dealer Agreement for the individual brands states that Dealers shall permit Case IH or its authorized representatives, during normal business hours, to enter and inspect the Dealer's place of business and facilities, and to examine the Dealer's books and records of all supporting data of the Dealer's business.

### Responsibility

Case IH Internal Audit has the responsibility for performing Dealer audits. These audits will normally include but may not be limited to, a review of warranty credits issued for compliance with the requirements of warranty policy and overall Company policy.

### Purpose

It is the aim of Case IH Internal Audit to conduct objective, independent and efficient audits that confirm compliance with the terms and conditions under which Case IH and the independent Dealerships operate. If the Dealer is in compliance with established rules and procedures, the audit will confirm that position. If there is non-compliance with the requirements, then the audit may result in charge backs of ineligible amounts. There are no audit quotas, budgets or incentives related to charge backs or recoveries.

### Dealer Selection Process

A number of factors are considered in selecting a Dealership for audit. Dealers are selected for audit based on the risk or exposure to Case IH. The exposure is judged by reviewing warranty records and the payment history of the Dealership and certain statistical operating information. Internal Audit will also seek the input of Sales, Warranty and Credit personnel. In addition, Case IH and Corporate Internal Audit seek to achieve a broad coverage of the Dealer network by auditing geographic areas on a rotational basis.

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## AUDIT METHODOLOGY

### Audit Notification

Certain audits, including those whose primary audit objective includes the verification of floor-plan inventory, are done without advance notification to the Dealer Principal. In other instances, such as those whose principal objective includes the verification of historical incentive or warranty claims for example, advance notification of the audit may be made to the Dealer Principal.

### Initial Contact Meeting

The Auditor will meet with the Dealer Principal or his designate to discuss the scope and estimated duration of the audit. At the meeting, the Auditor will review the audit process and request the supporting information and documents that will be needed to conduct the audit.

### Fieldwork & Warranty Audit Procedure

Case IH reserves the right to audit all warranty claims paid to the dealer during a 12 month period. However, since there are generally a relatively large number of warranty claims for each Dealer, and a relatively small value per claim, Case IH Internal Audit may give the Dealer the option, at the start of the audit, of either a 100% review, or a sample selection being reviewed of all claims during the preceding twelve months.

If the Dealer elects the audit to be done on a sample basis, a random selection of claims will be picked for review. Depending on the total number of claims paid to the Dealer during the period being reviewed, the sample will include normally from 10% to 20% of the total claims or a 100 claims sample. The Dealer may participate in the selection process.

If a portion of a claim is found to be misrepresented and/or not in compliance with the warranty policies, such as additional parts or labor added to a claim beyond that actually incurred, Internal Audit will recommend that the entire claim be charged back. When the audit is completed, if done on a sample basis, the sample charged back will be projected to the entire amount of warranty paid to the Dealer in the period being audited, which is generally the preceding twelve months. Because there may be a degree of error in projecting a sample, any projected disallowance will be automatically reduced by 20% and this net value recommended for charge back.

If the Dealer elects the audit to be done on 100% of the claims, and a portion of a claim is found to be misrepresented, Internal Audit will recommend that the entire specific claim be charged back. The total amount of any claims found that do not comply with warranty policy will be recommended for charge back.

### Example:

During the period being audited, the Dealer submitted and received payment for 500 separate warranty claims that totaled \$100,000. The Dealer elects that the audit be made on a sample basis.

One hundred (100) claims, or 20% of the total, are selected randomly for review. The total value of these 100 claims is \$20,000. The audit finds that five of the 100 claims, totaling \$1,000, are not in compliance with the warranty policy in the DOG.

The total amount of recommended charge back is \$4,000, calculated as follows:

Sample percentage (based on number of claims)

20% (100 out of 500)

Sample percentage (based on value of claims)

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20% (\$20,000 out of \$100,000)

Percentage of non-complying claims found in sample

5% (5 out of 100)

Percentage of non-complying claim value found in sample

5% (\$1,000 out of \$20,000)

Calculation of recommended charge back:

Total paid claims (\$100,000) x 5% (non-complying claim value) = \$5,000

\$5,000 - \$1,000 (20% arbitrary reduction)

= \$4,000 Final Charge

The Auditor's objective is to conduct the audit in the most efficient manner practical.

## Labor Rate Test

During a warranty audit, CNH Industrial will perform a labor rate test. The goal of this test is to see whether the labor rate that is charged to customers is in line with the labor rate that is reimbursed via warranty claims. As a reminder, discounts offered to customers must also be extended to CNH Industrial unless prior approval of an exception, in writing, is received from the Field Service Representative. The labor rate test that is conducted during an audit is to ensure that CNH warranty labor rate is lower or same as labor rate charged to customers.

CNH Industrial will examine a random sample of 20 customer work orders to determine the average labor rate that has been charged to customers within this sample. The average labor rate is determined by comparing the number of hours assigned to these customer work orders with the amount of labor that was charged to the customer(s). If 50% or less of these work orders demonstrate that customers are being charged a lower rate than the warranty reimbursement rate, the difference between the average customer labor rate on the failed work orders and the CNH Industrial warranty reimbursement rate will be charged back on a similar proportion of warranty claims that are within the audit period. If more than 50% of the customer work orders show that customers are being charged less, the rate difference for all the hours paid during the audit period will be charged back.

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept on file (hardcopy and electronic) in accordance with Section 6.7.1, #8 for cross reference and validation of the following:

- Technicians applicable labor rates from payroll
- Labor hours worked
- Labor cost charged
- Amount (s) charged on the customer repair invoice as entered in the dealership books of account, which reflect the posting and accounting of all labor charges involved in the Invoice.

## Closing Meeting

At the conclusion of the audit fieldwork, the Auditor will conduct a closing meeting with the Dealer Principal and any other Dealer representatives. The purpose of the meeting is to review the potential findings with the Dealer. As part of the review, the Dealer will be given the opportunity to present any additional information which may explain the potential discrepancies and the opportunity to dispute any items with which the Dealer may disagree. The intention is for the Auditor and Dealer to reach a consensus on any findings at the conclusion of the closing meeting

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## Case IH Management Review

Upon completion of the audit fieldwork, the Auditor will report the results and provide back-up documentation to the Corporate Internal Audit Management for further review. The Corporate Internal Audit Management will review the documentation and present the audit results to the Brand Service Management to finalize the audit. During the review process, additional input may be sought from the Dealer. Infrequently, additional findings may result from the review process. If additional items are discovered, they will be reviewed with the Dealer by Brand Service Management and/or by the Auditor.

## Final Audit Report

Upon completion of the management review, Case IH Service Management will issue a final report to the Dealer which will detail the findings that resulted from the audit prior to debiting the Dealer account for any chargeback.

## Dealer Audit Appeal Procedure

Every Dealer has the right to use the audit review and appeal process described in this procedure provided the Dealer's actions are in compliance with the stated terms and conditions for such use. A Dealer may file an appeal within thirty days of the final audit letter. The appeal is submitted to the Director, Service. It must include a concise statement of the reasons for the appeal, along with the relevant documents to support the Dealer's position.

The Appeal Review Board will review the Dealer's appeal. This Board is a committee consisting of three to five management level employees from various business units within the Case IH commercial brand who do not have a direct management relationship with the dealership. The areas include Marketing, Network Development, Government Ac- counts, Sales, Service, and Finance.

A member of Legal staff may advise the Board but will not make a decision in any case. The Corporate Internal Audit Management will also be permitted to present its findings and to comment on the Dealer's position. Other Marketing or Credit Company personnel may advise the board as needed.

Generally, the review of the Dealer's appeal will take place within thirty days of the receipt of a request to appeal. The Appeal Review Board will issue a written statement of findings within thirty days thereafter.

## SUMMARY

The Corporate Internal Audit Management is responsible for reviewing the integrity of the warranty claims reimbursed to Dealers, not only for the protection of the Company, but also for the protection of the rights of each Dealer. It is the intent of the Corporate Internal Audit Management to conduct its activities with the highest professional standards and to strive for fair and objective evaluations in all situations

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## CURRENT CERTIFIED ELECTRONIC DEALER BUSINESS SYSTEMS

The current certified dealer business systems are listed below. Any add on modules and interfacing systems must be specifically listed for such modules and interfacing systems to be considered certified.

- Basic Software System, with Service Shop Management, Version 9.1.12341 or higher.
- DIS Keystone, Version 16.2 or higher, with Time Clock Module (for labor records). Technician Notes to be maintained manually until further notice.
- PFW, Version 7.3 or higher, with Intelli-Tech Module (for labor records) and the Warranty Report. Dealers must contact PFW to activate the Warranty Report. The Warranty Report must be activated and maintained to comply with unalterable electronic audit trail.
- HBS Version 3.28 - with Service Management module
- E-Emphasys Business System

## REQUESTING A NEW CERTIFICATION

### Addition of Dealer Business Systems Requirements

The requirements for the addition of a Dealer Management System is outlined in Section 4.7.4, 1-1 . If the dealership's DMS meets the requirements stated in this section, the electronic records for work orders and labor records will be accepted for audit purposes Any questions regarding business system approvals must be directed to the CNH Industrial DMS Manager through your CNH Industrial Field Service Representative.

Any questions regarding business system approvals must be directed to the CNH Industrial DMS Manager through your CNH Industrial Field Service Representative.

**NOTE:** The Service Manager and/or Warranty Writer must complete the required training course. See Section 4.7.1 CNH Industrial User Training and Testing for Certification. 1-1





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## INTRODUCTION

The purpose of this document is to outline the requirements for an auditable audit trail in Dealer Management Systems (DMS) regarding work orders and labor records. If the dealership's DMS meets the requirements stated in this document, then the electronic records for work orders and labor records will be accepted for audit purposes.

## Security and Authorization

The dealer must permit persons designated by CNH Industrial to examine, copy, and audit all of the dealer's records and documents relating to the warranty claims, including but not limited to access to electronic records in the dealer's DMS.

## DETAILED FUNCTIONAL REQUIREMENTS

### Computer generated documentation acceptance criteria

#### Requirements

- Warranty and/or non-warranty repairs must be directly entered into dealership's DMS (paperless systems)
- Audit trail report must be unalterable
- Audit trail report must be system generated
- Audit trail report must include initial values, and track all changes
- Descriptions of codes, lookups, field values must be provided to CNH Industrial personnel upon request
- Report data fields include, but are not limited to, the items indicated in subsequent sections

#### Repair Order Header Information

Repair Order Header must contain the following general information regarding the repair/work order.

- Repair order created date (mm/dd/yyyy) and time
- Failure date (mm/dd/yyyy) and time
- Repair Order Close Date (mm/dd/yyyy) and time
- User ID of the person making the input
- Customer name
- Equipment brand
- Equipment model
- Equipment serial number/PIN
- Equipment year (EMEA/LATAM/APAC)
- Hours of use
- Type of repair – Warranty, Internal, Customer Pay
- Reference numbers (work order, labor record)
- Work order status (open, closed)
- Description of failure
- Notes

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## Labor Data

DMS must include a Labor Module that tracks labor time either through direct clocking in the DMS to track labor real time or by user input. DMS must supply a description of how labor time is captured and tracked. A record of technician's time worked on the claimed work order (same information as the manual record) must be maintained, including a log of any edits to the original labor record.

- Date (mm/dd/yyyy) and time of input
- How the input occurred (clock punches real time, manual entry)
- Repair technician reference number (Emp ID, Name, User ID)
- User ID of the person making the entry
- Labor start date (mm/dd/yyyy) and time
- Labor end date (mm/dd/yyyy) and time
- Reference number (repair order, work order)
- Hours reported
- Hours billed
- Labor Rate

**NOTE:** For time clocking in electronic format to be considered original, the technician must have a unique user ID and password. If time recording is input by anyone other than the technician (or time clocking not done in real time), then other supporting original documents used as source documents for secondary time entries must be retained. Please refer to CNH Industrial warranty policies in the DPM or DOG for more information.

## Parts Data

The DMS system must include Parts sold or posted to an RO, as well as all parts requisitioned, used in the repair and any unused parts returned to inventory, including a log of any edits to the original requisition.

- Date (mm/dd/yyyy) and time of input
- User ID of person making the inputs
- Part number
- Part description
- Quantity
- Price
- Returns

## Notes Data

Technician notes describing the cause of the failure and the repairs necessary to correct the failure must be input either as the technician is working on the unit or immediately after completion of the work. Additional notes could be added in this section.

- Date (mm/dd/yyyy) and time of input
- User ID of person making the inputs
- Customer Complaint, Cause and Correction of the Failure
- Customer Signature (EMEA/LATAM/APAC)
- Technician and Supervisor signatures (EMEA/LATAM/APAC)

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- o Technician and Supervisor notes
- o Any other inputs into the RO in the Notes section

**NOTE:** For notes in electronic format to be considered “original,” the technician must have a unique user ID and password. If notes are input by anyone other than the technician, the original document containing the repairing technician’s notes must be retained.

## Data changes

Each time an input or change occurs to data in any section, the following must be recorded:

- o User ID of the person making the change
- o Date (mm/dd/yyyy) and time of the input/change
- o Before and after data for the particular section (header, labor, parts, notes, etc.) being modified
- o Action being taken (added, updated, deleted)

## Sample reports

The following figures show various sample audit reports.

