

SERVICE

WARRANTY BULLETIN

Global

Engine

Caterpillar® Electric Power Automatic Transfer Switches (ATS)

Warranty claims for Cat® ATS can be submitted through the Caterpillar® Service Claims System. This bulletin discusses the warranty and the practices applicable to service claims on ATS products.

ATS Warranty

Refer to the Industrial Engine Products and Electric Power Generation Products warranty statement for the terms of the warranty. Register the ATS delivery date and customer information using the ATS serial number in the same manner as for gensets and other Cat prime products.

Reimbursement Practices

Claims should be processed, and will be reimbursed, in accordance with the Warranty Bulletins listed below, except where noted in this bulletin.

Engines, Bulletin 3.01

Claim Types and Time Limits For Submitting Service Claims, Bulletin 1.13

Service Letters (PIP/PSP), Bulletin 1.16

Aged ATS Inventory

ATS are to be free of defects in material and workmanship for sixty (60) months from the date of shipment or two (2) years from the time of equipment start-up whichever comes first. If a unit is not sold/registered within 36 months, the delivery date will default to 36 months after the ship date. This shipment date is the “ship date” listed in Simsi.

Parts

As part of a Caterpillar serialized product, the Dealer and customer will have access to a parts manual and/or technical manual through the Cat-ISO website at URL: <https://www.cat-iso.com>.

► 03.07-04 (10/12)
<https://warranty.cat.com/wtyguide>
 © 2011 Caterpillar All Rights Reserved.

CAT, CATERPILLAR, their respective logos, “Caterpillar Yellow” and the “Power Edge” trade dress, as well as corporate and product identity used herein, are trademarks of Caterpillar and may not be used without permission.

Dealer and Dealers are defined as any Cat Authorized Dealer or Cat Authorized Repair Representative.

For part number identification assistance, contact the Cat ATS Product Support Center:

Phone: **In U.S. toll free: 1-866-883-3879** **Outside of U.S. - 678-746-5000.**

All submitted warranty claims must list a valid Cat part number or the associated Original Equipment Manufacturers (OEM) product part number. When utilizing the OEM part number, indicate the appropriate Caterpillar “SP Number” and list the OEM part number and description within the warranty claim story board.

APD, EAME & Americas South: Warranty repair parts purchased from the Caterpillar Parts System or Cat-ISO website will be reimbursed at current Dealer net (D/N) prices and can be included in the warranty claim as parts. Parts provided from OEM may be free-issued. Any parts made by a manufacturer other than Caterpillar, purchased for an ATS under warranty, can be submitted as Sublets in the Miscellaneous expense type.

Americas North Engines: Warranty repair parts purchased from the Caterpillar Parts System or Cat-ISO website will be reimbursed at current suggested consumer list (C/L) prices and can be included in the warranty claim as parts. Parts provided from OEM may be free-issued. Any parts made by a manufacturer other than Caterpillar, purchased for an ATS under warranty, can be submitted as Sublets in the Miscellaneous expense type.

All Regions: Please retain all defective parts for a minimum of 30 days after the Claim Register Date. Dealers will be notified by the ATS Product Support Center (U.S. Toll Free: 1-866-883-3879 or outside U.S.: 678-746-5000) if the parts are to be returned for failure analysis.

Repair Labor Hours

APD, EAME & Americas South: Caterpillar will reimburse the Dealer for the labor needed to correct the defect. Labor hours will be reimbursed according to the ATS Time Requirement Guide (TRG), at 50% of the Dealer cost rate.

Americas North Engines: Caterpillar will reimburse the Dealer for the labor needed to correct the defect. Labor hours will be reimbursed according to the ATS Time Requirement Guide (TRG).

All Regions: In the claim story, please detail the breakdown of the labor work, so we can accurately understand the total TRG hours claimed.

Miscellaneous expenses should have supporting documentation placed in SIMS Service Image.

Claim Filing Instructions

Claims for warranty repairs on ATS are to be submitted through the Caterpillar Service Claims System. The instructions for completing the claim are the same as for any Cat engine product.

The serial number of the ATS should be used in the heading of the claim, not the Prime Caterpillar serial number of the associated genset.

If you need claim processing clarification, or the ATS Serial Number is not found in the Caterpillar system, please contact the Cat ATS Product Support Center (U.S. Toll Free: 1-866-883-3879 or outside U.S.: 678-746-5000). The staff will request the serial number recorded in the Caterpillar system.

Please refer to the Service Claim Instruction Handbook for claim example.