

John Deere Warranty Administration Manual



JOHN DEERE

**Ag & Turf, Construction & Forestry, Power Systems
Machines, Parts, and PIPs**

JDWAM0001 22APR24 (English)

Deere & Company

Changes since previous edition

For a detailed description of interim updates made since the last publication of the John Deere Warranty Administration Manual and published changes to the John Deere Warranty Administration Manual, refer to DTAC Solution 218010.

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A John Deere ILLUSTRATION™ Manual
Previous Editions

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John Deere Warranty Administration Manual Application

This John Deere Warranty Administration Manual is intended for worldwide application. In some circumstances, local law may conflict with the provisions of this manual. To the extent a conflict exists, warranty will be administered in accordance with local law.

Legend

A&T Applies to Agriculture & Turf only

C&F Applies to Construction & Forestry only

OEM Applies to JDPS Original Equipment Manufacturer only

A&T **OEM** Applies to Agriculture & Turf and JDPS Original Equipment Manufacturer only

A&T **C&F** Applies to Agriculture & Turf and Construction & Forestry only

C&F **OEM** Applies to Construction & Forestry and JDPS Original Equipment Manufacturer only

A&T **C&F** **OEM** Applies to all three Divisions

10 Introduction

A&T C&F OEM

10.01 Introduction and Definitions

Equitable warranty administration is a valuable sales tool. This John Deere Warranty Administration Manual outlines the warranty policies and procedures as they apply to the following John Deere equipment:

- Agriculture and Turf
- Construction, Forestry, Utility and Compact Construction Equipment
- Hitachi Construction, Forestry, and Mining Equipment (US, Canada, and Latin America Only)
- Deere Hitachi Specialty Products
- Waratah Forestry Heads
- OEM Engines and Drivetrain Products
- Service and Repair Parts

The John Deere Warranty Administration Manual is made available to Dealers via the John Deere Intranet in English, French, German, Italian, Portuguese, Chinese, Spanish, and Polish. Any copies or other translations are unofficial documents.

Monetary values are expressed in United States Dollars "or local equivalent." The local equivalent is the approximate amount stated in the branch or currency of the Dealer. It is revised periodically and rounded for ease of use. The actual transaction (claim credit or debit) is converted using the standard John Deere accounting process.

Information on Product Improvement Programs (PIPs), Extended Warranty, and Extended Service Plans is available in separate sections.

AOR – is the abbreviation for the Dealer's Area of Responsibility – a geographic area, defined in the Dealer Agreement, where the Dealer is responsible for sales and service of all equipment for which they have a contract.

Assembly – is a group of parts that has been built into a single unit, such as a short block assembly.

Attachments – are items that enhance performance or customization of the base machine ordered through the parts ordering systems. These items do not always carry a serial number and do not require a delivery receipt. Attachments hold the same warranty as host vehicle or one year, whichever is greater.

Branch or Division Customer Support Manager – refers to the manager of Customer or product support for the marketing unit.

CBA – Complete Block Assembly (engine)

CCE – is the abbreviation for Compact Construction Equipment.

CE – is the abbreviation for Construction Equipment.

Company – means Deere & Company, its divisions, and subsidiaries.

Component – is a functional module of a machine, such as an engine or transmission.

Customer – is the retail purchaser or lessee of equipment.

Dealer – is any dealer or distributor appointed and authorized by John Deere to distribute and perform service on products manufactured or distributed by John Deere. Solely for purposes of the John Deere Warranty Administration Manual, the term Dealer also includes service centers, suppliers, OEMs, and Customers that John Deere authorizes to perform warranty service.

Dealer Agreement – is the written agreement between the Company and the Dealer.

Dealer Price – is the net amount a Dealer pays the Company for service parts.

Delivery Receipt – documentation that establishes delivery date to the first or subsequent Retail Customer; the term delivery receipt is used interchangeably with the term Product Registration in the John Deere Warranty Administration Manual

Direct Manufacturing OEM – a manufacturing company that receives engines directly from JDPS, that use engines or drivetrain equipment in non-Deere branded equipment.

Direct Manufacturing OEM (Self-Servicing) – a manufacturing company that purchases engines directly from JDPS, installs and uses John Deere engines or drivetrain equipment in non-Deere branded equipment and completes training consistent with Deere engine curriculum will be able to service their equipment and submit warranty claims directly to Deere.

Division Aftermarket Business Manager (DABM) – refers to the Manager of Aftermarket Business Development and sales for the marketing unit. (US and Canada Only)

DHSP – is an abbreviation for Deere Hitachi Specialty Products and refers to certain forestry machines manufactured by a collaboration of John Deere and Hitachi.

DTAC – is the Dealer Technical Assistance Center. They provide on-line support for field problem resolution, answer questions, and other general assistance to Deere Dealers.

DMAC – is the Dealer Marketing Assistance Center. They provide support for product questions, including conversions and modifications.

ERS – Equipment Remarketing Services (C&F equipment).

Equipment – refers to a vehicle, implement, component, OEM engine or drivetrain; the term “Equipment” is used interchangeably with the terms “Machine” and “Product” in the John Deere Warranty Administration Manual.

Field Manager – refers to the Company employee calling on Dealers in matters of Customer and Product Support, including Territory Customer Support Manager.

Implements – are non-self-propelled equipment ordered as a base code, through complete goods ordering system, have a model name or number and option codes are possible. They are identified with Product Serial Numbers, and Machine Registration (Delivery Receipt) is required.

JDCFC – is an abbreviation for John Deere Construction & Forestry Company.

John Deere Merchandise (JDM) – is a division of the Worldwide Parts Division that markets tools, machines, attachments, and accessories sold by Dealers.

Kit – is a group of individual parts sold as a single unit.

Licensed Products – are John Deere (or its affiliates) branded items, Dealers and other merchants are authorized to distribute. Warranty is offered and administered by the licensee.

Machine Down – is a term that refers to situations where a machine is not able to perform its normal functions and an emergency order of parts is needed to repair the machine and the Dealer pays the freight.

Major Independent Rental Company (MIRC) – A MIRC is a large equipment rental company whose business spans multiple Dealer AORs.

MWDC – is the abbreviation for Manager, Waratah Distribution Center.

Market to Market Transfer – see migrating machine.

Migrating Machine – a machine that moves out of the region where it was originally marketed.

North America – refers to the US, US territories, and Canada only. Mexico is included in “Latin America”.

OEM Distributor – independent company that supplies John Deere products including whole goods, service parts and value-added engineering to non-Deere branded equipment. Not authorized to sell or service Deere branded equipment.

OEM Products – John Deere engines and drivetrain that are installed in non-Deere Branded equipment. Original equipment manufacturer that builds a complete good with a John Deere engine or drivetrain.

OEM Service Dealer – independently owned business entity with whom OEM Distributor has contracted for Whole Good, parts and service support. Not authorized to sell or service Deere branded equipment.

Original Warranty – Warranty Coverage Types assigned to original purchase of the Equipment, but not purchased as an extension or additional warranty coverage. (e.g., C&F Secure Extended Warranty, PowerGard™)

Parts – refers to kits, assemblies, and components as well as individual items, unless otherwise indicated to complete a repair, maintenance, or service.

Part Request (Return Goods Authorization – RGA) – a request to return specific failed parts, pictures, or information from processed claims.

Product Registration – includes warranty registration and Delivery Receipts for new or used sales, rentals, and other changes of ownership; the term Delivery Receipt is used interchangeably with the term Product Registration in the John Deere Warranty Administration Manual.

Records Group – refers to the individuals in a branch or at the Service Processing Center who process product registrations.

Regions:

Region 1 – Africa, Middle East, India, Asia and Oceania, Mongolia, and China

Region 2 – Europe, CIS countries

Region 3 – Mexico, Central America, Brazil, Argentina, Latin America

Region 4 – US, Canada, Australia, New Zealand

Rental Marketing Support Group (RMSP) – governs Dealer support requirements for equipment sold and shipped directly to Rental Marketing Group’s accounts.

Service Processing Center (SPC) – is the office where product registration is maintained, and warranty claims are processed.

Service Start Date – the date the Equipment is first put into service.

Standard Warranty – Warranty Coverage Type(s) assigned to Equipment at the time the Equipment is registered and delivered to the first Customer.

Territory Aftermarket Business Manager (TABM) – refers to the Company employee calling on Dealers in matters of aftermarket business development and sales. (US and Canada Only)

Territory Customer Support Manager (TCSM) – refers to the Company employee calling on Dealers in matters of Customer and Product Support, including Territory Customer Service Managers and Area Managers of Product Support.

TSM – is the abbreviation for Territory Sales Manager.

Waratah – manufacturer of forestry attachments, including harvesting, loading, and felling heads.

Warranty Administration Group – the group responsible for developing, maintaining, and administering the John Deere Warranty Administration Manual and other warranty documentation.

Warranty Coverage Types:

Default – covers warrantable repairs from the time the product leaves the factory, until it is sold to the first Customer

Engine – Engine component coverage

Basic – Normal product warranty, also referred to as Standard Warranty

Limited Basic – Additional coverage provided by Deere

StructurALL – select frame and structure components **(C&F Only)**

Undercarriage – select non-rubberized undercarriage wear components **(C&F Only)**

Emissions – Assigns at the time of registration as required by law. Only displays when the required emissions warranty is longer than product's basic warranty.

Extended – coverage beyond basic coverage

A&T C&F OEM

10.02 Requirements for New Equipment Warranty

The Dealer Agreement establishes responsibilities and authority for fulfilling the performance of warranty provided to the Dealer or purchaser of John Deere equipment.

If the John Deere Warranty Administration Manual conflicts with the Dealer Agreement, the Dealer Agreement controls. If the Dealer Agreement conflicts with local law, the local law controls.

Where applicable, warranty statements specify the obligations of the Company to the purchaser and the time limitations and extent of the warranty coverage. Only Dealers authorized by John Deere to Sell and Service the type of product involved may perform warranty service.

Without prior written approval from the Company, no reimbursement is paid for parts used or labor provided in Warranty repairs outside these parameters.

Warranty is not a guarantee that a product is free of defects. Defects in material or workmanship are possible in a product even though reasonable care is taken in its manufacture and assembly. Warranty is not involved unless a defect in material or workmanship appears during the warranty period. In addition, repairs performed pursuant to an Expert Alert may be reimbursed in accordance with section 110.07 Expert Alert Repairs. In some jurisdictions, Customers have more rights, which are described in the warranty statement provided to the Customer.

The warranty covering John Deere equipment is extended to the retail purchaser or Dealer by the Company. Dealers are responsible for providing warranty service on the type of equipment they are authorized to sell. Except for certain OEM products, Dealers are not authorized to extend warranty service on any product that they are not authorized to sell. Refer to Section 20.60 Dealer Responsibilities to OEM Customers for further information about OEM products.

In the following Branches, the Dealer exclusively provides Customer Warranty for Deere Branded equipment:

- Germany
- Italy
- Poland
- Spain
- United Kingdom
- All countries covered under John Deere Walldorf International Sales (JDWIS)

For new equipment warranty to apply to John Deere equipment, all the following conditions must be satisfied (other requirements are possible):

- An authorized John Deere Dealer or the Company directly sells Equipment and documents the sale with an invoice or Company-approved purchase order.
- The equipment is operated as it was designed and intended.
- The policies regarding rental sales or demonstration equipment are followed.
- Warrantable repairs are performed, by a Dealer at an authorized location or at the Customer location.

A Dealer is allowed to work with another Dealer to help perform warranty or Product Improvement Program (PIP) repairs.

A&T C&F OEM

10.03 Dealer Warranties

In the areas the Company provides warranty to the Customer, the affiliated company or selling Dealer makes no warranty of its own. The Dealer has no authority to make any representation or promise on behalf of John Deere or modify the terms or limitations of the warranty. When the Company provides warranty to the Dealer, the Dealer is responsible for the performance of any repairs. If the Dealer makes implied or expressed warranty to the Customer, the Dealer is responsible for the cost and performance of any such repairs.

20 Dealer Responsibilities

A&T C&F OEM

20.10 Dealer Responsibility Prior to Purchase and Delivery

The Dealer must provide the Customer with proper documentation of the warranty and review the warranty information with the Customer before purchase.

The Dealer must perform machine setup and pre-delivery service on new equipment per setup instructions and appropriate pre-delivery checklists. Setup and pre-delivery checks are a normal part of the sale and delivery process, and no compensation is available from the Company. Parts of machines that have deteriorated due to long or improper storage must be brought up to like-new condition for warranty to apply.

Dealers must complete pending Mandatory Safety and Mandatory PIPs on machines in inventory before delivery to a Customer. If a machine is transferred to another Dealer, the PIP must be completed before transfer unless the receiving Dealer accepts responsibility for the PIP.

The Dealer must provide parts warranty information for Customer reference before purchase. In some areas, it is required by law, while in others, it is good business practice. The Dealer must ensure that the Customer understands the parts warranty before purchasing a part. It is acceptable for the Dealer to provide parts warranty terms on tags, packaging, inserts, or on a warranty placard provided to the Customer prior to sale.

C&F

C&F Only

[Machine Set-Up/Follow Up Checklist](#)

Equipment repairs resulting from improper Dealer assembly, set-up service or operational adjustments are the responsibility of the Dealer and are not covered by warranty. Dealers may not charge Customers for these repairs.

OEM

OEM Only

Where available OEM Distributors must report all option code changes made by them to JDPS, using the product data search (PDS) roll-up process, for any trimming/re-trimming performed on products delivered to OEMs and dealers. Improper assembly, trimming, or adjustment, as well as improper application or installation of new products can result in operational problems and unnecessary expenses for the distributor, OEM, rental company, dealer and/or purchaser.

Claims resulting from improper assembly, re-trim, adjustment, application, or installation are not warrantable items.

A&T C&F OEM

20.11 Damage During Transport

Equipment damaged during transport to the Dealer location is not covered by warranty. Handle all shipping damage and shortage claims according to guidelines for your area. Check with your Complete Goods or Parts Depot for procedures or contact your TSM or TCSM for instructions on filing for reimbursement for repair of equipment damaged in transit.

A&T C&F

A&T and C&F Only (US and Canada Only)

If a machine was damaged while in transit, the Dealer must file a Carrier Damage Claim through Rockfarm.

Rockfarm Contact Information:
E-Mail: claims@rockfarm.com
Phone: 563-748-2599
Fax: 563-748-2576

OEM

OEM Only

Costs associated with the repair of damage caused by shipping are to be recovered from the carrier. If a part arrives with visible or suspected damage when a shipment is received, the damage should be noted on the receiving document (freight bill, air bill, receipt, etc.) and recovery made from the carrier or the carrier's insurance company.

A&T C&F OEM

20.12 Future Use

A&T C&F

20.13 Assembly of New Equipment (A&T and C&F Only)

The Company attempts to ship new equipment as completely assembled as possible. Handling and shipping regulations sometimes limit the extent of machine assembly. In these cases, final assembly of the equipment must take place at the Dealership.

It is the Dealer's responsibility to absorb the cost to assemble machines shipped disassembled due to shipping restrictions. This also applies to approved Allied® attachments installed by the Dealer on C&F equipment.

Dealer personnel must accurately follow the assembly instructions provided by the Company to assure proper assembly of new equipment. Equipment that is improperly assembled can result in operational problems and unnecessary expenses to the Dealer or Customer. Equipment repairs resulting from improper Dealer assembly, set-up service or operational adjustments are the responsibility of the Dealer and are not covered by warranty. Dealers may not charge Customers for these repairs.

A&T C&F OEM

20.14 Equipment Cleaning upon Receipt

Upon the equipment's arrival, it is the Dealer's responsibility to thoroughly clean the equipment, inside and outside, before placing the equipment on the Dealer's lot for sale. This will remove any corrosive materials that may have been collected during transportation, such as salt used on roadways to treat ice and snow or exposure to salt water. Corrosion due to failure to remove corrosive materials is not a defect in materials and workmanship from the factory and is not warrantable. Any costs to repair damage from unremoved corrosive materials on equipment will be the responsibility of the Dealer.

A&T C&F OEM

20.15 Proper Storage of New Equipment

A retail purchaser or lessee of new Equipment is entitled to receive Equipment that has not been used and is new in appearance.

Proper shelter must be provided by the Dealer to avoid delivering new Equipment with a worn or aged appearance. Proper storage procedures as outlined in the individual product's Operator's Manual must be followed to ensure satisfactory operation of the Equipment upon delivery.

20.19 Overages and Shortages

A&T

A&T Only

Warranty does not cover overages or shortages. Handle all overages and shortages according to guidelines for your area. Check with your Complete Goods or Parts Depot for procedures.

C&F

C&F Only

To report an overage or shortage discovered during Equipment Set-Up, Dealers must submit the [Overage and Shortage Report](#) form.

A warranty claim cannot be used to compensate for overages and shortages.

Dealers in the US and Canada may report overage or shortage problems by calling 1-800-447-0242.

For Western Europe, contact the Tampere Order Desk.

Tampere

Call: 358-205-84 162

Fax: 358-205-84 6160

E-Mail: forestry.orderdesk@johndeere.com

Call: 358-205-84-162 (This is for the reception in Tampere)

Mail: PO Box 474 FI-33101

Tampere, Finland.

For Waratah heads, contact the Waratah Distribution Center.

OEM

OEM Only

When engine orders are shipped without options as ordered, file a warranty claim and order missing components via local PDC.

20.20 Dealer Responsibility at Time of Delivery

Dealers are responsible for meeting with the Customer and operator as appropriate in order to:

- Instruct the operator in the proper care and safe operation.
- Explain the equipment warranty coverage and ensure understanding.
- Provide the Customer with the purchase order, warranty statement and/or the applicable warranty booklet for the equipment purchased or leased.
- The Customer must sign and date the purchase order at the time of sale as acceptance of warranty conditions and limitations.
- Present and explain how to use the Operator's Manual.
- Provide training to the operator regarding operation and major adjustments of the equipment, including maintenance requirements.
- Emphasize safe and proper operation and maintenance of the equipment.

C&F

C&F Only

- Inform the Customer and John Deere of any known modifications or conversions made to the machine. Refer to section 40.65 Machine Conversions and Modification Overview for more information.

C&F

20.21 Delivery & Follow-Up Process for Wheeled Cut-to-Length Machines (US and Canada Only) (C&F Only)

Warranty on new Wheeled Cut-to-Length machines will be restricted until a Deere qualified delivery person visits and starts up the machine. A "CHCK" status will be placed on the PIN record to pend claims and delivery receipts for review. As a condition of warranty, a Deere qualified delivery person is required to be present for the delivery and one follow-up visit.

The Dealer must schedule with the Customer and complete the initial 250-hour maintenance and submit verification of completion to DTAC. When the delivery and follow-up have been completed the warranty restriction will be removed.

Reference Bulletin [16GE07](#) for further information.

A&T C&F OEM

20.30 Registering Equipment

Dealers are responsible for submitting timely Product Registrations. Registrations document the sale, establish the warranty and Dealer responsibility, and allow Customers to receive PIP notifications as required. When registration is delayed, warranty may be started retroactively on the date the equipment was first removed from Dealer inventory or inventory statement. Equipment must not be settled more than 30 days prior to delivery. For delivery dates greater than 30 days after removal from Dealer inventory or inventory statement, equipment must be placed in "Paid for Goods" until delivered, at which time it can be settled and registered. If registrations are delayed, financial penalties or other sanctions may be imposed on Dealers in some branches. Registrations are required for:

- **New Equipment:** All complete goods with a Product Identification Number (PIN), including JDPS equipment for OEMs.
- **Used Equipment:** All John Deere products described in New Equipment when a known change of ownership occurs.

Dealer Rentals

- **Rentals Sold by Dealer**
- **Customer to Customer Sales:** if known
- **New Replacement Deere manufactured engines** for Deere vehicle.
 - **Non-Deere manufactured engines can NOT be registered**
- **Reman complete engines and engine components** (CBAs, long and short blocks)
- **Reman:** When registration is required on a new product, registration is required on the Reman equivalent (example: AMS displays).

Warranty coverage will be assigned to the engine that matches the applicable published parts warranty terms for A&T, C&F and OEM products. If there are no active vehicle warranties, Normal warranty claims should be filed against the engine PIN. When applicable, an emissions warranty will be assigned to the replacement engine PIN. Reman complete engines and engine components are not eligible for emissions warranty. Only John Deere engines can be registered in the John Deere Warranty system; warranty coverage for non-Deere engines powering John Deere Products (e.g., Yanmar, Isuzu, Liebherr and Cummins) follow the Parts warranty coverage terms.

Non-Deere manufactured engines that qualify for emissions warranty include engines equipped with Tier 3 and newer emissions control technologies. Emissions warranty claims for non-Deere engines must be

submitted as a Parts claim and include proof that the engine is less than five years old and has fewer than 3,000 hours of use. Examples of proof include engine sales invoice, vehicle hours at time of installation subtracted from the current vehicle hours.

Registration information submitted must be complete, specific, and correct in order to apply proper warranty terms and conditions. Accurate amount of use (hour meter/measurement reading) must be reported.

For attachments, include the current amount of use (hour meter/measurement reading) and enter the make and model of the vehicle in the comments section.

Warranty claims must not be processed on a sold machine unless registration is on file.

For Warranty and PIP purposes, the equipment must be registered to the Customer, not a leasing company, finance company, or any other lien holder.

The Dealer submitting the registration becomes the responsible Dealer associated to the machine.

C&F

C&F Only

Delivery receipts must be processed within ten (10) days of the Customer accepting delivery of the product and/or settlement of machine.

A&T C&F OEM

20.32 Lease Agreement

The warranty conditions and procedures for new leased equipment are the same as warranty for new purchased equipment, and warranty is administered accordingly.

Lessee must sign applicable Customer Purchase Order and Master Lease Agreement form as acceptance of conditions and limitations of warranty.

Dealer must fill out Customer Purchase Order and process a Delivery Receipt to activate warranty showing the lessee as the Customer.

Contact John Deere Financial for questions about Lease Agreements.

A&T C&F OEM

20.35 Product Identification Numbers (PINs)

In 2009, John Deere transitioned to a 17-position PIN format. This format is in compliance with the global ISO (International Organization for Standardization) standard. This standard shares some characteristics with the Vehicle Identification Number (VIN) used on automobiles, such as its length, a security character to deter counterfeiting, and an encoded year of manufacture.

Refer to the following documents for more information:

Systems Bulletin 0046 ([English](#))

See DTAC solution 86909 for additional information

OEM engines and drivetrain product PINs are 13 digits.

A&T C&F OEM

20.37 Obtaining Replacement (Duplicate) PIN Plates

If an identification plate or tag replacement is required, the Dealer must request a duplicate by contacting the TCSM and providing the PIN and reason for replacement. The TCSM submits the request on behalf of the

Dealer and/or Customer. Duplicate identification is provided only for John Deere products.

This process is tightly controlled. The TCSM is responsible for certifying installation of duplicate plates.

C&F

20.38 ReLife/Certified Rebuild (C&F Only)

Email ReLife@JohnDeere.com to get a PIN for a ReLife/Certified Rebuild C&F product.

A&T C&F OEM

20.40 Dealer Responsibility for Machines

Dealers are obligated to provide warranty service – including PIPs – on the type of equipment they are authorized to sell. Dealers are obligated to perform Mandatory Safety PIPs and Mandatory PIPs on all equipment in their AOR, including migrating machines. For communication and PIP purposes, each machine is associated with a Dealer when it is shipped. The machine remains associated with a particular Dealer until a change is made and recorded in the Company records. The following table outlines the responsibility of the Dealers in various situations when equipment changes ownership or location.

Situation	Original Selling Dealer Responsibility	New Local Dealer Actions
Owner sells or trades the machine to another John Deere Dealer	None	Must submit Product Registrations for machines purchased or taken in trade
Owner sells or trades the unit to someone within the area (not a John Deere Dealer)	<ul style="list-style-type: none"> If new owner is known, register the machine to the new owner If at a competitive Dealer or auction house, remains responsible until final Customer ownership is known 	Not applicable
Owner or Dealer sells or moves the machine to the area of responsibility of another Dealer	<ul style="list-style-type: none"> Remains responsible until another Dealer accepts responsibility Ask a local Dealer for assistance 	<ul style="list-style-type: none"> Accept responsibility for locally supported machines by registering machines within their AOR Must submit Product Registrations for machines purchased or taken in trade
Local Dealer accepts responsibility for machines sold at another Dealer	<ul style="list-style-type: none"> Documents and dates notes of the conversation to transfer agreement Notifies Company of the change 	<ul style="list-style-type: none"> Notifies Company of the change of Responsibility Must submit Product Registrations for machines purchased or taken in trade

It is important to complete PIPs quickly to maintain maximum Customer satisfaction. Dealers are responsible for completing PIPs on machines registered to the Dealership. If a machine is no longer located close, the Dealer is allowed to request the assistance of other Dealers. If applicable, Dealers must initiate a change of responsibility within the first 90 Days after the release of a new program.

A&T C&F OEM

20.44 Authorized CCE Dealers

The Construction and Forestry Division has responsibility for CCE Dealer agreements and marketing of CCE products through those Ag, Turf and C&F Dealers with CCE Dealer agreements. Warranty and PIP claims for CCE will only be accepted from CCE Dealers authorized to service and sell these products.

20.50 Changing the Responsible Dealer for a Machine

Changes in responsibility occur when a Customer purchases used equipment, buys equipment from outside the Dealer's AOR, or otherwise moves equipment into a Dealer's AOR. OEM engine or drivetrain equipment moved into a Dealer's AOR needs to be registered to update the responsible Dealer.

If machine ownership has changed, the Dealer must submit a product registration to reflect the correct Customer. The responsible Dealer is automatically updated when a product is registered.

When a machine moves into a different trade area with no change in ownership, a request to change the responsible Dealer must be made in JD Warranty (JDWS). Within the Dealer group, changes are made automatically with no review. Changes between Dealer groups require action by the affected Dealer or TCSM within 30 days. If no action is taken within 30 days, the responsible Dealer is changed, and the records updated automatically.

A&T and C&F Only

If the responsible Dealer or status is changed and the machine has an open, expired PIP, three reporting periods ("grace period") are allowed to complete the PIP. If the PIP is not complete after the grace period ends, the machine is included in the PIP completion percentage. Failure to complete a PIP within the grace period affects PIP claim labor additives on all PIP claims for the following month. Reporting periods extend from the second day of one month, until the second day of the next.

20.60 Dealer Responsibilities to Original Equipment Manufacturers (OEM) Customers

Dealers are required to support OEM Customers when an OEM product is the same series as in the product line the Dealer sells. If the Dealer is unable to help the OEM Customer, the Dealer must assist the Customer to locate another Dealer, JDPS distributor or OEM manufacturer, with the knowledge and tools to help.

It is possible for the Company to ask OEM manufacturers to advise Dealers or Customers to contact a John Deere Dealer for completion of a PIP. In these situations, the OEM Dealer, or Customer must refer to the PIP DTAC Solution. The Dealer must check that the engine is registered, and if not, verify and enter the registration information supplied by the Customer. The Dealer must verify that the engine is included in the PIP program.

OEM policies and reimbursement terms are found in section 60.15 Original Equipment Manufacturer (OEM) Engines Sold by John Deere Power Systems.

30 Start Date and Conditions for Warranty

A&T C&F OEM

30.10 No Warranty Interruption

When the warranty period begins, it continues without interruption for the duration of the warranty period specified for the product at the time of sale. The warranty period is not suspended or interrupted when the machine is returned to Dealer inventory as a result of trade-in, end-of-lease, or machine repossession.

To obtain warranty service or coverage, Customer must present proper documentation to a servicing Dealer prior to expiration of the warranty period. If equipment is moved outside of its original country or region, refer to section 30.65 Warranty on Migrating Machines (Market to Market Transfers) for details on the machine's warranty eligibility.

C&F

C&F Only

All rental days and hours will reduce the warranty. Major components will have either the parts warranty of the component or the remainder of the machine warranty, whichever is greater.

In certain cases, commencement of the warranty period may be suspended on new C&F machines which will not be put into immediate use and are to be stored until a contract or season of work is started. In these instances, commencement of the warranty period will not be suspended unless the Dealer submits a formal written request to suspend commencement of the warranty period. This request must be submitted to the TCSM, using this [form](#) and include the following information:

- Serial number(s) of the unit(s) to be stored.
- Respective service meter reading(s).
- Location and conditions of storage and storage site.
- Warranty restart date can be no later than one-year from date of request.
 - For warranty restart dates greater than one-year, RCSM or Director approval is required.
- Copy of a monthly warm-up and time maintenance contract between the Dealer and the Customer. (This contract should be drawn up with the Customer and Dealer. See steps below.)

The Customer must also enter a written agreement with the Dealer to perform the following tasks:

- Follow storage procedures as listed in the product's Operator's Manual.
- Provide an appropriate storage site for the machine. Storage at the Dealership is preferred. If the machine is not stored at the Dealership, TCSM must pre-approve the proposed storage site.
- Warm up the machine. The machine must be started and run to normal operating temperature no less frequently than once every 14 days.
- Regular fluid maintenance. Engine oil must be replaced at least once every 90 days. Other oils must be replaced at least once every 180 days for the duration of the storage period.
- Dealer must perform a Start-up Inspection Service at the conclusion of the storage period.

The start of the warranty period may begin no earlier than the date on which a suspension request is received by the TCSM. Suspended warranty periods may begin on a future date specified in the written request to the TCSM, but cannot be retroactive. Suspensions will be reviewed by C&F Warranty Administration on a case-by-case basis. Requests do not guarantee approval. Suspensions will not be given on machines that have already been put into use – this includes lease returns, trade-ins to the Dealer, and Customer-owned units that are put into storage after use.

30.15 Warranty Start Dates and Seasonal Use

A&T

A&T Only

New equipment warranty begins as defined on the warranty statement.

Warranty for non-seasonal machines starts on the Service Start Date or delivery date, whichever is earlier. Rules for demonstrator and rental machines are described below.

It is possible for seasonal equipment to have a delayed start date tied to the use season, as each Branch determines. Seasonal warranty begins on the day the equipment is put into use (delivery date or Service Start Date), or the Seasonal Start Date, whichever comes first. Machines that have been rented do not qualify for the delayed seasonal start of warranty. When using JDWS, Dealers must indicate the "Expected Date of First Use" field during registration.

JDSET Users: For equipment where seasons are not defined, the Dealer pays for equipment when sold, moving it to "Paid for Goods." When delivered, the Product Registration must be submitted.

Dealer Communications Platform (DCP) Users: Normally, a machine delivered to a Customer is reported in DCP that same day (the 'Stamp Date'). If the Service Start Date precedes the Stamp Date, the Service Start Date is to be back dated, as applicable, when reporting in DCP.

[Seasonal Start Dates](#)

Aftermarket Parts and Service Promotions

For seasonal use machines, Parts Warranty begins on the seasonal start date or the date of first use, whichever comes first. All other Parts Warranty begins on the date of purchase.

Example: For parts installed on a combine in December during a "Winter Service Promotion", the parts warranty begins the next use season as defined in the Seasonal Start Dates.

Seasonal delay of warranty is not provided on Turf and Utility parts.

OEM

OEM Only

OEM Marine engine start date can be delayed to the commissioning date of the vessel. Industrial and forestry OEM engines start upon the delivery dates to the first retail Customer.

30.20 Warranty for Demonstrator Machines

The Dealer Agreement or Branch outlines machines eligible for demonstration. Warranty to the Dealer is available on eligible machines while on demonstration. It is possible for the Branch to limit the duration of demonstrations and require Dealers to follow specific procedures.

Demonstrator Equipment	Usage Allowed
Agricultural and Compact Tractors, Self-propelled Applicators, Self-propelled Forage Harvesters, and Self-propelled Windrowers	250 engine hours
Other Agricultural Equipment and Commercial Mowing Equipment with hour meter*, and Utility Vehicles	100 engine hours
Golf & Turf Equipment	150 engine hours
Self-propelled Combines and Front-End Equipment, Cotton Pickers, and Cotton Strippers	200 engine hours
Consumer and other Residential Lawn, Yard, Garden, Lawn & Garden tractors, and other Consumer Products	50 engine hours
C&F Equipment	150 engine hours
OEM Engines and Drivetrain	250 engine hours

*For all other equipment that does not have an hour meter, warranty starts as stated in section 30.15 Warranty Start Dates and Seasonal Use.

If use has not exceeded the allowed usage described in the table, a demonstrator machine is sold with full warranty coverage and will have access to applicable new incentive programs. The product must appear new and not altered in any way the Company does not approve. The purchaser must be advised in writing and before the sale regarding the prior use of the machine, and if applicable the resulting reduction of warranty coverage. All previously demonstrated machines that are subsequently sold must be marked as "used" on the John Deere Customer Purchase Order.

A&T

A&T Only

When demonstrator machines are sold or registered and usage exceeds the values in the table, the warranty starts retroactively from the delivery date less the calculated days of use. Days of use equal total accumulated hours divided by 8. Once started, warranty cannot be interrupted. The total hours of warranty coverage remain as stated in the warranty terms and are not increased as a result of the accumulated hours.

[Demonstration Policy – Brazil](#)

Golf products are intended for use on golf courses and include but are not limited to Aercore™ aerators, bunker rakes, core pulverizers, reel mowers, golf rotary mowers, gang mowers, ProGator™, Turf Gator™, Top Dresser, E-Gator™, and TE Gator. Not an all-inclusive list.

C&F

C&F Only

If equipment has been used in demonstrator service for more than 150 hours, then sold at retail, the Dealer should write on Customer Purchase Order "Demonstrator" and record the hours on Customer Purchase Order form.

Warranty will be reduced by one (1) month warranty for every 150-hour increment, starting at 151 hours.