Point of Sale Document Ledger																				
Document: WK14638 Customer: [REDACTED] Detail Sorted: Sales Code Format Date: 7/26/11 Page: 1																				
Time: 13.55.12 X56F02R																				
HEADER FIELDS																				
Date Time	User	Device	Program	Action	Open	Sold	PO#	Group	Ship	Make	Model	Serial#	Meter	Yr	Int	I	War	WF	Add Date	Post Date
7/26/11 13.50.46	[REDACTED]	JTERICRD	X51007	Added	0			01					000000.0					00	07/26/11	00/00/00
7/26/11 13.51.07	[REDACTED]	JTERICRD	X51007	Updated - Before	0			01		CASE-IH	335	ZARZ04831	000000.0	10	UT1814	S		00	07/26/11	00/00/00
7/26/11 13.51.20	[REDACTED]	JTERICRD	X51007	Updated - After	0			01		CASE-IH	335	ZARZ04831	000000.0	10	UT1814	S		02	07/26/11	00/00/00
7/26/11 13.51.28	[REDACTED]	JTERICRD	X51007	Updated - Before	0	800	WARRANTY REPAIR	01		CASE-IH	335	ZARZ04831	000000.0	10	UT1814	S	71077R	02	07/26/11	00/00/00
7/26/11 13.54.51	[REDACTED]	JTERICRD	X51007	Updated - After	0	800	WARRANTY REPAIR	01		CASE-IH	335	ZARZ04833	000000.0	10	UT1814	S	71077R	02	07/26/11	00/00/00

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Figure 1: Header Fields Showing Audit Trail

1. Date(mm/dd/yyyy) and time of the input/change
2. User ID of the person making the change and the device used to enter the data.
3. How the entry occurred. In most cases, the entry occurs through the DMS at the dealership, but it could also record and indicate an input made from outside the dealership (using laptops or mobile devices to log in from the field).
4. Action being taken, for example – the first record shows the work order being created (“Added”), and subsequent entries show the header field values before and after the work order was modified or “Updated”.
5. Example of header field (Serial#) being modified.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 7 - DEALER AUDIT		
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DETAIL FIELDS																			
Date Time	User Device	Program	Action	I	Line	W	Dim	Tax	Note Description Van Part Description	Tech Unit	Labor Date	Max Date In	Mir Out	Mir In	MC REP	Qty Billed	Rate Price	Extended	
LABOR FORMAT DETAIL																			
12/30/13		XSB401	Added		TR0950			N		BT804	12/26/13					002.28	002.28	0000068.00	155.04
11.22.48																			
12/30/13		XSB401	Updated - Before		TR0950			N		BT804	12/26/13					002.28	002.28	0000268.00	355.04
11.22.48			Updated - After					N		BT804	12/26/13					000.00	000.00	0000099.50	
12/30/13		XSB401	Updated - Before		TR0950			N		BT804	12/26/13					000.00	000.00	0000099.50	174.12
11.22.48			Updated - After					N		BT804	12/26/13					001.75	001.75	0000099.50	
1/09/14		TIMECLOCK	Added		LA0860			N		BT969	01/06/14					000.39	000.39	0000085.00	33.15
15.44		QPADMVCC08																	
1/09/14		XSB401	Added		LA0120			N		BT969	01/08/14					000.00	000.00	0000068.00	
7.12.01																			
1/09/14		XSB401	Updated - Before		LA0120			N		BT969	01/08/14					000.00	000.00	0000085.00	
7.12.01			Updated - After					N		BT969	01/08/14					000.00	000.00	0000085.00	
1/09/14		XSB401	Updated - Before		LA0120			N		BT969	01/08/14					000.00	000.00	0000085.00	416.50
7.12.01		PC1205010	Updated - After					N		BT969	01/08/14					004.90	004.90	0000085.00	
1/09/14		XSB401	Added		LA0130			N		BT969	01/08/14					004.90	004.90	0000085.00	416.50
7.13.37		PC1205010																	
1/09/14		XSB401	Updated - Before		LA0130			N		BT969	01/08/14					004.90	004.90	0000085.00	416.50
7.13.37		PC1205010	Updated - After					N		BT969	01/08/14					000.00	000.00	0000085.00	
1/09/14		XSB401	Updated - Before		LA0130			N		BT969	01/08/14					000.00	000.00	0000085.00	235.45
7.13.37		PC1205010	Updated - After					N		BT969	01/08/14					002.77	002.77	0000085.00	

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Figure 2: Electronic audit trail for time records

1. Date (mm/dd/yyyy) and time of the input/change
2. User ID of the person making the change. In the case of a labor module, it may record something like "TimeClock" if the entry is direct punches made in real time, or a user ID if it is user input by typing the date and times, and/or, the device/terminal used to access the Repair Order.
3. How the entry occurred. In most cases, the entry occurs through the DMS at the dealership, but it could also record and indicate an input made from outside the dealership (using laptops or mobile devices to log in from the field).

In this example, the labor section shows that the technician punched through the time clock module (an electronic timeclock) and then modified the labor through a user input. In this case, it took the technician longer than allowed by Standard Repair Time so the billed amount was reduced to match the allowable amount to be billed and claimed.

# DEALER OPERATING GUIDE



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This information MUST have been used to transcribe or otherwise develop the claim request.

Point of Sale Document Ledger													Date	Page	
DOCUMENT: 8825493 Customer: [REDACTED]											Detail Sorted: Sales Code Format		7/04/14	2	
Time 11:28:59													K54P02R		
DETAIL FIELDS															
Date Time	User Device	Program	Action	I Line #	Dis Tax	Note Description Van Part Description	Tech Unit	Labor Date Out	Marr Date In	MCR Out	MCR In	MC RSP	Qty Billed	Rate Price	Extended
<b>LABOR FORMAT DETAIL</b>															
2/04/14 9:28:15	BPARTS PC1205015	ISB401	Added	TR0090	N			00/00/00					000.00	000.00	000000.00
2/04/14 9:18:15	BPARTS PC1205015	ISB401	Updated - Before	TR0090	N			00/00/00					800.00	000.00	000000.00
			Updated - After				BT604	02/04/14					800.00	000.00	000009.50
2/04/14 9:10:15	BPARTS PC1205018	ISB401	Updated - Before	TR0090	N			02/04/14					000.00	000.00	000009.50
			Updated - After				BT604	02/04/14					000.00	000.00	000009.50
2/04/14 11:57:06	TCLOCKFB QWADENV003	ISB101	Added	LA0100	N			02/04/14					001.57	001.57	000009.50
2/04/14 15:54:11	TCLOCKFB QWADENV003	ISB101	Added	LA0150	N			02/04/14					003.44	003.44	000006.00
2/10/14 8:53:20	[REDACTED] PC120501M	ISB401	Added	LA0170	N			02/07/14					001.69	001.69	000008.00
2/10/14 8:53:20	[REDACTED] PC120501M	ISB401	Updated - Before	LA0170	N			02/07/14					001.69	001.69	000008.00
			Updated - After				BT965	02/07/14					000.00	000.00	000008.00
2/10/14 8:53:20	[REDACTED] PC120501M	ISB401	Updated - Before	LA0170	N			02/07/14					000.00	000.00	000008.00
			Updated - After				BT965	02/07/14					000.25	000.25	000008.00
<b>PART FORMAT DETAIL</b>															
2/03/14 16:19:55	[REDACTED] PC120501D	X51007	Added	FS0020	N	MH 84475542	FILTER, ENGINE						00001	000018.24	18.24
2/03/14 16:19:33	[REDACTED] PC120501D	X51007	Added	FS0030	N	MH 47036044	FILTER, FUEL						00001	000018.23	18.23
2/04/14 8:01:28	[REDACTED] PC120501D	X51007	Added	FS0040	N	MH 84541653	FILTER, FUEL						00001	000019.88	19.88
2/04/14 8:07:28	[REDACTED] PC120501D	X51007	Added	FS0050	N	MH 84299976	FILTER, FUEL						00001	000009.44	9.44
2/04/14 8:28:32	[REDACTED] PC120501D	X51070	Added	FS0060	N	MH 86982532	FILTER, ELEMENT						00001	000009.42	9.42
2/04/14 8:29:32	[REDACTED] PC120501D	X51070	Added	FS0070	N	MH 86982532	FILTER, ELEMENT						00001	000006.49	6.49
2/04/14 8:29:32	[REDACTED] PC120501D	X51070	Added	FS0080	N	MH 84278070	FILTER, ELEMENT						00001	000006.38	6.38

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Figure 4: Sample Labor and Part Format Detail

# DEALER OPERATING GUIDE



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Work Order Audit Report - Detail												Page 3
W0R160 04/05/2016 11:55:13 Co: 01 Div: 01 Br: 03 WO: W00833 Cus: [REDACTED]										Stk#: C9005784	Model Yr: 2013	Added: 03/19/2015
Date Time	User Tan ID	Action	Req #	Line #	Cash Tax Code	Tech Note Codes	Labor Date	Labor Description	Hours Worked	Hours Billed	Labor Rate Price	Extended Price
04/23/2015 22:33:21	[REDACTED] LVEB_JOB	Created	R06567	10 7	NH	106	03/26/2015	A	.58	.58	130.00	75.40
04/23/2015 22:33:21	[REDACTED] LVEB_JOB	Created	R06567	11 7	NH	106	03/26/2015	A	2.25	2.25	130.00	292.50
04/23/2015 22:33:21	[REDACTED] LVEB_JOB	Created	R06567	12 7	NH	106	03/26/2015	A	.00	.00	130.00	.00
04/23/2015 22:33:34	[REDACTED] LVEB_JOB	Created	R06568	1 7	NH	106	03/24/2015	A	.02	.02	115.50	2.31
04/23/2015 22:33:34	[REDACTED] LVEB_JOB	Created	R06568	2 7	NH	106	03/24/2015	A	.05	.05	115.50	5.78
04/23/2015 22:33:34	[REDACTED] LVEB_JOB	Created	R06568	3 7	NH	106	03/24/2015	A	.02	.02	130.00	2.60
04/23/2015 22:33:34	[REDACTED] LVEB_JOB	Created	R06568	4 7	NH	106	03/24/2015	A	.05	.05	130.00	6.50
Part Format Detail												
03/19/2015 18:36:48	[REDACTED] LVEB_JOB	Created	Q02245	1 7	1 NH	CASE01 84276924		TUBE HYDRAULIC		1	110.25	110.25
03/19/2015 23:48:02	[REDACTED] F#5C	Before	Q02245	1 7	1 NH	CASE01 84276924		TUBE HYDRAULIC		1	110.25	110.25
		After	Q02245	1 7	1 NH	CASE01 84276924		TUBE HYDRAULIC		0	110.25	.00
Note Format Detail												
03/19/2015 13:19:52	[REDACTED] LVEB_JOB	Created	1	1 D				WARRANTY COMPLAINT:				
03/19/2015 13:19:52	[REDACTED] LVEB_JOB	Created	1	2 D				CHECK BACKHOE BOOM ARE, THERE IS A HYD LEAK SOMEWHERE BUT				
03/19/2015 13:19:52	[REDACTED] LVEB_JOB	Created	1	3 D				IT CAN ONLY BE SEEN ON THE GROUND WHEN THE MACHINE IS				
03/19/2015 13:19:52	[REDACTED] LVEB_JOB	Created	1	4 D				PARKED.				
03/19/2015 13:20:03	[REDACTED] LVEB_JOB	Deleted	1	1 D				WARRANTY COMPLAINT:				

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Figure 5: Work Order Audit Report Detail – Labor, Parts and Notes

# DEALER OPERATING GUIDE



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## APPLICATION REQUIREMENTS

### Configuration Management

DMS is adequately configured and updated to restrict system access to authorized personnel. DMS should meet the following minimum requirements:

- Sensitive files/directories and/or objects/tables are secured, and Dealer must not have access to them.
- Authentication controls must be in place, meeting the following minimum password requirements:
  - Minimum Password Length  $\geq 6$
  - Password History  $\geq 3$
  - Password Expiration  $\leq 12$  Weeks
  - Failed login attempts  $\leq 3$
- Sufficient audit logging needs to be in place to ensure the reports used for dealer audits remain accurate.
- Changes to the application must be limited to the application provider.
- The dealer must not have direct access to the database.
- User validation process must be in place at the DMS Provider.





# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY	
<b>SUBJECT</b> 1 - SPECIFIC COMPONENT WARRANTY	<b>REV. DATE</b> Jan 2011	<b>PAGE</b> 1 OF 1

## INTRODUCTION

Many parts and assembly components on CNH Industrial equipment are supplied during build and/or assembly by quality outside vendors. Some components (such as batteries, tires, fuel systems, and non-CNH Industrial engines) have specific warranty terms and conditions. Some components may be warranted directly by the manufacturer and there may be others with specific policy requirements when requesting reimbursement through CNH Industrial.

If a specific component is warranted directly by the manufacturer and not by CNH Industrial, claims for diagnostics / troubleshooting and remove/install labor must be submitted to the manufacturer. Claims should be not be filed to CNH Industrial.



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
<b>SUBJECT</b> <b>2 - PRECISION FARMING AND GUIDANCE SYSTEM</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 10</b>

## INTRODUCTION

Precision Farming and Guidance systems must be repaired, not replaced. Components are subject to specific warranty terms and coverage outlined in this section. This section is broken down into the following subjects:

- Warranty Mandatory Repair Process
- Initiate Product Repair
- Repair Turnaround and Warranty Service Unit (WSU)
- Warranty Terms and Coverage
- Warranty Exclusion
- Claim Submission Guidelines
- Claim Requirement for Individual Component Serial Number Required
- Claim Requirement for Individual Component Serial Number AND Main Component Serial Number Required
- Claim Requirement for Main Component Serial Number Required

## WARRANTY MANDATORY REPAIR PROCESS

Dealers must contact Trimble Repair Center, AgExpress or Pat Inc. in order to initiate a repair.

The following Precision Farming and Guidance components must be repaired.

EZ-Guide 250 lightbar	EZ-Guide 500 lightbar
FM750 display	FM1000 display
Rawson™ drives	NAVII controller
EZ-Steer system	
110 GPS receiver	130 GPS receiver
252 GPS receiver	262 GPS receiver
372 GPS receiver	432 GPS receiver
442 / 542 GPS receiver	Ag GPS 450 radio
Ag GPS 900 radio	RTK base 450 receiver
RTK base 900 receiver	SNB900 radio-modem
SNB900R radio	Ag GPS Field Level II Automated Leveling System
NAVIII controllers	TM-200 GNSS Module
XCN-2050 display	SAM-200 EZ Pilot motor

Use of new replacement components may be allowed according to one of the following exceptions:

- Failures at less than 50 hours of use.
- Failure within 30 days of retail sale invoice date
- Failures where the customer and dealer want to replace with new AND your Field Service Representative specifically pre-approves the use of new. The Field Service Representative authorization number must be included in the submitted claim.

**NOTE:** If a repairable product is replaced in instances other than listed above, warranty reimbursement will be denied.

# DEALER OPERATING GUIDE



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<b>SUBJECT</b> 2 - PRECISION FARMING AND GUIDANCE SYSTEM	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 2 OF 10

## INITIATE A PRODUCT REPAIR

Dealers must contact one of the following repair centers in order to initiate a repair:

### Trimble Service (US)

Email: [repair\\_services@trimble.com](mailto:repair_services@trimble.com)

Phone: 1-888-409-2904

### Ag Express (US)

Web: <http://www.agexpress.com/repairforms.htm>

Phone: 1-515-289-2746

### Pat Inc (Canada)

Web: <http://www.patinc.info>

Phone: 1-866-531-2887

Follow the steps below in order to initiate a product repair and request a Service Work Order / Warranty Sales Order:

1. Contact a regional Service Repair Center
2. Specify that you are a CNH Industrial dealer
3. Provide the following information:
  - A. Serial number and component part number.
  - B. Complete description of problem or issues.
  - C. Additional troubleshooting information.
  - D. Complete 'ship to' and 'bill to' address and zip code (cannot ship to P.O. boxes), contact name, phone number, and email address.

The service center will provide you the following:

1. Service Work Order / Warranty Sales Order authorization number
2. Email with shipping instructions.

**NOTE:** Dealers will be required to ship parts freight prepaid to the Service Repair Center. Repaired product will be shipped back to the dealer prepaid using the same shipping method used to receive the repair (e.g., UPS ground, USPS, express overnight, etc.).

## REPAIR TURNAROUND

Once the product is received at the service repair center, an email confirming the receipt of the product and the estimated turnaround completion date will be sent. For most repairs, the turnaround time is expected to be three (3) to five (5) business days. To avoid delay during service repair, see WSU option below. This turnaround time does not include the request for a Service Work Order / Warranty Sales Order authorization number.

## WARRANTY SERVICE UNIT (WSU)

Dealers are encouraged to use a WSU to avoid customer downtime while the customer's component(s) are being repaired. The WSU loaner can be purchased through the CNH Industrial Service Parts Department. The WSU loaner has a 6-month warranty from date of purchase.

# DEALER OPERATING GUIDE



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## WARRANTY TERMS AND COVERAGE

Warranty coverage for Precision Farming and Guidance systems and service parts varies by product. Refer to the below tables.

Product Line	Product Name	Mandatory Repair	Warranty Period
<b>Displays</b>			
	EZ-Guide 250 lightbar	Required	2 years
	EZ-Guide 500 lightbar	Required	2 years
	FM-750	Required	2 years
	FM-1000	Required	2 years
	XCN-2050	Required	2 years
	AFS 200 Display		2 years
	AFS Pro 300 Display		2 years
	AFS Pro 600 Display		2 years
	AFS Pro 700 Display		2 years
<b>Autoguidance Systems</b>			
	AgGPS Autopilot Systems (including NavController II)		1 year
	Case IH AccuGuide Systems (including NavController II)		2 years
<b>AgGPS Receivers</b>			
	AgGPS 162 GPS Receiver		1 year
	AgGPS 252 GPS Receiver	Required	1 year
	AgGPS 262 GPS Receiver	Required	1 year
	AgGPS 372 GPS Receiver	Required	1 year
	AgGPS 432 GPS Receiver	Required	1 year
	AgGPS 442 GNSS Receiver	Required	1 year
	AgGPS 542 GNSS Receiver	Required	1 year
<b>Case IH Receivers</b>			
	Case IH AFS100 GPS Receiver		2 years
	Case IH AFS162 GPS Receiver		2 years
	Case IH AFS252 GPS Receiver	Required	2 years
	Case IH AFS262 GPS Receiver	Required	2 years
	Case IH 372 GPS Receiver	Required	2 years
EZ-Steer System		Required	2 years
EZ-Pilot System			2 years
ElectriSteer System			2 years
Field IQ Systems			1 year
ISOBUS Product Control			2 years

# DEALER OPERATING GUIDE



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Product Line	Product Name	Mandatory Repair	Warranty Period
	TM-200 GNSS Module	Required	2 years
	SAM-200 EZ Pilot Motor	Required	2 years
	Refurbished AutoPilot NAVIII Controller	Required	2 years
	Trimble branded AutoPilot NAVIII Controller	Required	1 year
	CNH Industrial AutoPilot NAVIII Controller	Required	2 years
Rawson			
	Rawson Variable Rate Drive	Required	1 year
	Kits with Rawson components		1 year
Tru Count			
	Tru Count Compressors		1 year
	Tru Count Clutches		1 year
	Kits with Tru Count components		1 year
EZ-Boom			
RTK Base Stations & Repeaters			
	AgGPS RTK Base 450	Required	1 year
	AgGPS RTK Base 900	Required	1 year
	SNB900 Repeater Radio	Required	1 year
	RTK Network Station		1 year**
Telematics			
	Modem, Ag Telematics – AM50		2 years
	Modem, Ag Telematics – AM53		2 years
RTK Rover Radios & Modems			
	SNB900R Radio	Required	1 year
	Ag3000 Modem		1 year
	DCM-300 Modem		1 year
	TDL450 Radio		1 year
	AgGPS 450 Radio	Required	1 year
	AgGPS 900 Radio	Required	1 year
	Radio Upgrade Kit for FM-1000, 900Mhz		1 year
	Radio Upgrade Kit for FM-1000, 450Mhz		1 year
	Radio Upgrade Kit for FM-750, 900Mhz		1 year
	Radio Upgrade Kit for FM-750, 450Mhz		1 year
Water Management			
	FM-1000 for WM-Drain / Field Level II		2 years
	Other components of water management systems		1 year
Information Management			
	Juno Handheld		2 years*

# DEALER OPERATING GUIDE



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Product Line	Product Name	Mandatory Repair	Warranty Period
	Yuma Tablet PC		1 year*
	Nomad 900 Handheld		1 year*
<b>Antennas and Accessories</b>			
	LB25 Lightbar		1 year
	EZ Remote		1 year*
	AutoSense Sensor Kit for NavController II		1 year
	Ag15, LV, Generic Antenna Assembly		2 years
	Ag25 GNSS Antenna		2 years
	Z Plus Antenna		1 year
	Zephyr Model 2 Geodetic Antenna		1 year
	Zephyr Model 2 Antenna		1 year
	Accessories		1 year
<b>Refurbished Units</b>			
			2 years
<b>Service Repair Parts</b>			
			1 year
<b>All Other Precision Farming Parts</b>			
			1 year
<b>Warranty Service Units</b>			
			6 months

\* No labor reimbursement is allowed.  
 \*\* From date of retail sale invoice date

## WARRANTY EXCLUSIONS

In addition to standard warranty terms, Precision Farming and Guidance components are subject to the below additional terms and conditions:

- Warranty does not cover problems caused by poor operator training, installation, or improper operation.
- Warranty does not cover delivery and/or installation of any product upgrades that are released during the warranty period. This includes firmware and software version updates, unless required for Trimble repair completion.
- Warranty does not cover beta products or firmware.
- Warranty does not cover a “No Fault Found” service call or evaluation labor.

## CLAIM SUBMISSION GUIDELINES

Precision Farming and Guidance claims should be filed by dealers according to the following two guidelines:

### Factory Installed Components

If the Precision Farming and Guidance component is factory-installed:

1. Enter the claim in eWarranty using the whole good serial number (i.e., combine, planter, tractor).
2. Enter using warranty type A – when unit base warranty is active
3. Enter using warranty type I – when unit base warranty is expired
4. In the extended failure description include the following:

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- A. Enter the failed component serial numbers (see **COMPONENT SERIAL NUMBER REQUIREMENTS** at the end of this section)
  - B. Enter Service Work Order / Warranty Sales Order authorization number
5. Retain the Service Work Order / Warranty Sales Order.

This above process includes "Guidance Ready" factory-installed option and components ordered as part of the whole goods order which are dealer installed upon arrival.

**NOTE:** Do not use the generic "PARTSCAG" serial number when claiming for factory installed components.

## Dealer Installed Components

If the Precision Farming and Guidance component is dealer-installed:

1. Enter the claim in eWarranty using the whole goods serial number (i.e., combine, planter, tractor). See note below for exceptions.
2. Enter using active machine warranty type. If machine warranty is not active, use type D.
3. In the extended failure description include the following:
  - A. Enter the failed component serial numbers (see **COMPONENT SERIAL NUMBER REQUIREMENTS** at the end of this section)
  - B. Enter the sales order number (PSO number) of the original system
  - C. Enter the sale date (to the end customer)
  - D. Enter the sale invoice number (to the end customer)
  - E. Enter Service Work Order / Warranty Sales Order authorization number
4. Retain the Service Work Order / Warranty Sales Order must be retained for your records.
5. Retain a copy of the dealer sales invoice (sale of original system to the end customer).

**NOTE:** When Precision Farming and Guidance products are installed on older CNH Industrial equipment not found in eWarranty or competitive equipment use the generic "PARTSCAG".

## Labor on Claims

Labor on Precision Farming and Guidance systems claims is allowed on both CNH Industrial units and competitor's equipment. Typical labor claims for Precision Farming and Guidance systems require less than 2 hours of for diagnosis and repair.

Diagnostic Labor - Labor for diagnostic troubleshooting may be claimed but must be properly documented in the extended failure summary. Diagnostic labor submissions require a reasonable itemized breakdown to explain the key actions performed.



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
<b>SUBJECT</b> <b>2 - PRECISION FARMING AND GUIDANCE SYSTEM</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>7 OF 10</b>

## Freight on Claims

Freight cost to ship the component from the dealer to the Service Repair Center may be submitted on the warranty claim. The freight invoice must be retained with your work order.

## Display activation passcodes and transfer fee

Display activation codes and transfer fees are reimbursed as follows. Reference Marketing Bulletin MB14-199, OEM Display Activation Code Transfer Process for process.

1. Voluntary upgraded activation passcodes are not reimbursable through warranty.
2. An activation code is not reimbursable through warranty for failed operable displays which can be manipulated, and the activation passcode can be electronically transferred. A transfer fee will be charged and is reimbursable through warranty. Claims must be submitted with the following information:
  - o PSO Number of transfer code
  - o Activation passcode part number
  - o Original display serial number
3. An activation code is reimbursable through warranty for failed inoperable displays which cannot be manipulated, and the activation passcode cannot be electronically transferred.

## COMPONENT SERIAL NUMBER REQUIREMENTS

### Table A - Individual Serialized Components

Some Precision Farming and Guidance components have individual component serial numbers, which are required whenever the component is repaired or replaced under warranty. The component serial number of the failed component MUST be entered the extended failure description.

The following table lists the specific serialized parts requiring the individual component serial number:

EZ-Guide 250	EZ-Guide 500
FM-750	FM-1000
NavController I	NavController II
AFS100 GPS Receiver	162 GPS Receiver
252 GPS Receiver	262 GPS Receiver
372 GPS Receiver	432 GPS Receiver
442 GNSS Receiver	542 GNSS Receiver
EZ-Steer Controller	EZ-Pilot, Motor
Field-IQ Master Switch Box	Field-IQ 12 Section Switch Box
Field-IQ Rate and Section Control Module	Field-IQ Section Control Module
Field-IQ Rawson Control Module	Rawson Variable Rate Drive
EZ-Boom	AgGPS RTK Base 450
AgGPS RTK Base 900	SNB900 Repeater Radio
SNB900R Radio	Ag3000 Modem
DCM-300 Modem	TDL450 Radio
AgGPS 450 Radio (if sold individually)	AgGPS 900 Radio (if sold individually)
Radio Upgrade Kit for FM-1000, 900Mhz	Radio Upgrade Kit for FM-1000, 450Mhz

# DEALER OPERATING GUIDE



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Radio Upgrade Kit for FM-750, 900Mhz  
 Juno Handheld  
 Nomad 900 Handheld  
 EZ Remote  
 NAVIII controllers  
 XCN-2050 display  
 TM-200 GNSS Module  
 SAM-200 EZ Pilot motor

Radio Upgrade Kit for FM-750, 450Mhz  
 Yuma Tablet PC  
 LB25 Lightbar

## Table B - Individual Component Serial Numbers and Main Component Serial Number

Some Precision Farming and Guidance components have individual component serial numbers, which are required whenever the component is repaired or replaced under warranty. In addition, these specific components also require the serial number of the main system component. The component serial number of the failed component and the main component serial number MUST be entered the extended failure description.

The following table lists the individual and main component serial number requirements:

Individual Component	Main Component
EZ-Steer Motor	EZ-Steer ControllerEZ-Pilot Controller
EZ-Pilot Controller	EZ-Pilot Motor
AutoSense Sensor Kit for NavController II	NavController II
Ag15, LV, Generic Antenna Assembly	EZ Guide 500 or EZ Guide 250
Ag25 GNSS Antenna	EZ Guide 500 or FM-1000 or FM-750
Z Plus Antenna	EZ Guide 500 or 332 Receiver
Zephyr Model 2 Geodetic Antenna	AgGPS RTK Base 450 or AgGPS RTK Base 900
Zephyr Model 2 Antenna	AgGPS 432 Receiver or AgGPS 442 Receiver or FM-1000
AgGPS 450 Radio (if sold with system)	Nav Controller II or 252 Receiver or 262 Receiver or 372 Receiver

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY	
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Individual Component	Main Component
AgGPS 900 Radio (if sold with system)	Nav Controller II or 252 Receiver or 262 Receiver or 372 Receiver
Rawson Accu-Rate Processor	Rawson Variable Rate Drive

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY		
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## Table C - Non-Serialized Main Component

Some Precision Farming and Guidance components do not have individual component serial numbers. Whenever a non-serialized component is repaired or replaced under warranty, the serial number of the main system component MUST be included in the extended failure description.