OEM

OEM Only

When the demonstration hour limit is reached, the product must be registered to the OEM or Customer. The standard new product warranty, less accumulated hours, will begin when the product is delivered.

A&T C&F OEM

30.26 No warranty for Competitor-Owned Equipment (Region 4 Only)

All equipment that is purchased by a John Deere competitor will be subject to the following policies:

- All warranty is void.
- The machine will be excluded from all PIPs except Mandatory Safety.
- No communication (Customer letters) should be sent to a competitor. All communication about Mandatory Safety PIPs should be handled by the Dealer and TCSM for competitor-owned equipment.

A&T C&F

30.30 Rental Sales Program (US and Canada Only) (A&T and C&F Only)

A&T

A&T Only

The Dealer Agreement or Branch outlines machines eligible for Rental Sales. The following provisions apply:

- When new equipment is on rent, warranty to the Dealer begins at delivery and continues through the rental period. Warranty does not exceed the original new equipment warranty.
- It is the responsibility of the Dealer to submit the rental agreement when the equipment is delivered to and returned from the renter, noting the amount of use. An accurate amount of use is required to verify warranty start dates and terms for rental machines.
- Returning the rental machine to the Dealer inventory interrupts warranty. Unlimited interruptions of the warranty are permitted under this program.
- The Company maintains records of the amount of warranty expired on equipment under provision of the Rental Sales program.
- If use has not exceeded the allowed usage described in the table, a Rental Sales machine is sold with full warranty coverage and will have access to applicable new incentive programs.

Equipment	Usage Allowed
Agricultural and Compact Tractors, Self-propelled Applicators, Self-propelled Forage Harvesters, and Self-propelled Windrowers	250 engine hours
Other Agricultural Equipment and Commercial Mowing Equipment with hour meter, and Utility Vehicles	100 engine hours
Golf & Turf Equipment	150 engine hours
Self-propelled Combines and Front-End Equipment, Cotton Pickers, and Cotton Strippers	200 engine hours
Consumer and other Residential Lawn, Yard, Garden, Lawn & Garden tractors, and other Consumer Products	50 engine hours

- For rental machines that exceed the Usage Allowed, the warranty term reduces by the number of days on rent. If either days or hours are not known, the days of use equal accumulated hours divided by 8. The total hours of warranty coverage remain as stated in the warranty terms and are not increased as a result of the accumulated hours.
- The product must appear new and not altered in any way the Company does not approve.
- The purchaser must be advised of the prior use of the machine before the sale.
- All previously rented machines that are subsequently sold must be marked as "used" on the John Deere Customer Purchase Order.

C&F

C&F Only

If equipment has been used as a rental for more than 150 hours, then sold at retail, the Dealer must inform the Customer of the equipment's status prior to the sale, and the Customer Purchase Agreement must list the equipment as "Rental" and record the hours of use.

Warranty will be reduced by one (1) month for every 150-hour increment, starting at 151 hours.

While in the Rental Sales Program, warranty on rental units starts and stops, for the duration of the product's Basic Warranty period. For each day of rent the warranty will be reduced by one day.

When the rental starts the Dealer must fill out an approved Rental Agreement form. The Dealer must electronically submit rental information, including the rental start date, within 20 days of the rental start date. When the rental stops the Dealer must fill out a Rental Equipment Return form. The Dealer must electronically submit the rental stop date within 10 days of the rental stop date, including the hour meter reading field.

When rental equipment is sold to a Retail Customer, the Dealer must identify the equipment as "Rental" on the Customer Purchase Agreement.

Remaining warranty will only be valid after processing of delivery receipt.

It may be necessary for a Dealer to calculate remaining Basic Warranty days to determine if or when to buy Extended Warranty. To do this, subtract the number of Accumulated Rental Days (found on the Product Tracking screen of the John Deere Warranty System) from the total Basic Warranty days.

This method should be used to estimate how many days of Basic Warranty will remain once a delivery receipt is processed. Note that machines with Basic Warranty hour limits will have no Basic Warranty remaining at time of delivery receipt if the machine exceeds this hour limit, regardless of remaining days.

This policy does not apply to machines being returned into Dealer inventory as a trade-in/end-of-lease/repossessed machine.

A&T C&F

30.31 Compact Construction Equipment (CCE) Direct Sales (US and Canada Only) (A&T and C&F Only)

Direct Sales Machines - Rental Marketing Group - Dealer Responsibilities

The Rental Market Support Program (RMSP) defines Dealer obligations and emphasizes the importance of superior and consistent product support across Dealer AORs/APRs to Major Independent Rental Companies ("MIRCs"). The RMSP governs Dealer support requirements for equipment sold and shipped directly to Rental Marketing Group's accounts.

Dealers are to assign priority service and parts contacts to the MIRC and communicate these contacts to Rental Marketing Group.

Dealers must continue to sell parts to MIRC at no more than John Deere suggested list price (SLP).

Dealers must provide training to MIRCs at their request.

The latest program requirements are found in the Rental Marketing Support Program bulletin, which can be found in the bulletin search application and on the [Rental Marketing Website](#).

Rental Marketing website also contains the contact information for Rental Account Managers and Rental TCSMs.

Note that some MIRCs are allowed to perform limited warranty repairs. The details of this are contained in their individual sales agreements. These MIRCs have access to a limited version of the John Deere Warranty Administration Manual, which is called the "IRC Warranty Guide" which is linked from JD Warranty System.

Rental Marketing Support Program Fees

Dealer Support Fees

Participating Dealers will be compensated for supporting direct sale machines delivered into their AOR. The details of the compensation are defined in the Rental Marketing Support Program (RMSP) bulletin, which can be found in the bulletin search application and on the [Rental Marketing Website](#).

Program Participation and Compliance

The Rental Market Support Program is voluntary. Every Dealer will be given the option to participate or decline to participate. Dealers not desiring to participate should contact their Division Sales Manager or Territory Sales Manager.

Non-participating Dealers receive no fees but will be reimbursed for approved out-of-pocket expenses.

The final interpretation of the Program and the determination of compliance by Dealers in providing support deliverables will be determined solely by JDCFC and administered by the respective Territory Sales Manager in each Division and/or Rental Marketing.

Contacts and account assignments in the Rental Marketing Group can be found on the [Rental Marketing Website](#).

A&T C&F OEM

30.35 Rental Fleet Equipment

New equipment the Dealer purchased is subject to the same warranty conditions as equipment sold to an end user. Product registrations must be submitted on these machines, registering the machine to the Dealership. If retailed before the end of the warranty, it is possible to transfer the remaining warranty (see section 30.50 Used Equipment Warranty).

A&T C&F OEM

30.40 Equipment Burned, Stolen, or Damaged

Modifications are possible for Warranty and PIP requirements based on circumstances surrounding equipment. Dealers must report accidents, fire, theft, or other occurrences that affect equipment, using the "Update Machine Status" in the JD Warranty System. Refer Customers with losses due to accident, fire, theft, or other casualty to their insurance company.

Fire and Accidents: All fires and accidents must be reported to Deere & Company following the instructions in DTAC Solution 64263. The TCSM should be notified of all fire-related claims.

If assistance is needed to complete the Equipment repair, a DTAC case must be filed. Fire-related warranty claims may be submitted on repairable Equipment where the alleged cause is the result of a defect in material or workmanship. Photos must be submitted with all warranty claims for fire-damaged Equipment. On repairable Equipment where the extent of damages prevents determination of an alleged cause, please contact the TCSM to determine if the Customer should submit a claim to their insurance carrier for a possible joint investigation between certified fire investigators on behalf of the Customer's carrier and Deere.

On total loss fires (not feasibly repairable) the extent of damages generally requires an in-person investigation by certified fire investigators. Dealer should encourage the Customer contact their insurance carrier.

Damage (from fire, accident, or other event) Warranty termination is possible on all or part of the equipment.

- Permanently Out of Service equipment is **not** expected to be rebuilt or put into service at any time. It is not eligible for warranty, PIP, Optional PIP, or Product Enhancement Program (PEP) coverage.
- It is possible that damaged equipment is returned to service. This category includes equipment damaged beyond its value, such as equipment designated as a total write-off by insurance companies ("totaled") *but not destroyed*. Damaged equipment is often rebuilt. Damaged equipment is eligible for PIPs.

Theft: Company records are updated when equipment or PIN Plates are reported stolen or when equipment is recovered. Warranty is void on equipment stolen and Extended Warranty cannot be purchased. Reinstatement is considered upon inspection and recommendation of the TCSM. Company information about theft and recovery is limited and does not include details about police or insurance investigations or outcomes. To determine more information about the status of equipment, the Dealer must contact the local law enforcement agency.

C&F

C&F Only

For Waratah, Dealers should go to the Waratah DealerPath.

Recovered Equipment

If equipment is subsequently recovered and warranty remains, use the Warranty Exception Request Process on ERS including pictures and oil scans to request the remaining warranty be reinstated. The remaining warranty is based on the original expiration dates and is not extended to compensate for the time the unit was stolen. Claims for damage identified in the inspection should be filled out with the Customer's insurance company for reimbursement. Warranty will not cover damage or failures resulting from the theft or subsequent absence of the equipment. Repossessed and recovered stolen equipment is not eligible for warranty stops or warranty transfers.

The TCSM, with the approval of the DCSM, may request warranty be reinstated on the equipment or a portion of the equipment only after the equipment passes a complete inspection (including oil scans). The inspection must be directed by the TCSM. If the equipment passes the inspection the TCSM will contact Product Tracking to reinstate warranty.

A&T C&F OEM

30.41 Updating Machine Status (Permanently Out-of-Service or Damaged)

When equipment has been damaged or permanently taken out of service, a machine status update request must be submitted through the John Deere Warranty System.

Permanently Out of Service must be selected when the equipment will not be rebuilt, repaired, or used at any point in the future. A picture must be attached to the request to verify that the equipment is not being rebuilt, repaired, or used. Permanently Out of Service equipment does not qualify for PIPs of any kind. Warranty is automatically voided on Permanently Out of Service equipment. The PIN plate must be removed and destroyed on Permanently Out of Service equipment.

Damaged equipment is rebuilt, repaired, or used again. Warranty is automatically suspended for review on Damaged equipment. Damaged equipment qualifies for Mandatory and Mandatory Safety PIPs. Once the TCSM inspects the damage, they contact SPC to reinstate warranty, if applicable, and determine if any PIPs must be removed from the PIN.

C&F

C&F Only

Warranty Suspended machine status is most often used in conjunction with "Conversion Form Required." In these cases, reference section 40.65 Machine Conversions and Modification Overview for more information.

A&T C&F

30.42 Location Unknown Machines (A&T and C&F Only)

The Dealer must make all reasonable attempts to locate every machine. The Dealer must document their actions on the [Customer Contact Log](#) including:

- Searching Dealership records for new Customer information.
- Searching Company records for the name of any Dealer who has performed warranty on that machine.
- Contacting the last known owner about the whereabouts of the machine.

- Sending a letter to the last known owner.

If a letter is returned as “undeliverable,” the Dealer must retain the returned notice and any other documentation indicating the Location Unknown status of the machine.

When all efforts have failed, the Dealer must request that the machine is coded as “Location Unknown”.

John Deere Warranty System: The Dealer must request a secondary status change to “Location Unknown” through the Dealer portal. The TCSM verifies Dealer actions, checks the information submitted, and approves or denies the update machine status request. "Location Unknown" machines are excluded from the Open PIP Report and labor additive calculations. If another Dealer submits a machine registration on a "Location Unknown" machine, machine is no longer excluded, and that Dealer becomes responsible for any outstanding PIPs.

Mass Channel Machines: When a Dealer submits a Pre-Delivery Inspection (PDI) claim, responsibility for the machine is transferred to that Dealer. If a machine is not registered when sold, by a retail mass channel partner, it appears on the Open PIP Report of the Dealer with no Customer information. Thirty days prior to program expiration, the Dealer must request “Location Unknown” Machine Status in the John Deere Warranty System, noting that it is an unregistered Mass Channel machine. The Company codes the machine Location Unknown and removes it from the Open PIP Report of the Responsible Dealer.

A&T C&F OEM

30.43 Check Machine Record

Check Machine Record status is used by the Company to flag machines with a special warranty or circumstance. This status does not necessarily mean the machine has no warranty. It may indicate circumstances such as, but not limited to:

- Machine warranty dates are to be reset when resold
- Part of the machine’s warranty is void
- Special warranty situation that cannot be displayed properly on the Product Tracking screen in the John Deere Warranty System

Dealers should review the notes in Machine Information on the Product Tracking Screen to view the specific information about the warranty. All warranty claims and delivery receipts will pend for review. Dealers cannot purchase Extended Warranty on a machine with this status unless they submit a [Warranty Support Incident](#) and receive Company approval. The Records Group will review the notes and then determine if Extended Warranty is allowed.

C&F

30.44 Extended Warranty Suspended (C&F Only)

Whenever a delivery receipt is done on a machine with existing Extended Warranty, this status is applied to the machine. Delivery receipts transfer the machine to the Customer, but in order to transfer the Extended Warranty to the new Customer, the Dealer must complete an Extended Warranty Transfer. See section 90.75 Transferring Extended Warranty Overview for more information.

Warranty claims will not process on these machines. Dealers cannot purchase Extended Warranty on a machine with this status. Delivery receipts will not be affected by this status.

A&T C&F OEM

30.45 Warranty Void

All warranty is void on a machine flagged with this status. Dealers should review the notes in Machine Information for the reason and the method for reinstating warranty, if any. This status will also be applied to machines that are modified in a manner not approved by the Company.

Warranty claims will not process on these machines. All delivery receipts will pend for review. Extended Warranty may not be purchased for machines with a “Warranty Void” status.

C&F

30.46 Conversion Form Required (C&F Only)

See section 40.65 Machine Conversions and Modification Overview.

A&T C&F OEM

30.50 Used Equipment Warranty

It is possible for warranty to transfer from one end user to another or from a Dealer to an end user. If warranty transfer is approved, all the terms, including limitations and exclusions, of the warranties originally provided for the product remain in effect and applicable. Unless prohibited by law, new or used equipment (with original warranty remaining) sold from brokers, wholesalers, resellers, or similar entities, is not eligible for John Deere warranty. The foregoing sentence is explicitly not applicable for passive sales to these third-parties in connection with transactions with effect on the EU internal market or on the markets of EFTA countries.

A&T C&F OEM

30.60 Warranty Service on a Machine Sold by Another Dealer

Dealers are responsible for providing warranty service on the type of equipment they are authorized to sell, including machines sold by another Dealer. The servicing Dealer is responsible for determining any applicable warranty coverage on the machine. If there is no record, the servicing Dealer must ask the Customer for proof of warranty coverage (typically the Customer copy of the Purchase Order). Verify the information with the Company if needed. If the Dealer is authorized to sell or service that equipment, they must provide warranty service.

A&T C&F

30.65 Warranty on Migrating Machines (Market to Market Transfers) (A&T and C&F Only)

Product warranty is tied to the specific region where a machine was originally marketed. If the machine migrates from one region to another, warranty does not follow. Any product moved out of the marketing region is classified as a migrating machine, whether sold, or transported, by an Owner. Refer to the map outlining marketing regions:

[English](#)

[French](#)

[German](#)

[Italian](#)

[Portuguese](#)

[Spanish](#)

The following examples are not classified as migrating machines:

- A unit invoiced into and intended for retail in the U.S. and Canadian market that is moved anywhere within that geographic area.
- A unit invoiced into and intended for retail in the European Union (including Iceland, Switzerland, and Norway), that is moved anywhere within that geographic area.
- Machines sold to an OEM, modified, and resold, by Company agreement have the original warranty as prescribed, by the Company OEM agreement.

This policy is on the public website for Customers to view ([English](#)).

Refer to section 20.40 Dealer Responsibility for Machines for information about Dealer responsibility for PIPs.

If the John Deere Warranty Administration Manual conflicts with the Dealer Agreement, the Dealer Agreement applies.

If a machine has migrated to a region in which homologation requirements are not consistent with the selling region or the machine is not supported in the new region, the selling Dealer remains responsible for that machine. If a machine is found not meeting the homologation requirements or is not supported in that area, the Dealer must contact their TCSM.

If a machine migrates to a new region and is marketed there, selling Dealer must transfer responsibility to local Dealer within 90 days after the PIP is announced. The selling Dealer is liable for any charges incurred that exceed the standard reimbursement of the PIP.

The Customer is responsible for excess travel costs required to perform a PIP on a migrated machine. If the Customer refuses to pay the transportation costs, it is considered a "Customer Refused PIP".

In specific cases, emissions warranty will be honored for migrating machines. Migrating machines are eligible for emissions warranty, when the machine is migrated to a location that requires emissions warranty and has an emissions certified label attached that is applicable to that location. When emissions warranty is honored, the applicable term will begin the same date of original retail sale to first customer.

C&F

C&F Only

It is possible for the Basic and Extended Warranty on a migrating machine to be transferred by completing the following steps:

- Transfer of warranty must be requested by the receiving John Deere Dealer in the new AOR. Transfer of warranty for used machines sold by anyone other than John Deere and purchased by anyone other than a John Deere Dealer is not allowed.
- The receiving Dealer must attach a completed [Warranty Transfer Request Form](#) to a [Warranty Support Incident](#) to request the transfer.
- Upon receipt of the transfer form, C&F Warranty Administration will review and determine if the machine is eligible for warranty in the new area by verifying:
 - If new machines of the same model are currently being sold there.
 - The engine emission level for the unit meets regional requirements. If a machine moves into an area with a lower emissions tier requirement, de-regulation of the machine may be required as a condition for warranty to transfer.
 - The selling Dealer may have to perform updates to the machine for compliance with local regulations and new market requirements prior to granting the warranty transfer.
 - After C&F Warranty Administration determines the unit is eligible for transfer, the DCSM and TCSM for the selling Dealer will be notified to verify the receiving Dealer has completed the homologation on the unit.
- Remaining warranty eligible for transfer would be limited to the maximum published Basic or Extended Warranty terms for the new region, not to exceed applicable warranty prior to transfer.
- A buy-up fee will be charged to the receiving Dealer if the current price of the Extended Warranty in the new area is greater than the price where the coverage was originally purchased. No refunds will be made if the coverage costs less in the new area.

A machine inspection is required in all cases, including transfers from a Dealer to a Customer. Machine must pass inspection. The length of coverage will be limited to the maximum allowable for the new owner.

C&F

30.66 Machines Exported Outside the Original Market Area (C&F Only)

Exported equipment operating outside the original market area will remain the responsibility of the selling Dealer.

If a Dealer, in the process of selling a new or used John Deere product into a market area outside of the original market area, makes an implied or expressed warranty, the selling Dealer is responsible for the performance of any and all repairs related to such implied or expressed warranty.

C&F

30.67 Support of Gray Goods (C&F Only)

Whereas John Deere does not have knowledge or technical expertise regarding related branded machines, e.g. Hitachi, Bell and Liebherr, marketed and sold outside North and South America, hereafter referred to as “Gray Goods”, nor does Deere possess delivery information or other pertinent machine history on gray goods, nor does Deere have any obligation to provide remaining new or Extended Warranty on gray goods, Deere wishes to establish the parameters under which it may, at its discretion, assist authorized Dealers with Customer gray goods. These parameters are as follows:

1. Deere will not accept warranty, Extended Warranty, or Special Allowance claims.
2. Deere will attempt, subject to available resources, to support Dealers and Customers with technical problem resolution as long as problem resolution resides within Deere’s base of knowledge and expertise. For problems beyond the base of knowledge and expertise, Deere will not engage in problem resolution with the other manufacturers. Deere reserves the right to charge Dealers and Customers a fee for the provision of such services and/or limit the availability of such services. Operator’s manuals, technical manuals and Parts Catalog will not be available from Deere for gray goods.
3. Deere may elect to provide non-common, non-stocked (in Deere’s system) service parts on a special-order basis. The lead-time for such parts most likely will exceed that for parts for which Deere has defined service responsibility. Deere reserves the right to recover costs for this special service in the price of the part. No such parts shall be covered under any special financing or pricing programs offered by Deere from time to time.
4. Notwithstanding anything to the contrary, Deere shall not be responsible to Dealer, any Customer or any third party for any loss, damage or cost resulting from any advice or assistance rendered by Deere with respect to “gray goods” or for its inability to obtain service parts, even if Deere is negligent.
5. Deere reserves the right to terminate or modify terms on which the foregoing services are provided, from time to time, without notice, in its sole discretion.

Nothing contained herein shall be deemed to: (a) authorize Deere Dealers to import and/or sell any “gray goods”, (b) waive any trademark or service mark infringement claims in connection therewith or (c) waive any violation of any applicable Dealer Agreement term or condition relating to the sale or importation of “gray goods”.

A&T

30.70 Company Governmental and National Account Sales (A&T Only)

The Company sells products directly to governments and national accounts. The branch is advised of the agency location where the equipment is delivered. The Dealer closest to the agency or location of the machine is responsible for entering the Product Registration in the warranty system.

If a governmental agency or national account firm requests that a Dealer perform a repair, the Dealer must confirm registration or register the machine.

Machines sold to an OEM, modified, and resold, by Company agreement have the original warranty as prescribed, by the Company OEM agreement. The Company registers the product and assigns responsibility to the Dealer closest to the Customer. If questions arise about warranty coverage, the Dealer must check with the Records Group.

C&F

30.70 Direct Sales Machines - Governmental (US and Canada Only) (C&F Only)

When contacted for warranty repair by a Federal, State or Provincial Agency on a machine that was sold directly by the Governmental Sales Group, the Dealer should access the Product Information tab in the John Deere Warranty System to determine warranty coverage.

In some cases, Governmental Sales Group will compensate Dealers for reasonable and necessary non-warranty expenses incurred while servicing Direct Governmental Sales Machines. Non-warranty expenses must not be charged on a normal warranty claim; instead, the Dealer submits a request for non-warranty expense compensation to the TCSM. The request must include the non-warranty work order, the basis for the expenses and the amount.

Cost participation, in most cases, will be limited to the Customer and the Company. Dealers may be expected to participate, depending on the circumstance. Any fees paid under direct sale programs are to cover other expenses incurred by the Dealer as defined under the respective cooperative agreements.

Reimbursement to the Dealer for Special Allowances authorized by the TCSM and/or Governmental Sales is at Basic Warranty rates.

C&F

30.71 Direct Sales Machines - Rental Marketing Group - Dealer Responsibility (US and Canada Only) (C&F Only)

The Rental Market Support Program (RMSP) defines Dealer obligations and emphasizes the importance of superior and consistent product support across Dealer AORs/APRs to major independent rental companies ("MIRCs"). The RMSP governs Dealer support requirements for equipment sold and shipped directly to Rental Marketing Group's accounts.

Dealers are to assign priority service and parts contacts to the MIRC.

Dealers sell parts to MIRC at no more than John Deere suggested list price (SLP).

Dealers must provide training to MIRCs at their request.

The latest program requirements are found in the Rental Marketing Support Program bulletin, which can be found in the bulletin search application and on the [Rental Marketing Website](#).

Rental Marketing website also contains the contact information for Rental Account Managers and Rental TCSMs.

Note that some MIRCs are allowed to perform limited warranty repairs. The details of this are contained in their individual sales agreements. These MIRCs have access to a limited version of the John Deere Warranty Administration Manual, which is called the "IRC Warranty Guide", which is linked from the John Deere Warranty System.

C&F

30.72 Rental Marketing Support Program Fees (US and Canada Only) (C&F Only) Dealer Support Fees

Participating Dealers will be compensated for supporting direct sale machines delivered into their AOR. The details of the compensation are defined in the Rental Marketing Support Program (RMSP) bulletin, which can be found in the bulletin search application and on the [Rental Marketing Website](#).

Support fee credits are issued to Dealers when a machine is delivered into that Dealer's AOR/APR. Processing the credits can take up to one month.

C&F

30.73 Program Participation and Compliance (US and Canada Only) (C&F Only)

The Rental Market Support Program is voluntary. Dealers not desiring to participate should contact their Division Sales Manager or Territory Sales Manager.

Non-participating Dealers receive no fees but will be reimbursed for approved out-of-pocket expenses.

The final interpretation of the Program and the determination of compliance by Dealers in providing support deliverables will be determined solely by JDCFC and administered by the respective Territory Sales Manager in each Division and/or Rental Marketing.

Contacts and account assignments in the Rental Marketing Group can be found on the [Rental Marketing Website](#).

C&F

30.74 AOR (Area of Responsibility) Service Fee Policy (C&F Only)

The Service Fee is designed and intended to ensure consistent service for the Customer and to recognize and support the investment a Dealer must make to effectively promote our products to Customers in their AOR. Sale of a new machine with standard warranty remaining, made into another Dealer's AOR, will be subject to a recapture of Discretionary Funds and a 5% service fee. For complete details on the AOR Service Fee, see Sales Finance Bulletin [SF03-23](#).

C&F

30.75 Waratah AOR (Area of Responsibility) Service Fee Policy (C&F Only)

The Service Fee is designed and intended to ensure consistent service for the Customer and to recognize and support the investment a Dealer must make to effectively promote our products to Customers in their AOR. Sale of a new machine with standard warranty remaining, made to a Customer in another country, will be subject to a 10% service fee. The service fee will be paid by the selling Dealer to the receiving Dealer's nearest Waratah Distribution Center ("WDC") in that other country.

A&T

30.80 John Deere Promise Procedures (A&T Only)

The John Deere Promise is a marketing program designed to attract and keep owners of targeted consumer equipment when purchased as new products. The John Deere Promise is NOT a machine warranty. See JD Promise program details through these links:

[JD Promise - US](#)

[JD Promise - Canada \(English\)](#)

[JD Promise - Canada \(French\)](#)

[JD Promise - Australia and New Zealand](#)

When a machine is returned to the Dealer under the JD Promise program, the original registration of the owner is retained. The machine must be resold as USED equipment but carries the same warranty as new equipment.

40 Warranty on Machines and OEM Equipment

C&F OEM

40.01 Default Warranty (C&F Only)

Default Warranty is for equipment in-stock before it is delivered to the first Customer. It starts on invoice date to the Dealer and runs for 36 months, until the equipment's hour limit, if any, under Basic Warranty has been exhausted, or until the machine has been delivered to the first Customer, whichever occurs first. Default Warranty does not start and stop for rentals, it runs until it expires. Dealers will need to use the rental history on machines to determine how much warranty is left on C&F and CCE units. See section 30.30 Rental Sales Program for more information on rental units and calculating remaining warranty.

For claims to pay on an in-stock unit or a rental unit without a delivery receipt, there must be active Default Warranty and less than 365 days of rental. If either of these conditions are not met, the claim will be rejected. If a Dealer has a case where a rental, demo, or in stock unit runs out of Default Warranty, they should submit a [Warranty Support Incident](#) to request an extension of Default Warranty.

When the Dealer files a delivery receipt (either to a Customer or to the Dealership in order to buy Extended Warranty) on a unit, the John Deere Warranty System will do 2 things:

1. It will end date Default Warranty for the day prior to the Basic Warranty start date.
2. It will assign the Basic Warranty expiration date and calculate remaining warranty. The Basic Warranty start date will be set in the past to compensate for time the equipment was on rent and/or amount of use. –For example, if a unit has 208 days of rental and the Dealer files a delivery receipt, the basic warranty start date will be back-dated so that the machine has 158 days remaining after delivery date (365 days – 208 days = 158 days remaining).

Rental days or hours are applied against Basic Warranty day and hour limits. See section 30.30 Rental Sales Program and section 30.20 Warranty for Demonstrator Machines for more information.

OEM

Default warranty for OEM products that have not yet been delivered to the first retail customer is 24 months or 50 hours of use. If the OEM product has more than 50 hours, register the product to the customer. Warranty claims for OEM products powered by John Deere engines or using John Deere drivetrain products that have 50 hours or more will not be accepted during the default warranty period.

A&T C&F OEM

40.05 Warranty Statements

Refer to the following links for warranty statements:

- [A&T Warranty Statements](#)
- [C&F Warranty Statements](#) (Construction, Forestry, CCE, and Utility Equipment)
- OEM Product Warranty Statements ([John Deere Dealers](#), [JDPS OEM Distributors](#), [JDPS Service Dealers](#), [JDPS Direct Manufacturing OEMs](#))

A&T C&F OEM

40.06 Limited Basic Warranty Coverage and Periods Not Listed on Warranty Statements

It is possible for parts or components of machines to be warranted beyond the rest of the machine. The Dealer must indicate in the claim comments section whenever warranty is provided under one of these exceptions, for example, "Rotary cutter heavy-duty gear case warranty."

These exceptions are covered under the “Limited Basic” warranty assigned to the machine.

For detail on machines affected, components covered and specifics of the exception, see DTAC Solution 91830.

A&T C&F OEM

40.07 Repair versus Replacement

When an equipment failure occurs during the warranty period, the Dealer must evaluate the damage and determine the repair or replacement solution. Consideration must be given to minimizing equipment downtime using the most cost-effective means available.

If the total cost to repair a warrantable failure is expected to exceed 70% of the net price of a machine subassembly or OEM product, the subassembly or OEM product must be replaced. The replacement unit must be the identical model or part number, and Dealer must document on the claim that repair would have exceeded 70% of the net price.

See section 60.20 John Deere Reman Components for additional repair versus replacement information.

A&T

40.10 Attachments (Bundles), Options (A&T Only)

Attachments ordered through a parts ordering system as a unique number, that enhance performance or customization of base equipment, are warranted for 12 months, or the remaining warranty term of the vehicle on which they are installed, whichever is greater, unless stated otherwise on the warranty statement. These items do not require product registration. These items must be claimed as a Normal claim if the vehicle on which they are installed is still within the warranty period and as an attachment claim if the vehicle is out of warranty.

Items with a 13- or 17-digit John Deere serial number are required to be registered. These items carry their own warranty as defined in the warranty statement.

Refer to DTAC solution 104757 for additional information regarding Turf and Utility.

Except for AMS components (which have their own warranty), options shipped with a machine are warranted under the PIN of the machine. DTAC Solution 64710.

A&T

40.11 Performance Upgrade Kits (A&T Only)

Performance Upgrade Kits (PUKs) ordered through a complete goods ordering system are warranted for 12 months and follow the seasonal start date of the equipment on which they are installed. These items are identified with a Product Identification Number (PIN) and product registration is required. If a PUK fails during the warranty period, submit a Normal claim under the PUK PIN.

A&T

40.12 DB Series Planters (Bauer) and Orthman Planters (A&T Only)

DTAC provides all troubleshooting assistance on any portion of Deere/Bauer and Deere/Orthman planters.

US and Canada: Warranty for components supplied by Orthman must be claimed through Orthman. Warranty claims for all components on DB Series Planters will be administered through the John Deere Warranty System.

Refer to DTAC Solution 97066 for DB Series Planters warranty claim information.

40.13 Special Tractor Warranty Periods (A&T Only)

Commercial Tractor Earthmoving Applications:

The standard warranty period applies only to the following Scraper Special tractors:

- 9R Series Scraper Special Tractors.
- 9RT Series Scraper Special Tractors.
- 9RX Series Scraper Special Tractors.

NOTE: See sales manual for most current Scraper Special Tractor models. These tractors are equipped specifically for the commercial earthmoving application.

Agricultural Tractor Land Leveling Applications:

Standard warranty and hour limits apply for wheel and track agricultural tractors when used on a limited basis for agricultural-based Heavy Duty Land Leveling applications. Light Duty Land Leveling using products such as box blade and land plane use is unlimited. Heavy Duty Land Leveling application use must not exceed 150 hours per year, must comply with the Operator's Manual and must not exceed the load limitations in DTAC Solution 107705.

The warranty period will be limited to 90 days from the delivery date to the first retail Customer if agricultural tractor Heavy Duty Land Leveling use exceeds the load limitations in DTAC Solution 107705.

The warranty period will be limited to 90 days from the delivery date to the first retail Customer, if agricultural tractor Heavy Duty Land Leveling use exceeds 150 hours per year, except 9R Series agricultural wheel tractors factory equipped with the following required option codes and tire specifications for Heavy Duty Land Leveling.

- Option Code 4000: Less Rear 3-Point Hitch
- Option Code 5068 or 5070: Axles 120 mm by 3048 mm Double Reduction with Axle Flats
- Option Code 8000: HD Frame with Tapered Roller Bearing Gudgeon
- Option Code 8003: Tow Cable
- Option Code 8760: Greaseable Steering Cylinder Pins
- Tires with 710 section width or narrower, within load limit of application used.

Agricultural Tractor Drainage Tiling Application

Tiling attachments are approved ONLY on 9RX Tractors equipped with a JD18 engine.

Standard warranty and hour limits apply for 9RX Tractors equipped with a JD18 engine when used for 150 or less hours per year for agricultural-based drainage tiling applications. Drainage tiling application use must comply with the Operator's Manual and must not exceed the load limitations in DTAC Solution 224034.

The warranty period will be limited to 90 days from the delivery date to the first retail Customer, if the 9RX tractor equipped with a JD18 engine drainage tiling use exceeds 150 hours per year or exceeds the load limitations in DTAC Solution 224034.

NOTE: See Land Leveling manufacturer for vertical drawbar load specifications.

NOTE: Track tractors with tread width wider than 120", or track tractors equipped with a narrow track system (tracks less than 25" width) are not recommended for use in Heavy Duty Land Leveling applications.

40.14 New Leader Dry Spreaders (A&T Only)

For warranty repairs of New Leader Spreaders purchased through John Deere, submit a warranty claim through John Deere.

For warranty repairs of New Leader Spreaders purchased through New Leader, submit a warranty claim through New Leader.