The following table lists the serial number requirements for parts installed on specific systems:

System	Required Main System Component Serial Number
AccuGuide™	NavController II
AutoPilot	NavController II
EZ-Steer	EZ-Steer Steering Control Module
EZ-Pilot	EZ-Pilot Motor
EZ-Guide 250 lightbar guidance system	EZ-Guide 250 display
EZ-Guide 500 lightbar guidance system	EZ-Guide 500 display
FM-750 display system	FM-750 display
FM-1000 display system	FM-1000 display
AgGPS RTK Base 450	AgGPS RTK Base 450
AgGPS RTK Base 900	AgGPS RTK Base 900
TrueTracker	NavController II
Rawson	Rawson Variable Rate Drive
True Guide	NavController II
Field-IQ	Field-IQ Master Switch Box or Field-IQ 12 Section Switch Box or Field-IQ Rawson Control Module Kit or Field-IQ Rate/Section Control Module
Water Management Systems	FM-1000 display
Tru Count Products	PSO number of original system

**NOTE:** For the Field-IQ systems, the required serial number will depend on the failed part.

The failed part may be a Field-IQ Master Switch Box, a Field-IQ 12 Section Switch Box, a Field-IQ Rawson Control Module Kit, or a Field-IQ Rate/Section Control Module.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY	
<b>SUBJECT</b> 3 - BATTERIES	<b>REV. DATE</b> Nov 2022	<b>PAGE</b> 1 OF 2

## INTRODUCTION

CNH Industrial warrants non-Exide batteries purchased through CNH Industrial for 24 months from warranty start date with proration during months 13 through 24. Periodic regular inventory maintenance is the dealership's responsibility and good business practice. Good practice includes the inspection of batteries upon arrival of new equipment, continuous inspection to maintain a ready state of the equipment, and proper preparation during periods of long storage.

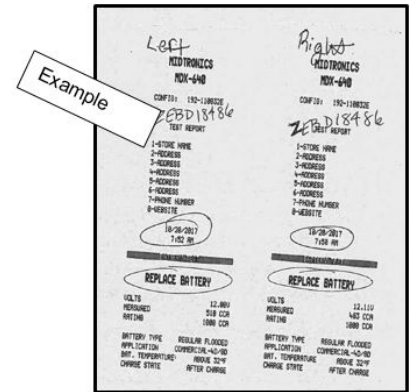
## BATTERY TEST FOR FAILURE ANALYSIS

Service Bulletin NEN AG SB 008 09 (CASEIH) / NEN CE SB 006.1 09 (CASECE) should be referenced for questions regarding detailed work flowcharts, testing, and charging procedures for 'type A' and 'type B' batteries. The bulletin can be download form Dealer Portal >> Discover >> Tools and Applications >> eTIM.

The battery test printout must show the following.

- Unit serial number
- Battery manufacture date code
- Date of test
- Battery condition

Attach the test printout to the work order to retain on file. The warranty claim does not require the attachment of the printout.



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Batteries which indicate improper storage, careless handling, abusive usage, frost, or heat damage are not eligible for warranty reimbursement. The Dealer Arrival Report and the Dealer Inventory Maintenance records may be used to validate the initial condition of the battery and subsequent maintenance actions to ensure battery integrity.

## FACTORY INSTALLED BATTERY PRORATION

Factory installed batteries are warranted for 24 months from the unit's warranty start date. Batteries are prorated during months 13 through 24 from the warranty start date. Any portion of a month is considered a full month of use (i.e., January 1 to February 2 is considered 2 months).

Labor (diagnostics and/or replacement time) will not be allowed for failures occurring after the base warranty expiration date. Cost of electrolyte replacement is not reimbursed through warranty.

Months	Parts %	Labor %
0-12 Months	100%	100%
13-14 Months	50%	0%
15-16 Months	40%	0%
17-18 Months	30%	0%
19-20 Months	20%	0%
21-24 Months	10%	0%
25+ Months	0%	0%

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
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Batteries Which Sustain Damage as Victim Parts - If a battery is damaged by failure of another component, it may be listed as a victim replacement part on a claim. A battery claimed as a victim replacement part, must be detailed in the extended failure description and battery proration does not apply.

## REPLACEMENT BATTERIES

**US:** Exide replacement batteries are directly warranted by Exide Technologies. For warranty questions and claims instructions, contact your local Exide dealer/distributor. Replacement batteries purchased through CNH Industrial Parts & Service are warranted by CNH Industrial. Labor (diagnostics and/or replacement time) will not be allowed for replacement battery failures.

**Canada:** Canadian Energy replacement batteries are directly warranted by Canadian Energy. For warranty questions and claims instructions, contact your local Canadian Energy dealer/distributor. Replacement batteries purchased through CNH Industrial Parts & Service are warranted by CNH Industrial. Labor (diagnostics and/or replacement time) will not be allowed for replacement battery failures.

## SUPPORTING RECORDS FOR AUDIT

Support documents must be kept (hardcopy or electronic) on file in accordance with Section 4.7.1, 7-1 for cross reference and validation of the following:

- work order(s)
- unit serial number
- CNH Industrial part number(s)
- failure and repair dates
- part inventory transaction record

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY		
<b>SUBJECT</b> 4 - ENGINES	<b>REV. DATE</b> Jan 2019	<b>PAGE</b> 1 OF 4	

## INTRODUCTION

Most engines installed in CNH Industrial equipment are warranted directly by CNH Industrial and reimbursed through the eWarranty claim system. Some engines are warranted and/or serviced directly by the engine manufacturer and reimbursed through the nearest manufacturer dealer / distributor.

**NOTE:** Certain accessories installed by CNH Industrial are warranted by CNH Industrial and not the engine manufacturer (i.e., alternator, air compressor, hydraulic pump). Parts originally installed as part of the assembly are warranted by the engine manufacturer (i.e., fuel injector pump).

## Engines Warranted by CNH Industrial

The following is a list of common engine makes warranted directly by CNH Industrial.

<ul style="list-style-type: none"> <li>• Fiat Power Train (FPT)</li> <li>• CNHi Reman</li> <li>• Hino</li> <li>• Isuzu</li> <li>• ISM</li> <li>• Kubota</li> <li>• All engines in compact excavators, regardless of engine manufacturer</li> </ul>	<ul style="list-style-type: none"> <li>• Consolidated Diesel Company (CDC)</li> <li>• Komatsu</li> <li>• Mitsubishi</li> <li>• Perkins</li> <li>• Onan</li> <li>• All engines in utility vehicles, regardless of engine manufacturer</li> </ul>
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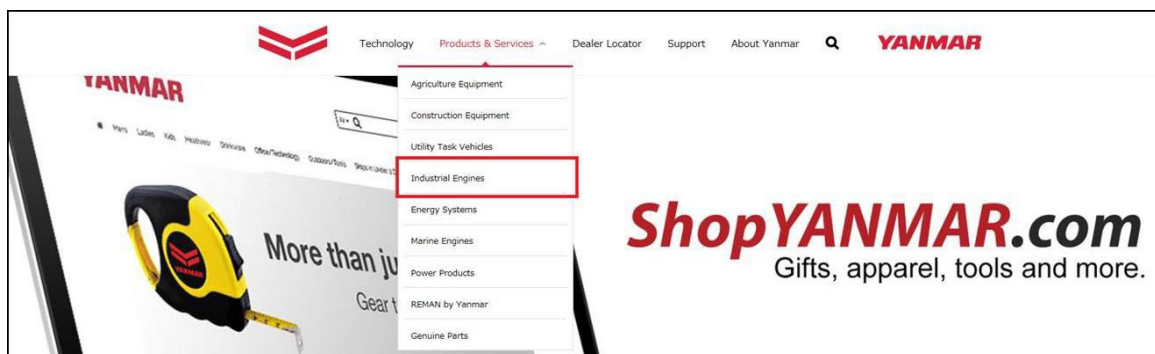
## Engines Warranted by Manufacturer

The following is a list of engine makes are warranted through the manufacturer.

### Yanmar

Yanmar directly warrants engines installed in CNH Industrial equipment. Warranty questions and claim filing instructions should be directed to your local dealer or distributor. Note: Yanmar Engines in Case Mini Excavators CX-B and CX-C warranty and service are provided by Case Dealers.

<https://www.yanmar.com/us/>



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# DEALER OPERATING GUIDE

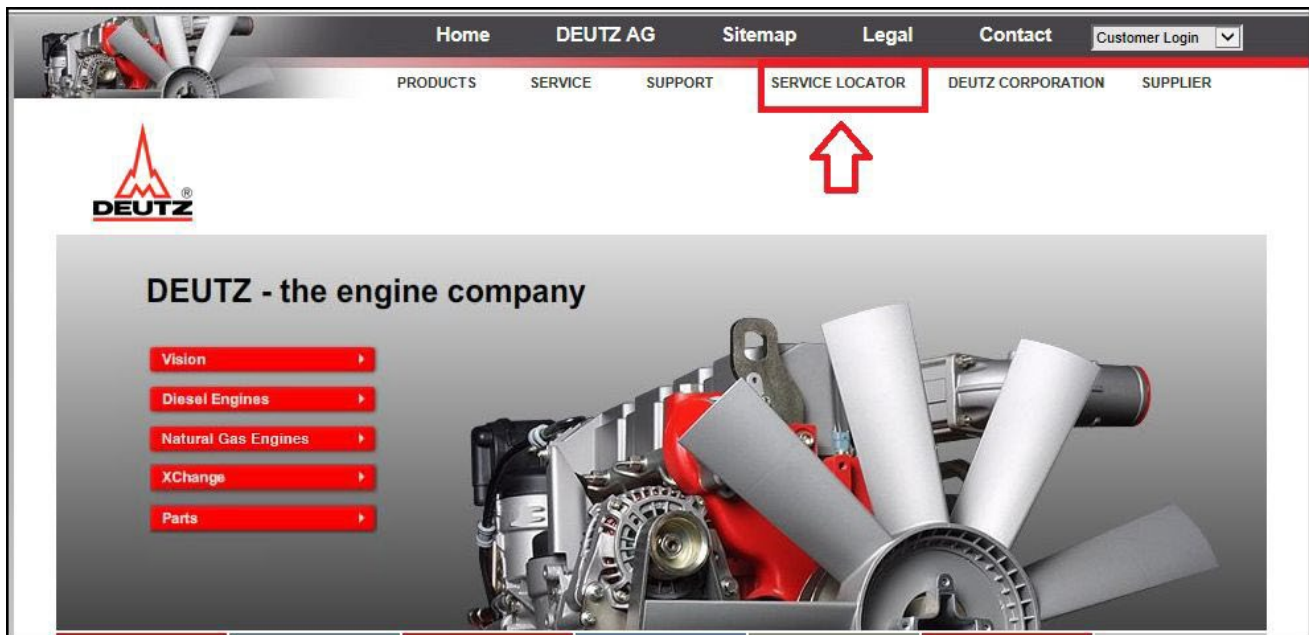


<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY	
<b>SUBJECT</b> 4 - ENGINES	<b>REV. DATE</b> Jan 2019	<b>PAGE</b> 2 OF 4

## Deutz Americas

Deutz directly warrants engines installed in CNH Industrial equipment. Warranty questions and claim filing instructions should be directed to your local dealer / distributor. For Deutz Engine warranty and service the Case Dealer should contact Deutz Americas

<http://www.deutzamericas.com/home.cfm>



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# DEALER OPERATING GUIDE

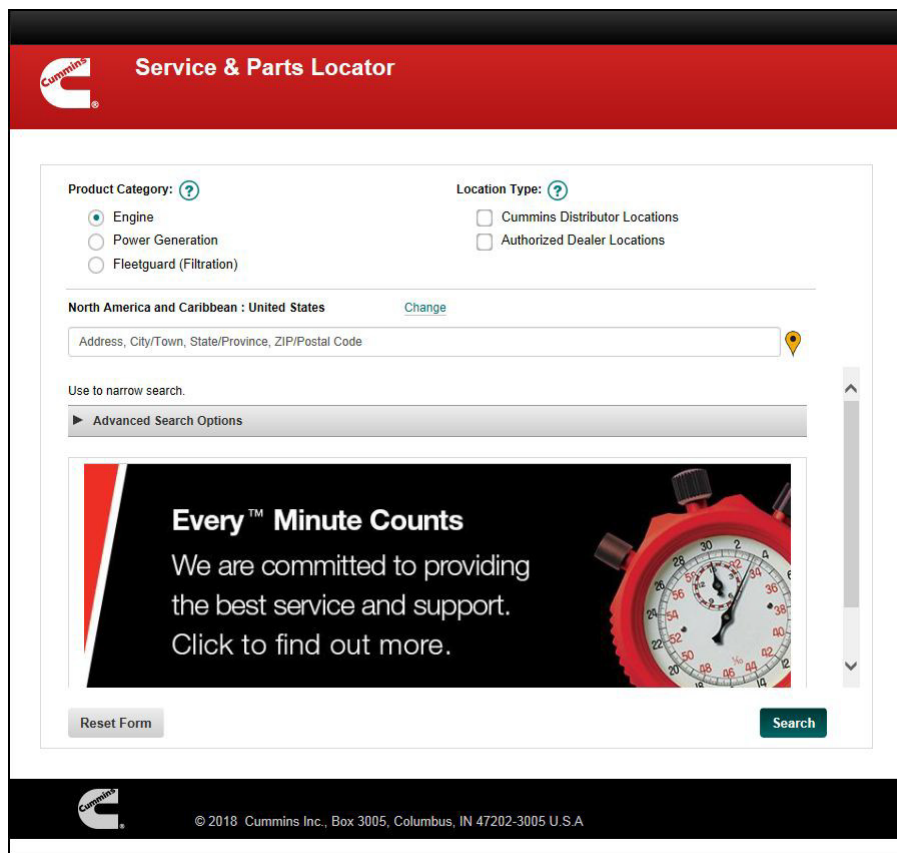


<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY		
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## Cummins

Cummins directly warrants engines installed in CNH Industrial equipment. Warranty questions and claim filing instructions should be directed to your local dealer / distributor. For Cummins Engine warranty / service the Case Dealers should contact Cummins

<https://www.cummins.com/engines>



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# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
<b>SUBJECT</b> <b>4 - ENGINES</b>	<b>REV. DATE</b> <b>Jan 2019</b>	<b>PAGE</b> <b>4 OF 4</b>

## Kubota

Kubota directly warrants engines installed in CNH Industrial equipment. Warranty questions and claim filing instructions should be directed to your local dealer / distributor. For Kubota Engine warranty / service the Case Dealers should contact Kubota Engine America.