A&T

40.15 Warranty on Sweeps, Shovels, Plow Shares, and Disk Blades (A&T Only)

It is possible for these parts to be replaced during the warranty period according to the following conditions:

Sweeps – Breakage, cracking, or a hole developing in shank of sweep prior to wings being worn off.

Shovels – when breakage occurs on items which do not show appreciable wear.

Plow Shares – Wear must be measured perpendicularly across the middle of the front bolt hole. When breakage occurs before the plow share reaches the following wear limits.

- Dimensions 12.7 mm (1/2 in.) of wear (88.9 mm (3-1/2 in.)).

Disk Blades – when a warrantable break occurs as shown in the Operator’s Manual on blades that have worn less than 10% of the original diameter. Center breakage excluded.

A&T

40.16 Amadas Combines (A&T only)

Amadas combines are designed and built with many components manufactured by John Deere. Normal warranty applies to the John Deere engines and components. Amadas combines that are marked with a John Deere PIN (13-position PIN starting with H0 or 17-position PIN starting with 1H0) must be registered (Customer delivery receipt must be submitted).

A&T

40.17 Factory-Installed Compact Utility Tractor Loader or Backhoe (FILB) (A&T only)

For Compact Utility Tractors with loaders or backhoes installed by the factory and purchased as a complete unit, the following applies:

- Tractor and loader or backhoe are invoiced as a single unit.
- Warranty of the loader or backhoe is covered under the tractor warranty.
- Claims are submitted under the PIN of the tractor, with the loader or backhoe PIN listed as a component.
- Factory-Installed loaders or backhoes removed from new tractors and sold separately require a [Warranty Support Incident](#) and will receive implement/attachment warranty only.

C&F

40.41 Warranty Conditions for Bogie Skidders (C&F Only)

Claim Submission Requirements

John Deere Bogie Skidders require additional data as part of the DTAC and claim submission processes. Review the requirements [here](#).

Oil Analysis Requirements

Bogie Skidders are required to submit oil samples as a condition of warranty. In Basic and Extended Warranty, fluid samples of any hydraulic tank, pump drives, Bogies, Differentials, and Planetaries, should be taken according to the JD Bogie Skidder Oil Sampling Interval Schedule as shown below.

[Example of Oil Sampling Interval Schedule](#)

Fluid analysis kits are available through JDPoint. Deere will cover the costs of fluid analysis kits and the analysis if ordered through JDPoint. Refer to DTAC Solution 220163 for additional information.

Fluid analysis done through the John Deere Fluid Analysis program with ALS will be reported directly to John Deere. For oil analysis done through providers other than ALS, the Dealership is required to provide documentation upon request. Reference bulletin [PSM20-18](#) for more information.

C&F

40.42 Military Conversions (US and Canada Only) (C&F Only)

Modified 624KR, 850JR and Armored Cabs have been sold to the Military. These units have Comprehensive Extended coverage for 5 years / 5000 hours.

Modified 250GR excavators and Armored Cabs sold to the Military have Comprehensive extended coverage for 5 years / 2500 hours.

In some instances, the military may have elected to not include extended warranty coverage on some machines. This may be due to machines with planned storage or being delivered to areas where they cannot be serviced by an authorized John Deere Dealer.

Additional Items Covered by Military Comprehensive Extended Coverage:

- Armored Cab
- Hyster H6C Winch
- JD Ripper
- Travel time and mileage
- Transportation of equipment if repairs cannot be performed in field
- All hoses, lines, fittings, and belts

Items Not Covered by Military Comprehensive Extended Coverage:

- KR forks and buckets (from 644ER TRAM and used on current 624KR TRAM)
- Damage caused by combat conditions
- Items not covered under normal extended warranty rules (excluding those listed above)

Claim Submission

All products, including Armored Cabs, Rippers and Hyster Winches have their own PIN plate. Submit claims in the John Deere Warranty System using that PIN.

For the Armored Cab, submit a Normal Warranty claim.

For the Hyster Winch, submit a Goodwill Special Allowance Policy.

For the JD Ripper, submit Normal Warranty claims under the machine PIN for the first year, referencing the ripper PIN in the Correction field of the claim. After the first year, submit a Goodwill Special Allowance Policy against the ripper PIN.

Hoses, lines, fittings, and/or belts may be claimed in normal Extended Warranty. Include a note on the claim indicating the unit is a USMC machine.

Claim Reimbursement is at Basic warranty rates.

Travel may be claimed up to \$450 and must be filed under Other Credits. Include the distance travelled in the line-item credits. For travel that exceeds \$450, contact your TCSM for additional credit.

C&F

40.43 Explanation of StructurALL Warranty (C&F Only)

StructurALL Warranty coverage is 36 months or 10,000 hours, whichever occurs first.

Compact Excavators, Compact Wheel Loaders, Skid Steers, Compact Track Loaders, Scraper Tractors and Pull-Type Scrapers (except DC and DE Pull-Type Scrapers) are not eligible for StructurALL Warranty.

During Default and Basic Warranty, StructurALL claims should be filed as Normal warranty claims. After Basic Warranty has expired, claims for structural items that qualify for reimbursement must be submitted via a StructurALL Special Allowance. See section 130.86 StructurALL Claim & Reimbursement Information for additional details.

Remaining StructurALL Warranty coverage is transferable to a subsequent Customer if an authorized Dealer transfers the warranty before the StructurALL Warranty ends.

StructurALL Warranty will be void if:

1. The product is used primarily in extreme duty or severe duty applications such as, but not limited to demolition and wrecking, chemical plant (including fertilizer plants), salt mines, steel mill, landfill, recycling, and transfer stations, scrap handling, scarifying, and any other applications that are similarly destructive or are similarly heavy duty.
2. The product is modified or altered in ways not approved by the Company.
3. Any unapproved or improperly sized attachment is installed on the product.

Whenever StructurALL or Comprehensive Extended Warranty is in effect, claims for structural items must be submitted via an electronic Structural Special Allowance. When filing a Structural Special Allowance, the Dealer reimbursement should be calculated at Basic Warranty reimbursement rates.

C&F

40.44 Items Covered by StructurALL Warranty (C&F Only)

StructurALL Warranty is to cover defects in material and workmanship for the following original equipment components installed at time of manufacture:

- Arm
- Articulation Joint (incl. pins & bushings)
- Bin Frame
- Boom
- Carbody
- C-Frame*
- Circle Frame
- Coupler (John Deere built ONLY)
- Dipperstick
- Draft Frame
- Engine Frame
- Equipment Frame
- Grapple Arch and Grapple Boom and Grapple Yoke
- H-Link
- Loader Arm
- Loader Frame
- Mainframe
- Moldboard Lift Arm

- NeverGrease™ Pin Joints
- Pushbeam
- Rollover Protection Structure (ROPS)
- Side Frame
- Swing Frame
- Track Frame
- Undercarriage Frame
- X-Frame
- Z-bar loader linkage (including bell crank and bucket driver link)
- Specialty booms and arms marketed as "heavy duty" by Deere or Hitachi

Items Covered by StructurALL for Cut-to-Length Forestry Machines:

- Front frame (welded assembly)
- Rear frame (welded assembly)
- Crane king post with basement
- Middle joint frame
- Cabin Swing Frame
- Main Boom

*StructurALL Warranty does not apply to Cut-to-Length Forestry Heads.

C&F

40.45 StructurALL Warranty Limitations (C&F Only)

StructurALL Warranty does not apply to:

- C-Frames on 450, 550, and 650 crawlers equipped with root rakes or used in forestry applications unless equipped with an "extreme duty" reinforcement package.
- C-Frames on 700, 750, and 850 crawlers equipped with root rakes or used in forestry applications.
- Crawlers equipped with optional side booms.
- Excavator and Log Loader swing bearings.
- Motor Graders equipped with Front Mounted Snow Wing (front post mounted to the main frame in the area reserved for the mid-mount scarifier) or Rear-Mounted Snow Wings (front post mounted to engine frame behind the articulation joint).
- Service performed by anyone other than an authorized Dealer
- Maintenance and wear parts (e.g., lubricated joints, bearings etc.) are excluded from StructurALL Warranty.

StructurALL warranty does apply to:

- Super long fronts if sold and manufactured by the Company.
- John Deere-manufactured Water Wagons.
- Motor Graders equipped with conventional mounted Snow Wings that utilize the G-series mounting provisions (front post mounted to the goose neck of mainframe and rear post mounted to the ripper mount of the engine frame).

C&F

40.46 Factory-Installed Undercarriage Warranty (C&F Only)

Warranty coverage is 3 years/ 4,000 hours (whichever comes first) for non-rubberized undercarriage wear components. Factory Installed Undercarriage Warranty does not cover rubber tracks. Factory-Installed Undercarriage Warranty is for Construction, Forestry, and CCE equipment only and does not apply to Scraper Tractors.

During Default and Basic Warranty, undercarriage claims should be filed as Normal warranty claims, and dealer reimbursement will be calculated at Basic Warranty reimbursement rates.

After Basic Warranty has expired, Factory-Installed Undercarriage Warranty claims that qualify for

reimbursement must be submitted via a Factory Undercarriage Special Allowance, even if the machine is in Comprehensive Extended Warranty. See section 130.82 Factory Undercarriage Special Allowances for detailed claim and reimbursement information.

Coverage will begin on the date of delivery of the product to the original Customer. All rental days and demonstration hours will apply against the Factory-Installed Undercarriage Warranty period in the same manner as Basic Warranty.

C&F

40.47 Factory-Installed Steel Tracks with Rubber Pads (C&F Only)

Steel tracks with rubber pads attached to the shoes are covered under Factory-Installed Undercarriage Warranty only when the defect is attributed to the steel track or a defect in the adhesion of the rubber pads to the steel track.

Reimbursement should be based on section 130.82 Factory Undercarriage Special Allowances.

Wear of the rubber pad on the steel track is not covered by warranty.

C&F

40.48 Items Covered by Factory-Installed Undercarriage Warranty (C&F Only)

Factory-Installed Undercarriage warranty covers defects in material and workmanship for the following non-rubberized undercarriage wear components. Components not listed are not covered:

- Track Shoes (a.k.a. Pads)
- Master Shoe
- Track Chain Assembly (a.k.a. Rails) Components
 - Pins
 - Bushings
 - Seals
 - Thrust Rings
 - Links (a.k.a. Rails)
 - Master Link
- Track Roller (a.k.a. Bottom Roller)
- Carrier Roller (a.k.a. Top Roller)
- Sprocket
- Sprocket Segments
- Front Idler Rear Idler (compact track loaders only)

NOTE: Premature failure due to accelerated wear (component wearing out sooner than expected) can be a result of operating conditions, maintenance practices, or an improperly configured machine. A Customer may feel the wear life of a track chain is less than they would expect. However, a shortened wear life is not necessarily the result of a defect in material or workmanship. The Factory Installed Undercarriage Warranty does not cover failure due to wear, even if accelerated.

C&F

40.49 Items Not Covered by Factory-Installed Undercarriage Warranty (C&F Only)

In addition to the items listed in section 100 Items and Conditions Not Warranted, Factory-Installed Undercarriage warranty does not cover the following:

- Failures due to wear, application of the machine (i.e. working on a side hill), maintenance practices (i.e. improper track sag adjustment), improper configuration of the machine (i.e. track pads that are too wide for operating conditions) or premature failure due to accelerated wear (component wearing out sooner than expected) *.
- Rubberized undercarriage components such as rubber tracks.

- Removal and installation labor.
- Parts not manufactured, supplied, or approved by Deere.
- Non-wear items, such as but not limited to track adjusters, idler yokes, brackets, final drives, and track frames. Non-wear undercarriage components will continue to be covered by the applicable Basic and/or StructurALL Warranty.

**NOTE: Premature failure due to accelerated wear (component wearing out sooner than expected) can be a result of operating conditions, maintenance practices, or an improperly configured machine. A Customer may feel the wear life of a track chain is less than they would expect. However, a shortened wear life is not necessarily the result of a defect in material or workmanship. The Factory Installed Undercarriage Warranty does not cover failure due to wear, even if accelerated.*

C&F

40.50 CCE Rubber Track Warranty (C&F Only)

Camso tracks on Compact Track Loaders

Camso rubber tracks are available as an option to Blue Line Rental only. The warranty on these tracks is handled directly through Camso. Camso rubber tracks are not available as an option to retail Customers.

Compact Excavators and Compact Track Loaders

Compact Excavators and Compact Track Loaders have rubber tracks as standard equipment from the factory. Rubber Tracks are used in a wide variety of applications and some of these applications can damage the track or reduce its life.

Since many failures of rubber tracks are due to operator usage and environment, these components must be evaluated on an individual basis to verify the failure was caused by a defect in materials and workmanship. Descriptions of typical failure modes and their causes can be found here: [CTL Rubber Tracks](#) and here: [Compact Excavator Rubber Tracks](#)

Rubber tracks on these machines are warranted by John Deere, not by the manufacturer. Rubber tracks on Compact Excavators and Compact Track Loaders carry 24 month/2,000 hours (whichever occurs first) warranty for defects in material and workmanship. Non-rubberized undercarriage wear components, such as rollers, idlers, and sprockets, will be covered by Factory installed Undercarriage Warranty. See section 40.46 Factory-Installed Undercarriage Warranty for full terms and conditions.

C&F

40.51 Scraper Tractor Undercarriage Warranty (C&F Only)

Prior preapproval is no longer required for Scraper Tractor Track claims. List of required photos must be attached to Track claims.

Scraper Tractor Track warranty claims must include the following photos (1200x800 pixels preferred) :

- Photo 1 - Required – Photo of the whole machine including any implement attachment (if applicable)
- Photo 2 - Required – Photo of undercarriage showing defective belt and wheels
- Photo 3 - Required – Close-up photo of belt defect
- Photo 4 - Required – Photo of belt part number and serial number
- Other photos optional

C&F

40.53 Future Use

C&F

40.54 Future Use

C&F

40.55 Future Use

C&F

40.56 Future Use

C&F

40.57 Attachment Warranty Policy (C&F Only)

Attachment warranty covers defects in material and workmanship on attachments bearing the brand name John Deere, Hitachi or Waratah for the applicable warranty period. The Company will not compensate the Dealer for unapproved parts. To obtain warranty service or coverage, Customer must present documentation that proves eligible warranty to the servicing Dealer prior to expiration of applicable warranty period.

In most cases if the attachment is ordered with machine and factory installed, the attachment carries the machine warranty (see below for further details). Attachments installed by the dealer, aftermarket companies or other contracted work are considered 'field installed'. The Company will not honor claims for defective installation in the case of field installed attachments. This includes all field installed attachments ordered with installation charges through John Deere.

If a non-John Deere, non-Waratah, or non-Hitachi attachment is installed, the attachment warranty of the manufacturer applies, and any warranty claims must be filed directly with the manufacturer.

All attachments are excluded from any Extended Warranty purchased for the machine (exceptions noted in section 55.45 G.R. Manufacturing and section 55.60 Winches). Installation of attachments not meeting factory specifications, including load, weight, dimension, hydraulic requirements, carrier size, etc., for the machine may result in the loss of machine warranty. Contact DMAC to review the attachment and machine application for warranty implications. Deere will not accept any claims associated with a non-John Deere, non-Waratah, or non-Hitachi attachment or head, including secondary damage or failures caused by the attachment or head to the carrier or by the carrier to the attachment or head.

If a serialized John Deere or Waratah-branded attachment (bearing a 13- or 17-digit serial number) is installed aftermarket, a delivery receipt is required to establish and initiate warranty. The machine must still meet all conversion and weight limit requirements, even if a John Deere, Hitachi, or Waratah attachment is installed. If these requirements are not met, warranty may be voided on both the carrier and the attachment. Dealers should contact DMAC for more information. For cut-to-length equipment in Western Europe, and CIS, contact DTAC in Tampere, Finland at 358-205-84 100. CIS dealers should also contact DMAC.

Basic Warranty claims for the attachment or head must be submitted using the serial number of the attachment. Reimbursement for collateral damage to a Deere or Hitachi machine should be filed on the attachment PIN. Dealers should include documentation of the carrier PIN, hour meter reading, replaced parts, labor hours, Tech IDs, and total repair cost.

C&F

40.58 John Deere Work Tools and Field Kits (C&F Only)

Bucket Warranty – sold by John Deere

Basic Warranty: 1 year -- Factory or Field Installed

For Factory installed buckets file a Normal Warranty claim during Machine Warranty.

For Field installed buckets, file as a Parts Warranty claim.

Hydraulic Thumbs and Couplers Warranty – sold by John Deere

Basic Warranty: 1 year – Ordered with machine or Field Installed

For thumbs or couplers ordered with the machine as a factory installed option, Custom Option Package, file a Normal Warranty claim during Machine Warranty.

For field installed thumbs or couplers and other non-Compact Construction Equipment Attachments or kits, submit a Parts Warranty claim. If the machine is in Basic or Extended Warranty, submit a Parts Warranty claim without using the machine PIN. Reference Attachment Warranty Policy when installation was completed by the dealer, aftermarket companies or other contracted work.

Compact Construction Equipment Attachments

Basic Warranty: 12 months, unlimited hours

Dealers must process a delivery receipt to activate warranty on Compact Construction Equipment Attachments with a serial number. File a Normal Warranty claim using the serial number of the attachment. Do not file claims against the machine PIN. For Compact Construction Equipment Attachments that only have a part number, Dealer should file as a Parts Warranty claim.

C&F

40.59 John Deere Forestry Attachments (C&F Only)

John Deere Branded Forestry Attachments

Basic Warranty: 1 year or 2000 hours, whichever comes first.

Forestry attachments must be used with a compatible carrier to validate warranty. Refer to section 40.69 CZM Excavator Modifications for compatibility information. Failure to properly install the attachments (mounting, pressure settings, etc.) can result in invalidation of the warranty. Deere does not provide installation support or compatibility information for Deere branded forestry attachments being installed on a non-Deere carrier.

Dealers must process a delivery receipt to activate warranty on factory installed and field installed forestry attachments with a serial number (felling heads, delimiters, saw heads, processors). File a Normal Warranty claim using the serial number of the attachment.

Waratah Products

Basic Warranty: 1 year or 2000 hours, whichever comes first.

Dealers should process a delivery receipt through the Waratah Warranty System to activate warranty on all factory installed and field installed Waratah attachments. File warranty claims through Waratah.

C&F

40.60 Referral Attachments (C&F Only)

Referral attachments are set up in our system with valid part numbers and Dealer pricing for convenient quoting and ordering of products from companies other than John Deere. They are included in the Company Price Book and can be ordered through the Company. All warranty, parts, service, and support are the responsibility of the supplier and is handled between the Dealer and the supplier.

C&F

40.61 Grapples (C&F Only)

John Deere Grapples

Factory-Installed John Deere-Branded KBL Grapples are covered under machine Basic Warranty.

Field-Installed John Deere-Branded KBL Grapples have a 12-month Parts Warranty. Dealers should update the carrier's records in the JDWS with the grapple serial number. It is not necessary to file a delivery receipt on the grapple itself. File Parts Warranty claims for field-installed grapples.

C&F

40.62 G.R. Manufacturing (C&F Only)

G.R. Manufacturing provides severe duty protection packages and parts through the referral portion of price pages. Visit their website: <http://www.grtractors.com> for warranty information. File claims with GR during the Basic Warranty period. Applicable Extended Warranty covers hydraulic components within GR's wheel loader waste handling package. During the machine's Extended Warranty period, file the claim under Other Credits.

C&F

40.63 Non-John Deere Branded Attachments (C&F Only)

Attachments supplied by companies other than John Deere are not designed, manufactured, or sold by John Deere, and John Deere is not responsible for the performance of these products; that responsibility remains with the manufacturer. The attachment manufacturer and selling Dealer are responsible for damage to, performance degradation of, or failure of the Deere machine where such failure or damage has resulted from use of non-Deere attachments.

Dealers or attachment manufacturers needing technical information on machines in order to develop and install these tools should contact Dealer Marketing Assistance Center.

Non-Deere branded attachments must be ordered from the supplier. All warranty, service parts, technical support, sales support, and assistance will be the responsibility of the supplier and dealer.

C&F

40.64 Winches (C&F Only)

Factory-Installed Winches are covered under machine Basic and Comprehensive Extended Warranty.

Field-installed John Deere-branded winches follow the parts warranty terms in section 50.20 Parts Warranty Periods. Dealers should update the machine record in the JDWS with the new winch serial number. It is not necessary to file a delivery receipt on the winch itself.

Field-Installed Paccar Winches

PACCAR Winch Division (CARCO) provides winches for our crawlers through the referral portion of price pages. Visit their website www.paccarwinch.com for warranty information.

C&F

40.65 Machine Conversions and Modification Overview (C&F Only)

Any modification or conversion done by the Dealer, the Customer, or any third-party company not approved by the Company may void all or portions of any remaining machine warranty.

A machine status of "Conversion Form Required" is used when machines are shipped with certain option codes, e.g., less tires, less boom, KBL equipped with mobile hydraulics, etc. The warranty information is visible to the dealer. These machines require some follow up by the Dealer to submit a conversion form for review. If approved, warranty may be reinstated. Conversion forms are located on DealerPath.

Approval for modifications is at the discretion of the Company. If a machine fails to meet the conversion guidelines provided by the Company, the Company may void all or portions of any remaining machine warranty. For machines with a status of "Conversion Form Required," warranty will be suspended pending

Company's receipt and approval of a conversion form.

Extended Warranty should not be purchased until a conversion form is approved. Any Extended Warranty that is purchased prior to approval will be cancelled if the modification does not meet John Deere specifications.

Dealer Marketing Assistance Center (DMAC) can provide assistance and written approval on any of the modifications described.

For Cut-to-Length equipment in Western Europe, and CIS, DTAC can provide assistance and written approval on any of the modifications described.

Equipment that requires a modification for an application will retain applicable warranty on the base machine if the modification is approved and does NOT change the use of the machine for which it was designed.

Any unapproved adjustments (electronic or mechanical) to a machine or machine components outside of published specifications including but not limited to engine, hydraulic components and relief valves will void any Basic, StructurALL, or Extended Warranty remaining on the machine.

Under no circumstances will warranty apply to any modified part or any modification itself.

In some cases, adjustments may be covered during the Basic Warranty period if a component is outside factory specifications due to a defect in material and/or workmanship. If a machine is outside published specifications and requires adjustments, dealers must file a normal warranty claim and record the before and after settings, or measurements, of the main or system relief valve in the claim failure description. Adjustments should not be made to components that are within factory specifications and claims for such adjustments will not be accepted.

NOTE: Water based, and glycol-based fire-resistant fluids are not suitable for use in Construction and Forestry applications. Contact DMAC for possible alternatives.

Examples of unauthorized modifications include but are not limited to: installation of an engine ECU into a machine for which is not designed, excavator or crane arm modifications, or adjustments of pressure settings outside of published specifications.

C&F

40.66 Excavator Modifications (C&F Only)

Excavators Ordered Less Boom & Arm

Upon shipment of all excavators ordered less boom and arm, warranty will be suspended, and Extended Warranty cannot be purchased until Dealer completes the Conversion Form in accordance with section 40.65 Machine Conversions and Modification Overview and Deere approves the conversion.

Excavator Arm Modifications

Excavator arms that have been modified to extend the reach and/or allow use of a larger bucket are not approved. Because the arm modification is not approved, warranty on the entire machine is suspended unless the Company determines otherwise on a case-by-case basis. In no case will warranty apply to the arm or other parts affected by the modification.

Used Boom and Arm or Non-John Deere / Hitachi Boom and Arm

Excavators being equipped with a used boom and arm, or a non-John Deere or non-Hitachi boom and arm, must also have a hydraulic oil sample taken and the results submitted on the Excavator Conversion Approval Form. This oil sample requirement only applies to excavators being equipped with a used boom and arm, or a non-John Deere/Hitachi boom and arm. If installing a new John Deere/Hitachi boom and arm, or a new John Deere or Hitachi Super Long Front, the oil sample is not required on the Conversion Approval Form.

If the machine/boom and arm meet the conversion guidelines established by the Company and oil cleanliness* after installation is 22/16/13 or better, normal warranty will be reinstated for the base machine. The Company

will not accept any claims associated with used booms and arms, or non-John Deere or non-Hitachi booms and arms, including secondary damage caused by the used or non-John Deere/Hitachi boom and arm to the base machine, or by the base machine to the used or non-John Deere/Hitachi boom and arm.

It is good practice to always sample and clean to ISO 22/16/13 standards any time a boom and arm is separated from a machine.

*A copy of the oil analysis report must be kept in the machine history file for inspection at the Company's discretion.

Forestry Conversions on Excavators

Only forestry excavators manufactured by Deere Hitachi Specialty Products (DHSP) or Deere may be modified for use in forestry applications ("Forestry Excavators"), including all forms of timber harvesting such as: cutting, felling, delimiting, processing, loading, hauling, transporting, shovel logging, sorting and handling of lumber in the woods or at the mill. Machines used to build or maintain logging roads are also considered a forestry application. Other than Forestry Excavators, no other excavators are approved for forestry conversions (including conversions performed by dealers) and any such conversion will void warranty and the purchase of Extended Warranty is not allowed.

All conversions for excavators must be reported using an Excavator Conversion Form.

Under no circumstances is a feller buncher application (machine form) approved.

C&F

40.67 Excavator Conversions in Latin America and Brazil (C&F Only)

We recognize that DHSP currently does not provide forestry loggers or foresters in some regions of Latin America and Brazil. Dealers in those regions will be allowed to obtain outside forestry conversions and will be reviewed for warranty coverage on a case-by-case basis. Conversions are not allowed on any machine smaller than the 160 LC and no larger than the 350 LC.

Excavators modified for use in non-earthmoving machinery applications must demonstrate conformance to relevant safety standards. Forestry machines shall demonstrate conformance to the requirements set forth in ISO 11850 and normatively referenced standards within; as well as national and regional requirements that may apply.

Conversions are not allowed on any machines smaller than the 160 LC and no larger than the 350 LC. Dealers may use the chart below as a guideline for forestry conversions on excavators. Note that this chart is only a guideline and is subject to change. Conversion forms are still required for all modified excavators.

[Excavator Forestry Conversion Chart](#) [Forestry Conversion Weight and Shoe Limits](#)

If a machine meets the conversion guidelines, the Company will provide warranty for the excavator for non-forestry applications, if and only if the dealer has completed and filed the conversion form and it has been reviewed and approved by the Company.

- Check machine record is applied to every approved machine with restrictions, if applicable. Notes are added to the machine record advising of functional areas that would not be covered under warranty due to LME modifications (see chart below). Machine information within the JDWS will include a statement that this is a converted excavator into a forestry application and that appropriate warranty restrictions apply.

Standard Warranty may apply to the following functional groups if not directly related to forestry application:

Functional Group	Description	Excavator Forestry Conversion
02	Axles, Differential & Suspension Systems	Yes
03	Transmission	Check
04	Engine	Check

05	Engine Aux	Check
08	Transfer Drive – Splitter & Coupler	Yes
13	Misc. Vehicle	Yes
16	Vehicle Electrical System	Yes
18	Operator's Station	Yes
19	Sheet Metal & Styling	Yes
20	Safety, Convenience & Misc.	Yes
21	Vehicle Main Hydraulic System	Check
26	Global Vehicle Communication	Yes
43	Swing, Rotation or Pivot System	Check

In addition, the following functional groups will not be covered by Standard Warranty:

Functional Group	Description	Excavator Forestry Conversion
01	Wheels, Tires & Tracks	No
17	Frame Chassis or Supporting Structure	No
33	Backhoe & Excavator	No
44	Cutting Mechanism	No

- StructurALL and Factory Undercarriage warranties are void.
- The converted excavator will not be eligible for Extended Warranty or Plus Care.

C&F

40.68 Excavator Conversions in AU/NZ/Africa (C&F Only)

The Dealer/Customer must receive prior written approval from their TCSM prior to beginning any conversion or installing anything other than a bucket on their machine. Examples of this would include a hammer, grapple, forestry head, etc.

- Approved attachments may be subject to restrictions on components or functional areas.
- Installation of attachments not meeting Deere specifications, including load, weight, dimension, hydraulic requirements, carrier size, etc., for the machine will void machine warranty.

Excavators modified for use in non-earthmoving machinery applications must demonstrate conformance to relevant safety standards. Forestry machines shall demonstrate conformance to the requirements set forth in ISO 11850 and normatively referenced standards within; as well as national and regional requirements that may apply.

The E300, E380 and E400 Excavators are eligible for forestry conversion in AU/NZ under the following conditions:

- The Dealer must complete the forestry excavator conversion form (English)
- Deere will review the modifications and note any restrictions on warranty.

Deere will not provide any warranty for machines that have not had their conversion pre-approved prior to the failure. Any converted machine is ineligible for StructurALL Warranty and/or Extended Warranty Coverage.

C&F

40.69 CZM Excavator Modifications (Latin America and Brazil Only) (C&F Only)

Excavators that are sold by Deere to CZM and modified into drilling applications have modifications that are not covered by Deere warranty:

- Check machine record is applied to every machine sold to CZM. Notes are added to the machine record advising of functional areas that would not be covered under warranty due to CZM modifications (based on engineering recommendations). Machine Information within JDWS will include a statement

that this is a CZM conversion and that CZM warranty restrictions apply.

- CZM will sell the converted excavator to a final Customer. After the sale to the final Customer the owner of record within the JD data bases will remain CZM. The final Customer will go to CZM for support including warranty.
- StructurALL and Factory Undercarriage warranties are void.
- Diagnostic time is not paid.
- The converted excavator will not be eligible for Extended Warranty or Plus Care coverage.

Standard warranty will only apply to the components identified below:

System	Component
Hydraulics	Shuttle Valve
Hydraulics	Pilot Valves in cab
Hydraulics	Control Valve piping
Hydraulics	Center Joint
Hydraulics	Hoses leading to CV and pilot system
Hydraulics	Solenoid valves on Control Valve bank
Powertrain	Engine (PTO must be approved)
Powertrain	Direct drive fan
Powertrain	Air cleaner
Powertrain	Muffler
Powertrain	Cooling package (except hydraulic oil cooler)
Powertrain	Hydraulic fan pump
Powertrain	Air piping (CAC, turbo, etc.)
Sheet Metal	Hoods
Sheet Metal	Covers
Sheet Metal	Hydraulic tank (when high performance filter is used)
Sheet Metal	Doors
Sheet Metal	Tool box
Cab	Seat
Cab	Cab Electrical
Cab	DSZ
Cab	Cab Shell
Cab	MCZ
Cab	Monitor

For clarity, the components below are not covered by warranty:

System	Component
Hydraulics	Main Pump
Hydraulics	Swing Drives (Transmission & Motor)
Hydraulics	Hydraulic Cylinders
Hydraulics	CZM added Hydraulic Components
Hydraulics	Control Valve
Hydraulics	Travel Device (Transmission & Motor)
Hydraulics	Hoses other than those leading to CV and pilot system
Undercarriage	Idler
Undercarriage	Track chain (incl pins & bushing)
Undercarriage	Track Tensioner
Undercarriage	Sprocket
Undercarriage	Lower roller
Undercarriage	Upper roller
Frames	Track frame
Main Structures	Boom/Arm/Bucket
Main Structures	Mainframe
Main Structures	Counterweight

Sheet Metal	Fuel tank
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CZM is responsible for Dealer reimbursement for any additional warranty cost provided by CZM standard warranty not covered within the John Deere-CZM Supply Agreement.

- CZM will cover costs associated with a failure of John Deere parts-caused by a failure of a CZM part.
- Failure of an identified John Deere part which is defined by John Deere as non-warrantable part due to the conversion.
- Any item not covered by standard warranty will not be covered by the Dealer or John Deere.
- Any type of Goodwill Special Allowance provided to the Customer from CZM.
- Related to product reliability/durability.
- Related to machine hauling or travel time/mileage to or from the machine.
- Hydraulic contamination related failed parts and clean-up
- Travel time
- Mileage
- Hauling
- Any other cost associated with repair which requires CZM to compromise to the Dealer based on CZM's request.

CZM owns the responsibility to communicate with the Customer any additional costs not covered by the Dealer and not covered by Standard Warranty.

CZM shall inform John Deere every 30 days of the number of converted machines sold and the following information through a [Warranty Support Incident](#).

- Machine PIN number
- Customer Name
- Customer Location

This information will be stored on the field manager's website and included on the internal notes on the machine record within the John Deere Warranty System.

C&F

40.70 Modified Knuckleboom Log Loaders, Harvesters, Forwarders, Feller Bunchers, and DHSP (C&F Only)

The following will require a conversion form be submitted stating how the machine will be equipped in the aftermarket:

- Knuckleboom log loaders, wheeled harvesters, and wheel or track feller bunchers ordered less head.
- Tracked harvesters ordered less measuring system.
- Forwarders ordered less load space.
- DHSP Forestry Swing Machines configured with additional operator protection structure or ordered without an attachment.

The Full Tree Forestry, Cut-to-Length Harvester, CTL-Forwarder, DHSP Conversion Forms are available on DealerPath on the Service Page under [Conversion Forms](#) or within the [Machine Set-Up / Follow-Up Checklist](#).

This policy requires the Dealer to inform the Company of the head make and model, weight and oil cleanliness levels after installation of the head. If the machine/head meets the weight guidelines established by the Company, has provided satisfactory performance in the past and oil cleanliness* after installation is 22/16/13 or better, normal warranty will be reinstated for the unmodified portion of the carrier.

[Tracked Feller Buncher and Harvester Attachment Chart](#)

All applicable Extended Warranty coverages are available for carriers with Deere, Waratah, or other heads that meet Deere specifications. Deere will not accept any claims on a non-Deere or non-Waratah head; including

secondary damage caused by the non-Deere or non-Waratah head to the carrier or by the carrier to the non-Deere or non-Waratah head. Deere and Waratah forestry heads are not covered under any Extended Warranty (except as outlined in section 55.30 John Deere Forestry Attachments) and Basic Warranty claims for heads must be submitted using the serial number of the head.