<http://kubotaengine.com/support>

The screenshot displays the Kubota Engine America Corporation website. The header includes the Kubota logo with the tagline "For Earth, For Life" and the company name. Navigation links for "Engine Dealer Locator", "Kubota Global", and "Contact Us" are present. A search bar is located in the top right. The main navigation menu includes "Products", "Emissions", "Engineering", "Service & Warranty" (which is highlighted), "Training", "Company Info", and "Login". Below the navigation, there is a "find your Genuine Kubota Distributor" button with a "GO!" link. The main content area is titled "SERVICE & WARRANTY SUPPORT" and features a sidebar with links for "SERVICE & WARRANTY", "FUEL & MOTOR OIL", "SCR QUICK GUIDE", "SPECIAL TOOLS", and "FAQ". The main text area is headed "GLOBAL SERVICE. PROVEN EXCELLENCE." and contains information about the Kubota Engine America (KEA) distributor network. It lists links for "ENGINE-US", "ENGINE-CANADA", "ENGINE-LATIN AMERICA", "ENGINE-WWS", "GENERATOR-US", "GENERATOR-CANADA", "GENERATOR-LATIN AMERICA", and "GENERATORS-WWS". A "WARRANTY SUPPORT" section provides details on the Kubota engine warranty (two years or 2,000 operation hours) and generator warranty (two years or 2,000 operation hours). It also includes links for "ENGINE WARRANTY (ENGLISH) (SPANISH) (PORTUGUESE) (FRENCH)", "LONG TERM STORAGE GUIDELINES (ENGLISH) (FRENCH)", "GENERATOR WARRANTY (ENGLISH) (SPANISH) (PORTUGUESE)", and "GENERATOR WARRANTY - CANADA ONLY (ENGLISH) (FRENCH)".

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# DEALER OPERATING GUIDE



CHAPTER <b>4 - SERVICE / WARRANTY</b>	SECTION <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
SUBJECT <b>5 - FUEL SYSTEMS</b>		REV. DATE <b>Jan 2019</b>	PAGE <b>1 OF 1</b>

## INTRODUCTION

The warranty coverage and process described in this section applies to any Diesel Fuel Injection (DFI) component that requires warranty repair or replacement during the active warranty term.

After base warranty expires submit claims using emissions warranty (Warranty type E). Do not file claims as an extended warranty (Warranty Type I).

DFI components are warranted by CNH Industrial from a defect in material or workmanship. Claims will be rejected for the following non-warrantable failures:

- Fuel contamination (dirt, water, etc.) and lack of normal fuel system maintenance
- Use of non-approved fuels (including bio-fuels in excess of CNH Industrial limits)
- Normal wear.
- Abuse (tampering of setting, external damage to the pump, etc.)
- Adjustments beyond the original manufacture's specification
- Replacement or additions of components that could contribute to increasing the published horsepower rating of any engine powered product

## REPAIR AND REPLACE PROCESS

Dealers are expected to use correct diagnostic procedures according to the fuel system being serviced. CNH Industrial dealers are encouraged to make superficial repairs of injection equipment that will not affect changes in fuel delivery, timing, or emissions output. Repairs such as cover gaskets, fittings, seals, and O-rings are examples of acceptable CNH Industrial dealer repairs.

**NOTE:** *It is extremely unlikely that a complete set of injectors will suffer simultaneous failure due to a defect in material or workmanship. Careful consideration must be given before replacing a complete set of injectors. Consult the Operator's or Service Manual for scheduled fuel injector maintenance.*

All failed components will be eligible for recall by CNH Industrial, reference Section 4.6 Part Recall policy (6-1) for details.

## MANDATORY USE OF REMANUFACTURED PARTS

Upon diagnosing a failed DFI component the failed part must be replaced with a CNH Industrial Remanufactured component. Remanufactured components are not required during the Pre-delivery warranty coverage.

If a DFI Component is not available from CNH Industrial Remanufacturing, a dealer is allowed to replace with a new CNH Industrial part. If a DFI Component is not available from CNH Industrial, a dealer has the option to go directly an authorized OEM Diesel Injection Service Facility for repair or replace.

Exceptions to mandatory use of CNH Industrial new or remanufactured parts must be supported in accordance with Section 4.2.7, 2-1



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
<b>SUBJECT</b> <b>6 - RADIOS</b>	<b>REV. DATE</b> <b>Jan 2011</b>	<b>PAGE</b> <b>1 OF 1</b>

## DELCO

Delco radios installed in CNH Industrial equipment are warranted directly by CNH Industrial and reimbursed through the eWarranty claim system. Service installed Delco radios also receive the parts warranty terms and conditions, reference to Section 4.3.1, **3-1** .

## AUDIOVOX AND JENSEN

Audiovox and Jensen radios are warranted and/or serviced directly by the manufacturer and reimbursed through the nearest manufacturer dealer / distributor. For warranty coverage and claim instructions, contact ASA Electronics:

Phone: 800-859-3899

Website: <http://asaelectronics.com>

Email: [info@asaelectronics.com](mailto:info@asaelectronics.com)



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
<b>SUBJECT</b> <b>7 - RUBBER TRACKS</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 6</b>

## INTRODUCTION

Rubber tracks installed on CNH Industrial equipment are manufactured by various suppliers. There are different warranty terms and coverage depending on the manufacturers.

## OVERVIEW OF WARRANTY COVERAGE BY MANUFACTURER

The following table provides a brief overview of warranty coverage on rubber tracks:

Manufacturer	Warranted by	Product	Warranty Period
Camso (formerly Camoplast Solideal)	Camso	Quadtrac® and Rowtrac® Tractors	AG: 48 months prorated Non-AG: 24 months prorated
		Combines	24 months / 1000 hours prorated
		Compact Track Loaders and Mini Excavators	Camso SD series – 18 months / 1500 hours Camso HXD series – 24 months / 2000 hours
Goodyear	LOC / Continental / ContiTech (formerly Veyance)	Quadtrac® Tractors, Rowtrac® Tractors and Combines	AG: 48 months prorated Non-AG: 24 months prorated
Soucy	Soucy	AceTrack	60 months/3000 hours prorated
HiQual	CNH Industrial	Compact Track Loaders	12 months / 1000 hours prorated
Bridgestone	CNH Industrial	Compact Track Loaders and Compact Excavators	12 months / 1000 hours

## WARRANTY EXCLUSIONS FOR ALL RUBBER TRACKS

Rubber tracks are not warranted against wear. Individual track life expectancy will vary depending upon severity and abrasiveness of work application.

In addition, the following items are excluded from rubber track warranty coverage:

- Agricultural track used in non-agricultural applications
- After-market tracks (deviated from original OEM specification)
- Remanufactured or repaired track
- Drive lug wear caused by misalignment or excessive side loads, field stubble, sharp turning under high draft loads, or operating in low speed high draft conditions
- Damage from misuse, negligence, alteration, accident, mechanical means, misapplication, unapproved configuration, use of non-OEM undercarriage components, or resulting from exceeding track design specifications
- Damage from poor mechanical condition or machine adjustment
- Minor cosmetic defects such as surface cracks, splits, cuts, and other superficial damage that may impact track appearance but does not render the track unusable or measurably diminish overall life
- Damage from improper usage or installation
- Machine transportation to location used to perform warranty work
- Maintenance and inspection of undercarriage system

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
<b>SUBJECT</b> <b>7 - RUBBER TRACKS</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>2 OF 6</b>

- Freight charges (if applicable)
- Damage due to failure of the operator to reasonably follow operational, inspection, and adjustment guidelines
- Track damage caused by adding ballast to a track equipped machine.

## Camso Rubber Tracks

Camso directly warrants rubber tracks installed on CNH Industrial equipment. Warranty questions and claim filing instructions should be directed to your local dealer / distributor. Eligible claims will be credited through a Camso distributor, on a prorated basis. Coverage begins on either machine in-service date (retail sale date) for new equipment, or customer invoice date for tracks sold over the counter.

Complete details on Camso track warranty procedures, including coverage, preapproval forms, service conditions and warranty guidelines documents, as well as track operational guidelines and other product information, can be reviewed and downloaded at: <http://www.camso.cnhdealers.com/>

Before considering a warranty request, review the Service Conditions and Warranty Guidelines on the Camso website to determine warrantable and non-warrantable conditions. If a warrantable condition may exist, complete the track preapproval form, along with proper documentation and photos, and forward to the appropriate email address as listed in the Camso documents/website.

If the warranty request is approved, credit for purchase of a replacement Camso track will be provided to the CNH Industrial dealer through the Camso regional aftermarket dealer who covers the CNH Industrial dealers' area.

In addition to warranty exclusions listed in this policy, track removal / installation costs and track disposal costs (if applicable) are also not covered by warranty.

## Camso Rubber Tracks (Construction)

If a warrantable condition may exist, complete the Camso track warranty form located on the dealer portal under Discover>Service>Warranty (<https://portal.cnh.com/>) or by searching keyword "CAMSO". Form and photos must be attached to the claim for warranty consideration.

Information on CAMSO warranty, filing instructions, and forms can be found at: <https://camso.co/en/construction/service-and-support/warranties> as well.

For Service and Warranty Guidelines, please review the document found on the Dealer Portal through Discover > Service > Warranty > ATI Camso Rubber Track Service Conditions and Warranty Guidelines for Construction.

## Goodyear Rubber Tracks

Goodyear tracks are directly warranted by LOC / Continental / ContiTech Warranty. Questions and claim filing instructions should be directed to your local dealer / distributor. Coverage begins on either machine in-service date (retail sale date) for new equipment, or customer invoice date for tracks sold over the counter.

For warranty coverage and claim instructions, contact the LOC / ContiTech, Track Warranty Administrator by emailing [trackwarranty@contitech.us](mailto:trackwarranty@contitech.us)

In addition to warranty exclusions listed in this policy, track removal and installation costs and track disposal costs (if applicable) for Goodyear tracks are also not covered by warranty.



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
<b>SUBJECT</b> <b>7 - RUBBER TRACKS</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>3 OF 6</b>	

## Soucy Rubber Tracks

Soucy tracks are directly warranted by Soucy International Inc. Questions and claim filing instructions should be directed to your local dealer / distributor. Coverage begins on either machine in-service date (retail sale date) for new equipment, or customer invoice date for tracks sold over the counter. Warranty reimbursement of tracks will be prorated. Any portion of a month is considered a full month of use (i.e., January 1 to March 2 is considered 3 months). For warranty coverage and claim instructions, contact the Soucy International Inc. [www.acetracks.com](http://www.acetracks.com)

## Soucy Rubber Tracks Proration Chart

PREMIUM WARRANTY PROGRAM FOR AGRICULTURAL PRODUCT					
Period of use from the first application	0 to 1000 hours	1001 to 1500 hours	1501 to 2000 hours	2001 to 3000 hours	> 3000 hours
0 to 24 months	0%	40%	70%	90%	100%
25 to 48 months	40%	70%	80%	90%	100%
<b>49 to 60 months</b> <i>Best warranty on the market</i>	<b>60%</b>	<b>80%</b>	<b>85%</b>	<b>90%</b>	<b>100%</b>
% paid by the customer based on the suggested retail price					

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# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
<b>SUBJECT</b> <b>7 - RUBBER TRACKS</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>4 OF 6</b>

## HiQual Rubber Tracks

CNH Industrial directly warrants rubber tracks installed on CNH Industrial equipment. CNH Industrial is responsible for processing the warranty claims. Warranty reimbursement of tracks will be prorated at 25% for each 250 hour and/or 3 months of use. Any portion of a month is considered a full month of use (i.e., January 1 to March 2 is considered 3 months).

<b>Prorated Warranty</b>	<b>Hours</b>	<b>Months</b>
100%	0-249	1 to 3
75%	250 - 499	4 to 6
50%	500 - 749	7 to 9
25%	750 - 1000	10 to 12
0%	1001	13 +

### Additional Claim Requirements:

1. Attach photo(s) of the damaged area of the track prior to repair.
2. Attach photo of all failed part(s) that were involved in the track failure. Include any track manufacture identification markings. Pictures should include the following:
  - o Photo of track on machine in environment used, when available
  - o Photo of track showing tread, roller base, and serial number
  - o Photo of inside area of track.
  - o Photo of outside surfaces of track
  - o Photo of damage or area in question
3. Enter failed track date code and serial number in the extended failure description.
4. Enter installed track date code and serial number in the extended failure description.
5. Provide explanation detailing the track failure condition.
6. If applicable, reference the THD number in the extended failure description.