*A copy of the oil analysis report must be kept in the machine history file for inspection at the Company's discretion.

C&F

40.71 Wheeled Feller Bunchers Ordered Less Tires (C&F Only)

Upon shipment of all wheeled feller bunchers ordered less tires, warranty will be suspended, and Extended Warranty cannot be purchased until Dealer completes the Conversion Form in accordance with section 40.65 Machine Conversions and Modification Overview and Deere approves the conversion. If the machine meets the guidelines established on the Tire/Axle Chart, normal warranty will be reinstated for the unmodified portion of the machine.

Weight Limits

Machine configuration cannot exceed the ROPS limit as noted on the machine certification decal.

Unauthorized "Track Type" Tire Chains

The use of "track type" tire chains is not an approved modification. Warranty on machines using "track type" tire chains will be void.

Axles / Tire Size / Tire Chains

See Tire/Axle Chart for information on permissible tire size, axles and tire chain usage. Review this chart carefully as it could affect your machine warranty.

[Tire/Axle Chart](#)

Wheeled Feller Buncher Less Tires Conversion Form:

[English](#)

[French](#)

[Spanish](#)

[Portuguese](#)

C&F

40.72 Modified Motor Graders (C&F Only)

Foam-filling the front or rear tires on a motor grader may void any remaining Basic or Extended Warranty coverage.

C&F

40.73 Modified Skidders (C&F Only)

Skidders Ordered Less Tires

Skidders ordered less tires will be coded as "Conversion Form Required." Warranty will be suspended and Extended Warranty cannot be purchased until Dealer completes the Conversion Form in accordance with section 40.65 Machine Conversions and Modification Overview, the machine meets the guidelines established on the Tire/Axle Chart and Deere approves the conversion. Upon approval, normal warranty will be reinstated for the unmodified portion of the machine.

Weight Limits

Warranty will be void for machines exceeding the maximums listed in the Tire/Axle Chart. In addition, Machine configuration cannot exceed the ROPS limit as noted on the machine certification decal.

Modification Limits

Structural Reinforcement

Structural failures that are determined to be the result of the additional reinforcement will not be warranted.

Recuperators

The use of a recuperator does not automatically void warranty; however, they increase torsional loading in the blade assembly and main frames. Damage related to this additional loading is not warrantable. Customers should be advised additional maintenance may be required to avoid non-warrantable damage resulting from the use of a recuperator.

"Track Type" Tire Chains

The use of "track type" tire chains such as Olofsfors track-type chains is allowed, provided the machine still meets all weight and width requirements set out in the Tire/Axle Chart. If these requirements are not met, machine warranty will be void.

The use of any other "track type" tire chains is an **UNAUTHORIZED MODIFICATION**. Warranty on machines using "track type" tire chains may be voided.

Axles / Tire Size / Tire Chains

See Tire/Axle Chart for information on permissible tire size, axles and tire chain usage. Review this chart carefully as it could affect machine warranty.

[Tire/Axle Chart](#)

Dual Wheel Option

The dual wheel option may reduce the life of the 1700 Series Axle below the targeted design life of 15,000 hours. The dual wheel option can also shorten the transmission and structure life of the machine.

Skidder Less Tires Conversion Form:

[English](#)

[French](#)

[Spanish](#)

[Portuguese](#)

[L-Series Utility Skidder Conversion Form](#)

C&F

40.74 Tracks on Skid Steer Loaders (C&F Only)

Track Systems on Skid Steer Loaders

Track systems are any bolt-on undercarriage system that removes wheels and adds rollers, idlers, and a sprocket-driven track to a wheeled skid steer. The installation of this type of system is an unauthorized modification. Their use can cause premature axle final drive failures and driveline failures. Use of any track system will void the remainder of any warranty.

Over-the-Tire Tracks on Skid Steer Loaders

Foam filled or solid tires are allowed on skid steers. However, they are not allowed with over the tire steel or rubber tracks. Use of non-pneumatic tires with over-the-tire tracks may void warranty.

Over-the-Tire Rubber Tracks on Skid Steer Loaders

Skid Steer Loaders - Low Tension Over-the-Tire Rubber Tracks from third party suppliers

John Deere discontinued the sales of over-the-tire rubber tracks in July 2007. Third-party low-tension rubber tracks may be used on Skid Steer Loaders without impacting warranty coverage. To be considered 'Low Tension', the rubber tracks must meet the following guidelines:

- No tensioning device can be used in the installation
- The unit must be equipped with pneumatic tires

- The installed track must have a minimum of 1” to a maximum of 3” sag on the top side
Warranty claims for third-party low-tension rubber tracks must be filed directly with the third-party supplier.

Over-the-Tire Steel Tracks on Skid Steer Loaders

Deere Compact Construction Equipment over-the-tire steel tracks carry a one-year warranty. Any claims should be submitted through the Deere warranty system. For the use of over-the-tire steel tracks to be warrantable, they must be installed with the following equipment:

- All models – pneumatic tires

C&F

40.75 Modified ADTs (US, Canada, Latin America, Australia and New Zealand Only) (C&F Only)

Unapproved Modifications or Conversions

Any modification or conversion done by the Dealer, the Customer, or any third party not approved by the Company may void all or portions of any remaining machine warranty.

ADT Bin

For any ADT ordered without a bin, or from which the bin is removed for conversion, warranty will be suspended, and Extended Warranty cannot be purchased until Dealer completes the Conversion Form in accordance with section 40.65 Machine Conversions and Modification Overview, Deere approves the conversion, and oil cleanliness requirements are met.

Side Boards

Installation of side boards requires written permission from the factory, an approved ADT Conversion Form, and a post-conversion oil sample meeting oil cleanliness requirements.*

Hydraulic System Modifications

Modifications to a machine’s hydraulic systems which do not meet machine interface specifications may void hydraulic system warranty.

Modified ADTs

If the ADT Conversion form is approved and oil cleanliness requirements* are met, warranty will be reinstated for the unmodified portion of the base machine. Modified portions of the machine may have warranty adjustments when required. John Deere is not responsible for any claim for parts not manufactured, supplied, or approved by John Deere, and does not warrant modifications made by any third-party.

*After conversion, the oil sample must meet a standard of ISO 4406 Code of 21/16/13 or better. A copy of the oil analysis report must be kept in the machine history file for inspection at the Company’s discretion.

Additional Information

Refer to section 20.20 Dealer Responsibility at Time of Delivery and section 40.65 Machine Conversions and Modification Overview for more information.

ADT Conversion Forms are available on [DealerPath](#).

Philippi-Hagenbuch

John Deere does not process warranty claims for Philippi-Hagenbuch. Contact “Philippi-Hagenbuch Sales Department” Phone (309) 697-9200 or email in to sales@philsystems.com and you will be transferred to the Account Manager that oversees the specific client’s account.

C&F

40.76 Modified 4WD Loaders (C&F Only)

Axle Coolers Required in Dairy or Feedlot Applications

Axle coolers are required for all 4WD Loaders (444 or greater) in dairy or feedlot applications. Units used in these applications without an axle cooler meeting or exceeding Deere specifications installed will have the axle

portion of their warranty voided.

Modified 204L, 204K, 304L, 304K, 244L, 244K/K-II, 244J, 324L, 324K, 324J, 304J, 344L, 344K, 344J 4WD Loaders

Installation of unapproved liquid tire ballast or counterweight may result in the loss of machine warranty. Contact DMAC to review machine application and configuration for warranty implications.

Solid and foam filled tires are approved for the 244J/K/L, 304J, and 324J/K/L loaders if the following criteria are met:

- For 204, 304, 244, 324: Models equipped with bucket weighing ≥ 500 kg, and 344 with bucket ≥ 700 kg, bucket dump time must be adjusted to 4-5 seconds.
- For 244L/324L: Must have speed limitation enabled in ServiceADVISOR if solid or foam filled tires are installed (20km/h max speed).
- For 244J/244K/244K-II/244L: Solid tires meeting the maximum assembly weight below are approved. Foam-filled 18-inch tires meeting the maximum assembly weight below are approved. Foam-filled tires of 20-inch size are not approved. 244L must have speed limitation enabled in ServiceADVISOR if solid/foam filled tires installed (20km/h max speed).
- 344J/344K/344L: Solid and foam tires are not approved on the 344J/344K/344L loader regardless of tire size or weight.
- Rear Access Platforms: Rear access platforms are required for certain machine types, models or applications. Rear access platforms are not required for 244J/K, 304J/K and 324J/K loaders.
- For 304J/324J/324K/324L: Solid tires meeting the maximum assembly weight below are approved. Foam-filled 18- and 20-inch tires meeting the maximum assembly weight below are approved.

For all tires and wheels:	244J/244K	304J/324J/324K	244L	324L
Max vehicle weight	6500 kgs	7500 kgs	6500 kgs	7500 kgs
Max tire/wheel assembly weight	245 kgs	340 kgs	320 kg	320 kg
Max attachment weight	750 kgs	750 kgs	750 kg	750 kg
For solid tires only:				
Max width over tires	1785 mm	2015 mm	1891	2065
Max / Min Track width (center to center)	1470 - 1530 mm	1540 - 1700 mm	max: 1486 mm	max: 1660mm
Max solid tire radius	521 mm	521 mm	521	521

Trelleborg Brawler Tires for 204K, 204L, 304K, 304L 4WD Loaders

Trelleborg Brawler 40x14-20/10 HD tires are pre-approved. The use of any other solid or foam-filled tire requires prior review and approval for compliance with John Deere specifications. Failure to obtain prior approval may void all or portions of the machine warranty.

Modified 444 to 844K Series II 4WD Loaders

Warranty is void for machines exceeding maximum weight and load criteria below. Solid and foam-filled tires are approved when the machine meets all the following criteria:

- Solid and foam-filled tires increase total machine weight, increase stopping distances, and transmit impact forces to the axles. See the chart below for maximum solid and foam-filled tire weights and sizes.
- Total machine operating weight cannot exceed the maximum weight specified on the ROPs decal. Warranty is void if machine weighs more than the ROPs certification limit.
- 4th gear must be disabled. Disable via the monitor or see DTAC for instructions on disabling 4th gear. The method of disabling 4th gear is dependent on the series of machine. (K series is via the monitor). Single lever controls with integral FNR and gear selection is not approved for this installation prior to K series.

- Rear-Access-Platform installation meeting or exceeding Deere specifications is required. When a solid or foam-filled tire strikes a fixed object, the axle absorbs the impact force. Rear Access Platforms acts as an axle guard and can prevent damage to the rear axle. Damage related to solid or foam-filled tire impact (axle shafts, axle housings, differential housing, axle support structure) is not warranted.

Model	Tire Size	Maximum Tire Tire Size Weight (lbs.)	Maximum Loaded Static Radius (inches)
444 all	17.5 x 25	1550	27.4
524 all	20.5 x 25	2300	29.4
544 all	20.5 x 25	2300	29.4
624 all	20.5 x 25	2300	29.4
644 all	23.5 x 25	3200	32.8
724 all	31.5 x 25	4500	34.4
744 all	31.5 x 25	4500	34.4
824 all	31.5 x 25	4500	34.4
844KII	29.5 x 25	5200	37

Modified 844K Series I 4WD Loaders (Serial Numbers less than 642009)

Solid and foam-filled tires are not approved. Solid and foam-filled tires exceed maximum machine weight criteria.

Tire Protection Chains, commonly called armor chains, are not approved. Tire protection chains exceed maximum machine weight criteria.

The ROPs limit for the 844K Series I is 74,500 lbs. Warranty is void if the machine weighs more than the ROPs certification limit of 74,500 lbs.

Modified 844K Series II 4WD Loaders

- 844K 4WD Loaders with forks added must be reviewed for warranty approval. The conversion form is located on [DealerPath](#).
- 844K 4WD Loaders with 2 pass option – Modification of machine from the factory configuration may void warranty. Consult DMAC prior to any modifications.

844K-III Aggregate Handler

The Aggregate handler can only be configured with optional Deere Enhanced Production material handling buckets with bolt-on cutting edges or other buckets meeting Deere specifications, including load, weight, dimension, hydraulic requirements, carrier size, etc., for the machine. Approval is required for each machine PIN.

The Aggregate Handler is not to be used in quarry pit face applications, or sand and gravel pit digging applications.

- No additional counterweight is approved for the machine.
- No ballast is approved for use in the tires.
- No solid or foam filled tires are approved.
- Forks are not approved for use on the Aggregate Handler. Machine application, overloading, configuration, or bucket usage other than what is approved may void machine warranty.

Modified 944K 4WD Loaders

944K Ordered Less Bucket

- For machines ordered less bucket, warranty will be voided, and extended warranty will not be offered until an attachment approval form is submitted and approved. The conversion form is located on [DealerPath](#).

944K Tires / Chains

- Solid or foam-filled tires are not approved.

- The use of quarry-type tire chains is approved. Warranty will be void if the total machine weight exceeds 150,000 pounds.

C&F

40.77 Topcon Payload Weighing System (C&F Only)

4WD loaders are available with a Topcon Weighing System option on the following Models: 744L, 824L, 844L and the 844L Aggregate Handler.

Topcon Payload Weighing System with Cycle Counter

Options include the Topcon Loadmaster Alpha 100 Payload Scale integrated with JDLink™ to track and visualize payload weighing data. System will be installed during machine assembly at the factory. Calibration, service, and support will be provided by the John Deere dealer.

Topcon Payload Weighing System and Printer with Cycle Counter

Options include the Topcon Loadmaster Alpha 100 Payload Scale integrated with JDLink™ to track and visualize payload weighing data. Option also includes a printer that connects directly into the Topcon display. System will be installed during machine assembly at the factory. Calibration, service, and support will be provided by the John Deere dealer.

Topcon Weighing Kit

Field kit includes the Topcon Loadmaster Alpha 100 Payload Scale integrated with JDLink™ to track and visualize payload weighing data. Calibration, service, and support will be provided by the John Deere dealer.

Topcon Payload Weighing Printer Kit

Field kit includes printer and mounting hardware. Printer connects directly to the Topcon display.

Basic Warranty Claims for TopCon Payload Weighing System

Both the hardware and the software are covered under Basic Warranty. The cost for recalibration during Basic Warranty should be listed as a warrantable expense on a Warranty claim.

Extended Warranty Claims for TopCon Payload Weighing System

The transducer is covered under Comprehensive Extended Warranty only. If the transducer fails, recalibration will also be covered under Comprehensive Extended Warranty. Dealers may claim the replacement transducer as a repair part if they purchased it directly from John Deere. The dealer must retain the failed part for 30 days.

Collateral Damage Claims

If a dealer must recalibrate the Topcon Payload Weighing System due to a failed part other than the transducer, the cost of the recalibration may be covered under the warranty for the failed part. For example, if the failed part is covered under Powertrain & Hydraulics Extended Warranty, the cost associated with the recalibration will also be covered. The dealer should enter the charges for recalibration in the Other Credits field and indicate the "Topcon Payload Weighing System".

C&F

40.78 SmartWeigh™ Payload Weighing System (C&F Only)

4WD loaders are available with a SmartWeigh Payload Weighing System option on the following Models: 444 – 724 P-tier Utility Loaders (SN ending in 18490 and above), 644 X-tier (SN ending in 18490 and above) and 744 – 904 P-tier Production Loaders. This is a Deere designed and supported factory or field-installed payload weighing system. Warranty on SmartWeigh will be administered through John Deere.

SmartWeigh Payload Weighing System components are divided into two categories:

Hardware

- Consists of SmartWeigh Auxiliary Control Unit (ACU), Pressure Sensors (4), Inertial Measurement Unit (IMU) and Jumper Harnesses
- Hardware is covered during the Default and Basic Warranty periods for the factory-installed option
- Hardware is covered for 12 months from the date of installation for field-installed kits

- For Extended Warranty purposes, hardware is covered only in Comprehensive Extended Warranty

Software

- Refers to the calibration.
- Initial calibration takes place during PDI and is not warrantable.
- Calibration is warranted during the Default and Basic Warranty periods for the factory installed option only if a SmartWeigh component is replaced.
- Calibration is warranted for 12 months from the date of installation for field-installed kits.
- Calibration must be associated with a hardware failure.

Warranty Claims for SmartWeigh Payload Weighing System (Factory Installed)

Default/Basic Warranty Claims for SmartWeigh Payload Weighing System.

Both the hardware and the software are covered under Default and Basic Warranty. Recalibration should be listed as ‘labor’ on a Default or Basic Warranty claim. Maximum of a half an hour allowed.

Extended Warranty Claims for SmartWeigh Payload Weighing System.

Both the hardware and the software are covered only in Comprehensive Extended Warranty. Recalibration should be listed as ‘labor’ on a normal Comprehensive Warranty claim. Maximum of half an hour allowed.

SmartWeigh Payload Weighing Kit

There are two types of field kits offered for SmartWeigh. The first is a software only kit that adds SmartWeigh to the life of the machine after the trial period. The second field kit includes the appropriate components needed to fully install the SmartWeigh Payload Scale. Calibration, service, and support will be provided by the John Deere dealer.

Warranty Claims for SmartWeigh Payload Weighing System (Field Kit).

Both the hardware and the software kits are covered under Warranty for 12 months from the date of installation. SmartWeigh field kit claims should be filed as a Parts Warranty Claim. Recalibration should be listed as ‘labor’ on a Parts Warranty claim. Maximum of half an hour allowed.

Collateral Damage Claims

If a Dealer must recalibrate SmartWeigh due to a failed part other than the main SmartWeigh components, the cost of the recalibration may be covered under the warranty for the failed part. For example, if the failed part is covered under Comprehensive Extended Warranty, the labor associated with the recalibration will also be covered. Maximum of half an hour allowed.

NOTE: Warranty does not cover recalibration for voluntarily replaced parts.

For all Warranty claims for the SmartWeigh Payload Weighing System, the Dealer must retain the failed part(s) for 30 days.



40.95 New OEM Engines and Drivetrain Warranty (OEM Only)

John Deere warrants new products as manufactured. John Deere parts and accessories added by engine distributors and/or authorized OEMs to new JDPS products are also covered under the standard product warranty. Examples of approved accessories include radiators, auxiliary pumps, and instrument panels with respective John Deere part numbers. Contact your engine distributor to determine if the engine accessory is covered under warranty. John Deere branded batteries are not an approved accessory.

OEM Product Basic Warranty Coverage

Warranty Coverage	Engines	Electronic & Mechanical Drivetrain
1 Yr / Unlimited Hours	X	
2 Yr / 2000 Hours	X	
1 Yr / 2000 Hours		X

In the absence of a functional hour meter, hours of use are determined on the basis of 12 hours of use per calendar day.

Click [HERE](#) for OEM Product Warranty Statements.

50 Parts Warranty

A&T C&F OEM

50.05 Parts Warranty Statements

Parts warranty statements, available through these links, define the terms of warranty for various sales regions:

[A&T Parts Warranty Statements](#)

[C&F Parts Warranty Statements](#)

[OEM Parts Warranty Statements](#)

A&T C&F OEM

50.10 Parts Warranty - Machine is in Warranty

John Deere service parts, attachments, and components used in warranty repair of a John Deere machine carry the same warranty as the machine or applicable warranty for that service part, whichever is greater. If a service part fails during the warranty period of the machine, submit a Normal claim under the machine. If all machine warranty has expired or if the part is not covered by the warranty on the machine and the part has remaining parts warranty, submit a parts claim.

A&T C&F OEM

50.17 Over-the-Counter Parts and Attachments

Parts sold by a Dealer to a Customer are called over-the-counter parts. If an over-the-counter part or attachment fails, Customer must present part and sales invoice for validation of failure within the warranty period due to defective materials or workmanship.

If the Dealer repairs a failure on an item installed by a Customer or other third party, the labor is not covered.

A&T C&F OEM

50.18 Non-Saleable Parts

The return and reimbursement policy of the depot covers reimbursement for parts that are not saleable.

Examples on non-saleable parts include:

- Rusted part received from a depot
- Mislabeled or Misidentified part
- Cast sprocket missing a tooth
- Broken light bulb inside shipping crate
- Dented air filter from factory where the box is not damaged

Parts warranty applies only to items that have been sold or installed on a machine. Refer to DTAC solution 86868 for more information.

C&F

C&F Only

For Waratah Parts, contact Waratah Parts International for Parts, and Parts Distributions system for procedure, forms, and contacts. See Waratah DealerPath for Waratah Parts International contact information.

A&T C&F

50.19 Repair and Return Electronics Program (US and Canada Only) (A&T and C&F Only)

Repair and Return parts warranty statement, available through this link, defines the terms of warranty for the Repair and Return Electronics Program.

[Repair and Return Warranty Statement \(English\)](#)

[Repair and Return Warranty Statement \(French\)](#)

A&T C&F OEM

50.20 Parts Warranty Periods

During the applicable part warranty period, John Deere will reimburse the Dealer for replacing a new part installed on a machine that is out of warranty. If the Dealer installed the original part, the labor the Dealer performs to replace the part is open for reimbursement.

If agricultural engines are used in residential applications, the agricultural warranty applies.

The Dealer is required to submit a copy of the invoice for non-Dealer installed parts, and a copy of the work order for Dealer installed parts.

NOTE: Excludes lifetime warranty parts.

Dealers are required to use their Ag account for claims on parts installed or sold for Ag machines.

Dealers are required to use their Turf account for claims on parts installed or sold for Turf machines.

Dealers are required to use their Compact Construction Equipment (CCE) account, if available, for claims on parts installed or sold for CCE machines.

Dealers are required to use their Construction & Forestry accounts for claim on parts installed or sold for Construction & Forestry machines.

John Deere warranty is represented and administrated through authorized John Deere Dealers. Parts not purchased from authorized John Deere Dealers do not qualify for John Deere parts warranty.

Parts not ordered on machine and installed aftermarket are not covered by the machine's Basic or Extended Warranty. These parts will be covered by any applicable parts warranty. If the machine is in Basic or Extended Warranty, file a Parts warranty claim.

Ag & Turf John Deere Reman Warranty North America, South America, Asia, AU/NZ							
Reman Component Types	Dealer Installed			Non-Dealer Installed			
	2 Yr / Unlimited	2 Yr / 2000 hrs	1 Yr / Unlimited	2 Yr / Unlimited	2 Yr / 2000 hrs	1 Yr / Unlimited	90-Day Unlimited
Complete and Basic Engines in John Deere Branded Agricultural Equipment		X (1st Yr unlimited)			X (1st Yr unlimited)		
Complete and Basic Engines in John Deere Branded Non-Agricultural Equipment			X			X	
Complete Block Assemblies (CBA) in John Deere Branded Agricultural & OEM Equipment			X			X	
Short Block Assemblies			X			X	
Remanufactured AMS Components			X			X	
Turbochargers, Camshafts, Crankshafts, Engine Oil Pumps, Engine Water Pumps, Connecting Rods, and Cylinder Heads			X			X	
Rotary Fuel Injection Pumps*		X				X	
Inline, High Pressure Common Rail (HPCR), and Electronic Unit Injector (EUI) Fuel Injection Pumps and Nozzles			X			X	
Starters and Alternators	X			X			
Generators			X			X	
Air Conditioning Compressors			X				X
Mechanical or Powershift Transmissions			X			X	
Non-ZF Infinitely Variable Transmissions (IVT) and IVT Hydrostatic modules			X			X	
Complete ZF Infinitely Variable Transmissions (IVT)			X			X	
Sub-assemblies for ZF Infinitely Variable Transmissions (IVT)			X			X	
Axles			X			X	
Clutch Assemblies			X			X	
Hydraulic/Hydrostatic Pumps & Motors			X			X	
Gearboxes			X			X	
Electronics (Sensors, Controllers, Displays, Monitors, Receivers, Joysticks)			X			X	
Mid-Rollers			X			X	

*For a complete list of the John Deere Reman Fuel Injection Pump part numbers with a 2 yr/2000 hr warranty, reference the [part list](#) on the John Deere Reman website.

Ag & Turf John Deere Reman Warranty Europe, CIS, North Africa, Middle East							
Reman Component Types	Dealer Installed			Non-Dealer Installed			
	2 Yr / Unlimited	2 Yr / 2000 hrs	1 Yr / Unlimited	2 Yr / Unlimited	2 Yr / 2000 hrs	1 Yr / Unlimited	
Complete and Basic Engines in John Deere Branded Agricultural Equipment		X (1st Yr unlimited)			X (1st Yr unlimited)		
Rotary Fuel Injection Pumps*		X			X		
Starters and Alternators	X			X			
All other remanufactured components: 12 months Unlimited hours			X				X

*For a complete list of the John Deere Reman Fuel Injection Pump part numbers with a 2 yr/2000 hr warranty, reference the [part list](#) on the John Deere Reman website.

For specific part warranties, refer to the parts warranty statement in section 50.05 Parts Warranty Statements.

All other Ag & Turf parts are warranted as follows:

Region 1	
China and Mongolia	3 months
Asia and Oceania	3 months
India	6 months
John Deere Africa Middle East (JDAME)	12 months

Region 2	
Europe and CIS	12 months

Region 3		
Mexico, Central America, JDLA	Ag parts	6 months (12 months if installed by Dealer)
	Turf parts (Includes: Riding Lawn Equipment, Utility Vehicles, Compact Utility Tractors 1 Family-4 Family, Golf & Turf, Commercial Mowing)	6 months (if installed by Dealer or non-Dealer)
	Compact Construction Equipment (CCE) parts	6 months (12 months if installed by Dealer)
Brazil	3 months (12 months if installed by Dealer)	
Argentina	Ag parts	3 months (12 months if installed by Dealer)
	Turf parts (includes: Riding Lawn Equipment, Utility Vehicles, Compact Utility Tractors 1 Family-4 Family, Golf & Turf, Commercial Mowing)	3 months (if installed by Dealer or non-Dealer)
	Compact Construction Equipment (CCE) parts	3 months (if installed by Dealer or non-Dealer)

Region 4		
Canada, United States, Australia, New Zealand	Ag parts	6 months (12 months if installed by Dealer)
	Turf parts (Includes: Riding Lawn Equipment, Utility Vehicles, Compact Utility Tractors 1 Family-4 Family, Golf & Turf, Commercial Mowing)	6 months (if installed by Dealer or non-Dealer)
	Compact Construction Equipment (CCE) parts	6 months (12 months if installed by Dealer)

Other Ag & Turf parts are warranted as follows:

Parts with PT, TY, SW, or CX prefixes have 3-12 month warranty as listed in Parts EXPERT.

It is possible the manufacturer may provide warranty.

If described in Parts EXPERT, it is possible for certain parts to have longer warranty.

NOTE: Refer to the [A&T Parts Warranty Statements](#) for parts warranty terms specific to products in each region.

**Construction & Forestry, Compact Construction Equipment (CCE), and Utility
All Parts (New and John Deere Reman Warranty)
All Regions (Global)**

Component Types	Dealer Installed				Non-Dealer Installed				
	3 Yr / 4000 hrs	2 Yr / Unlimited	2 Yr / 2000 hrs	1 Yr / Unlimited	2 Yr / Unlimited	18 Months / 1500 hrs	1 Yr / 1500 hrs	6 Months / Unlimited	90-Day Unlimited
New and John Deere Reman Construction, Compact Construction Equipment (CCE), Forestry, and Utility Components				X				X	
New and John Deere Reman complete engines, and complete block assemblies (CBAs) in John Deere branded equipment				X			X		
New John Deere Original Equipment (OE) Undercarriage Parts*	X						X		
New Compact Construction Equipment (CCE) Rubber Tracks			X			X			
John Deere Reman Starters and Alternators		X			X				
John Deere Reman Air Conditioning Compressors				X					X

*Subject to proration due based on the applicable years / hours limitations or until the part or component is 100% worn, whichever occurs first.

JDPS (OEM) All Parts (New and John Deere Reman Warranty) All Regions (Global)										
Component Types	Dealer Installed				Non-Dealer Installed					
	1 Yr / 1500 hrs	2 Yr / 2000 hrs	1 Yr / Unlimited	2 Yr / Unlimited	1 Yr / 1500 hrs	2 Yr / 2000 hrs	1 Yr / Unlimited	2 Yr / Unlimited	6 Months / Unlimited	90-Day Unlimited
New and John Deere Reman Complete and Basic Engines in Non-John Deere Branded Equipment		X (1st Yr unlimited)				X (1st Yr unlimited)				
New and John Deere Reman Short Blocks and Long Blocks (complete block assemblies)			X				X			
New and John Deere Reman fuel injection pumps, unit pumps, injection nozzles, injectors, EUIs			X				X			
New underhaul and overhaul kits, new piston/liner kits	X				X					
All Other New John Deere Parts			X						X	
New and John Deere Reman Electronics (ECU, JDLINK)			X				X			
New and John Deere Reman Mechanical Components – turbos, connecting rods, water pumps, oil pumps, cylinder heads, crankshafts			X				X			
New and John Deere Reman Generators			X				X			
New Starters and Alternators			X				X			
John Deere Reman Starters and Alternators				X				X		
John Deere Reman Air Conditioning Compressors			X							X
John Deere Reman Diesel Particulate Filters			X				X			

A&T

50.25 Plus-50 II Engine Oil Warranty (A&T Only)

In some areas, where John Deere markets Plus-50™ II engine oil, the Company provides a Limited Performance Warranty. Under this warranty, the Company pays for damages (parts and labor) to an engine caused by an oil defect so long as:

- Oil analysis verifies the oil defect.
- The engine oil used is confirmed to be unadulterated and non-contaminated Plus-50 II.
- Plus-50 II meets the engine specifications of the manufacturer for the service and application.
- The engine is used under normal operating conditions and maintained according to recommendations of the manufacturer.

To make a claim under this warranty, the Customer must:

- Provide records showing that the engine was serviced according to the recommendations of the manufacturer.
- Submit an oil sample from the failed engine for analysis to determine if oil is defective.
- Make available the failed engine for inspection as directed by the Dealer.

Indirect or consequential damages arising from a Plus-50 Engine Oil Warranty claim are not covered.

50.30 John Deere Reman Parts Warranty

John Deere Reman parts warranty terms are described in section 50.20 Parts Warranty Periods.

When a component inside of a reman assembly fails, use the part number of the complete reman assembly as the failed part. The part serial number is required on claims for failed remanufactured parts.

Failed John Deere Reman assemblies may not be disassembled if the core will be returned to the Company for exchange. Disassembly of core will lead to a core credit reduction.

50.31 John Deere Reman Complete Engines (US and Canada Only) (A&T and C&F Only)

Reman Complete engines require a delivery receipt when a Reman Engine Only extended warranty is purchased.

50.32 John Deere Reman/Hitachi Reman (C&F Only)

The failure part must be the Reman part number and the component serial number must be entered in the failure part serial number field on the claim. For complete engines, basic engines, short blocks or complete block assemblies, a delivery receipt must be filed, or the claim will be returned to the dealer with an error message.

50.33 Waratah Parts (C&F Only)

For Waratah, a copy of the invoice must be submitted via a [Warranty Support Incident](#) by Waratah Warranty Administration.

50.34 MSO Parts (C&F Only)

Parts or assemblies not listed in the parts catalog are ordered and filled through a Miscellaneous Sales Order (MSO) from the factory. Follow procedures defined under Parts Claims to submit claims for MSO parts. Parts are reimbursed at Dealer Price with no parts additive. Surface freight is allowed at most economical method.

50.40 Major Components (C&F Only)

Dealer Requirements for Warranty Processing on Main Hydraulic Pumps, Hydraulic Motors, and Swing Motors:

- Provide the serial number of the failed component in the component serial number field on the claim.
- As a condition of warranty, particle count oil samples are required on all hydraulic systems at the time of component installation to validate system cleanliness.
- A second confirmation of oil cleanliness is also required after 100 hours of operation. Fluid analysis kits are available through JDPoint. Deere will cover the costs of fluid analysis kits and the analysis if

ordered through JDPoint. **The cleanliness level must be equal to or better (lower) than ISO code 21/16/13.**

NOTE: When mixed fluids are present in a John Deere or Hitachi hydraulic system, particle counts will be affected. Reference bulletin [PSM07-63](#) or [PSM08-37](#) (Lubricant Particle Count Management) for more information.

- Records of this validation need to exist in the machine files and attached to any warranty claims. Failure to do so may result in a debit if a claim is submitted and approved without the validation record. You will be able to achieve this level using the clean-up steps as described in the Oil Clean-up Procedure Manual CTM310.
- System clean-up using a hydraulic filtration system is a requirement for major hydraulic component warranty and must be documented in any warranty claim. Failure to do so may result in a debit if a claim is submitted and approved without the documentation.
- If the component is replaced after a major failure, the use of the Ultra Clean (hose and line cleaning tool), other product meeting John Deere specifications, or prior approved equivalent, together with proper flushing and cleaning as described in Oil Clean-up Procedure CTM 310 will be necessary.
- Fluid cleanliness records from a hydraulic filtration system at the time of component installation will be considered the initial fluid cleanliness level. If dealers fail to use a hydraulic filtration system, the Dealer shall be responsible for fulfilling the parts warranty.
- Use the Hydraulic Contamination Level Assessment to charge for claim labor. The document is available on DealerPath under Condition Based Maintenance.

Dealer Requirements for Warranty Processing on Complete Transmissions, Axle Assemblies, Final Drive Assemblies, Torque Converters, Reversers, and Swing Drive Assemblies:

- Provide the serial number of the failed component in the component serial number field on the claim. John Deere Warranty users should update the “Component Serial Numbers/Option Codes” section of the Dealer Portal with the new information.
- The use of a hydraulic filtration system is impractical or impossible with these components. Particle counts are not required on these components at the time of component installation.
- Complete oil analysis is required at 250 hours after installation. Fluid analysis kits are available through JDPoint. Deere will cover the costs of fluid analysis kits and the analysis if ordered through JDPoint. Refer to DTAC Solution 220163 for additional information.
- The following wear metal and contaminants signatures are required to ensure long life for these components:

	Iron	Copper	Water	Silicon
Filtered	<70	<80	<0.120%	<20
Non-Filtered	<500	<100	<0.120%	<40

- An oil change will be required if contaminant levels exceed standards. Oil changes are the responsibility of the Customer.
- John Deere recommends oil analysis every 250 hours of operation on all components. This allows wear trending to prevent major failures.

Warranty Processing Requirements:

- Provide the serial number of the failed component in the component serial number field on the claim.
- John Deere Warranty users should update the “Component Serial Numbers/Option Codes” section of the Dealer Portal with any new information.

System Clean-Up Requirements (New and Reman components):

Air conditioning systems, hydraulic systems, and mechanical systems which rely on oil to cool or lubricate them must be thoroughly cleaned after a component failure to ensure that all debris resulting from the failure has been removed, and that the replacement component will not be damaged by residual contamination in the system. The cleanliness level must be equal to or better (lower) than ISO code 21/16/13. Fluid analysis kits are available through JDPoint. Deere will cover the costs of fluid analysis kits and the analysis if ordered through JDPoint. Refer to DTAC Solution 220163 for additional information. If fluid contaminant levels exceed ISO Code 21/16/13, follow cleanup steps as described in the Oil Clean-up Procedure Manual CTM310.

NOTE: When mixed fluids are present in a John Deere or Hitachi hydraulic system, particle counts will be affected. Reference bulletin [PSM07-63](#) or [PSM08-37](#) (Lubricant Particle Count Management) for more information.

The Dealer is responsible to properly clean the system to prevent damage associated with the replacement component. Current and future failures resulting from Dealer failure to properly clean the system are the responsibility of the Dealer.

Hydraulic/Hydrostatic Systems:

- Entire hydraulic system which shares oil with the replaced component must be thoroughly cleaned with a hydraulic filtration system prior to the installation of a new or reman component. The Ultra Clean (hose and Line cleaning tool), other product meeting John Deere specifications, or prior approved equivalent must be used in addition to proper cleaning and flushing, described in CTM 310 Oil Clean-up procedures, if a failed or failing component is suspected of introducing contaminants or debris into the system.

Air Conditioning Systems:

- System must be flushed using approved John Deere two-stage flushing process. This includes the removal or replacement of the expansion valve.
- Receiver/Dryer must be changed each time the air conditioning system is opened to atmosphere.
- Warranty claims will be rejected if flushing process and replacement receiver/dryer are not on the warranty claim.

Fuel Systems:

- Inspect water separator and fuel tank for evidence of water and drain as needed. If evidence of significant water in the fuel system, alert the Customer and have them inspect their bulk storage tanks and drain as necessary.

Turbochargers:

- Charge air cooler must be thoroughly flushed to ensure residual oil has not accumulated which could cause the engine to run away when it is restarted after the repair.

Transmissions/Axles/Final Drives/Gearboxes:

- Components not being replaced should be thoroughly flushed and all filters should be changed to ensure they are not bypassing due to heavy debris loads.

Oil Sampling Requirements (New and Reman components):

Oil samples must be taken after the replacement of the following component categories to ensure that the system has been adequately cleaned following a major failure in a hydraulic system, and mechanical systems which rely on oil to cool or lubricate them. Fluid analysis kits are available through JDPoint. Deere will cover the costs of fluid analysis kits and the analysis if ordered through JDPoint. Refer to DTAC Solution 220163 for additional information. Oil analysis results should be kept at the dealership for the entire time that the component may be considered for warranty coverage or coverage by Special Allowance.

The Dealer is responsible to properly clean the system to prevent damage associated with the replacement component. Any current and future failures resulting from the Dealer error are the responsibility of the Dealer.

Hydraulic Systems: main hydraulic pumps, hydrostatic pumps, hydrostatic motors, and/or hydraulic motors

- An initial oil sample is required immediately after the component has been replaced and the system is operational. This oil sample analysis must include a particle count which must be kept on file at the dealership and must be made available upon request to validate the initial cleanliness level of the system.
- A second oil sample is required after 100 hours of normal machine operation. This analysis must also be retained by the dealership under the machine PIN and be made available to Deere upon request.
- Fluid analysis kits are available through JDPoint. Deere will cover the costs of fluid analysis kits and the analysis if ordered through JDPoint. Refer to DTAC Solution 220163 for additional information.

Mechanical Systems cooled or lubricated by oil: complete transmissions, axle assemblies, final drive assemblies, torque converters, reversers, and swing drive assemblies

- Complete oil analysis is required at 250 hours after installation (particle count not required). Fluid analysis kits are available through JDPoint. Deere will cover the costs of fluid analysis kits and the analysis if ordered through JDPoint. Refer to DTAC Solution 220163 for additional information.
- If analysis indicates the oil is outside specifications, an oil change will be required. Cost associated with oil changes are the responsibility of the Customer.
- John Deere recommends oil analysis every 250 hours of operation on all components. This allows wear trend analysis to identify problems and prevent major failures.

C&F

50.50 PDC-Stocked Undercarriage Parts (C&F Only)

Parts warranty on PDC-Stocked non-rubberized undercarriage components is for Construction, Forestry, and CCE equipment only and does not apply to Scraper Tractors, or Mining Equipment.

Warranty period begins on the date the part or component is sold to the retail Customer or is added to a Dealer service work order.

Dealers must file for PDC-Stocked Undercarriage parts through Service Part Special Allowances. Reimbursement will be for bench labor +5% and parts (prorated for wear) +20% (up to \$500 additive per part). Wear and reimbursement will be calculated according to the same guidelines used for Factory-Installed Undercarriage claims. See sections 130.82 Factory Undercarriage Special Allowances and 130.83 Factory Undercarriage Special Allowance Reimbursement for additional information.

Dealer Installed

3 years / 4000 hours, whichever occurs first, or until the part or component is 100% worn, whichever occurs first.

Customer Installed

1 year / 1500 hours, whichever occurs first, or until the part or component is 100% worn, whichever occurs first.

60 Components, Drive Train, Engines, and Fuel Systems

A&T

60.05 John Deere Engines in Self-Propelled Agricultural Products (A&T Only)

It is possible that the John Deere engine is covered by warranty longer than the rest of the machine. The warranty statement specifies what parts are covered during the engine-only period.

The engine-only warranty period includes:

- Engine Block (including all parts enclosed within)
- Cylinder Head (including all parts enclosed within)
- Rocker Arm Cover (including all parts enclosed within)
- Timing Gear Cover (including all parts enclosed within)
- Crankcase Pan (including all parts enclosed within)
- Engine Control Unit
- High Pressure Fuel Injection System
- Air Intake System
- Engine Damper
- Emissions Control Systems
- Emissions Control Components

All other engine-related items are not covered during the extended period including, but not limited to:

- Filters
- Oil lines
- Engine mounts and supports
- Starters
- Alternators
- Pulleys
- Belts
- Linkage and cables
- Radiator and hoses
- Fuel tank and associated parts
- Low-pressure fuel supply systems (including fuel transfer pump)
- Cold weather starting aids

C&F

60.10 Engine Warranty Coverage (C&F Only)

Dealers are required to record on the work order the engine or long block serial number anytime a complete exchange is made whether during Basic Warranty or after. Record engine or long block serial numbers on the warranty or PIP claim along with the serial number of the new engine or long block to be installed.

Engine Kits, Components, Assemblies and Parts

Warranty covers defects in material and workmanship. This warranty applies to purchases from, and installations by, an authorized Dealer to the original retail purchaser. Purchaser must present proof of purchase to the servicing dealer. Warranty on engine kits, components, assemblies, and parts are listed in the Parts Warranty section of John Deere Warranty Administration Manual. For more information regarding Engine Overhaul kits, see the parts catalog.

Cut-to-Length Forestry

- OEM and Repower engine warranty do not apply to Cut-to-Length Forestry
- For Western Europe, CIS, and Basic & Parts Warranty Terms are applied to Cut-to-Length equipment.

Warranty does not cover work performed by independent fuel repair centers unless a new or remanufactured part is not available through the Company.

C&F

60.12 Non-John Deere Engines (C&F Only)

Basic Warranty – These engines are covered directly by the manufacturer and NOT through the Company. In addition, Extended Warranty does not cover these engines.

Reimbursement – Warranty claims must be submitted to the supplier. Refer to the following websites:

Cummins: <http://www.cummins.com>

Detroit Diesel: <http://www.detroitdiesel.com>

MTU: <http://www.detroitdiesel.com>

Isuzu, Nissan, Liebherr, Mercedes and Yanmar (New or Reman) Warranty:

Engines that are delivered with the machine are covered by the machine's Basic Warranty.

Replacement engines have 12 months/unlimited hours Parts Warranty. If the machine has Extended Warranty, the engine is covered under the machine's Extended Warranty.

C&F

60.13 Dealer-Stocked Isuzu Engines (US and Canada Only) (C&F Only)

Dealer stocking of Isuzu engines must follow tracking and audit procedures found in DTAC solution 105648.

Failure to follow all procedures in DTAC solution 105648 will result in the Dealer being blocked from ordering replacement Isuzu engines on their account number.

A&T C&F OEM

60.15 Original Equipment Manufacturer (OEM) Engines Sold by John Deere Power Systems

OEM Engine Registration

The Customer does not receive the full warranty duration until the engine or drivetrain is registered. Dealers verify eligibility by a sales invoice the Customer must provide. The Dealer must work with the customer to register the OEM Product, which can be completed in the John Deere warranty system.

OEM Engine Basic Warranty Terms

OEM engines are warranted to the end Customer for 24 months or 2000 hours, whichever comes first, with unlimited hours allowed during the first 12 months. Some application-specific extended warranty coverage is assigned upon registration.

OEM Engine Claims

DTAC solution 98052 contains details about claims submission requirements and reimbursement terms.

OEM Engine Warranty Reimbursement

This summary is provided for the convenience of Dealers.

- Labor additive: 10%; diagnostic time is not reimbursed
- Reasonable access time is reimbursed
- Warranty parts: reimbursed at List Price
- Travel time and distance are allowed to be claimed and paid up to a maximum

Should there be a conflict between defined reimbursement rates and local law, local law shall govern.

60.20 John Deere Reman Components

When the Company administers warranty and failure occurs to assemblies or components (starters, engines, transmissions), Portable Power Equipment, or JDM products, the Dealer may complete the warrantable repair using John Deere Reman or new:

- Service parts
- Components and assemblies
- Complete product

Follow these guidelines when prioritizing the repair method for such failures:

1. Replace with a complete product, assembly, or component if the cost of Dealer repair exceeds 70% of the net replacement cost.
2. Repair with service parts if it is a simple repair completed with minimal downtime.
3. If a replacement component or assembly is required, use a John Deere **remanufactured** component or assembly except when:
 - Not permitted by law
 - A remanufactured product is not available
 - The failure occurred during the New Replacement Period (see table below)
4. Install a **new** component or assembly if:
 - Replacing with a remanufactured product is not permitted by law
 - A remanufactured product is not available
 - The failure occurred during the New Replacement Period (see table below)

New Replacement Periods (applies when the failed component was a new component; if the failed component was a Reman component, replace with Reman)

New Replacement Periods	
John Deere engines in agricultural use	250 hours
John Deere engines in residential use	250 hours
John Deere engines in other than agricultural or residential use	50 hours
John Deere engines in C&F use	50 hours
John Deere engines and drivetrains in OEM products	50 hours
Fuel injection nozzles, injectors, electronic unit injectors (EUIs), fuel injection pumps, unit pumps, turbochargers, connecting rods, fuel injection pumps, fuel injection nozzles, water pumps, oil pumps, cylinder heads, crankshafts, starters, alternators, generators, and electronic control units	50 hours
Other components with available Reman replacements	50 hours

*NOTE: When the failure occurs past the New Replacement Period and **both** new and remanufactured components are available, reimbursement is at the remanufactured exchange price.*

If parts or components for the repair are not available, choose the next higher-level repair, if time is a factor. New complete engines are used as an exception and are subject to availability.

The Dealer is entrusted with making the repair method decision. It is important to consider getting the Customer machine operating as quickly as possible, as well as reasonable cost for repair. Consider the total cost of parts, components, and labor of each option.

Replacement engines: For a new John Deere replacement engine (not Reman), submit a DTAC case to order the engine.

Injection Pump Parts, Technical Information and Training

Internal parts, technical information and calibration training on injection pumps are not currently available from John Deere. Items that can be repaired or replaced without disassembly of the pump and/or affecting its calibration such as, complete pumps, nozzles, filters, seals, external hang on components, plugs and others are available through the John Deere parts network and are supported in technical publications.

A&T

60.21 Turf and Utility Engines (A&T Only)

A DTAC case is required for a complete Turf and Utility engine replacement. In Canada and the US, more information is provided in DTAC solution 73362.

Region 4 Dealers Only

If a complete engine must be replaced under warranty, the Dealer must follow the applicable procedure.

1. Turf and Utility Engine Failure Analysis Distance Learning Module (DLM) completed and post-test passed:

A trained technician or a Technical Communicator (TC) assigned to the case has completed and passed the DLM and reviews the failed engine as described in DTAC solution 73362 to determine that the failure is warrantable. If warranty applies, a DTAC “report only” case must be made with digital photos attached to the DTAC case describing the failure. The DTAC case number must be included on the warranty claim for reimbursement.

2. Turf and Utility Engine Failure Analysis DLM not completed:

If the Dealer has invested one hour or more diagnosing a problem or an engine failure necessitates engine replacement, the Dealer MUST make a DTAC case. Include a summary of the engine symptoms and diagnostic tests performed in the DTAC case.

DTAC will review the case and provide a recommendation. On a warranty claim for engine replacement the Dealer must obtain DTAC analyst approval and include the DTAC case number. Claims without a DTAC case number and analyst approval are denied.

This procedure provides a more consistent process for engine repair, resulting in reduced downtime, and a more efficient engine repair for the Customer, Dealer and Company.

OEM

60.22 OEM Engine/Drivetrain Replacement (OEM Only)

A DTAC case is required for replacement of an OEM engine or drivetrain during the warranty period. See DTAC solution 218019 for additional information.

If the OEM engine or drivetrain product is replaced in warranty and sourced from a Dealer and the Dealer is different than the sourcing Dealer, two claims must be filed. The first claim is to reimburse the Dealer which supplies the replacement engine/drivetrain product. The second claim may be submitted for the servicing Dealer that performs the removal and replacement activities.

If the OEM engine or drivetrain product is provided by the factory, at no cost to the Dealer, only the warranty claim for the servicing Dealer to remove and replace the engine/drivetrain will apply.

A&T C&F OEM

60.40 Fuel Systems Introduction

Newer fuel systems provide higher levels of fuel economy and performance. Newer fuel systems are complex and sensitive to numerous external factors. Effective administration and determination of warranty requires Dealers and Customers know and understand what causes fuel system failures. Additional information helps

to determine failures covered, by warranty. Further information about fuel requirements is available in the engine Component Tech Manuals and both the engine and vehicle Operator Manuals.

Three areas that commonly impact failures are:

- Use of alternate fuels
- Quality and type of diesel fuel used
- Effective and timely maintenance of the fuel system

Warrantable situations are those situations in which there is a defect in material or workmanship of the original product or component. Fuel system failures that are a direct result of external factors, such as non-standard alternate fuels, fuel quality and failure to properly maintain the fuel filtering system will not be covered by warranty.

A&T C&F OEM

60.50 Alternate Fuels

There are many types of fuel used in the market today. Fuel must meet the standards and specifications stated in the product Operator Manuals. It is possible for nonconformance to fuel standards to result in a failure that is not covered, by warranty.

BioDiesel fuels are used in John Deere diesel engines only if the fuel meets the standards defined in ASTM D 6751 (US) or EN 14214 (which replaced DIN 51606).

Public website: [Biodiesel](#)

A&T C&F OEM

60.60 Diesel Fuel Quality

An acceptable quality of fuel is required for John Deere diesel engines. In general, diesel fuels are blended to satisfy the low temperature requirements of the geographical area in which they are marketed. Diesel fuels not meeting required published standards, impact operation of engine or vehicle. It is possible to result in premature failure that is not covered by warranty. Incorrect or long-term storage has a detrimental effect on the quality of fuel, and it is possible it results in premature failure of the fuel system. The use of Dieselscan™ or equivalent fuel analysis is one way to validate and ensure the quality of the fuel.

A&T C&F OEM

60.62 Fuel System Cleaning

If an engine is demonstrating symptoms of power loss, misfiring, smoking, rough running, or select Diagnostic Trouble Codes, one fuel system service cleaning is covered under Basic, Engine (OEM only), or Emissions warranty one time per machine.

This fuel system treatment should be performed prior to replacing other fuel system components including injectors and fuel pumps. To prevent future fuel system failures of this kind, strongly encourage the Customer to investigate the root cause, which may require the use of a fuel conditioner to prevent fuel system deposit formation.

Eligible vehicles and OEM engines, fuel system treatment process, and reimbursable time and materials are defined in DTAC solution 82072. Travel time and mileage will NOT be reimbursed.

A&T C&F OEM

60.65 Fuel System Maintenance

Water and fuel contamination are significant causes of engine failures. Replacement of fuel filters at the specified intervals (or more frequently as required by operating conditions) reduces contamination. To ensure acceptable levels of performance and minimal downtime, fuel system maintenance is critical. Non-conformance to identified scheduled maintenance could result in a failure that is not covered by warranty.

A&T C&F OEM

60.70 Fuel System Security

If any John Deere authorized fuel system security seal has been removed or broken, and determined to be the cause of a failure, such repairs are not warrantable. The Company reserves the right to charge back warranty credit, upon review of paid fuel system claims.

A&T C&F OEM

60.75 Fuel System Warranty Procedures

For fuel injection system repairs use service parts, John Deere Reman, or new components. If service parts, John Deere Reman, or new components are not available, use of a third-party or independent fuel system service provider is allowed.

These guidelines also apply to fuel injection components manufactured by Yanmar.

When it is necessary for an authorized diesel service facility to repair mechanically controlled components, use the Diesel Fuel Injection Equipment Warranty Request and Repair Order (DF2148). Links to form DF2148: [English](#), [French](#), [German](#), [Italian](#), [Portuguese](#), [Spanish](#).

If the diesel service facility determines the failure is due to defect in material or workmanship, the authorized service provider repairs the component under their warranty. The Dealer submits a claim for removal and replacement labor only.

If the authorized service provider does not repair the component under their warranty, but the failure is due to a defect, the Dealer submits a claim for the repair invoice plus removal and replacement labor.

If failure is due to a defect, but the fuel supplier warranty is over, Dealer submits a claim for repair invoice, removal, and replacement labor.

If the diesel service facility determines failure is NOT due to a defect, do not submit a claim for payment.

Refer to DTAC Solution 73938 for information about the location of Yanmar service centers.

A&T C&F OEM

60.80 Swapping Engine Control Unit (ECU)

The installation of an Engine Control Unit (ECU) into a machine for which it is not designed (i.e. installation of a 4WD loader ECU into a motor grader) is an unauthorized modification. Installation of an improper ECU can cause premature failures. The installation of an ECU in a machine for which it is not designed will void the powertrain warranty.

70 Engine Emission Control System Warranty

A&T C&F OEM

70.01 Engine Emission Control System Introduction (US, Canada and as Required by Law)

John Deere offers an emission control system warranty for certain component failures in emission-certified engines located in countries and territories where required by law. The emission warranty period begins from the John Deere product's date of delivery or in-service date to the original Customer and runs concurrently with other product warranties.

The emission control system warranty is limited coverage, with different terms than the Basic John Deere warranty, as specified in the text of the warranty statement.

Emission-only coverage begins upon the end of Basic warranty (which covers emission components) and terminates at the end of its stated time period, hours, or other required measurement, whichever occurs first. This section documents warranty coverage information and the responsibilities of affected parties and explains claim submission details for reimbursement of eligible expenses. In addition to the information provided in this section, emission warranty statements and information are located in the Operator's Manual that accompanies John Deere products with emission certified engines.

Different coverage exists in certain areas, such as California, under California Air Resources Board (CARB) legislation.

A&T C&F OEM

70.02 Emission Certified Engines Eligibility

The John Deere emission warranty applies to all emission-certified engines operated in countries and territories where required by law. Registered products eligible for this warranty can be identified in the Dealer portal.

Some regulatory differences exist in the Emission Control Warranty coverage depending on the type of engine application and location of operation.

A&T C&F OEM

70.03 Emission Certified Engines Certification Label

All emission-certified engines bear an Emission Control System Certification Label that contains information regarding the engine's compliance with emission control regulations. The label documents:

- The fuel the engine is certified to use
- Emission family designation
- Regulatory conformance status
- Model number and performance characteristics

A&T C&F OEM

70.04 Emission Warranty Coverage

Emission warranty covers the repair of emission control system components that fail due to a defect in material or workmanship. For situations involving Expert Alert repairs see section 110.07 Expert Alert repairs. Coverage begins when the John Deere product is placed into service and continues until the end of the eligibility period. The emission warranty termination date is calculated from the John Deere product's original delivery/in-service date. Limits of emission coverage are based on the John Deere product's

amount of use or number of years of service (starting from the original date the product was placed into service), whichever comes first.

Emission Control System Warranty Statement

John Deere warrants to the ultimate purchaser and each subsequent purchaser that their emission-certified engine is designed, built, and equipped to conform at the time of sale with all emission standards applicable at the time of manufacture and that it is free from defects in materials and workmanship which would cause it to not meet these standards within the following coverage periods:

Emissions Certified Engine Application	Coverage Period
Non-Road Diesel	5 years or 3000 hours, whichever occurs first
Marine Engines (certified as commercial)	5 years or 5000 hours, whichever occurs first

Failures which arise as a result of owner abuse or lack of proper maintenance are not covered by warranty.

John Deere Emission Control Warranty Statements can be accessed via the John Deere Warranty Statements website.

<https://www.deere.com/en/parts-and-service/warranty-and-protection-plans/warranties/warranty-statements/>

Non-Deere Engine Manufacturer Emissions Warranty Statements:

Refer to the Operator's Manual for the engine manufacturer's emissions warranty statement.

Emissions warranty coverage details can be found on the engine manufacturer's emissions warranty statement. To determine consequential damage coverage, review the engine manufacturer's emissions warranty statement.

John Deere Engine Emissions Warranty Statements:

[Canada and US \(French\)](#)

[Canada and US \(English\)](#)

[South Korea \(English\)](#)

John Deere Gasoline and Small Diesel Engine Emissions Warranty Statements:

Refer to the Operator's Manual for the John Deere gasoline and small diesel engine emissions warranty statement.

Warrantable Failures

The emissions warranty provides coverage for emissions warrantable components. To be eligible for coverage, an emission component failure must be caused by a defect in materials or workmanship and cause the John Deere product to fail to conform with applicable emission regulations (except where required by law).

In addition, the failed component must be in a covered emission control system and within the emission warranty coverage period. Components eligible for emission warranty coverage can be searched using the Emissions Part Search in the John Deere Warranty System.

Warranty may not be denied in the following situations:

- An emissions component failure caused by maintenance or service performed at an authorized John Deere-Dealer.
- Repairs performed by the operator to correct an unsafe, emergency condition caused by a defect in materials or workmanship, if the operator takes steps to restore the engine to its original configuration as soon as possible.
- Any action or inaction attributed to the operator that is not associated with the warranty claim.
- Maintenance that is performed more frequently than is required.
- Anything that is otherwise the fault or responsibility of John Deere regarding the failure.

- Failures caused by the use of any fuel commonly available in the area where operated and not specified in the John Deere product Operator's Manual as being potentially harmful to the emission control system.

Non-Warrantable Failures

Consequential damage caused by the failure of an emission component is not covered by emission warranty. If the failure was not caused by a defect in materials or workmanship, its repair is not covered.

Emission warranty required by the California Air Resources Board (CARB) also includes:

- All emission component failures due to a defect in material or workmanship.
- Consequential damage to other engine components caused by a warrantable emissions component failure.

Under no circumstances will non-John Deere product consequential damage be covered. Examples of emission system component failures that would not be covered under this warranty are:

- Accidents or other damage not caused by a defect in materials or workmanship.
- Tampering with or otherwise making improper adjustments to the emission control system.
- The use of add-on parts that do not meet applicable standards or specifications.
- Abuse or neglect, including the misuse of a John Deere product in an application for which it was not designed.
- Failure to perform maintenance as required by the Operator's Manual.
- Improper performance of maintenance or service by a person or facility not qualified to perform service on that John Deere product.
- Emission component failure that does not cause a John Deere product to fail to conform with applicable regulations (except where required by law).
- External fluid leakage.
- Engine fluid contamination, including leakage from injector "cups" to the engine cooling system and engine oil contamination by diesel fuel.
- Normal wear.
- Damage caused by the use of fuels, lubricants, or coolant that fail to meet the specifications and requirements listed in the Operation and Maintenance Manual.

It is possible for violation of emissions regulations to result in substantial fines to persons or companies committing such violations.

A&T C&F OEM

70.05 Responsibilities

Purchaser Responsibility

- Use only fuel meeting the specifications in the Operators Manual
- Not tamper with or otherwise use improper parts or make improper adjustments to the engine's emission control system or emission related components.
- Ensure the proper and timely performance of required maintenance as outlined in the Operator's Manual and retain all maintenance-related receipts. Although John Deere may not deny warranty solely for the lack of receipts or failure to ensure the performance of all scheduled maintenance, warranty coverage will be denied if a part has failed due to abuse, neglect, improper maintenance, or unapproved adjustments or modification.
- Initiate the warranty process as soon as a problem with the emission system is suspected and present the product to an authorized John Deere service dealer.

Service Dealer Responsibility

A qualified repair shop or person of the owner's choosing may maintain, replace, or repair emission-control devices and systems with original or equivalent replacement parts. However, warranty, recall and all other

services paid for by John Deere must be performed by an authorized John Deere service Dealer facility except in the case of emergency.

Emission warranty service may be performed by any authorized John Deere service Dealer qualified to perform work on John Deere products with emission-certified engines.

Dealer responsibilities are the same as with other warranty service, and emission warranty claims should be submitted within 30 days of service completion.

In addition, Dealers are responsible to ensure that:

- The emission component is listed as eligible for emissions warranty coverage in the Emissions Part Search in the John Deere Warranty System.
- The failure was due to a defect in materials or workmanship.
- No secondary damage is claimed (except where required by law).

John Deere Responsibility

It is our intent to manufacture and market products meeting emissions regulatory requirements when properly maintained and used in the manner intended. Should an emission system defect in material or workmanship occur within the term and limitations of the emission warranty, it is John Deere’s intention to provide for the correction of the defect according to the terms of this warranty and in accordance with applicable legal and regulatory requirements.



70.06 Emission Claim Submission and Reimbursement

Submit emission claims via the John Deere Warranty System, using the same procedures and mechanisms as a Normal warranty claim. For more information, see the John Deere Warranty System User Guide.

Reimbursement for emission claims (parts and labor) will be according to the established product warranty policy. Travel mileage or labor will not be paid for emission warranty claims.



70.20 Diesel Engine Covered Emission Systems and Components

Emissions Certified Engine Application	Covered Component (Examples)
Air Induction System	Air filter housing Air mass sensor assembly Controlled hot air intake system Heat riser Intake manifold Intercooler Turbocharger Wastegate control assembly valve
Fuel Metering System (fuel system)	Aneroid Carburetor Choke mechanism Electronic injector unit Fuel injection assembly Fuel injection nozzle assembly Fuel injection pump Fuel injector Fuel injector nozzle Fuel injection valve assembly

	<ul style="list-style-type: none"> Fuel line High pressure fuel line Gas pressure regulator Pressure relief valve/assembly Air restriction sensor Air temperature sensor Fuel temperature sensor Mass flow module sensor UEGO sensor Throttle
Ignition Control System	<ul style="list-style-type: none"> Distributor assembly Engine control module Ignition coil Ignition control module Ignition sensor Ignition wires Spark plugs
EGR System	<ul style="list-style-type: none"> Exhaust Gas Recirculation (EGR) cooler Exhaust Gas Recirculation (EGR) valve body
Advanced Oxides of Nitrogen (NOx controls)	<ul style="list-style-type: none"> Lean NOx catalysts NOx adsorbers Reductant (urea/fuel) containers/dispensing systems
Catalyst or Thermal Reactor System	<ul style="list-style-type: none"> Catalytic converter Double wall portion of exhaust system Exhaust manifold Exhaust port liners Exhaust gas recirculation valve
Particulate Controls	<ul style="list-style-type: none"> Control device enclosure and manifolding Regenerators Oxidizers Traps Diesel Oxidation Catalysts (DOC) Diesel Particulate Filters (DPF) Precipitators Manifold absolute pressure (MAP) sensor Exhaust filters Hydrocarbon injection systems
PCV System	<ul style="list-style-type: none"> Oil filler cap PCV solenoid PCV valve Crankcase ventilation filter Crankcase ventilation valve
Miscellaneous items used in the above systems	<ul style="list-style-type: none"> Electronic control sensors Electronic control units Engine control unit software Pump/valve controllers Wiring harnesses Coolant temperature sensor Coolant level/Loss switch Emission labels Sealing gaskets Thermocouples Thermostats Vacuum-sensitive valves/switches Time-sensitive valves/switches

Coolant pressure sensor

80 Precision Construction

C&F

80.01 Introduction to Precision Construction (C&F Only)

Precision Construction products include JDLink, Integrated Grade Control (IGC), and Embedded Payload Scale (EPS). Warranty and claim information for these products is detailed in this section.

SmartGrade™ Grade Guidance / Grade Control recalibrations are covered by warranty only when a defect in material or workmanship exists. If no defect in material or workmanship exist, recalibrations are not covered by warranty.

C&F

80.10 JDLink / TimberNavi / TimberMatic Maps (C&F Only)

Factory or port installed JD Link, TimberNavi and TimberMatic Maps are included in the machine's Standard Warranty and may be included in Comprehensive extended warranty coverage, if any.

The following field-installed JD Link / TimberNavi / TimberMatic components receive a one-year warranty:

- (JDLink) Universal Telematics Gateway (UTG) – Asset Tracking Terminal
- (JDLink) Universal Telematics Gateway (UTG) – Fleet Monitoring OBD
- (JDLink) Universal Telematics Gateway (UTG) – Fleet Monitoring Rugged
- (JDLink) Machine Telematics Gateway (MTG)
- (JDLink) Satellite (SAT)
- (TimberNavi) Display
- (TimberNavi) Compact Flash Card, associated wiring harness, brackets, and antennas
- (TimberMatic) Display (XL4-F686929)
- (TimberMatic) CF Hard Drive Card (F696416)

Replacement equipment will be provided through the Service Parts Organization or John Deere REMAN program and a core credit or charge may apply.

C&F

80.20 Integrated Grade Control (IGC) (C&F Only)

When factory installed, IGC components are covered by the machine's Standard Warranty. All other IGC components are warranted by the supplier.

IGC Component Installation Locations:

Component	Topcon-Ready Option	IGC-Ready Option
Mast	Dealer	Dealer
GNSS Antenna	Dealer	Dealer
Sensors	Dealer	Dealer
Display	Dealer	Dealer
Receiver	Dealer	Dealer
Radio Antenna	Factory	Dealer
Blade Brackets – Graders	Factory	Dealer
Blade Brackets – Crawler	Dealer	Dealer
Display Bracket	Factory	Dealer
Topcon Harness	Factory	Dealer
IGC Harness	Factory	Factory
EH Controls	Factory	Factory

Topcon:

The Topcon warranty card registration must be completed for warranty coverage. Contact Topcon for warranty terms and conditions.

Trimble:

Contact Trimble for warranty terms and conditions. Proof of purchase may be required for warranty service.

Leica:

Contact Leica for warranty terms and conditions. Proof of purchase may be required for warranty service.

C&F**80.25 SmartGrade™ Integrated Grade Control (C&F Only)****Dozers**

650K, 700K, 750K, 850K & 950K
700L, 750L & 850L

Dozers ordered from the factory with SmartGrade™ factory installed have the following components covered by the machine's Default and Basic Warranty:

- MCR3 UHF Controller
- MCR3 915 Controller
- GX-60 Display (old)
- GX-55 (new)
- MC2+ IMU
- G3 GNSS Antenna
- RTK Antenna UHF
- RTK Antenna 915
- MCX1 Controller
- UR1 Radio (RED)
- GX-55 Display (UOAF)
- TS-i4 IMU
- GRI3F GNSS Receiver

Motor Graders

620G, 622G, 670G, 672G, 770G, 772G, 870G & 872G

Motor Graders ordered from the factory with SmartGrade™ factory installed have the following components covered by the machine's Default and Basic Warranty:

- MCX1 Controller
- UR1 Radio
- UR1 Radio (RED)
- GX-55 Display (UOAF)
- TS-i4 IMU (old)
- TS-i4 IMU (new)
- GRI3F GNSS Receiver
- RTK Antenna UHF
- RTK Antenna 915

Compact Track Loaders

333G

Compact Track Loaders ordered from the factory with SmartGrade™ factory installed have the following components covered by the machine's Default and Basic Warranty:

- MCX1 Controller
- UR1 Radio (RED)

- GX-55 Display (UOAF)
- TS-i4 IMU
- GRi3F GNSS Receiver
- RTK Antenna UHF
- RTK Antenna 915
- Blade

The Dealer must submit the failed and replacement component serial number(s) on all warranty claims for SmartGrade™ components.