Claims received without pictures, track date codes, or serial numbers will be denied.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
<b>SUBJECT</b> <b>7 - RUBBER TRACKS</b>		<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>5 OF 6</b>

## Bridgestone Rubber Tracks

CNH Industrial directly warrants rubber tracks installed on CNH Industrial equipment. CNH Industrial is responsible for processing the warranty claims.

### Additional Claim Requirements:

1. Attach photo(s) of the damaged area of the track prior to repair.
2. Attach photo of all failed part(s) that were involved in the track failure. Include any track manufacture identification markings. Pictures should include the following:
  - o Photo of track on machine in environment used, when available
  - o Photo of track showing tread, roller base, and serial number
  - o Photo of inside area of track
  - o Photo of outside surfaces of track
  - o Photo of damage or area in question
3. Enter failed track date code and serial number in the extended failure description.
4. Enter installed track date code and serial number in the extended failure description.
5. Provide explanation detailing the track failure condition.
6. If applicable, reference the THD number in the extended failure description.

Claims received without pictures, track date codes, or serial numbers will be denied.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
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## RUBBER TRACKS WHICH SUSTAIN DAMAGE AS VICTIM PARTS

If there is a drive train failure that directly results in damage to the rubber track (regardless of the rubber track manufacturer), follow the below procedure to submit warranty claims:

### Additional Claim Requirements:

1. Attach photo(s) of the damaged area of the track prior to repair.
2. Attach photo of all failed part(s) that were involved in the track failure. Include any track manufacture identification markings. Pictures should include the following:
  - o Photo of track on machine in environment used, when available
  - o Photo of track showing tread, roller base, and serial number
  - o Photo of inside area of track
  - o Photo of outside surfaces of track
  - o Photo of damage or area in question
3. Enter failed track date code and serial number in the extended failure description.
4. Enter installed track date code and serial number in the extended failure description.
5. Provide explanation detailing the track failure condition.
6. If applicable, reference the THD number in the extended failure description.

Claims received without pictures, track date codes, or serial numbers will be denied.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY	
<b>SUBJECT</b> 8 - TIRES AND TUBES	<b>REV. DATE</b> Jan 2016	<b>PAGE</b> 1 OF 3

## INTRODUCTION

Tires installed on CNH Industrial equipment are warranted and serviced by their manufacturer's service outlets. Service is available by contacting the tire dealer / distributor. Some manufacturers have separate service outlets for off-road agricultural and construction equipment.

CNH Industrial may consider tire and tube replacements when the failure is a result of damage during factory assembly or victim damage caused by a warrantable failure. For any claim submitted to CNH Industrial, a disclaimer from the tire manufacturer is required for each tire or tube detailing the manufacturer's findings for the failure.

If a replacement tire is obtained from a tire manufacturer's service outlet, a copy of the tire manufacturer invoice must be attached to the claim, supporting the calculated expense for the tire(s). Charges for items and services such as calcium chloride, transportation services, freight, etc. are not eligible for warranty reimbursement.

**NOTE:** *If you are unable to obtain service or warranty support from the local tire manufacturer's service outlet, or cannot identify a local service outlet for a specific tire manufacturer, contact your Field Service Representative.*

## Warranty Service for Galaxy, Primex, Alliance, Dynamo, Triangle, or Constellation branded tires:

### In USA:

Alliance Tire Group (AGT)  
Wakefield, Massachusetts  
Ph: 1 .800.343.3276  
Ph: 1. 781.321. 3910 (ext: 230)

### In Canada:

Dynamic Tire Corporation  
Customer Service  
Brampton, Ontario  
Toll Free: 1.800.668.8473  
Fax: 647.722.2944

**NOTE:** *Every agricultural and off-the-road sold by Alliance Tire Group (AGT) and bearing the Alliance, Galaxy, Primex, Triangle, Constellation or Dynamo name is warranted against defects in workmanship and material for the original usable tread depth (original tread depth less 2/32), limited to 60 months from date of manufacture on agricultural tires (36 months on off-the-road and material handling tires).*

If an examination by AGT shows that any such tire became un-serviceable as a result of a workmanship or material related condition, it will, at the option of AGT, either be repaired at no charge or replaced charging the customer for tread wear, prorated by multiplying the original purchase price of the tire by the percentage of usable tread depth that has been worn from the tire. Costs of mounting, filling, and any other service charges or applicable taxes are payable by the customer.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
<b>SUBJECT</b> <b>8 - TIRES AND TUBES</b>	<b>REV. DATE</b> <b>Jan 2016</b>	<b>PAGE</b> <b>2 OF 3</b>

## Warranty Service for Carlisle branded Tires (Carlisle Transportation Products – CTP)

### In USA:

Contact the local CTP dealer  
Call CTP Customer Care Unit at 1 800 260 7959

### In Canada:

Contact the local CTP dealer  
Call CTP Customer Care Unit at 1 800 265 6155

All claims must be made within 30 days of the discovery of the defect.

**NOTE:** Warranty covers CTP brand Front Farm, Implement and Rear Tractor Tire for defects in workmanship and materials for the usable tread depth (original tread depth less 3/32), to the original purchaser for a period of 60 months from the date of manufacture or from the date of purchase (proof of purchase required).  
Skid Steer Tires are covered under CTP Specialty Tire Warranty.

If any tire becomes unserviceable due to defects in material or workmanship CTP will replace the defective product with an equivalent new CPT tire on a pro rata basis. Pro rata calculations will be based on the date of tire manufacture or the date of purchase. If using the date of purchase as basis for service time, the consumer must supply the original proof of purchase. Costs of mounting, filling and any other service charge or applicable taxes are payable by the customer.

For full details of coverage contact CTP directly.

Manure spreaders may be equipped with recapped tires. Warranty coverage is direct through the manufacturer.

- Manure spreaders built in New Holland, contact Henise Tire at 800-847-3700
- Manure spreaders built by H&S Manufacturing Company in Wisconsin, contact [mloos@hsmfgco.com](mailto:mloos@hsmfgco.com) or [KHEEG@hsmfgco.com](mailto:KHEEG@hsmfgco.com)

## Warranty Service for Becker/Bandag recap Tires

CIH tillage equipment may be equipped with recapped tires. Warranty coverage is provided direct through the manufacturer. The Becker/Bandag website features a dealer locator.  
[www.bandag.com/en-us/resources/dealer-locator](http://www.bandag.com/en-us/resources/dealer-locator)

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
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## TIRE(S) CLAIM FILING INSTRUCTIONS

For claims involving tire and tube replacements where the failure is the result of damage during factory assembly, or victim damage caused by a warrantable failure of equipment parts which are found to be defective in material or workmanship, follow the instructions below to submit a warranty claim in eWarranty.

If the tire is sold by CNH Industrial:

<b>Serial Number:</b>	Serial number of the repaired unit
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem
<b>Warranty Type:</b>	as appropriate
<b>Complaint:</b>	Explain what the customer said was wrong with the unit
<b>Cause:</b>	Explain what caused the failure as determined by the repair technician
<b>Correction:</b>	Explain the key tasks performed to correct the failure
<b>Causal Part:</b>	Failed part number
<b>Part Number:</b>	Replacement part number

If the tire is not sold by CNH Industrial:

<b>Serial Number:</b>	Serial number of the repaired unit
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem
<b>Warranty Type:</b>	as appropriate
<b>Complaint:</b>	Explain what the customer said was wrong with the unit
<b>Cause:</b>	Explain what caused the failure as determined by the repair technician
<b>Correction:</b>	Explain the key tasks performed to correct the failure
<b>Causal Part:</b>	TIRE
<b>Item Category:</b>	Fictitious Material
<b>Quantity:</b>	1
<b>Material:</b>	TIRE
<b>Amount:</b>	Dealer net cost of the tire(s)
<b>Description:</b>	Name of service outlet that tire was purchased from

### Required attachments:

1. Attach a copy of the letter from the tire manufacturer's service outlet, on their letterhead, which explains why the failure was not warrantable by the tire manufacturer.
2. Attach a copy of the tire manufacturer's service outlet invoice to the claim, supporting the calculated expense for the tire(s).





# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY	
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## INTRODUCTION

Some components / assemblies on CNH Industrial equipment may be built and/or supplied by other suppliers. Components / assemblies may include a stamped code or a serial tag providing a model, serial number, or build codes and dates of manufacture necessary for the supplier. When repairing and/or replacing a component / assembly, dealer personnel must record the stamped code or a serial tag providing a model, serial number, or build codes and dates of manufacture information on the work order.

## SERIAL NUMBERS REQUIREMENT

Serial number requirements may be included when filing a claim. If the component is replaced, the serial number of the replacement component must also be recorded. Claims missing the required serial numbers, if required, may be denied. This policy applies to both the primary part and/or victim part.

In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed, unless otherwise noted. The recording of these serial numbers on the work order remains a best practice and is recommended when possible. These include, but are not limited to the following:

- Engines
- Transmissions
- Axles



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### Wheel Hub

In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible. The serial number is located on the cover or main housing close to the main seal.

### Telematics ECU

In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible. The serial number is the CNH Industrial PIN located on the bar code sticker for each ECU.



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# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
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## Forklift Masts (Superior Fab)

In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible. The serial number is located on the side of the mast.

# DEALER OPERATING GUIDE



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## Sears Seats

In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible. The serial number sticker is located at the lower left back of the seat. Note: If the serial number sticker is missing, retain a photo showing the location of the missing tag.

**FAILURES**

Failure # 90124AH202 - SEAT CUSHION, CHATTERS OR NOISY

Defect Code \*  Failure Code \*

Warranty Type \*  Authorization #

**WARRANTY DETAILS**

Failed Component Serial  Replacement Component Serial

**EXTENDED FAILURE DESCRIPTION**

Complaint \*

Cause \*

Correction \*

Failure List

1. 90124AH202 - SEAT CUSHION, CHATTERS OR

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# DEALER OPERATING GUIDE



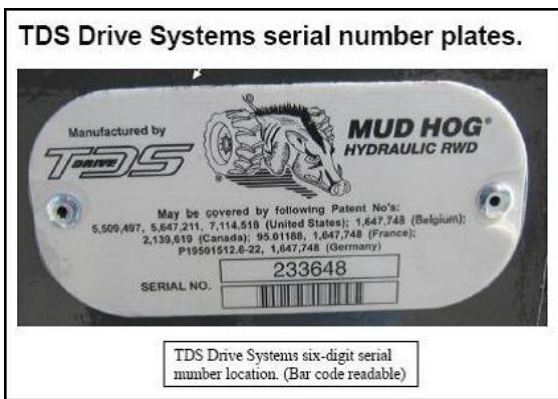
<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY		
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## Combine Hydraulic Powered Rear Axle Motors

All warranty claims for combine hydraulic powered rear axle motors must include the motor serial number. Describe which motor (right-hand or left-hand) and include the serial number in the claim extended failure description.

Serial number plate is on top of the Right-Hand C-Frame or on the axle depending on the design.

Examples:



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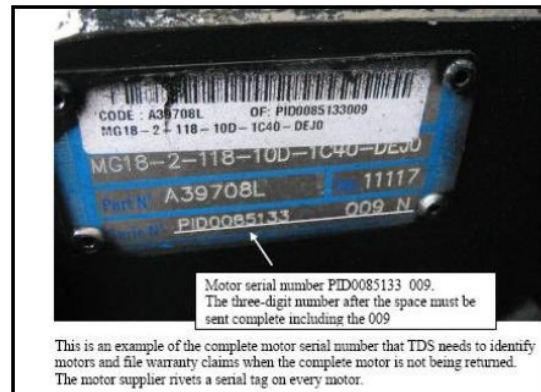


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Serial number is metal stamped on the sides of each Motor C-Frame, each motor has a serial tag from the supplier.



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WM\_CIH\_4809\_7 7

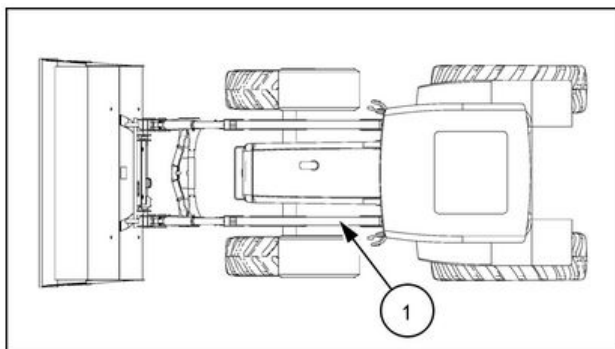
# DEALER OPERATING GUIDE



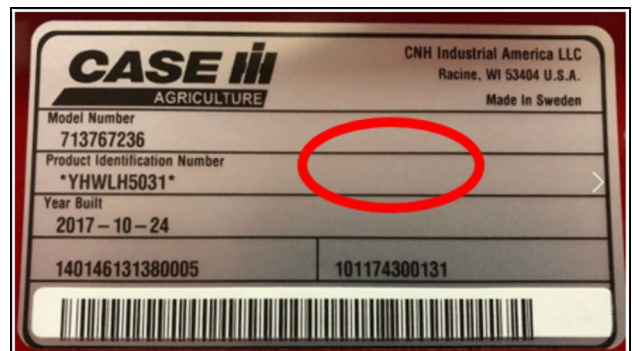
<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY	
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## ALO Loaders / Hydraulic Components

In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible.



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All claims involving the removal or replacement of ALO subframes: In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible.



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# DEALER OPERATING GUIDE



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All claims related to missing/wrong parts or incomplete subframe sets must include production date and kit/set no. located on the box decal.



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All claims for hydraulic cylinders: In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible:

## Production Up to 2016

1623: Year and week of production

12713810: Cylinder PN

Use year and week of production as cylinder serial number and cylinder PN listed in the failure summary.