Dealer must retain failed SmartGrade™ components for 30 days and submit to John Deere/Supplier upon request.

C&F

80.26 Grade Guidance / Grade Control (John Deere SmartGrade™ / Hitachi Solution Linkage) (C&F Only)

Excavators

210G LC, 210 P, ZX210, 350G LC, 350 P, ZX350, 380 P, 470G LC & 470 P

Excavators ordered from the factory with Grade Guidance pre-installed have the following components covered by the machine's Default and Basic Warranty:

- MCX1 Controller
- UR1 Radio
- UR1 Radio (RED)
- GX-55 Display
- TS-i3 IMU (body, boom, stick, and bucket)
- TS-i4 IMU
- GRi3F GNSS Receiver
- RTK Antenna UHF
- RTK Antenna 915

Excavators ordered from the factory with Grade Control pre-installed have the following components covered by the machine's Default and Basic Warranty:

- MCX1 Controller
- UR1 Radio (RED)
- GX-55 Display
- TS-i4 IMU
- GRi3F GNSS Receiver
- RTK Antenna UHF
- RTK Antenna 915
- Pilot Solenoid Valve
- Valve Controllers

The Dealer must submit the failed and replacement component serial number(s) on all warranty claims for SmartGrade™ components.

Dealer must retain failed Machine Guidance components for 30 days and return to John Deere or Supplier upon request.

80.30 Embedded Payload Scale (EPS) (C&F Only)

4WD loaders are available with an Embedded Payload Scale (EPS) option. This is a factory or field-installed payload scale system that has pressure transducers integrated into cylinder circuits and the signals are integrated back into the CAN system on the machine to display the outputs of how much each bucket load weighs. Warranty on the EPS will be administered through John Deere.

Embedded Payload Scale components are divided into two categories:

Hardware

- Consists primarily of the transducer
- Transducer is warranted by Deere during the Basic Warranty period for factory-installed EPS
- Transducer is warranted by Deere for 6 months for field-installed kits
- Transducer is warranted by Deere in Comprehensive Extended Warranty only

Software

- Refers to the calibration
- Calibration is warranted by LoadRite™ during the Basic Warranty period for factory installed EPS.
- Calibration is warranted by LoadRite™ for 6 months for field-installed kits through LoadRite™
- Calibration failure not associated with transducer failure is not warranted in Extended Warranty

Basic Warranty Claims for EPS

Both the hardware and the software are covered under Basic Warranty. Claims for failed transducers should be filed as a Normal Warranty Claim. The cost for recalibration during Basic Warranty and the first six months after field installation is covered by LoadRite™ directly and should not be submitted as a warrantable expense on a warranty claim.

Deere has arranged for LoadRite™ distributors to carry transducers on their service trucks to help keep Customers up and running. If LoadRite™ services a unit at the dealership, LoadRite™ must give the failed part to the dealer. If LoadRite™ goes to the Customer site, LoadRite™ must return the failed part to the dealer. In both cases, the Dealer must retain the failed part for 30 days. Dealers may claim the replacement transducer as a repair part if they purchased it directly from Deere. If the replacement transducer is provided by LoadRite™, the Dealer should not enter it on the claim.

If only the calibration itself fails during the Basic Warranty period or within the first six months after installation, the cost for recalibration is covered by LoadRite™ directly and should not be listed as a warrantable expense on a warranty claim.

Extended Warranty Claims For EPS

The transducer is covered under Comprehensive Extended Warranty only. If the transducer fails, recalibration will also be covered under Comprehensive Extended Warranty. Dealers may claim the replacement transducer as a repair part if they purchased it directly from Deere. If the replacement transducer is provided by LoadRite™, the Dealer should enter the LoadRite™ charges, including transducer and recalibration, in the Other Credits field and indicate the word "LOADRITE™". If LoadRite™ goes to the Customer site, LoadRite™ must return the failed part to the dealer. In both cases, the Dealer must retain the failed part for 30 days.

Collateral Damage Claims

If a Dealer must recalibrate the EPS due to a failed part other than the transducer, the cost of the recalibration may be covered under the warranty for the failed part. For example, if the failed part is covered under Powertrain & Hydraulics Extended Warranty, the cost associated with the recalibration will also be covered. The Dealer should enter the LoadRite™ charges for recalibration in the Other Credits field and indicate the word "LOADRITE™".

NOTE: Warranty does not cover recalibration for voluntarily replaced parts.

90 Extended Warranty and Extended Service Plans

A&T

90.01 Extended Warranty (A&T Only)

Refer to the following link for Extended Warranty information:

[Extended Warranty](#)

Extended Warranty is not available in all countries.

A&T

90.02 Extended Service Plans (A&T Only)

Refer to the [Dealer Administration Document](#) for Extended Service Plan terms and conditions.

[Extended Service Plans](#)

Extended Service Plans are not available in all countries.

C&F

90.10 Program Definition (C&F Only)

John Deere Extended Warranty (“Extended Warranty”) provides warranty coverage beyond the Basic Warranty provided with a new John Deere product. Extended Warranty is offered by John Deere and sold by dealers authorized to service and sell the John Deere product for which coverage is desired. John Deere will not administer, support, honor nor be responsible for any third party extended warranty product Dealers sell to Customers.

C&F

90.11 Provision for Changes (C&F Only)

The Company reserves the right to change the cost of the program to any Dealer based upon repair claim experience on machines sold by that Dealer. The Company shall have the right to withdraw the program from any Dealer where, in the opinion of the Company, the provisions of the program are being violated.

The Company also reserves the right to change the cost of the program to all participating Dealers at any time upon 30 days’ notice. Any such change shall not affect the cost of contracts approved by the Company prior to the effective date of the change.

The Company reserves the right to eliminate or change any of the coverage or provisions outlined in this manual.

C&F

90.12 Applications Available Overview (C&F Only)

This section lists the types of Extended Warranty available. Coverage described is TOTAL coverage. Total coverage is defined as the combined total of Basic Warranty, plus the purchased Extended Warranty. Coverage is defined in terms of time and hours of use. Time is in 12-month intervals and hours are in 1,000-hour intervals unless already published differently.

Many different price options are available depending on the model, Customer type and/or machine application. When quoting or purchasing Extended Warranty, the Dealer must select the appropriate application for the machine.

If two application types apply to the same machine (for example, a governmental machine in a waste handling application) the coverage for the harshest application applies and must be purchased for the machine.

NOTE: If the coverage purchased is not the correct application type, Extended Warranty Administration reserves the right to perform the below actions:

- Charge an application transfer fee to put the extended warranty in the correct application type; and
- Charge a 35% premium which is calculated off the cost of the new coverage, not the difference between the two coverages

When prices for coverage do not exist in the higher application, this matrix will be followed.

Severe Duty	150% of Commercial pricing*
	188% of Rental pricing*
	235% of Governmental pricing*

(*These percentages are subject to change)

Example – Extended warranty at commercial pricing should be severe duty. Commercial application cost \$5000.

Commercial Application	\$5000	
Commercial to Severe Duty	\$7500	(\$5000 * 150%)
Premium	\$2625	(\$7500 * 35%)
Dealer Charge	\$5125	(\$7500 + \$2625 – \$5000)

If there is any concern over the machine application and applicable warranty application, contact TCSM for assistance in making the decision.

The price lists for Extended Warranty applications are:

- Commercial
- Governmental
- Forestry / Severe Duty
- Rental

Descriptions of these applications and definitions of Customer types and applications applicable to each price list are set forth in sections 90.13-90.19, below.

C&F

90.13 Commercial Application (C&F Only)

Customers who must use commercial pricing are those who do not fall into one of the other type groups. They are commonly referred to as Contractor Customers.

Compact Construction Equipment (CCE) sold into an agricultural application may use commercial prices.

Commercial Application is not available as an option for Forestry equipment.

C&F

90.14 Governmental Application (C&F Only)

Customers that qualify for governmental pricing include:

- Federal, state, provincial governments and Armed Forces; departments and agencies thereof.
- County, city/town/village, and municipal governments; departments and agencies thereof.
- Churches, hospitals, schools, and certain charitable organizations. Eligible charitable organizations are only those tax-exempt organizations that qualify under Provision 501 (C) (3) and Provision 501 (C) (13)

of the U.S. Internal Revenue Service Code. The text of 501 (C) is available from Federal and State Accounts.

- Tribal Councils of American and Canadian Indian Reservations as identified by Federal, State or provincial government.
 - Special government and/or taxing districts that have authority to levy taxes, issue tax-free municipal bonds, and/or collect user fees. Examples include, but are not limited to: Irrigation Districts, Airport Authorities and Levee Authorities.
 - Railroads and non-governmental utilities. Examples include, but are not limited to: Telephone, Gas, Water and Electric.
- NOTE: Governmental pricing can be extended to non-governmental utilities when their use mimics that of a government agency.*
- British Columbia Privatized government contractors.
 - Parks and Cemeteries.
 - Airports.

Governmental pricing cannot be used for machines sold into severe duty or forestry applications. This includes landfills and transfer stations.

Crawlers and loaders ordered from the factory with a waste-handling package are eligible to purchase Extended Warranty at Commercial prices when working in a landfill or transfer station.

Governmental Application is not available as an option for Forestry equipment, Scraper Tractors, or ADTs.

C&F

90.15 Forestry Application (C&F Only)

Forestry applications include all Cut-to-Length carrier machines and all forms of timber harvesting, such as cutting, felling, delimiting, processing, loading, shovel logging, sorting and handling in the woods or at the mill and building and maintenance of roads used specifically for forest harvesting.

Any machine equipped with the following attachments must use Forestry or Severe Duty prices:

- Log arch
- Grapple
- Log forks
- Delimber
- Root Rake (except for 4WD Loaders)
- Any device for felling or skidding trees

If the machine is equipped with any of the above-mentioned attachments, the Commercial Application prices are not applicable. However, if a machine is NOT equipped with the above-mentioned items and is operating in the woods or at a mill, the machine may have Check Machine Record applied, and claims will require TCSM review.

Forestry Application is not available as an option for Scraper Tractors, or ADTs.

C&F

90.17 Severe Duty Application (C&F Only)

Severe Duty Applications include demolition and wrecking, chemical plants (including fertilizer plants), rendering plants, salt mines, steel mills, landfills and transfer stations, scrap handling and any other applications that are similarly destructive or are similarly heavy duty. Machines are considered to be in a landfill application if they are used to compact or cover refuse, or if they must travel across the area being filled.

Crawlers and loaders ordered from the factory with a waste-handling package are eligible to purchase Extended Warranty at commercial prices excluding applications in salt, fertilizer, and acidity products.

See section 40.65 Machine Conversions and Modification Overview for information on StructurALL warranty for machines in a Severe Duty application and for information on conversions.

Severe Duty Application is not available as an option for Scraper Tractors, Pull-type Scrapers, or ADTs.

C&F

90.18 Extreme Duty Application (C&F Only)

Only Skidders equipped with chains or dual tires using the regular axles are considered an Extreme Duty Application. Running chains with dual tires, even with SWEDA axles, will void all or part of warranty.

All configurations must meet guidelines in the [Tire/Axle Chart](#).

C&F

90.19 Rental Application (C&F Only)

Applications that qualify for rental pricing are privately owned rental fleets, including Dealer Owned Rental Fleet (DORF) which are primarily engaged in "rent for rent" activities. Machine with End Use code 96 may use rental pricing.

Not applicable for Forestry equipment or Scraper Tractors.

C&F

90.20 Coverage Types Available (C&F Only)

Extended Warranty has several levels of coverage. The Company currently offers the following coverage options, listed below from highest level of coverage to lowest:

1. Comprehensive - Not available for Scraper Tractors
2. Powertrain and Hydraulics - Not available for Scraper Tractors
3. Engine Only - Not available for Cut-to-Length machines in Western Europe, and CIS or Scraper Tractors
4. SmartGrade, Grade Guidance, Grade Control

NOTE: Scraper Tractors are sold by both C&F and Ag dealerships. Claims against either C&F Extended Warranty or Ag and Turf Extended Warranty may be submitted through John Deere Warranty System by both Dealers. Reimbursement will be based upon the Dealer's contract guidelines (A&T or C&F). A \$750.00 USD deductible applies to each covered repair event.

C&F

90.21 Coverage Available (C&F Only)

For information on the types, terms (months and hours) and Dealer cost of coverage available, Dealers should refer to the Quote section of the [Extended Warranty Application](#).

Tractor Loader Backhoe

Extended Warranty is available through Ag and Turf only and is subject to Ag and Turf terms and conditions.

Scraper Tractors

Scraper Tractors invoiced/delivered as industrial units are eligible for C&F Extended Warranty. Units invoiced/delivered as Ag must purchase Ag and Turf Extended Warranty. Claims will be processed and

reimbursed based on the classification of the policy purchased (C&F Extended Warranty or Ag and Turf Extended Warranty).

Machine Conversions

Machines that have been converted or modified must have an approved conversion form on file with DMAC in order to qualify for Extended Warranty coverage. See section 40.65 Machine Conversions and Modification Overview for more information.

C&F

90.22 Special Quote Requests for Coverage (C&F Only)

Coverage not listed is not available. However, if a Customer desires coverage not listed, it will be necessary for the Dealer to do one of the following:

1. Sell the available coverage closest to that desired by the Customer.
2. Request a Special Quote through the Extended Warranty Application. A request does not guarantee approval. All requests will be reviewed by C&F Extended Warranty Administration and processed on a case-by-case basis. In addition, approved requests will not extend to any machines not specifically listed in the request.
3. Special quotes are only considered if a machine is still within the Basic warranty period. Once Basic warranty is over, special quotes are not allowed.
4. Special quotes are valid for 30 days from date of approval and coverage will only be quoted in 1,000 hr. and 12 months intervals. C&F Extended Warranty Administration reserves the right to limit available coverage options.

Not applicable for Western European, and CIS Forestry equipment.

C&F

90.23 CTL Forestry Heads - Western Europe Only (C&F Only)

See DTAC Solution 221193 for details on this policy.

C&F

90.24 Begin and End Dates of Coverage (C&F Only)

Extended Warranty runs concurrently with Basic Warranty.

When purchasing Extended Warranty, the selection made is for TOTAL coverage. In other words, when purchasing 36 month/3000 hours Comprehensive Extended Warranty on a machine with 12 months Basic Warranty, the Customer is actually buying two additional years of Comprehensive coverage to a maximum of 3000 machine hours.

Extended Warranty expires when the months of coverage or the hour limit is reached, whichever comes first.

Basic	Extended	
12M	24M	36M

90.25 Rental Machines (C&F Only)

While in the Rental Sales Program, the warranty on rental units starts and stops, for the duration of the product's Basic Warranty period. For each day of rent the Basic Warranty will be reduced by one day. See the Dealer Terms Schedule for rental program details.

In order to purchase Extended Warranty on a piece of rental equipment, a delivery receipt must be processed first, listing the Dealer as the Customer. Warranty begins immediately with no more starts and stops.

Not applicable for Forestry equipment in Western Europe, and CIS.

90.26 Items Not Covered (C&F Only)

In addition to the items listed in section 100.40 Items Not Covered by Warranty, Extended Warranty does not cover:

- Parts/Kits not ordered on machine and installed aftermarket. These parts will be covered by any applicable parts warranty.
- Attachments installed aftermarket – e.g., Winch not installed at factory.
- Custom options installed outside the factory.
- Factory installed forestry attachments such as felling heads, saw heads, harvesters, delimiters and all Waratah and JD Cut-to-Length attachments, except in Western Europe, CIS, where it is covered.
- Batteries, hoses, radios, tires, Cummins, MTU, or Detroit Diesel engines (unless otherwise stated in the [Extended Warranty Covered Components Chart](#)).
- Repairs (other than normal maintenance and replacement of service items) are performed by someone other than an authorized Dealer.
- Diagnostic Time - Reasonable diagnostic time may be paid if the technician has Level 2 Certification for the machine or head being repaired and the Dealer has met the current metric for claims completed by a certified technician in Standard and Extended Warranty. Otherwise, diagnostic time is not covered. See section 110.14 Diagnostic Labor for additional information.
- Items such as cutting-edge parts, delimiting knives, bucket shanks, bucket teeth and rubber track are not warranted for depreciation or damage caused by normal wear, lack of proper maintenance, misuse, failure to follow operating instructions, the elements or accident.
- Hydraulic hoses, lines, and fittings.
- Parts supplied or modifications done by third party suppliers are not covered under Extended Warranty.
- NeverGrease™ Pins.
- Maintenance items and consumables such as oil, filters, diesel exhaust fluid (DEF), and fuel.
- Hydraulic pressure checks and adjustments.
- Collateral damage.
- Hauling expenses, travel time, mileage, overtime, or second-shift premiums.

90.27 Exclusions and Limitations (C&F Only)

The Company is relieved of any obligation for Extended Warranty if:

- The product is modified or altered in a way not approved by the Company, such as, but not limited to:
 - Use of oversize or nonpneumatic tires.
 - Unauthorized conversions or modifications of machines.
- The machine's hour meter has been rendered inoperative or tampered with.
- The machine is used in an application other than that for which coverage was sold.
- Damage is caused by parts used on the machine that are not furnished or approved by John Deere.
- Any unapproved or improperly sized attachments are used on the machine.

- Machine is moved outside of its original market region.
- Oil analysis is not performed on machines purchasing Certified Used Coverage.

C&F

90.28 Claims (C&F Only)

Claim Processing

Claims for Extended Warranty should be submitted the same as Basic Warranty claims using the John Deere Warranty System. Refer to the John Deere Warranty System User Guide for general instructions on submitting claims.

Claim Reimbursement

A deductible may apply in some cases. See section 90.58 Deductible for details. For claim reimbursement terms, see section 110.10 Parts Reimbursement Terms.

C&F

90.29 Certified Used Equipment Warranty Coverage (C&F Only)

Certified Used Equipment provides Customers with the assurance of a reliable, high integrity machine that is backed with John Deere warranty and support.

For details on the Certification program, see the [MachineFinder Pro](#) website.

Certified Used coverage is available in 6-month or 12-month coverage periods with unlimited hours for Construction and Compact Construction Equipment or 6-month coverage for Forestry equipment. Pricing is available on DealerPath in the Extended Warranty Application, under Certified Used as the 'Coverage Type'.

NOTE: Once Certified Used Equipment Coverage is purchased, the unit will no longer be eligible for any additional Extended Warranty purchases.

C&F

90.30 Future Use

C&F

90.31 Certified Equipment with No Remaining Warranty or Extended Warranty (C&F Only)

- Delivery receipt must be submitted by the Dealer.
- Certified coverage starts on the date entered as the delivery date.
- Dealer will have the option to adjust desired coverage period 6- or 12-months coverage. Adjustments to coverage period must be made prior to machine sale. Dealer will automatically be billed for the selected Certified Used coverage at the time of sale.
- Adjustments to coverage period can be made by editing the certified evaluation, make no changes, submit, and then select a different coverage on the final page.

NOTE: Once Certified Used Equipment Coverage is purchased, the unit will no longer be eligible for any additional Extended Warranty purchases.

C&F**90.32 Certified Equipment with Less Than 90 Days of Remaining Warranty or Extended Warranty (C&F Only)**

- Delivery receipt must be submitted by the Dealer.
- Dealer must transfer Extended Warranty to the new owner.
- Existing PowerTrain (PT), PowerTrain and Hydraulics (PTH), or Comprehensive Extended Warranty coverage will remain in effect with all terms and conditions applicable. Existing Engine-Only coverage will end immediately, and Certified Used Warranty will start on the delivery date entered on the delivery receipt.
- At time of existing Extended Warranty coverage expiration, the Dealer will automatically be billed for the Certified Used coverage selected.
- Dealer will have the option to choose 6- or 12-months coverage. Adjustments to coverage period must be made prior to machine sale.
- Adjustments to coverage period can be made by editing the certified evaluation, make no changes, submit, and then select a different coverage on the final page.

NOTE: Once Certified Used Equipment Coverage is purchased, the unit will no longer be eligible for any additional Extended Warranty purchases.

C&F**90.33 Certified Equipment with More Than 90 Days of Remaining Warranty or Extended Warranty (C&F Only)**

- Once Certified Used Equipment Coverage is purchased, the unit will no longer be eligible for any additional Extended Warranty purchases. Certified Used Warranty is not available if remaining Basic Warranty or PowerTrain (PT), PowerTrain and Hydraulics (PTH), or Comprehensive Extended Warranty meets or exceeds the 90-day minimum requirement.

NOTE: Once Certified Used Equipment Coverage is purchased, the unit will no longer be eligible for any additional Extended Warranty purchases.

C&F**90.34 Certified Used Reimbursement and Coverage (C&F Only)**

For claim reimbursement terms, see section 110 Claiming Reimbursement for Warranty.

Coverage

Certified Used warranties cover the same components as their Extended Warranty equivalents. See section 90.46 Covered Components.

C&F**90.35 ReLife Warranty (US and Canada Only) (C&F Only)**

The Reman Reload Warranty program is now 'ReLife'. The ReLife program responds to Customer demands for a strategy to help manage long-term operating costs.

The program includes:

- Complete machine inspection by Capstone certified technician.
- Replacement of specific major components.
- Options for Extended Warranty.
- John Deere Reman components.

Warranty will provide the same reimbursement as Parts warranty. Coverage will only be for the John Deere Reman components specifically replaced as part of the ReLife program. Coverage will begin on the ReLife completion date and will run continuously until the machine reaches either the expiration of month or hours of coverage.

See the ReLife section of DealerPath for more information.

C&F

90.37 Integrated Grade and Systems Control Guidance Systems Coverage (C&F Only)

SmartGrade™ Extended Warranty coverage is only sold in conjunction with another form of Extended Warranty. For example - one could choose 24 months/2,000 hours of SmartGrade™ coverage combined with 48 months/4,000 hours Powertrain coverage. As with existing Extended Warranty coverage, the length of coverage begins with the Basic Warranty start date. For example, a 24-month Extended Warranty contract will provide 12 months of additional coverage after the expiration of Basic Warranty. There are no overlapping costs, so the total warranty cost would be the cost of the SmartGrade™ Extended Warranty option plus the cost of the chosen Extended Warranty. No additional Extended Warranty purchases of SmartGrade or Integrated Control will be allowed.

SmartGrade™ Extended Warranty reimburses Dealers at the following rates.

- Parts at dealer cost + 20%
- Labor at dealer shop rate + 5%

To purchase SmartGrade™ Extended Warranty, the Dealer is required to file a Special Quote. Dealer should note the machine Extended Warranty term, and the SmartGrade™ Extended Warranty terms required. Upon C&F Warranty Administration approval and Customer purchase, the SmartGrade™ Extended Warranty will be applied to the machine record. Coverage will appear as “Limited Basic” with notes on the machine record that indicate the SmartGrade™ coverage.

See section 90.51 SmartGrade™ Integrated Grade Control Coverage for components covered.

C&F

90.38 Reduced Extended Warranty Pricing for Machines with Preventative Maintenance Contracts (C&F Only) (Where Applicable)

If Deere offers reduced Extended Warranty for machines with preventative contracts, pricing will be published.

Prices for Engine, Powertrain, and Powertrain plus Hydraulics Extended Warranty contracts used in Commercial, Forestry, and Severe Duty applications are reduced 30% and Comprehensive pricing is reduced a pro-rated amount based upon the PT+H portion of the price.

Program Requirements and Eligibility

- The machine must have a Preventative Maintenance agreement from the date of the first retail sale.
 - For Dealer owned rental fleets, demo units, or machines rented off the Dealer statement, the Dealer will be allowed to take advantage of a Preventative Maintenance discount only if they provide documentation that all PM services were performed, on time, while in the Dealer’s possession. This information must be included with the PM contract.
- The hour duration of the PM contract should meet or exceed the hour limitation of the Extended Warranty purchased.
 - If the hour duration of the PM is shorter than the Extended Warranty duration, a pro-rated discount will be provided based on the duration of the PM.

Example, if the extended warranty contract runs until 5000 hours, the PM must also include the 5000-hour services in order to be considered full term. A PM that includes services out to 4500 hours would be pro-rated.

- The preventative maintenance contract must continue from Customer to Customer. If not, an application transfer fee will apply if the subsequent Customer does not agree to continue the PM agreement.
 - In these situations, C&F Extended Warranty Administration must be notified through a [Warranty Support Incident](#) so that a partial debit of the discount can be issued to the Dealer. Failure to notify C&F Extended Warranty Administration may result in a full debit of the PM discount plus a 35% premium applied to the total, non-discounted, contract amount.
 - Customers who regularly trade in their machines should choose a shorter PM term that ensures they have met their obligations under the PM discount.
- Only Commercial, Forestry, and Severe Duty applications are eligible for reduced pricing when combined with a PM contract. Governmental and Rental applications are excluded.
- European Forestry Customers are eligible for this program.
- Machines with existing extended warranty are not eligible for a preventative maintenance discount. No credits will be made for purchases that do not follow this process.
- Oil, coolant, and filters must meet or exceed the John Deere specifications in the Operator’s Manual.
- Oil samples (engine, hydraulic, and all powertrain components) must be taken every 500 hours at a minimum.

Program Administration

- Dealers must submit a PM discount request at <http://cfwarranty.deere.com> by selecting “Preventative Maintenance” and then “Request”.
- All requests must include the following:
 - The machine’s current hour meter reading.
 - A copy of the PM agreement signed by the Customer.
 - The submitted PM agreement must cover all required service intervals as defined in the Operators Manual.
 - The PM agreement must specifically state what services will be performed by the Dealer and at what intervals they will be completed.
 - Dealer is responsible for the following services: Initial service, then all major services (defined as those that occur at intervals greater than 250 hours).
 - Dealer or Customer is responsible for all other services.
 - A copy of a PM agreement developed from PM Calculator is preferred.
- Warranty Administration will review the requests, and if approved, apply a discount to the purchase. Discounts will only apply to Extended Warranty Matrix pricing.
- Once the request has been approved, the Dealer can purchase the discounted coverage using the normal Extended Warranty purchasing process.
- Dealer work orders will be audited for compliance, including performance of services, sampling requirements, and use of JD fluids and filters.
- The terms and pricing of this program are subject to change.

Example of Discount:

Coverage:	Reduction:
Comprehensive	30% off equivalent PTH Coverage
PTH	30% off
PT	30% off
Engine Only	30% off

Reduced Comprehensive Extended Warranty pricing example: The price reduction on a comprehensive 48m/4000hr contract would be 30% off the price of PTH 48m/4000hr.

C&F

90.45 Covered Components Overview (C&F Only)

Extended Warranty is intended to provide warranty for covered parts that are defective in material or workmanship.

Extended Warranty provides warranty for specific mechanical breakdowns. A mechanical breakdown, for purposes of Basic Warranty, is defined as a failure of a covered part, such that the covered part is not able to perform the function for which it is designed.

Not every part in a machine is covered by Extended Warranty. Parts covered under Extended Warranty depend on the type of repair contract purchased. If a specific part is not listed on the back of the Extended Warranty form, **it is not covered by extended warranty.**

C&F

90.46 Covered Components (C&F Only)

[Extended Warranty Covered Components](#)

Engine Only

NOTE: excludes Cummins, Detroit Diesel, and MTU engines

Comprehensive Coverage

NOTE: there is a \$200 USD deductible (€200 in Western Europe, and CIS) on all hydraulic and non-powertrain repairs when Comprehensive Coverage is purchased. A \$750 USD deductible applies to Scaper Tractors. See section 90.58 Deductible for more information.

C&F

90.51 SmartGrade™ Integrated Grade Control Coverage (C&F Only)

SmartGrade™ Integrated Grade Control Extended Warranty Coverage covers the following components only:

Dozers

650K, 700K, 750K, 850K & 950K
700L, 750L & 850L
MCR3 UHF Controller
MCR3 915 Controller
GX-60 Display (old)
GX-55 (new)
MC2+ IMU
G3 GNSS Antenna
RTK Antenna UHF
RTK Antenna 915
MCX1 Controller
UR1 Radio (RED)
GX-55 Display (UOAF)
TS-i4 IMU
GRi3F GNSS Receiver

Motor Graders

620G, 622G, 670G, 672G, 770G, 772G, 870G & 872G
MCX1 Controller
UR1 Radio
UR1 Radio (RED)
GX-55 Display (UOAF)

TS-i4 IMU (old)
TS-i4 IMU (new)
GRi3F GNSS Receiver
RTK Antenna UHF
RTK Antenna 915

Compact Track Loaders

333G
MCX1 Controller
UR1 Radio (RED)
GX-55 Display (UOAF)
TS-i4 IMU
GRi3F GNSS Receiver
RTK Antenna UHF
RTK Antenna 915
Blade

Component serial number(s) required on all warranty claims for Machine Guidance components.

Dealer must retain failed Machine Guidance components for 30 days and submit to John Deere/Supplier upon request.

C&F

90.52 Grade Guidance/Grade Control (John Deere SmartGrade™/Hitachi Solution Linkage) (C&F Only)

John Deere SmartGrade™/Hitachi Solution Linkage Integrated Grade Guidance/Grade Control Extended Warranty Coverage covers the following components only:

Excavators

210G LC, 210 P, Zaxis210, 350G LC, 350 P, Zaxis350, 380 P 470G LC & 470 P

Grade Guidance

MCX1 Controller
UR1 Radio
UR1 Radio (RED)
GX-55 Display
TS-i3 IMU (body)
GRi3F GNSS Receiver
RTK Antenna UHF
RTK Antenna 915
TS-i3 IMU (boom, stick, bucket)

Grade Control

MCX1 Controller
UR1 Radio (RED)
GX-55 Display
TS-i4 IMU
GRi3F GNSS Receiver
RTK Antenna UHF
RTK Antenna 915
Pilot Solenoid Valve
Valve Controllers

Component serial number(s) required on all warranty claims for Machine Guidance components.

The Dealer must submit the failed and replacement component serial number(s) on all warranty claims for SmartGrade™ components.

Dealer must retain failed Machine Guidance components for 30 days and submit to John Deere/Supplier upon request.

C&F

90.55 Maintenance (C&F Only)

Customers are responsible for maintenance as outlined in the Operator's Manual. To retain Extended Warranty coverage the Customer must:

- Maintain a record of all non-daily machine maintenance activity.
- Provide documentation of all non-daily machine maintenance repairs to the dealer for verification upon request.
- Keep the machine in good operating condition.

C&F

90.56 Fluid Analysis Requirements (C&F Only)

Fluid sampling is required on specific models and hours of coverage for C&F machines with new Extended Warranty contracts or extensions. Refer to the Fluid Analysis Matrix below.

[Fluid Analysis Matrix](#)

The Extended Warranty Fluid Analysis Report is available in DealerPath. This report lists the contract purchase date and all fluid sample data available from the John Deere Fluid Analysis program on machines for a particular Dealership or Dealer group. This report can be utilized to determine what machines have fluid analysis requirements for Extended Warranty.

Fluid sampling must be done prior to failure as a condition of reimbursement. An oil sample must be submitted on or before the effective date of the Extended Warranty contract and will be required at a maximum of 500-hour intervals thereafter. John Deere reserves the right to base Extended Warranty reimbursement on the results of the oil analysis, such as ongoing critical reports that do not initiate follow-up actions. Claims will not be rejected based on particle count analysis. However, claim data will be reviewed on a monthly basis and hydraulic claims and hydrostatic on machines without oil sampled within 500 machine hours of repair will be charged back 20% of the total claim amount.

Oil analysis kits are available for purchase through JD Point. Oil sampling costs will be the responsibility of the Dealer and/or Customer as this cost is not covered under Extended Warranty or included in the Dealer's cost of the Extended Warranty. The Dealer may charge the Customer for the cost of oil sampling by increasing the price of the Extended Warranty.

Fluid analysis done through the John Deere Fluid Analysis program with ALS will be reported directly to John Deere. For oil analysis done through providers other than ALS, the Dealership is required to provide documentation upon request.

Any outside company must meet the specified testing criteria for oil analysis and must include:

- Additive Signature as explained in [Reference Guidelines for Wear Metals and Contaminants, Lubricants, Coolant and Fuel](#)
- Wear Metal Analysis
- Contaminants (including Sodium)
- Oil Brand and Type
- Hours on Machine

- Serial number of machine (must be a Deere or Hitachi PIN)

Hydraulic and Hydrostatic systems must also include:

- Water by Karl Fischer
- Total Acid Number (TAN)
- Viscosity measured at either 40°C or 100°C

Engines must also include:

- Viscosity at 100°C
- Total Base Number (TBN)

For more information about Extended Warranty Fluid Analysis, see the [Extended Warranty Fluid Analysis FAQ](#).

See Product Support Marketing Bulletin PS19-05 for further details.

C&F

90.57 Fluid Analysis Requirements on Machines with Preventative Maintenance Contracts (C&F Only)

Any programs where Deere requires fluid analysis as a condition of a Preventative Maintenance Contract Discount require fluid samples to be taken as per the discount program requirements.

Failure to comply with this requirement may result in a 100% charge-back of the claim to the Dealer and possibly void Extended Warranty coverage. No refunds will be provided if Extended Warranty coverage is voided.

C&F

90.58 Deductible (C&F Only)

Claims filed under Comprehensive Extended Warranty are subject to a deductible. A maximum \$200 USD deductible per work order (€200 in Western Europe and CIS) will apply for hydraulic and non-powertrain repairs. A work order begins when the Dealer starts repairing the machine and ends when the machine is available for use by the Customer. A work order may include repairs to more than one area or component. To avoid multiple deductibles per work order, make sure when submitting your claims that each warranty claim is correct, complete, and closed. All claims must be submitted with the same work order number, failure date, and repair date to avoid being charged the deductible more than once per work order. Resubmitting the same work order may result in an additional \$200 USD (€200 in Western Europe, and CIS) deductible. Claims must not be adjusted for the \$200 USD (€200 in Western Europe, and CIS) deductible. The deductible, if applicable, will be applied when the claim is processed.

There is no deductible for machines in Basic Warranty, Extended Powertrain Plus Hydraulics, Extended Powertrain, or Engine Only coverage.

Scraper tractor Extended Warranty is limited to the powertrain only with a \$750 deductible for each repair event covered under the Extended Warranty.

C&F

90.60 Purchasing Extended Warranty Overview (C&F Only)

When can Extended Warranty be purchased?

1. When Basic Warranty is remaining:

If the machine has at least one day of Basic Warranty remaining, the Customer can buy Comprehensive and/or any of the Powertrain Extended Coverage option coverages, depending on limits per application and model. While the machine is in Basic Warranty there is no 35% premium

applied to the purchase.

Machine is allowed to be moved into a higher level of coverage (i.e., PT to PTH) only if the machine is still in Basic Warranty.

2. Machine is out of Basic Warranty but at least one of the Extended Warranty options remains:
If the machine has at least one day and one hour of Extended Warranty remaining, the Customer can buy more of the same category (or a lesser coverage) of Extended Warranty than they currently have in force. The coverage is limited to the terms of each application and available coverage for the model.

Additional purchases of Extended Warranty after Basic Warranty expires will have a 35% premium applied to the purchase price.

3. Scraper Tractors qualify for Extended Warranty if the unit was originally sold as a Construction and Forestry unit:
If the unit was originally sold as an Ag unit, the coverage must be purchased under Ag and Turf Extended Warranty and serviced by an Ag and Turf Dealer.

C&F

90.61 Rental or Dealer Owned Machines (C&F Only)

Extended Warranty may be purchased for any machine owned by the Dealer or on their collateral statement. The machine must be under some phase of Basic Warranty or Extended Warranty. **If the machine is out of Basic Warranty a 35% premium will be applied to the purchase price.**

1. Extended Warranty Comprehensive and/or any of the Powertrain options may be purchased, depending on what phase of warranty the machine is in.
2. When a Dealership purchases Extended Warranty on an in-stock or rental machine, the Dealer must process a delivery receipt, making the Dealer the owner of the machine and the Extended Warranty contract. (This will NOT affect the Dealer's collateral statement.)
3. If the machine is a rental unit, warranty stops will not be allowed at any time after the delivery receipt is processed.
4. After Basic Warranty expires, Extended Warranty can be purchased if your DCSM approves an exception. See section 90.68 Warranty Exception Request for more information related to the exception request process.

Not applicable for Forestry equipment in Western Europe and CIS

C&F

90.62 Refunds (C&F Only)

All Extended Warranty coverage is non-refundable.

C&F

90.62 How to Purchase Extended Warranty (C&F Only)

The following applies to US, Canada, Latin America, Australia, and New Zealand

To purchase Extended Warranty, the machine must still be in Basic Warranty or have Extended Warranty remaining. If the machine does not have either Basic or Extended Warranty remaining, see section 90.68 Warranty Exception Request.

Prices for Extended Warranty can be found in the Extended Warranty Application. Options available are listed under Quote: Extended Warranty Purchase or Extended Warranty Price Matrix.

A delivery receipt for the machine must be processed before Extended Warranty can be purchased.

To purchase Extended Warranty:

- a) An Application for Extended Warranty must be completed and signed by the Customer. The form must be completed even when using the on-line process because it is the Customer's legal contract. The Dealer must give a copy to the Customer and file the Dealer copy. The form is available electronically on DealerPath under the Warranty Management section.
- b) When completing the form, check the appropriate box to indicate the Basic Warranty on the machine, as well as the application type and coverage being purchased. Remember when purchasing Extended Warranty, the selection made is for TOTAL coverage. In other words, when purchasing 24 month/2000 hours Comprehensive Extended Warranty on a machine with 12 months Basic Warranty, the Customer is actually buying one additional year of Comprehensive coverage to a maximum of 2000 machine hours.
- c) Extended Warranty is purchased using the [Extended Warranty Application](#). The system will automatically check the machine for Extended Warranty eligibility, price the contract, pull in Customer information, and update Company files.
- d) When a Customer purchases Comprehensive coverage plus one or more of the Powertrain option coverages for the same unit, an "OVERLAP" of coverage occurs, where part of the lower option coverages are encompassed by the higher coverages. The Extended Warranty Application will automatically calculate and subtract overlap prices.
- e) If the Customer displayed on the purchase screen is not the current owner of the machine, check the Customer information in the John Deere Warranty System. If the Customer information is incorrect in the John Deere Warranty System, a delivery receipt must be processed before the Extended Warranty contract may be purchased.

NOTE: Processing a delivery receipt on a rental machine does NOT affect the Dealer's collateral statement.

If the contract is for additional coverage, a new "Application for Extended Warranty" must be completed and signed by the Customer and Dealer.

C&F

90.63 How to Purchase Cutting Head Extended Warranty Western Europe, and CIS Forestry (C&F Only)

To purchase Extended Warranty on Cutting Head products, refer to DTAC Solution 118125.

C&F

90.64 Additional Purchases (C&F Only)

Additional Extended Warranty may be purchased on any machine that has at least one day and one hour of Extended Warranty remaining. The coverage is limited to the terms of each application and available coverage for the model.

The application (Commercial, Governmental, Rental or Forestry/Severe Duty) on an additional purchase must remain the same as the current purchase. The application may only be changed when a new Customer purchases the machine and a warranty transfer is completed. See section 90.75 Transferring Extended Warranty Overview for information on warranty transfers. If a quote is required for a machine that will be transferred to another application, contact C&F Extended Warranty Administration through a [Warranty Support Incident](#).

We require Dealers use the Extended Warranty Application, Extended Warranty Purchase, to quote the cost of additional coverage. Enter the coverage details and select "Continue to Summary" to view the Purchase Contract Summary. The system will calculate the additional purchase including the 35% premium when appropriate. When using the Extended Warranty Purchase screen to quote additional coverage Dealers need to be careful not to actually "purchase" the contract.

90.65 Rules for Purchasing Additional Extended Warranty (C&F Only)

Additional Purchases – Extended Warranty on Customer owned Units

To purchase additional Extended Warranty on Customer-owned units, there must be an increase in hours. If the machine is already at maximum hours allowed **in the published matrix**, no additional Extended Warranty may be purchased.

Machine is allowed to be moved into a higher level of coverage (i.e., PT to PTH) only if the machine is still in Basic Warranty.

If the machine is in Extended Warranty, additional coverage may be purchased in the same coverage category or lower. Additional coverage cannot be purchased in a higher category than the current one. (e.g. If machine has Powertrain and Hydraulics you can buy more Powertrain and Hydraulics, Powertrain or Engine but not Comprehensive). See section 90.20 Coverage Types Available for more information.

The calculation for additional Extended Warranty purchases uses the original value of the previous coverage and subtracts that amount from the current value of the new coverage to get the "net cost" of new coverage.

If the Basic Warranty on the machine is expired, a 35% premium will be automatically added to the "net cost difference" to get the Dealer net debit amount of any additional extended warranty purchase.

Additional Purchases - Extended Warranty on Dealer Owned Units Months without hours ONLY.

To purchase additional Extended Warranty on Dealer owned units, the Dealer may purchase:

- Additional months of coverage without adding additional hours (refer to bulletin PS09-80 for further information). There will be a minimum \$500 USD charge for these purchases. Dealers will not be charged a 35% additive.
- Unit must be Dealer owned inventory. This includes DORF and used stock units.
- Unit must have remaining Extended Warranty coverage.
- Coverage type (Powertrain, Powertrain and Hydraulics, Comprehensive, etc.) must remain the same.
- Coverage can only be purchased up to the months and hours in the published matrix in the Extended Warranty application.
- Dealer must submit a special quote for adding months without hours on Dealer owned machines.

If the Basic Warranty on the machine is expired, a 35% premium will be automatically added to the "net cost difference" to get the Dealer net debit amount of any additional purchase.

90.66 Additional Purchases Non-Standard Coverage (C&F Only)

If the coverage on a previous purchase is NOT a current coverage option, any request for additional coverage or transfers to a different Customer must be processed through the Special Quote process. Dealers should enter a Special Quote Request in the Extended Warranty Application to request additional warranty and receive a Special Quote approval in these instances. See the Help documentation on the Extended Warranty Application or contact C&F Extended Warranty Administration for assistance with Special Quotes.

90.67 Warranty Exception Request (C&F Only)

If you have a machine that is out of warranty, but within six months of Basic or Extended Warranty expiration, you can request the purchase approval of additional warranty using the ERS Warranty Exception Request on [MachineFinder Pro](#) providing the following conditions are met:

1. An ERS online machine evaluation is completed.

2. Comprehensive oil samples are taken for appropriate cavities, including the particle count on the hydraulic and hydrostatic cavities.
NOTE: When mixed fluids are present in a John Deere or Hitachi hydraulic system, particle counts will be affected. Reference bulletin PSM07-63 for more information.
3. Fill out and submit the Warranty Exception Request Form.

Once all these items are completed, the DCSM will review the results along with the machine warranty claim history for review. If approved, the DCSM will enter the exception and apply an additive to the purchase price. Even when purchased late, Extended Warranty always starts when Basic Warranty or previous Extended Warranty ends so that no gap occurs. Warranty must run continuously.

In Western Europe, CIS contact Warranty Administration in Tampere, Finland.

C&F

90.69 Price Protection Overview (C&F Only)

Under certain conditions new, undelivered machines can receive price protection for Extended Warranty contracts sold to either governmental or private Customers. All requests must be submitted via the Extended Warranty Application. See the Extended Warranty User Guide available from the "Help" link for further information.

For all Customers, the approved Price Protection Requests will allow on-line processing of the application at the previous rate. Unless the request is approved prior to the purchase, the machine will be processed at the current rate. All approved Price Protection Requests will be processed at the old rate, regardless of price increase or decrease. It is the Dealer's responsibility to determine if price protection is needed for each machine.

Retail Purchase Order (RPO) may be eligible for price protection.

C&F

90.70 Price Protection - Governmental Customer (C&F Only)

The following criteria must be met for Governmental Customer price protection:

1. The bid date is before the effective date of the price increase.
2. The Extended Warranty is required in the bid specification. A bid number has been received from the Company on the machine, and machine delivery will not take place until after the effective date of the price increase.

C&F

90.71 Price Protection - Private Customer (C&F Only)

The following criteria must be met for Private Customer price protection:

1. The machine is not available for immediate delivery from Dealer inventory at the time of the price increase but will be available by transfer or shipment from the Company within 90 days of the date of the price increase.
2. A signed copy of the retail purchaser's order is transacted before the effective date of the price increase and Extended Warranty is accepted on the purchase order.

C&F

90.72 Price Protection - Corporate Business Division (CBD) Customers with pricing agreements (C&F Only)

This process applies to those Corporate Business Division (CBD) Customers who purchase machines under a long-term purchasing agreement or Request for Proposal (RFP), which specifies Extended Warranty pricing.

CBD Corporate Business Manager (CBM) or General Sales Manager (GSM) must inform Extended Warranty Administration of any purchase agreements and RFPs which include Extended Warranty pricing. Extended Warranty pricing provided in RFPs and purchase agreements is not valid beyond 6 months from when the document is enacted.

When a Dealer settles a machine to which the RFP or purchase agreement Extended Warranty pricing applies (and it is different than current Extended Warranty pricing), the Dealer should request a Special Quote and note to which agreement the machine applies.

C&F

90.75 Transferring Extended Warranty Overview (C&F Only)

When a Customer or Dealer sells a machine, or if a machine is purchased at auction, the unexpired portion of Extended Warranty may be transferred to the new owner. The transfer can be requested through any authorized Dealer.

The length of coverage will be limited to the maximum allowable for the new owner. For example, if a governmental agency with seven-year coverage sells a machine to a forester, the length of coverage will be limited to the maximum coverage available for forestry. In keeping with our current policy, all coverage is non-refundable.

Submission of a delivery receipt does not automatically transfer the Extended Warranty. See section 90.77 Processing Transfers for Extended Warranty transfer instructions.

C&F

90.76 Application Transfer Fee (C&F Only)

An application transfer fee may apply to transfers. This fee is charged if a machine is going to a more expensive application; for example, government to rental, rental to commercial, or commercial to forestry/severe duty.

An application transfer fee may apply in other situations as well. Refer to the price matrix (available on the [Extended Warranty Application](#)) to determine each specific situation.

To calculate the application transfer fee, the calculation for additional Extended Warranty purchases uses the original value of the previous coverage and subtracts that amount from the current value of new coverage to get the "net cost" of new coverage. Subtract the current value of the old application from the price of the new application.

Next, prorate the difference based on the number of remaining months of coverage. The pro-ration will be based on the number of months remaining divided by the number of months of additional coverage purchased beyond Basic Warranty. Any portion of a month remaining counts as a full month for purposes of pricing.

The application transfer fee will be debited to the submitting Dealer's account.

Failure to submit correct application change and transfer will result in corrective actions as outlined in section 90.12 Applications Available Overview.

90.77 Processing Transfers (C&F Only)

An Extended Warranty suspension appears in JDWS (John Deere Warranty System) when a delivery receipt is filed to a machine with existing Extended Warranty. The Extended Warranty suspension will allow the Dealer to transfer the remaining Extended Warranty to the new Customer. Once the Extended Warranty is transferred the Extended Warranty suspension will automatically be removed. See the steps below on how to process the transfer within the Extended Warranty system:

How To Transfer Remaining Extended Warranty:

- Navigate to <https://ew.deere.com> and enter the “Extended Warranty – Construction & Forestry (+CCE)” site
- Click “Purchase Options” in the upper tool bar
- Click “Extended Warranty Transfer”
- Enter the Pin number
- Enter Engine Hours on the machine
- Select the New Application type and then click “Continue to Summary”
- Review and confirm all information is correct and then click “TRANSFER”

The system will automatically check the machine for Extended Warranty transfer eligibility, price any applicable application transfer fees, pull in Customer information, and update Company files. Follow the remaining steps to complete the transfer:

- Obtain the Customer's copy of the original Extended Warranty Contract or Application.
- Fill out the TRANSFER section at the bottom of the application form. Make a copy for the Dealer file and return the original to the Customer.
- The buy-up fee will be determined by the Extended Warranty Application, if applicable, and properly calculated.

90.80 Engine Extended Warranty (OEM Only)

Introduction

Distributors and Dealers in the following list of countries wishing to sell extended warranty should access the [Extended Warranty](#) website. Training material can be found in the “Help & Support” section.

- United States
- Canada
- Italy
- United Kingdom
- Spain
- Portugal
- Switzerland
- France

Distributors and Dealers in these countries submit extended warranty form DF1766 (Industrial engines)/DF1766ME (Marine engines) to JDPS Warranty Administration along with a check in US Dollars to the address listed on the form. The current published Pricing Information Bulletin (PIB) contains extended warranty price and coverage options.

Service Dealer responsibilities for providing warranty service on engines covered by the Extended Warranty Programs are the same as their responsibilities for providing warranty service on engines under the standard warranty.

OEM

90.81 OEM Engine Extended Warranty Availability (OEM Only)

Coverage may be purchased, without penalty, within one year of the engine's delivery to retail purchasers and before the accumulation of specified hours/miles of use (depending on the engine's application). In some instances, extended warranty can be purchased within the second year following engine delivery but is subject to a surcharge and approval.

Marine Engines

John Deere Marine Dealers may sell extended warranty on new marine engines, and their John Deere engine accessories, to retail purchasers.

NOTE: To purchase extended warranty on marine propulsion engines, engine installation and performance must be found to be consistent with John Deere's Application Guidelines, verified by Sea Trial within 90 days of the delivery date.

See John Deere Marine Engine Extended Warranty - DF1766ME for the complete extended warranty text.

Off-Highway Engines

Extended warranty is available for new John Deere off-highway engines, and their John Deere engine accessories, for up to 5 years/10,000 hours.

Four and five-year Extended Warranties are not available on engines in forestry harvesting, loading, and hauling applications.

NOTE: Wood "chippers" are not considered forestry applications.

Extended warranty coverage is available in terms of years from the date of engine delivery, or in increments of engine hours/miles of use. For specific details, see the appropriate engine extended warranty statement.

Under no circumstances will extended warranty be initiated for an engine that is beyond its product warranty period either in terms of years or hours of use.

See John Deere Off-Highway Engine Extended Warranty - DF1766 for the complete extended warranty text.

OEM

90.82 OEM Engine Extended Warranty Coverage (OEM Only)

Extended warranty is similar to the standard warranty. Features and principal differences are as follows:

The extended warranty period begins from the date of delivery of the engine to the original retail purchaser, and coverage begins upon termination of the standard engine warranty; at the time or hours-of-use limit, whichever occurs first.

Normal maintenance items included but not limited to:

- Belts
- Hoses
- Filters
- Fluids
- Zinc Anodes
- Spark Plugs
- Starters
- Alternators
- Voltage Regulators

are not covered, unless they are damaged as the result of a covered component failure. See the appropriate extended warranty form for a complete list of exceptions.

John Deere's obligations will not apply to components or accessories which are not furnished or installed by John Deere, nor to failures caused by such items, except as required by law.

Coverage provided is subject to a US \$250.00 deductible (or equivalent) per repair occurrence for marine and off highway engines.

John Deere will not be responsible for the cost of Exhaust Filter or Diesel Particulate Filter (DPF) cleaning unless:

The need for cleaning resulted from the failure of a part that is covered by the engine's Basic warranty term or Extended Warranty, or

The engine is in California and the need for cleaning was caused by a failure covered under applicable CARB emission regulations.

If a failure occurs on a component that is eligible for Emission Warranty, and is also within the Extended Warranty period, coverage from the Emission Warranty provisions will take precedence. However, any secondary engine damage or expenses not covered by Emission Warranty may be submitted on a separate Normal warranty claim, subject to the terms and exclusions of the purchase agreement.

OEM

90.83 OEM Engine Extended Warranty Sale Administration (OEM Only)

For Dealers in US and Canada the sale of OEM engine extended warranty can be processed via the OEM Extended Warranty website.

<https://ew.deere.com>

OEM Extended Warranty contracts processed online will initiate a debit for the "Net" amount to the Dealer.

Dealers selling extended warranty outside the US and Canada must complete the appropriate extended warranty form and submit it to John Deere Power Systems (JDPS) Warranty Administration through a [Warranty Support Incident](#).

Extended Warranty Forms

Extended warranty for John Deere engines is administered with the following forms:

Off-Highway Engines - Form DF1766, John Deere Off-Highway Engine Extended Warranty

Marine Engines - Form DF1766ME, John Deere Marine Engine Extended Warranty

Remind the Customer that the extended warranty period begins on the date an engine is delivered and coverage begins when the standard warranty is no longer in effect, that is, Basic **warranty and extended warranty run concurrently**. For example, the effective date for extended warranty is the same as the product's original delivery date, so the purchase of a three-year extended warranty policy would include the standard warranty period and expire three years from the original date of product delivery.

The name of the preparer of the form and the phone number are especially important as they will facilitate contact should there be questions.

Engine Serial Number is the John Deere 13-character number (e.g., PE6068N123456), not the number of the machine powered by the engine.

Application in Which Used requires a written entry, e.g., air compressor, log skidder, nut tree shaker, generator set, irrigation pump, etc.

The *Delivery Date* reported on the form must be the same as the delivery date on the Engine Warranty

Registration form. If it is not, the earlier delivery date will govern.

The *Effective Date* is the same as the original engine delivery date. The warranty *Expiration Date* is determined using the engine delivery date. Example: If 48 months of warranty are purchased and the delivery date is 1 June 2020, the warranty expiration date occurs four years later, i.e., on 31 May 2024.

In the first blank *Hour Meter Reading*, enter the current reading. In *Expiration Hour Meter Reading*, enter the hours at which the extended warranty will expire. This must agree with the hours of warranty purchased (i.e. 2000, 3000, 4000, or 5000), if the engine and machine are new, even though a number of hours might already be recorded on the meter.

If the engine is re-powering a used machine, add the purchased hours to the hours on the machine's meter when the engine is installed, and enter the resulting number in the box (e.g. $4000 + 5657 = 9657$). Advise the purchaser that if the hour meter is replaced before the expiration of warranty, a suitable documented record must be kept for warranty purposes. If the machine is not equipped with a functional hour meter, advise the purchaser that hours of use will be determined in potential Extended Warranty situations on the basis of 12 hours of use per calendar day.

The stock number of the Operator's Manual delivered with the engine is very important, because it is a part of the extended warranty contract, as stated in Paragraph "D" of the form. It is essential that the purchaser be given the correct Operator's Manual and that he/she understand its relationship to the extended warranty contract.

Cost Determination and Payment Collection

The seller of the extended warranty shall determine its cost by referencing the Extended Engine Warranty Purchase Fees for the engine application and coverage desired. As revised, the Extended Engine Warranty Purchase Fees document for extended warranty is published in US dollars and are available from distributor or OEM Warranty Administrator.

The Extended Engine Warranty Purchase Fees document shows "Net" and "List" prices for various extended warranty term options. The Net amount is the amount charged by JDPS for extended coverage. The List price is a suggested price for the seller to charge retail Customers.

Extended warranty sold during the second year of the standard two-year warranty is subject to the surcharge published in the Extended Engine Warranty Purchase Fees document.

For questions regarding the Extended Engine Warranty Purchase Fees document, contact the Distributor or JDPS Warranty Administration. A current schedule will be emailed upon request.

Form Completion and Distribution of Copies

Upon completion of the form and transaction, both the purchaser and an authorized John Deere representative should sign and date the form. In this context, the Service Dealer is the "Authorized John Deere Representative." Provide the Customer a copy of the extended warranty application.

Payment Processing and Extended Warranty Activation

The seller of the extended warranty shall promptly remit the amount due (the Net amount), plus surcharge if applicable, with the JDPS copy of the Extended Warranty form.

If the seller chooses not to submit payment with the form, upon receipt of its copy of the extended warranty form, John Deere Power Systems will debit the selling distributor or Dealer the amount corresponding to the coverage sold as taken from the Extended Engine Warranty Purchase Fees document in effect on the date of the sale of the extended warranty.

NOTE: Extended warranty fees collected from purchasers must be remitted promptly to JDPS. Issues arising from fees having been collected from a Customer, but not remitted to John Deere Power Systems, are to be resolved between the extended warranty-selling Dealer and that Customer.

If the [Extended Warranty](#) website is used to purchase extended warranty, John Deere Warranty System will be updated immediately to reflect extended warranty coverage. The Dealer will be invoiced per their normal process.

If the extended warranty is not purchased on the website, extended warranty will be assigned, and John Deere Warranty System will be updated upon receipt of payment.

OEM

90.84 OEM Engine Extended Warranty Transfer (OEM Only)

Extended Warranty is transferable to subsequent purchasers of the engine. To transfer any remaining extended warranty to the new purchaser of the engine ("Transferee"), the owner shall complete the bottom portion of the original (Customer Copy) of the Extended Warranty Transfer form and submit it to JDPS Warranty Administration, so they can update the engine's records.

A&T C&F

90.85 Reman Engines (US and Canada Only) (A&T and C&F Only)

Engine only extended warranty is available for A&T and C&F vehicles in the engine displacements and applications listed on the [Extended Warranty](#) website.

Engine only extended warranty can be purchased for complete running engines installed by John Deere Dealers exclusively in John Deere branded Ag and Turf, Construction and Forestry and Scraper tractor applications*. Coverage options, engine displacement and emission tier can be found on the [Extended Warranty](#) website.

The John Deere Reman engine extended warranty runs concurrently with the 12-month parts warranty. Dealers are to submit 'Parts' claims during the first 12 months of Reman engine extended warranty coverage. Reman engine extended warranty is effective following the 12-month parts warranty coverage period, claims following the 12 months part period should be filed as 'Normal' warranty claims.

Reman engine extended warranty is reimbursed the same as Parts warranty reimbursement.

**NOTE: Short block, Long blocks, and CBA's are not eligible for Reman engine extended warranty.*

100 Items and Conditions not Warranted

A&T C&F OEM

100.10 Altered Fuel or Air Delivery Systems

Tampering with fuel and air delivery system calibration may lead to more powertrain component wear and failures. Tampering exposes a Customer to unnecessary repair cost and down time. Use of unauthorized devices to alter the engine or powertrain may damage the machine. Damage caused by use of unauthorized devices to alter the engine or powertrain will not be covered by warranty. If a Dealer becomes aware of such situations, the information must be forwarded to the branch product support representative.

If a John Deere Dealer is involved in installing a device that alters the fuel or air system on a John Deere product, parts and labor additives on claims for engine and powertrain components may be reduced or suspended for six months, in addition to other actions which may be taken. Continued installation of such devices will result in more severe consequences.

A&T C&F OEM

100.20 Maintenance and Wear Items Not Covered

Wear parts, by their use on a machine, are subject to contact with crop, soil, or other materials, as they perform their intended function. By their nature and use, they become worn and require routine maintenance or replacement. Related failures do not qualify for warranty.

If replacement is required due to maintenance or wear, warranty does not cover items such as oils, antifreeze, filter elements, dry clutch components, belts, and hoses. Shop supplies, such as but not limited to, shop towels, detergents, brake cleaner are not covered by warranty.

If warranty failure causes damage, claims for replacement are considered. If these items are reusable, no credit is allowed.

John Deere will not be responsible for the cost of Exhaust Filter or Diesel Particulate Filter (DPF) cleaning unless the need for cleaning resulted from the failure of a part that is covered by the machine's Standard Product Warranty, Emissions Warranty, or Extended Warranty, or the machine is located in California and the need for cleaning was caused by a failure covered under applicable CARB emissions regulations.

Diesel Exhaust Fluid (DEF) is a consumable item and not considered a maintenance / wear item and is covered due to a warrantable failure.

A&T

A&T Only

Additional Information:

- Crop Harvesting Warranty vs. Wear Guide – John Deere Harvester Works ([English](#), [French](#), [Italian](#), [German](#), [Spanish](#), [Portuguese](#))
- Crop Harvesting Warranty vs. Wear Guide – John Deere Horizontina ([Portuguese](#), [Spanish](#))
- Sugar Cane Harvester Warranty vs. Wear Guide ([English](#), [Portuguese](#))
- Cotton Harvester Warranty vs. Wear Guide ([English](#), [Chinese](#), [Portuguese](#))
- Hay & Forage Warranty vs. Wear Guide ([English](#), [Spanish](#), [Portuguese](#), [Italian](#), [French](#), [German](#), [Polish](#), [Chinese](#))
- Self-Propelled Sprayer/High Capacity Nutrient Applicator Warranty vs. Wear Guide ([English](#))
- Riding Lawn Equipment Warranty vs. Wear Guide – Region 4 Only ([English](#))
- Utility Vehicle Warranty vs. Wear Guide – Region 4 Only ([English](#))

C&F

C&F Only

Maintenance and wear items, such as but not limited to: body liner or wear package parts, belts, wiper blades, halogen and incandescent lights (LED lights are covered by basic warranty), fuses, bucket teeth and cutting edges (see section 110.41 Ground Engaging Parts), lubricated joints (including pins and bushings), dry brakes, brake linings, dry clutch linings, filters, oil, hydraulic fluid, lubricants, coolants and conditioners, saw blades, chains, seal savers, skidder grapple shocks, and color marking nozzles are not covered unless a warrantable failure occurred during minimal hours of use. These types of parts are subject to warranty coverage only when an obvious defect in manufacturing of the part is evident. These defects usually manifest themselves soon after a part is put into operation. Therefore, wear items are covered for defects in workmanship or material for 30 days or 100 hours, whichever occurs first. However, if a Dealer feels a wear item has failed due to defects in workmanship or materials after the 30 day / 100-hour window, they should contact their TCSM for further review.

OEM

OEM Only

If in doubt whether a failed part or component on a new product originated from John Deere, or is a John Deere part or component installed, by a distributor or an approved OEM, verify the OEM option codes for the product or create a [Warranty Support Incident](#) for assistance.

A&T C&F OEM

100.30 Adjustments on Equipment When Covered

Warranty is allowed for adjustments required due to improper assembly by the factory.

Warranty is not allowed for adjustments required due to wear, including adjustments specified as maintenance or pre-delivery and calibrations which are part of reconditioning.

Warranty claims for adjustments must contain before and after measurements and adjustment details. An example is pressure measurement before and after adjustment. Warranty claims without adjustment details will be rejected or debited. If measurements taken before the adjustment are within factory specifications, the warranty claim will be rejected or debited.

OEM

OEM Only

Where available, OEM Distributors must report all option code changes made by them to JDPS, using the Product Data Search (PDS) roll-up process, for any trimming/re-trimming performed on products delivered to OEMs and dealers.

A&T C&F OEM

100.35 Unsatisfactory Warranty Service Dealer Responsibility

If service performed under warranty does not repair equipment satisfactorily due to improper diagnosis or poor workmanship, the Dealer remains obligated for subsequent repair and will not be reimbursed by the Company.

Also, warranty does not cover consequential/unrelated damage made to associated parts during the course of a warrantable repair by the dealership.

100.40 Items Not Covered by Warranty

Warranty does not cover the following items:

1. Shortages or shipping damages. Handle all shipping damage and shortages according to guidelines for your area. Check with your Complete Goods or Parts Depot for procedures.
2. Removal of the protective coating used, by some factories for winter shipments.
3. Repair of paint that has deteriorated from outdoor storage.
4. "Topping off" fluids when fluid levels fall in the range between low and full. Claims for adding fluids during pre-delivery inspection are considered when fluid levels are below the "add" mark. The fluid used is the failure part and the replacement part. Fluids must be measured according to the procedure described in the Operator Manual. Factory fill specifications target the operating range between "add" and "full", and variations exist depending on machine tire sizes and other factors.
5. Crop or other property damage or loss of use of equipment.
6. Consequences of fuels, fuel additives, lubricants or coolant that fail to meet the specifications and requirements listed in the Operator's Manual.
7. Damage caused by foreign objects impacted or ingested during operation.
8. Weathering, normal wear, or deterioration from age or storage.
9. Rust resulting from improper maintenance and/or storage.
10. Parts supplied by or repairs, maintenance or modifications performed by someone other than an authorized John Deere dealer, including any damage caused by such use of parts, repairs, maintenance, or modifications not performed by an authorized John Deere dealer.
11. Service parts and spare parts, other than genuine John Deere parts, installed for maintenance and repair.
12. Service ADVISOR™ Remote connection charges.
13. Cylinder liner and block cavity, pitting, or corrosion.
14. Normal maintenance, service items and depreciation.
15. Accidental damage.
16. Consequences of negligence, misuse, or accident involving the engine, or improper application, installation, or storage.
17. Consequences of any modification or alteration of the engine not approved by John Deere, including, but not limited to, tampering with fuel and air delivery systems.
18. Consequential damage to associated parts that occurs during the course of a warrantable repair by the dealership.
19. Freight – Except C&F Miscellaneous Sales Orders (MSO) Parts.
20. Program updates, calibrations (unless required for a warrantable failure) and pressure adjustments.
21. Rental Fees.
22. Torn, cut, or worn hoses.
23. Secondary damage which occurs from continued operation of a product after recognition of the occurrence of a failure.
24. Consumable fluids such as Fuel or Diesel Exhaust Fluid (DEF) is covered **only** if a warrantable failure requires disposal of any DEF in DEF tank.
25. Incidental travel costs including meals, lodging, and similar.
26. Dealer costs incurred in solving or attempting to solve non-warrantable problems.

Except as required by law, the following are not warrantable expenses:

1. Technician time and service vehicle travel cost between dealership and site.
2. Transporting equipment to and from the place where the warranty work is performed.
3. Overtime labor premiums when requested, by the Customer.

C&F

C&F Only

In addition to the items listed in the section above, the following items are not covered by any C&F or CCE warranty (unless otherwise stated):

1. Diagnostic Time - Reasonable diagnostic time is paid during Basic Warranty if the technician has Level 2 Certification for the machine or head being repaired. In the US and Canada only, diagnostic time is paid in Extended Warranty if the Dealer meets the established metrics. Otherwise, diagnostic time is not covered. See section 110.14 Diagnostic Labor for more detailed information on diagnostic metrics.
2. Rotobec Grapples.
3. Items such as cutting-edge parts (for Dura-Max cutting edge parts, see section 110.41 Ground Engaging Parts), delimiting knives, bucket shanks, bucket teeth and rubber tracks are not warranted for depreciation or damage caused by normal wear, lack of proper maintenance, misuse, failure to follow operating instructions, the elements or accident.
4. Ejector body, components or supplied parts by Philippi-Hagenbuch.

OEM

OEM Only

In addition to the items listed above OEM Product warranty does not cover the following items:

1. Cost of transportation in excess of the maximum amount payable to and from the location where the warranty service is performed.
2. Costs incurred in gaining access to an OEM product, e.g., overcoming physical barriers such as walls, fences, floors, decks or similar structures impeding access to the engine, rental of cranes or similar equipment, or construction of ramps or lifts or protective structures for engine removal and reinstallation.

For OEM products with confirmed Deere component shortages, file a warranty claim.

110 Claiming Reimbursement for Warranty

A&T C&F OEM

110.01 Reimbursement Introduction

John Deere has developed its reimbursement procedures over many years, with input from Dealers, branches, and factories. Its purpose is to provide fair compensation to Dealers and an incentive for timely submission of claims, an important element in resolving product issues.

A&T C&F OEM

110.02 Dealer Request for Warranty Credit

The Dealer must properly complete and submit a warranty claim to obtain credit for warranty work and for the Company to monitor product performance and reliability. Therefore, it is important the information be as complete and accurate as possible.