## From 2017, week 02 – week 42

OF: Order of fabrication number

6001900151: Cylinder PN

Use OF number as cylinder serial number and cylinder PN listed in the failure summary.

## From 2017, week 43 – current

OF: Order of fabrication number

127212102: Cylinder PN

Use OF number as cylinder serial number and cylinder PN listed in the failure summary.

# DEALER OPERATING GUIDE



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## PHOTO REQUIREMENTS AND QUALITY

Photographs should clearly illustrate physical evidence of the affected area and justify the scope of the defect and/or damage. Two (2) photos should be provided that clearly illustrate the wide view and the close-up view.

- A wide photo showing the entire part
- A close-up photo of the damaged area. Circle or point to the area of the defect



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The following failures require photos:

<ul style="list-style-type: none"> <li>• Bogie Wheel Delamination</li> <li>• Rubber/ Steel Tracks</li> <li>• Plastic Tanks</li> <li>• Telematics ECU</li> <li>• Replacement Emissions Labels</li> <li>• Battery Tester (If no printout available) (Not required on claim but must be retained with documentation.)</li> </ul>	<ul style="list-style-type: none"> <li>• Sears Seat (missing serial number - retain photo)</li> <li>• Baler/Endless Belts</li> <li>• Paint Defect</li> <li>• Weld Failures (not required but may help explain complaint)</li> </ul>
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### Plastic tanks

All plastic tanks, including DEF, fuel, and product applications require photos and must indicate the area of failure prior to the repair.

### Track Rollers - Steel Undercarriage Tracks (A.K.A. Bogie Wheels) Or Rubber Clad Rollers

Claims for leaks and/or rubber delamination failures require photos prior to repair:

1. For rubber clad rollers (AG), indicate the point of failure and the depth of delamination between rubber and steel rim. Refer to Service Bulletin 2015-161 CIH N SB for details.
2. For steel undercarriage track rollers (CE), capture a photo of the failed wheel seals to match the number on the claim submission.



# DEALER OPERATING GUIDE



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## UTILITY VEHICLE COMPONENTS

In an effort to simplify claim filing, the requirement to include failed and replaced component serial numbers has been removed. The recording of these serial numbers on the work order remains a best practice and is recommended when possible.

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
<b>SUBJECT</b> <b>10 - CUTTING EDGES</b>	<b>REV. DATE</b> <b>Jan 2011</b>	<b>PAGE</b> <b>1 OF 1</b>

## CUTTING EDGES

Cutting edges are directly warranted by Black Cat Blades. For warranty questions and claim instructions, contact Black Cat Blades, Ltd. All invoicing for cutting edges is through CNH Industrial Parts & Service. For technical and ordering assistance, contact Black Cat Blades Customer Service at 1-800-661-6666.

# DEALER OPERATING GUIDE



# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>		
<b>SUBJECT</b> <b>11 - WHOLEGOODS ATTACHMENTS AND ALLIED EQUIPMENT</b>		<b>REV. DATE</b> <b>Jan 2019</b>	<b>PAGE</b> <b>1 OF 2</b>

## INTRODUCTION

Warranty coverage on most CNH Industrial attachments is 180 days from retail date. The exceptions listed below are warranted for 12 months from retail date, reference Section 4.1.11-1 for further details.

<ul style="list-style-type: none"><li>• Combine headers</li><li>• Windrower headers</li><li>• Front end loaders</li><li>• Bale throwers</li></ul>	<ul style="list-style-type: none"><li>• Planter row units and components</li><li>• Combine header adapters</li><li>• Combine field trackers</li><li>• Case universal buckets</li></ul>
---	--

## REGISTRATION REQUIREMENT

### Serialized Combine or Windrower headers -

- Sold and invoiced with wholegood - do require eSettlement registration and have their own warranty period.
- Enter the claim using the registered Header serial number and hours of use. Include the wholegood model and serial number in the claim extended failure description.

### Serialized Front End Loaders Sold and Invoiced Separately

- Require eSettlement registration and have their own warranty period.
- Enter the claim using the registered Loader serial number and hours of use. Include the wholegood model and serial number in the claim extended failure description.

### Serialized Front End Loaders Sold and Invoiced with Wholegood

- Do not require eSettlement registration and assume the wholegood warranty period.
- Enter the claim using the registered wholegood serial number and hours of use. Include the loader model and serial number in the claim extended failure description.

### Non-Serialized attachments Sold and Invoiced with Wholegood

(i.e., planter row components, buckets, etc.)

- Do not require eSettlement registration. Enter the claim using the wholegood serial number and hours of use.
- Sold and invoiced separately - do not require eSettlement registration. Enter the claim using the correct generic serial number PARTSCAG or PARTSCE. Enter using Warranty Type "N" and generic standard repair times for labor.

# DEALER OPERATING GUIDE



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## ALLIED EQUIPMENT WARRANTY

All attachments sold through the Scout™ Referral Attachments program are warranted by the manufacturer. In addition to warranty coverage, the manufacturer is responsible for parts and service support. For warranty questions and claim instructions, contact the manufacturer.

Allied Equipment includes attachments or complete machines not manufactured by CNH Industrial. Allied equipment installed by the factory, dealer, or customer onto CNH Industrial equipment does not void CNH Industrial warranty. Warranty coverage on Allied Equipment varies by category and manufacturer and most are warranted directly by the manufacturer. Reference Section 4.1.1, 1-1 for details. Only Type A products (Products Marketed and sold by CNH Industrial) are warranted by CNH Industrial.

## ATTACHMENT & EQUIPMENT CATEGORIES

Attachments, equipment, implements and self-powered machines manufactured by other companies that augment, supplement or complement the functions of CASE Equipment and Product lines are categorized into three types:

### Type A - Products Marketed and Sold by CASE

These products are sold in the same manner as products designed and manufactured by CASE. They are in the CASE price list(s), advertising material, product manuals and service manuals. Typically, they are painted and styled as CASE products, provided service and warranty support as CASE products and marked as CASE products, but the actual manufacturer is identified on the P.I.N. plate.

### Type B - Products Distributed by CASE

These products are listed in the CASE price list(s) but CASE does not provide product support, such as manuals, warranty and service parts. The supplier usually provides promotion material directly to CASE dealers. Typically, these products are marked as the supplier's product but may carry a co-branded CASE decal. Normally, they are shipped directly to dealers from the equipment manufacturer.

### Type C - Products Distributed by Suppliers Directly to CASE Dealers

These products are supplied by manufacturing companies who have demonstrated responsible business practices and integrity. The supplier retains full responsibility for the performance, compatibility, safety, reliability and support for the product.

	Type A Products	Type B Products	Type C Products
<b>Brand Name (Decal Markings)</b>	CASE	Supplier or Co-Brand	Supplier
Color of Paint	CASE or Supplier	Supplier or Co-Brand	Supplier
Performance Assured By	CASE or Supplier	Supplier	Supplier
Quality Assurance Audit	CASE	Supplier	None
Warranty	CASE	Supplier	Supplier
Parts Stock	CASE	Supplier	Supplier

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
<b>SUBJECT</b> <b>12 - IRRIGATION POWER UNITS</b>	<b>REV. DATE</b> <b>Aug 2014</b>	<b>PAGE</b> <b>1 OF 2</b>

## INTRODUCTION

Irrigation Power Units are sold through service parts and carry a 2 year / 2000 hour warranty. CNH Industrial provides a limited warranty on service parts sold in the United States or Canada. Service parts are warranted for a period of 180 days from the date of retail sale.

These units are a hybrid between a Wholegood and a Service Part and have the following unique requirements:

- Invoiced dealer must activate warranty registration via eWarranty
- When the dealer on record is the invoicing dealer, the servicing dealer will not be able to activate the warranty registration. A WIT incident must be submitted in order to start warranty.
- Dealer to dealer transfers must be executed by Warranty Administration via WIT incident.
- IPU cannot be registered as a Demo or RTO (Rent to Own)
- IPU cannot be registered with a delayed warranty start date

## IPU REGISTRATION

### Invoiced Dealer Registration for Warranty start:

Use the following steps:

1. Enter eWarranty home page
2. Enter serial number in quick search, click binoculars to find
3. Action will take you to the vehicle detail screen
4. Click the Register IPU Warranty icon located on the action pad (top right)
5. Action will open the IPU registration window and prepopulate the serial number
6. Enter the warranty start date
7. Enter the current hours of use
8. Search for end customer
9. Action will open end customer window
10. Enter the existing end customer information (if no existing end customer is found create a new end customer)

### Servicing Dealer Registration for Warranty start:

Use the following steps:

1. Submit a WIT Incident to request activation of warranty services
2. Use the WIT Category "Registration"
3. Provide IPU serial number and dealer name
4. Dealer name
5. Warranty start date
6. Current hours of use
7. End customer name

# DEALER OPERATING GUIDE



<b>CHAPTER</b> 4 - SERVICE / WARRANTY	<b>SECTION</b> 8 - SPECIFIC COMPONENT WARRANTY		
<b>SUBJECT</b> 12 - IRRIGATION POWER UNITS	<b>REV. DATE</b> Aug 2014	<b>PAGE</b> 2 OF 2	

## Transfer of unit dealer to dealer:

Use the following steps:

1. Submit a WIT Incident to request a dealer to dealer transfer
2. Use the WIT Incident "Registration" category
3. Provide the following information: serial number, dealer workshop code, dealer name

**NOTE:** Product Improvement Programs are visible to the dealer on record. If the invoicing dealer is the dealer on record, but the servicing dealer should be the responsible dealer on record, a dealer to dealer transfer will be necessary. If the invoice dealer and the service dealer have the same dealership code, no action is needed.

## IPU CLAIM FILING

Warranty claim types permitted for IPU are as follows:

- Warranty type Z (predelivery)
- Warranty type A (base)
- Warranty type C (policy)
- Warranty type D (parts)
- Warranty type E (emissions)

## Claim Filing Instructions

Enter the serial number and appropriate warranty type

<b>Serial Number:</b>	Serial number of unit
<b>Defect Code:</b>	7-digit code that identifies the failed component
<b>Failure Code:</b>	3-digit code that describes the problem
<b>Warranty Type:</b>	A – Base Warranty
<b>Complaint:</b>	Explain what the customer said was wrong with the unit
<b>Cause:</b>	Explain what caused the failure as determined by the repair technician
<b>Correction:</b>	Explain the key tasks performed to correct the failure
<b>Causal Part:</b>	Failed part number
<b>Part Number:</b>	Replacement part number(s)
<b>SRT Operation Code:</b>	Standard Repair Time codes (use generic SRT codes if no codes exist)

**NOTE:** Natural gas Irrigation Power Units are not warranted through CNH Industrial warranty. Contact SRC Power Systems directly for questions regarding parts, service, and warranty

# DEALER OPERATING GUIDE



<b>CHAPTER</b> <b>4 - SERVICE / WARRANTY</b>	<b>SECTION</b> <b>8 - SPECIFIC COMPONENT WARRANTY</b>	
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## TOYS

CNH Industrial does not warrant toys.

## TOOLS

### Case /Case IH Hand Tools

The following procedures must be used for warranty service:

1. Dealer sends email to [cnhtoolwarranty@snapon.com](mailto:cnhtoolwarranty@snapon.com) including part number and complete shipping address.
2. Snap-on sends a replacement tool at no charge.
3. Dealer destroys defective tool. No return is required.

### Power Tools and Electronic Tools

The warranty period on power tools is as follows:

- o Power tools: 1 year from the date of sale.
- o Electronic tools: 2 years from the date of sale.

The following procedures must be used for warranty service:

1. Dealer sends item to one of the Snap-on service centers listed below.
2. Snap-on service center repairs or replaces the tool.
3. Snap-on service center returns the repaired tool to the dealer.

### U.S. Northern Repair Center

Snap-on Tools  
U.S. Northern Repair Center  
3011 East State Route 176, Dock A  
Crystal Lake, IL 60014 USA  
Phone: 815-479-6850

### U.S. Western Repair Center

Snap-on Tools  
U.S. Western Repair Center  
3602 Challenger Way  
Carson City, NV 89706 USA  
Phone: 775-883-8585

### Canada Western Repair Center

Snap-on Tools  
Canada, Western Repair Center  
7403 - 48th Street SE  
Calgary, Alberta T2C 4H6 Canada  
Phone: 403-720-0525



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After warranty period, the customer has the option to send the tool to one of the Snap-on service centers for non-warranty service at the customer's expense. The customer may also purchase replacement parts and fix locally.

## Tool Storage Units

Most tool storage unit service parts carry a lifetime warranty. Dealers/customers should contact the Snap-On customer service representative at 262-656-6168 for parts.

## Torque Wrenches

Torque wrenches are warranted for 1 year from the date of sale. The following procedures must be used for warranty service:

Dealer sends item to CDI Torque Products listed below.

## CDI Torque Products

Attn: Repair Dept.  
19220 San Jose Avenue  
City of Industry, CA 91748

CDI Torque Products repairs or replaces the tool and returns the repaired tool to the dealer.

## International Harvester Tools

International Harvester private label tools are warranted for the life of the tool. Case hand tools have replaced International Harvester hand tools. The following procedures must be used for warranty service:

- Customer - The customer must bring the defective tool(s) to the local Case / Case IH dealer. The dealer will provide a replacement Case / Case IH tool.
- Dealer - The dealer MUST have the failed tool(s) for Field Service Representative review prior to the credit approval. Credit will be issued for the amount authorized by the Field Service Representative.

## Claim Filing Instructions for International Harvester Tools:

**Serial Number:** OLDCASEAG  
**Defect Code:** 89AAAAA  
**Failure Code:** 3-digit code that describes the problem  
**Warranty Type:** C - Service Policy  
**Authorization Number:** As provided by the Field Service Representative  
**Complaint:** Explain what the customer said was wrong with the tool  
**Cause:** Explain what caused the failure as determined  
**Correction:** Replacement too provided  
**Causal Part:** MISC  
**Part Number:** Part number for the Case / Case IH replacement tool

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<b>SUBJECT</b> <b>14 - ALLISON TRANSMISSION WARRANTY</b>	<b>REV. DATE</b> <b>Jul 2015</b>	<b>PAGE</b> <b>1 OF 1</b>

## INTRODUCTION

Allison Transmission directly warrants Allison transmissions installed in CNH Industrial equipment. Warranty questions and claim filing instructions should be directed to your local dealer / distributor.

Allison transmissions are warranted for a period of 36 months or 2,500 hours, whichever occurs first, from the wholegood unit warranty start date.

The owner is responsible for the performance of regular maintenance services as specified in the driver's handbook applicable to the transmission.

The following items are not covered by warranty:

- Malfunctions resulting from misuse, negligence, alternations, accident, or lack of performance of normal maintenance services.
- Any transmission that has been repaired by an unauthorized Allison Transmission service outlet.
- The replacement of maintenance items (such as filters, screens, transmission fluid) made in connection with normal maintenance services.
- Loss of time, inconvenience, loss of the use of the machinery or other consequential damages.

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<b>SUBJECT</b> <b>15 - NOZZLE CONTROL VALVE (NCV) EXTENDED WARRANTY</b>	<b>REV. DATE</b> <b>Nov 2022</b>	<b>PAGE</b> <b>1 OF 1</b>

## Nozzle Control Valve (Ncv) Extended Warranty

Extended warranty coverage for the Nozzle Control Valves (NCVs) assembly used in the **AIM Command FLEX™** system on CASE IH Sprayers.

This extended warranty period provides an additional 12 months of coverage for a total of 24 months or 2000 hours, whichever comes first.

This extended warranty coverage is retroactive to Model Year 2017 and newer CASE IH Patriot Sprayers equipped with factory-installed **AIM Command FLEX™**. The starting serial number for Model Year 2017 and newer is YGT043338, YGT044001.

This extended warranty is active for failures occurring on or after April 21, 2020. All failures prior to this day are subject to prior coverage.

### ACTION

Eligible models:

- Model Year 2017 and newer CASE IH 40-series Patriot sprayers factory-equipped with **AIM Command FLEX™**
- Model Year 2017 and newer CASE IH 30-series Patriot sprayers factory-equipped with **AIM Command FLEX™**
- Model Year 2017 30-series models are units intended for markets outside US and Canada
- Model Year 2017 and newer CASE IH Trident 5550 Liquid Systems factory-equipped with **AIM Command FLEX™**
- Model Year 2017 and newer CASE IH 2250 Patriot sprayers factory-equipped with **AIM Command FLEX™**

<b>Eligible NCV Part Numbers</b>	<b>Note</b>
48006929	NCV, Wilger (replaced by 51666555)
51666555	NCV, Wilger
47997922	NCV, ARAG (replaced by 51666551)
51666551	NCV, ARAG

### Items not covered under extended warranty:

- Post-factory/retrofit installations of **AIM Command FLEX™** or Raven Hawkeye systems are not covered by this extended warranty.
- NCVs purchased through CNH Industrial service parts carry 180-day parts warranty or the balance of this extended warranty, whichever is longer, when installed on an eligible machine.

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## **ENGINE DATA - AFTER-TREATMENT SYSTEM (ATS) REQUIREMENT**

This section will outline requirements for submitting additional information on warranty claims involving an engine failure or an After-Treatment System (ATS) failure.

### **A download of stored engine data from the Engine Control Unit (ECU):**

- At the time of the failure diagnosis will be required for claims on engine failures.

### **An engine oil analysis report:**

- Must be provided when an engine failure claim is reviewed by CASE IH warranty.

### **Documentation of active and stored ATS system fault codes:**

- Recorded at the time of failure diagnosis will be required for claims on a failure of an ATS component.

Benefits of collecting engine stored data, fault codes and oil samples, on engine or ATS warranty claims:

- Allow CASE IH to evolve and improve engine and after treatment components faster
  - Accurate identification of root cause for the singular machine and identification of batch materials defects or manufacturing process issues
  - Faster development of improved components to avoid of reappearance of the same symptom or failure
  - Improve service manual diagnostic and repair procedures
- Better understand engine component wear and service life and customer applications or vehicle usage to develop improved products in the future
  - Identify geographic or ambient applications that operate near the product's operational boundaries.
  - Confirm engine lubricant performance and specify fluids packages and service intervals to better protect the product, provide longer service life and meet the demands of our customers for productivity and cost of ownership

These additions to the warranty claim process are a small burden to carry within the warranty period and supported by the dealer network to reap the long-term benefits.

Collecting this data and analyzing it proactively will help CASE IH produce better products with improved service intervals to increase customer uptime, productivity and satisfaction generating more customer loyalty.

Specific details are listed as follows:

### **Engine Data Download**

When a warranty claim is submitted for an engine failure that involves the rotating assembly or valvetrain of the engine, it will be required to submit a text file (.txt) of the stored engine data from the engine control unit at the time of the failure diagnosis when a failure occurs to any Iveco/FPT and Isuzu engines.

Please refer to the unit service manual for instructions on the procedure to download the engine data using the EASy Tool. EASy Tool instructions may be located by using the search feature in eTIM with the phrase, Engine Control Unit (ECU) - View - Data Stored".

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Isuzu engine data is presented on the instrument cluster under the “CHECK” screen list. Follow the directions in the specific model’s service manual to display this menu, navigate to the “Hot Shutdown” and “DTC” screens, and take legible pictures. You will be required to attach the pictures to the claim.

Labor for time spent retrieving the engine data should be claimed using labor code 55015AA65 - Connect Electronic Service Tool (EST) and download engine data required for failure analysis.

## Oil Sample Requirement

An engine oil analysis report must be provided when there is a failure of any internally lubricated component within the engine or turbocharger. These repairs may include any bearing surfaces within the engine (crankshaft, camshaft, rods, pistons, valve train, turbocharger).

- Claim labor using 10001AD37 - Engine oil sampling required for failure analysis only – 2 WU
- Attach the engine oil analysis results.
- Enter this information into the repair vs. replace form, if applicable.

Cost of Systemgard engine oil sample kit and analysis SGENG1 can be claimed as part of the warranty repair.

Information and forms can be found on the Dealer Portal through: Discover / Service / Service Information / Systemgard Fluid Analysis Sample Forms.

## ATS – Fault Codes Requirement

Follow this section only after referencing Knowledge Article: KA000005074, “Enhanced Troubleshooting Information for Selective Catalyst Reduction and Dosing Module Systems”.

When a warranty claim is being submitted for an After-Treatment System (ATS) failure, any active and stored ATS system fault code/codes retrieved using EST or other diagnostic tool must be included with the warranty claim. The following is a list of components of which a failure would require the recorded fault codes included:

- ECU replacements
- ATS components replacement (DEF tank module, Dosing Control Unit/Supply Module, Dosing injector, NOx sensor, NH3 sensor, Temperature sensor, Heater valve/ WABCO valve, Urea quality sensor)
- Turbocharger replacement
- EGR replacement
- Flap/TVA replacement
- Fuel Injection systems (Injectors, Fuel pump, Rail, Rail pressure sensor, Pressure relief valve)

All fault codes should be recorded at the time of the failure diagnosis. Codes should be included in the extended failure description of the claim and reference any THD number, if applicable. Failure to include the fault/diagnostic codes will result in claim rejection.

Please refer to the unit service manual for instructions on the procedure to download the engine data using the EASy Tool. EASy Tool instructions may be located by using the search feature in eTIM with the phrase, “Fault Retrieval”.

## Shipping and Return of After-Treatment System Components

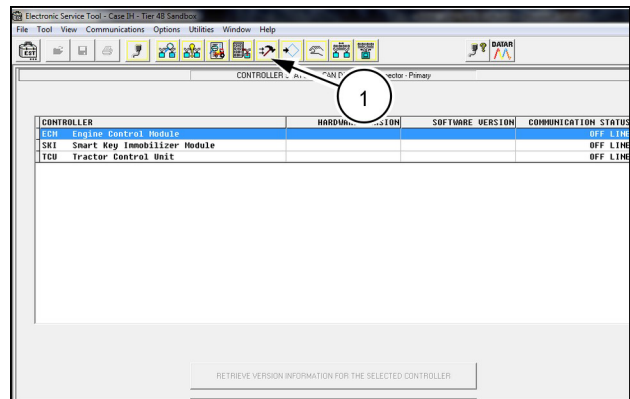
Per the Dealer Operating Guide 4.6.3: “Storage and shipping package must ensure no damage or contamination during shipment in order to allow evaluation for root cause of the failure.”

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Parts that are disassembled for diagnostic purposes must be reassembled and preserved in case they are recalled for analysis. The affected area should be cleaned prior to the removal of the part to avoid outside contamination during the removal process and modules should be flushed with water to remove any residual DEF. Please contact your Field Service Representative for questions and clarification.

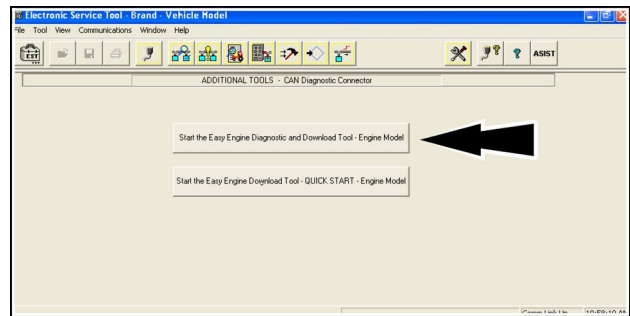
Any factory shipping plugs should be replaced onto the failed component(s) to properly seal and prevent contamination during shipping for analysis. To maintain the integrity of the failed part the warranty return part should be packaged in the same manner as new parts were received from service parts. For Dosing and Supply Modules: If plugs are misplaced, new plugs and caps can be ordered per module's service parts list (Gen 2.1 modules can use later version module plugs).

1. Connect the Electronic Service Tool (EST) to a diagnostic port on your machine.
2. Click the "Additional tools" button (1).



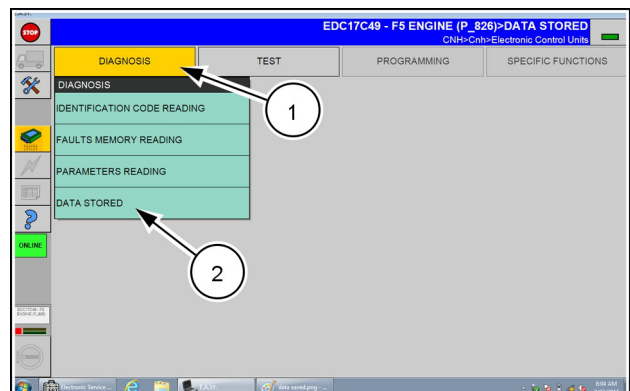
NHPH14ENG0006AA 1

3. Start the Easy Engine software.



NHIL15ENG0222AA 2

4. Click "Diagnosis" (1), then select "Data Stored" (2).
5. Follow the on-screen instructions.



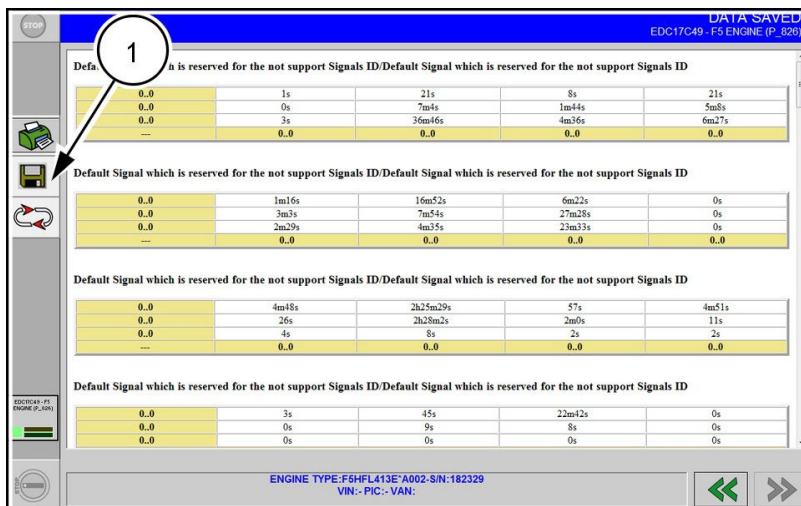
NHIL15ENG0223AA 3

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6. When the “Data Stored” is complete, you must click the icon (1) to save the file on to your computer desktop.



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<b>SUBJECT</b> <b>1 - ORDERING PROCESS</b>	<b>REV. DATE</b> <b>Jan 2011</b>	<b>PAGE</b> <b>1 OF 1</b>	

## INTRODUCTION

The Document Management Center (DMC) houses Agricultural and Construction Technical Information and Marketing Literature. Order warranty publications and/or forms by contacting:

- Phone orders: 262-636-7540
- Fax orders: 262-636-7530
- Email: [nadmcordercenter@cnh.com](mailto:nadmcordercenter@cnh.com)
- Electronically: Dealer Portal >> Discover >> Tools and Applications >> Document Management Center (DMC)

FORM NO.	DESCRIPTION
3969TR	Warranty and Limitation of Liability Agreement – TRACTOR
3969EQ	Warranty and Limitation of Liability Agreement - EQUIPMENT
3969F	Warranty and Limitation of Liability Agreement - Agriculture Products (French)
3535	Warranty and Limitation of Liability Agreement - Construction
3535F	Warranty and Limitation of Liability Agreement - Construction (French)
A0451N	Warranty Parts Return Tag
B21438R	Core Identification Tag
A0389M	Remanufactured Parts Core Return Form
CIHDirAudit	Case IH Dealer Audit Procedure
CSEDirAudit	Case CE Dealer Audit Procedure