For more information on processing claims and delivery records, refer to the John Deere Warranty System User Guide:

[English](#)

[Portuguese](#)

[Italian](#)

[Spanish](#)

[Turkish](#)

[Polish](#)

[Chinese](#)

[German](#)

[French](#)

Key Information for Warranty Claim Preparations DTAC Solution 98052.

A&T C&F OEM

110.03 Submission of Claims

Timely claim data provides important problem resolution information; therefore, the Company requires repair completion within a reasonable period after failure. For A&T, a “reasonable period” is never longer than a use season. To be warrantable, any failure must occur during the warranty period.

If a claim is submitted more than 30 days after the end of the warranty period, a copy of the work order, job card, or repair order containing the PIN must be attached to the claim. Warranty claims must be submitted within 90 days of the end of the warranty that is in effect at the time of the failure. See section 110.04 Claims Submitted After Warranty Expiration for more information.

To receive full compensation for warranty service, submit the claim within 30 days of the warrantable repair. A grace period of 60 days is provided during which no additives are paid for A&T and C&F equipment. Beyond the grace period, payment for warranty claims is not considered.

Claims submitted for OEM products will be reimbursed with additives only if the claim is submitted within 90 days of the repair date.

Claims returned to the Dealer for more information or clarification must be resubmitted within 90 days of the repair date, regardless of the original submission date. Delays in resubmitting results in loss of additives, or denial of reimbursement. Warranty claims must be submitted within 90 days of the end of the warranty that was in effect at the time of the failure.

It is the responsibility of the Dealer to track claims to ensure that they have been transmitted, received, and processed within the timelines described. It is the Dealer's responsibility to check their claims routinely and frequently to be sure that claims have processed correctly, and complete payment has been received.

Claims are final after 90 days from the original repair date, including corrections to claims paid following all ('adjust credit') activity.

Any repair covered by a PIP program must be submitted as a PIP claim. A PIP-eligible repair submitted as a Normal claim may be rejected or debited.

Summary of Submission Requirements

Repair Date to Submission Date	Claim Processed			Additives Paid		
	A&T	C&F	OEM	A&T	C&F	OEM
30 days or less	X	X	X	X	X	X
31-90 days	X	X	X			X
90 days or more	PIP Claims Only	PIP Claims Only	PIP Claims Only			

Reimbursement after PIP Expiration:

Claims submitted for PIPs completed after the expiration date will be reimbursed for parts, labor, and other credits as allowed in the program solution and will close the PIP against the unit. No additives will be paid.

Claims submitted for PIPs completed after termination date will close the PIP against the unit but no reimbursement will be provided.

C&F

C&F Only

Claims returned to the Dealer for more information or clarification must be resubmitted promptly (guideline: one week or less) to ensure timely processing.

- All repairs must be completed within 90 days of failure (failure date to repair date on claim).
- Failure date is defined as the date the warrantable repair segment is opened.
- Repair date is defined as the last date a labor time is recorded on the warrantable repair segment. If no labor was recorded on the warrantable repair segment, repair date is the work order close date.
- All claims, including resubmitted claims, must be completed (successfully processed) within 90 days of repair date.

A&T C&F OEM

110.04 Claims Submitted After Warranty Expiration

Warranty claims must be submitted within 90 days of the end of the warranty that is in effect at the time of the failure. Claims submitted 30-90 days after warranty expiration require a copy of the work order, including the machine PIN to be attached to the claim. The failure must have occurred before the end of the warranty.

For more information, refer to DTAC solution 97545.

Summary of Submission Requirements after Warranty Expiration

Warranty End Date to Submit Date	Claim Processed	Additives Paid	Invoice Required
30 days or less past end of warranty	Yes	Yes	No
31-90 days past end of warranty	Yes ^a	No	Yes ^a

90 days or more past end of warranty	No	No	N/A
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^aAttach invoice to claim showing failure date is within warranty period.

A&T C&F OEM

110.05 Accurate Reporting of 'Amount of Use'

It is critical that "Amount of Use" is accurately reported on all documents submitted to the Company. Includes components purchased through parts. Machine usage records are used to:

- Identify problem resolution issues.
- Establish the warranty term when a machine is retailed.
- Reduce the potential for returned Warranty or PIP claims and registrations when the amount of use submitted differs from the last record on file.

When multiple hour readings are available, such as combine engine and separator, always submit the engine hour reading on the claims.

Downtime Field

It is important that equipment downtime is marked correctly on claims to assist the factory in analysis and problem resolution.

A&T C&F OEM

110.06 Emissions Claims (Where Required by Law)

Emissions claims are filed as a normal warranty claim. Reimbursement is at basic warranty rates. Travel mileage or labor will not be paid for emission warranty claims.

If the failed emissions component is covered by extended warranty, and has caused consequential damage, the Dealer may file a second claim for the consequential damage caused by the emissions component. Reimbursement for the consequential damage will be at Extended Warranty terms.

C&F

C&F Only

Warranty claims for John Deere, Isuzu, Nissan, Liebherr, Yanmar, and Mercedes engines can be filed through John Deere.

Cummins, MTU, and Detroit Diesel engine emissions claims must be filed through the engine manufacturer directly. Claims for Johnson Matthey ("JMI") After-treatment Systems are to be submitted directly to JMI.

NOTE: Emissions claims for repairs done by a C&F Dealer on a scraper tractor, regardless of whether it was sold by an Ag Dealer or by a C&F Dealer can be submitted like any other Emissions claim.

A&T C&F OEM

110.07 Expert Alert Repairs

Expert Alert

John Deere promotes Machine Health by monitoring data, identifying correlations between machine data and potential machine problems, and developing diagnostic and repair procedures to proactively address the potential machine problems. The Company provides this support in the form of Expert Alerts.

Expert Alerts identify known, validated correlations between machine data and impending machine problems. The Dealer is automatically notified of PIN specific Expert Alerts through Machine Dashboard and is expected to review the alert and contact the Customer of the need for service.

Warranty Reimbursement for repairs executed as a result of an Expert Alert follow standard and emissions warranty policies. Repairs for defects in material or workmanship in the warranty period (i.e., Expert Alert

issued during respective warranty period) are eligible for reimbursement, including parts, labor and diagnostic time executed as a result of a PIN specific predictive Expert Alert prior to a failure occurring. Each claim resulting from an Expert Alert will be verified and evaluated independently and consistent with existing warranty claim processing policy.

Repairs executed as a result of an Expert Alert but completed outside of the respective warranty periods do not qualify for standard or emissions warranty reimbursement.

Pre-Production Expert Alert (Expert Alert Validation)

A&T

A&T Only

During Expert Alert development the Company may contact Dealer(s) to validate Expert Alert(s) during the pre- production period. The Company will contact the Dealer and notify them of the pre-production Expert Alert and will provide the Dealer all required information for the repair. The Company may follow-up with the Dealer after the repair has been completed to collect additional information. The Dealer should file a Special Allowance claim, sub-type Experimental/Engineering for the parts and labor associated with the Expert Alert Validation. The Dealer can add a travel credit for the Expert Alert validation claim. Travel will be reimbursed at the PIP Fixed-rate travel found in the regional [A&T Reimbursement Terms](#) file.

C&F

C&F Only

The Expert Alert Validation process is used to validate proposed solutions to machine issues identified through machine data. The company will deploy expert alert validation work from the John Deere Machine Health Monitoring Center to targeted machines to validate the effectiveness of the solution by receiving feedback from Dealers. The machine population used for validation work is determined by the Company. The Machine Health Monitoring Center is responsible for notifying Dealers of Expert Alert Validation work on machines within their AOR.

The following is covered for Expert Alert Validation requests:

- Repair Labor @ actual time
- Parts MDP+20% additive (\$500 additive cap)
- Travel mileage (reference section 120.14 PIP Travel Reimbursement)
- Travel reimbursement is based on miles/kilometers travelled to and from the machine.
 - Maximum - \$650.00 USD or local equivalent for Construction and Forestry products worldwide.
 - Maximum - \$650.00 CAD for Canadian Construction and Forestry products.

Dealers are compensated for Expert Alert Validation work through the John Deere Warranty System through either a Fix-as-Fail PIP or a Special Allowance (depending on the Deere business unit initiating the work). The method of compensation will be communicated at the time of the request.

Expert Alert Validation work needs to be completed with required feedback in 30 days or less. Expert Alert Validation work that has been open for more than 60 days will not be eligible for reimbursement.

A&T

C&F

OEM

110.08 Parts Coverage Search

Parts Coverage Search results in the JDWS are based on previously submitted claims. All claims are subject to review. It is possible for a claim to be rejected even when the Parts Coverage Search results display “Yes” for coverage.

Submit a [Warranty Support Incident](#) to report errors in Parts Coverage Search results.

110.10 Parts Reimbursement Terms

Parts are reimbursed at the net price of the Dealer. It is possible for a parts additive, which is a percentage of the part cost, to be paid, if eligible. Additives differ by marketing channel or geographic region. When credit is based on the exchange price of a component, the parts additive is based on the net price (not the exchange price). It is possible for the additive to be capped.

Parts additives cover normal parts expenses such as:

- Administrative cost
- IT
- Storage
- Salaries, wages, benefits of parts personnel
- All other costs associated with parts handling

If a Dealer is required to pay freight costs that exceed the parts additive, the Company considers reimbursing the Dealer on a case-by-case basis. Dealer must document the costs on the claim.

In some areas, the Dealer is reimbursed for "On Shelf Costs" which are more expenses incurred in providing warranty parts. On Shelf Cost Factor (OSCF) is expressed as a percentage of the part cost and is combined with the additive into a single figure. On Shelf Costs are based on stock order price, and take into account the following:

- Boxing
- Freight from the Company parts depot to the parts depot of the contracted Dealer or Distributor
- Inland freight
- Ocean freight
- Forwarder fee and expenses
- Insurance
- Customs charges
- Import tax

It is the responsibility of the Dealer or Distributor to furnish documentation validating the On Shelf Costs. The Company reviews the OSCF and may update it at any time.

[A&T Reimbursement Terms](#)

[C&F Reimbursement Terms](#)

[OEM Reimbursement Terms](#)

Reimbursement policy for CCE machines is based on the division of the parent account. For example, Dealers with a C&F parent account are reimbursed under the policies of the C&F Division.

C&F

C&F Only

On-Shelf Cost updates established on Air freight stock orders will be accepted only if the dealer has successfully demonstrated to their TCSM that air freight stock orders are less expensive than ocean freight stock orders.

The dealer must submit a completed On-Shelf Cost Audit form detailing three (3) surface stock orders to their TCSM for approval before On-Shelf Cost is payable. The On-Shelf Cost Audit form will be reviewed by the TCSM and, if approved, the TCSM will contact SPC to update the On-Shelf Cost rate. This form can be found in DealerPath under the Forms section of the Service tab or through the link below.

[On-Shelf Cost Audit Form](#)

Audit forms are required at least annually. The Company will notify the Dealer ninety (90) days before the next On-Shelf Cost update is due. If the On-Shelf Cost is not received by the Company by the due date, the minimum On-Shelf Cost of 15% will be applied and used until a current On-Shelf Cost is approved by the Dealer's TCSM and applied by the Company.

If the TCSM is not available, the Dealer may submit the On-Shelf form to their Commercial Operations Manager or DCSM.

Dealers must have all documentation to support the On-Shelf Cost Audit available and must provide such documentation to the TCSM, or other Company representative, upon request.

NOTE: Does not apply to the US or Canada.

A&T C&F OEM

110.12 Warranty Labor Reimbursement

The Company intends to reimburse the Dealer for the actual time invested performing a warrantable repair, as long as it is reasonable. The Company makes the final determination of what is reasonable based on data collected from Dealers for similar repairs. The amount of labor requested on the claim must not exceed the technician timecard hours for the work performed. Some claims may require additional documentation to support requested labor hours.

Reimbursement for warranty repair labor is computed based on the Dealer documented retail Customer labor rate, or an agreed-upon schedule. The TCSM requests verification of the Dealer hourly rates.

Labor additives, if any, are intended to cover administrative costs. Service accessories and shop supplies, such as but not limited to, anti-corrosive liquid, grinding disks, sandpaper, detergents, and solvents are not covered under warranty.

Sufficient detail is required for description of Failure or Complaint, Cause, and Correction on the claim. Claims lacking sufficient descriptions are processed accordingly.

It is the Dealer responsibility to have the necessary special tools to perform the repair in the most efficient manner.

Do not claim labor when the Dealer did not actually perform the work except as outlined in section 110.62 Other Credits (Outside Labor and Materials). Warranty repairs are expected to be performed by the Dealer. If a Customer completes a simple external repair for a warrantable failure, with the permission of the Dealer and at the Dealer's own risk, only submit a claim for the part used, no labor.

The number of hours paid for completion of a PIP (minimum of 1/2 hour) is specified in the PIP bulletin, which does not always apply to a PEP.

- Payment for more labor (example: Removing and replacing mounted equipment) is considered based on information included in the Description of Failure.
- Payment for more labor is not considered for a computer or equipment (including Service ADVISOR™) related situation that caused the Dealer difficulties in completing the update.

PIP Labor Additive

The Company pays an additive, calculated as a percentage of the labor credit. See the Reimbursement Terms file for the specific rate.

[A&T Reimbursement Terms](#)

[C&F Reimbursement Terms](#)

[OEM Reimbursement Terms](#)

If a Dealer group falls below the metric, labor additive is forfeited on all PIP claims until a reporting period where the Dealer group meets the metric. After the program expiration date, the labor additive is no longer paid.

If a machine responsible Dealer or status is changed and the machine has an open, expired PIP, the new Dealer is allowed three reporting periods to complete the PIP before the machine is included in the calculation of the expired completion percentage. Failure to complete the PIP within the three-reporting period grace period affects PIP completion. Reporting periods extend from the second day of one month until the second day of the next month.

PIP completion reports are available to Dealers through the Dealer Portal.

The branch determines the required percentage for the PIP completion metric.

A&T C&F OEM

110.14 Diagnostic Labor

In some branches, the Company reimburses reasonable diagnostic hours, while in others, diagnostic time is included in the labor additive, based on their Reimbursement Terms.

If diagnostic work is performed, and no warrantable failure is found or repairs performed, do not submit a warranty claim to the Company. Likewise, when the repair needed for a mechanical failure is readily apparent (example: broken spring) diagnostic time would not be required and would not be claimed.

If performing diagnostics or recalibrating the system corrects a warrantable condition, submit a claim for labor time even if no replacement part is used. If the recalibration procedure in the Operator Manual is part of a normal maintenance schedule, no claims are paid.

Charges for use of specific diagnostic tools, such as hydraulic flow raters, or use of Service ADVISOR™, StarFire™ 6000, or Remote Display Access (RDA) are not paid. However, the time the technician spends using these tools is considered. Reasonable charges for the use of a dynamometer, when used for diagnosis, is considered as a way to offset the annual maintenance of the device.

C&F

C&F Only

To be reimbursed for diagnostic time during Default, Basic, Limited Basic, Extended Warranty or Emissions Warranty, the technician must be Level 2 certified on the product. The certified technician is required to perform the diagnostic portion of the repair but does not need to complete the entire repair. Three requirements must be met in order for a technician to be considered certified:

1. Product certification path assigned to the technician's learning plan in John Deere University
2. Successful completion of all training within the product certification path, including the capstone course
3. Successful completion of all continuous education training requirements by the assigned due date

Continuous education training may be required as changes to the products are made. These requirements can be found in John Deere University. For issues with claims related to diagnostic time reimbursement, submit a [Warranty Support Incident](#).

CCE Dealers with a Construction and Forestry dealer contract will follow the C&F guidelines. All CCE dealers with an Ag and Turf parent will follow Ag and Turf rules to have their diagnostic time paid.

If diagnostic work is performed, and no warrantable failure is found or repairs performed, do not submit a warranty claim to the Company.

If performing diagnostics or recalibrating the system corrects a warrantable condition, submit a claim for labor time even if no replacement part is used. If the recalibration procedure in the Operator Manual is part of a normal maintenance schedule, no claims are paid.

Charges for use of specific diagnostic tools, such as hydraulic flow raters, or use of Service ADVISOR™, or Remote Display Access (RDA) are not paid. However, the time the technician spends using these tools is

considered.

Diagnostic time should not be claimed for the following activities:

- Talking to the operator
- Operating the machine to verify the complaint
- Entering and updating DTAC case
- Searching DTAC solutions
- Visual Inspections – External leaks
- Visual oil inspection / taking oil samples
- Cleaning to verify the issue
- Obvious failures

Examples of diagnostic time that are considered acceptable are:

- Connecting and using Service Advisor and Service Advisor Remote to run tests to identify what is failed. Best practice is to include in the claim detail how Service Advisor was used to support the related diagnostic labor time.
- Special tests required to eliminate possibilities / zero in on failure.
- Hydraulic system tests that are more involved than a simple pressure test.
- Complex electrical system testing when trying to locate shorts, opens, intermittent issues, harnesses, etc.

Diagnostic time claimed must be supported in the Correction field of the claim. The technician must outline the diagnostic steps performed. Do not simply reference a DTAC case number as justification for diagnostic time requested.

A tech ID is required on all Basic and Extended claims regardless of technician skill level. This information is used to correlate repair costs to technician skill level.

Diagnostic time is not reimbursed on product improvement programs, batteries, or parts warranty repairs.

Diagnostic Labor - Extended Warranty

Dealers who meet annual performance goals for Basic and Extended Warranty claims completed by a certified technician will be eligible to receive reimbursement for reasonable diagnostic time. This program applies to all Construction and Forestry equipment except Scraper Tractors and Pull-type Scrapers.

Metric Goal:

Dealer's percent of Basic and Extended claims completed by a certified technician on both a monthly basis and the rolling 12 months basis for all Construction and Forestry and Production Class equipment machines. The Dealer goal is 65% and will be reviewed annually. The percent is a calculation of total certified claims divided by total approved claims.

The Dealer's Signature Scorecard shows two metrics.

Metric 1 is the Dealer's percent of Basic and Extended claims completed by a certified technician on both a monthly basis and the rolling 12 months basis for all Construction and Forestry machines.

Metric 2 is the Dealer's percent of Basic and Extended claims completed by a certified technician on both an individual month basis and the rolling 12 months basis for Production Class equipment only..

Metric Definition:

- The Dealer's performance will be based on a rolling 12-month basis and will be calculated at the Dealer's parent group level.
- Payment will be based on the Dealer's qualification on the repair date, not at the time the claim was submitted.
- Specific claim types are excluded from the metric calculation. These include Parts, PIP, Special Allowance, Battery, or Emissions claims.

- Specific types of repairs are included in the metric calculation. The claim must be considered a major repair relating to one of the following areas of the machine to be included in the metric: Transmission, Engine, Torque Converter, Clutches, Transfer Drives, Service and Parking Brake (active elements), Electrical, Engine Electronics, and Hydraulic.
- Non-major repairs are excluded from the metric calculation. Examples include repairs of hydraulic hoses, reservoirs, and tanks.
- Specific machines are excluded from the metric. These include Compact Construction Equipment Attachments, JDLink, Forestry Heads, and Winches.
- Diagnostic time may still be reimbursed outside of these major functional areas, but to be included in the metric it must meet the above requirements.

There will be no additive applied to diagnostic time paid during Extended Warranty.

OEM

OEM Only

The labor credit additive is to cover time spent diagnosing an issue. Because of this, diagnostic time is not paid separately as a reimbursed labor expense. In rare cases where diagnostic time may have been excessive and the dealer sought technical assistance from DTAC, Dealers may request additional credits in the claim's "Labor" section. Before consideration of extra diagnostic time the claim must provide details of work performed. Extra diagnostic time will be reviewed for payment on a case-by-case basis. A DTAC case number must be referenced.

A&T C&F OEM

110.16 Labor for 'Clean Up'

A request for "Clean Up" labor is only allowed when there is a loss of fluid and when washing area is necessary to complete a repair. Charges for washing the entire machine as part of preparation for or clean up after a warranty repair are not paid.

OEM

OEM Only

One hour maximum labor clean up time per repair.

C&F

110.17 Cleanup for Major Hydraulic Failures (C&F Only)

Documented particle count readings are required on all hydraulic systems at the time of component installation to validate system cleanliness. In addition, after a major hydraulic failure repair, confirmation of oil cleanliness is also required after 100 hours of operation.

NOTE: When mixed fluids are present in a John Deere or Hitachi hydraulic system, particle counts will be affected. Reference bulletin [PSM07-63](#) or [PSM08-37](#) (Lubricant Particle Count Management) for more information.

If the component is being replaced after a major failure, the use of the Ultra Clean JDG1770 or JDG1770-EL (hose and line cleaning tool) together with proper flushing as described in Oil Clean-Up Procedure CTM 310 will be necessary. Fluid cleanliness records from a hydraulic filtration system at the time of component installation will be considered the initial fluid cleanliness level.

John Deere will reimburse Dealers for actual time spent for hydraulic system clean up if the total time is considered reasonable for that repair. The cleaning times should only include flushing, caddying and in the case of severity level 4, 5, and 6 the use of Ultra Clean projectiles.

NOTE: For forestry machines, use the cleaning procedures suggested in the document and match reservoir size to excavator models.

110.18 Labor for Removing and Reattaching an Attachment

Reasonable time required to remove and reattach an attachment in order to perform warranty repairs is covered. If requesting more than 16 hours total to remove and reattach the attachment, Dealer must attach photos and OEM published documentation demonstrating repair labor time justification. Warranty labor cannot be claimed for the time to disassemble the attachment itself.

C&F

110.19 Disassemble and Inspect Time (C&F Only)

Dealers can be reimbursed for time spent disassembling and inspecting components to determine whether the components may be repaired or remanufactured.

Disassembly and inspection time does not apply to electrical components. Claims for disassembly or inspection time on electrical components will be rejected. Appropriate diagnostic time can still be claimed for these components.

Claims with excessive disassembly, inspection, or hydraulic oil clean up time may be reviewed and charged back by TCSMs.

110.20 Dealer Labor Rates

Dealers must initiate all labor rate change requests in the warranty system at least two weeks before the effective date. All labor rate change requests are subject to approval by the TCSM.

Detailed instructions of how to submit a labor rate change request are found in the JDWS User Guide.

Approval of labor rates is subject to the following criteria:

- Status of PIP completion.
- Adequacy of Dealer shop facilities, special tools, and technicians to support products in their trade area.
- Customer satisfaction metrics.
- Participation of Dealer personnel in training.

It is the responsibility of the Dealer to verify that the labor rate is applied to claims and report errors to their TCSM within two weeks of the effective date.

Recognized labor rates for each area are listed in the Reimbursement Terms files.

[A&T Reimbursement Terms](#)

[C&F Reimbursement Terms](#)

[OEM Reimbursement Terms](#)

Repair labor rates must not include service call fees, travel time, or transportation expense. Travel, where paid, must be billed separately.

The time reimbursed for repairs is not dependent upon the location in which the work is completed. Where allowed (see Reimbursement Terms), a **Field Labor Rate** may be established to accommodate the inefficiencies associated with performing repairs outside of Dealership facilities. These inefficiencies include loading parts, utilizing specialized tools, and preparing the machine/workspace. Field Labor Rate, where allowed, is available for all claim types and is not intended to replace travel reimbursement provided in special circumstances.

Repair/work orders and technician timecards **must clearly demonstrate** the time required to travel to and

from the machine location. This travel time must not be included in the requested reimbursement amount. Use of field rate for reimbursement is subject to audit, and violation of policy can result in forfeiture of all labor expenses associated with the claim.

TCSMs are required to investigate Field Labor Rate requests that exceed registered “Shop” rates by more than 10%. Before submitting the labor rate request in JDWS, the TCSM must verify that the Dealer is not including travel or transportation costs.

Additional Regional Information:

[Germany - Labor Rate Change Guidelines](#)

OEM

OEM Only

Travel Mileage and Labor - Warranty repairs shall be performed, by an authorized Dealer within reasonable travel distance to the unit. Because of this, warranty travel reimbursements are limited to ensure that excessive travel is not undertaken for warranty repairs, and that servicing is performed by the local Dealer whenever possible.

Before traveling to a work site, the Dealer should plan and prepare to the extent possible for contingencies to avoid the need to make unnecessary return trips.

Requests for claim reimbursement must clearly state the number of miles/kilometers traveled for the claim and technician travel time involved. When multiple repairs are made during the same service call, travel expenses will be reimbursed one time.

If travel expenses are expected to exceed the maximum reimbursement limit, the Dealer may contact their TCSM for pre-approval to include documented expenses on the warranty claim. The TCSM’s documented pre-approval must be submitted with the claim.

Transporting Equipment for Warranty Service - Documented expenses incurred in transporting an engine/vehicle for warranty service may be claimed as part of normal travel expenses, up to the same monetary claim limits.

Toll and Ferry Expense - Applicable bridge tolls, highway tolls, and ferry expenses incurred as part of reasonable travel to the unit may be claimed as part of normal travel expenses, up to the same monetary claim limits.

Crane Rental (Marine Engine Claims Only) - Should a crane be needed to remove an engine from a vessel or replace it in that vessel, crane rental will be reimbursed for up to US \$250.00 or local currency equivalent. **Environmental Fees** - When the disposal of parts or fluids replaced during warranty service is subject by law to environmental disposal fees, the Dealer may be reimbursed up to US \$50.00 or equivalent per repair occurrence. The warranty claim must specifically state that the credit requested is for legally mandated environmental disposal fees and shall include a reference number to the invoice or other related charge document.

Freight for Machine-Down Parts Orders — When there is a critical need to receive parts to make warranty repairs as quickly as possible to minimize machine down-time, freight costs will be reimbursed.

C&F

110.25 Limited Customer Repairs (C&F Only)

John Deere will allow exceptionally large Customers with service capabilities to perform certain warranty repairs, on Construction, Compact Construction and Forestry Equipment. This provision must be agreed to and documented in advance with the CBD Customer Support Manager.

The decision to allow Customers to perform Warranty repairs is at the discretion of the Dealer and cannot

exceed the service level of the Dealer. Only parts are reimbursed.

1. The machine must have valid Warranty coverage for the failure, or the part must be within limitations for Parts warranty.
2. Only John Deere or Waratah replacement parts can be used to perform the warrantable repair.
3. The limit for reimbursement per repair is \$2,000 USD (\$750 USD for Waratah) or equivalent value in local currency.
4. The repair must not be invasive. An invasive repair is a repair that involves entry into sealed oil components such as engine, transmission, pumps, or motors, and does not require any special tools, etc. Noninvasive is defined as repairs that do not involve entry into sealed oil components such as engine, transmission, pumps, or motors, and do not require any special tools, etc.
5. The repair must not require special training or special tools.
6. Controllers are exempted.
7. Travel time and mileage is not reimbursable.
8. Environmental fees and other charges are not reimbursable.

For Forestry Equipment in Western Europe, CIS the following conditions apply:

All Customers with service capabilities are allowed to perform Warranty repairs. All repairs must be reviewed on a case-by-case basis and must be authorized by an authorized John Deere Forestry Service Dealer. Parts will be purchased through the local John Deere dealer who has authorization to repair these machines.

Only John Deere or Waratah parts or approved John Deere or Waratah replacement parts can be used. Other repairs, not listed above, may be performed by the Customer as long as the repair does not:

1. Exceed €5000.
2. Require special training or tools for a successful repair.

Approved Customers are allowed to perform the following repairs stated within the links below (categories open link to list):

[Powertrain Repairs](#)

[Harvester Head Repairs](#)

Only Dealers authorized to service and sell the equipment are allowed to perform the following repairs stated within the links below (categories open link to list):

[Powertrain Repairs](#)

[Harvester Head Repairs](#)

Only Dealers authorized to service and sell the equipment can perform Product Improvement Programs.

Reimbursement:

The Customer must present the invoice for the parts used for the repair – which must be from the Dealer from whom they are requesting reimbursement.

If the Dealer determines that the failure was warrantable per John Deere guidelines, the Dealer can reimburse the Customer for the invoiced amount of the parts.

The Dealer should file a claim for the applicable coverage through regular channels with “Customer Warranty Repair” in the description. John Deere will reimburse the lesser of the suggested applicable Extended or Parts Warranty reimbursement rate or the amount the Customer was invoiced.

The Dealer must hold parts for 30 days from process date.

The Customer performing the Warranty repairs is responsible for the good execution of the work. John Deere is not responsible for damage caused by errors in Warranty repairs performed by the Customer.

110.30 Failed Parts Identification and Parts Reimbursement

A Dealer must use only new or remanufactured parts or components that John Deere furnishes or approves in the performance of a warranty repair as outlined in the product Warranty Agreements.

Identify the part that caused the failure as the Failure Part, so the factory receives accurate failure data. When factory installed parts are replaced with remanufactured parts, identify the factory part as the failure part.

When requesting credit for commodities sold in bulk, identification of the units of measure is required. Reimbursement is limited to the amount used.

When a part with a serial number fails, record the part serial number on the claim. The part serial number is required on claims for certain failed parts, including remanufactured parts. Update the "Components and Option Codes" screen with the new part serial number information, if applicable.

PIP Kit and Parts Reimbursement

The Company reimburses Dealers for the kit cost plus a handling additive. If use of service parts is authorized, the regular parts additive up to the maximum is applied. The additives for kits and parts do not apply after the PIP expiration date.

Submit PIP claims under the same account in which the kits or parts were ordered to ensure accurate reimbursement and timely processing.

If parts are required in addition to the PIP kit, they are identified in the PIP Bulletin. If an associated part is unsuitable for reuse, except for worn parts, replace the part with TCSM approval. Include parts used to replace any missing or damaged parts. List the additional parts on the claim and provide an explanation.

PIP Kits are warranted for the normal parts warranty period unless the PIP bulletin states otherwise. If a kit fails, the Dealer must submit a claim for the part that failed, using the normal parts warranty processes.

A&T and C&F Only

If failures are unrelated or unique, for example left hand versus right hand component failure, individual claims must be submitted for each, as these are considered independent failures. For example, if boom cylinder seals are leaking on both sides of the machine independently, with no common root cause, then individual claims for each must be submitted. In this scenario, the Dealer must indicate in claim comments in each claim which side component is being repaired or replaced. This is necessary for accurate reliability analysis and tracking.

However, if failures of left-hand component and right-hand component share same root cause of failure, then the Dealer will only submit one claim for the warrantable repair. For example, if metal or debris contamination due to failure of the left-hand hydraulic motor results in contamination of the right-hand motor and also fails the right-hand hydraulic motor, (or additional related components), then the warrantable repair for both the left-hand and right-hand hydraulic motor should be filed as a single claim.

110.31 Related Damage

Damage to other parts of the machine resulting from a warrantable failure is covered under warranty, unless the warrantable failure occurred on a part not installed at the factory or by a Dealer. Identify the part with the defect as the "Failure Part" and enter the damaged parts on the same claim.

If the failure part was installed by a Customer or third-party the Company will not pay for related damage.

John Deere will not accept any claims associated with a non-Deere or non-Hitachi attachment including secondary damage caused by the attachment to the carrier or by the carrier to the attachment.

110.32 Retention of Failed Parts Replaced Under Warranty

All parts, including cores, replaced under warranty, PIP, extended warranty, or extended service plan must be tagged and stored for a period specified in the Reimbursement Terms file. Retain the parts even if the TCSM examines them, in case the factory requests their return.

Asia (Not applicable in China): Scrap parts after TCSM inspection.

When parts are no longer required for return or inspection, scrap them. Do not reuse or resell the parts.

[A&T Reimbursement Terms](#)

[C&F Reimbursement Terms](#)

[OEM Reimbursement Terms](#)

110.33 Part Requests

John Deere or a supplier may request the Dealer to supply more information, pictures or to return failed parts for analysis and problem resolution.

This request will come to the Dealer directly from a John Deere representative or through the JDWS.

If the recall notice includes special instructions beyond normal preparation or packaging, submit a claim for the time specified in the recall notice. Provide details on the claim to explain the charges.

Dealers that receive Parts Requests outside of North America will coordinate part shipment with DHL.

Note: Part Requests sent to Mannheim, Zweibrucken, or Horst locations (from European Dealers) will have separate instructions included in the Part Request that must be followed. For all other Part Requests follow DTAC Solution 96819.

JDWS users: Part, Picture, and Information Requests are listed on the Part Requests screen of the JDWS Dealer Portal. The system displays instructions for returning recalled parts, including the address, and pre-paid or collect shipping instructions. The Part Request form must be included with the parts when returned. The Dealer must process all Part, Picture, and Information requests within two weeks of the request. Failure to process Part, Picture, and Information requests and update the Part Requests screen may result in charge back of all or part of the warranty claim.

110.34 Pictures of Problems

There are many situations where a picture of a problem may be helpful. Failures such as paint problems and cracks in frames and other welded structures are often hard to describe in words. Some other examples include:

- Location of Leaks in Radiator, Oil Coolers, or Cylinders
- Misalignment
- Casting Pin Holes and Flaws
- Cylinder Rod Chrome Peeling
- Rubber Track failures due to defects in materials or workmanship

Good quality close-up photographs of failed parts may be necessary to support specific claims, illustrate and pinpoint problems to our engineers and our outside suppliers. Photos should be kept in the machine file and be available upon request. When submitting a claim, note "pictures available" in the correction field. Attach the digital photo to the claim following the instructions for Attachments in the John Deere Warranty System User Guide.

110.35 Core Credits and Returns (John Deere Reman) (where applicable)

For information on remanufactured products, reference this website: [John Deere Reman](#) through DealerPath. The resources on this website provide complete details from ordering to obtaining core credits. For information on the Latin America program, reference the [Program Support](#) section of the John Deere Reman website through DealerPath.

If warranty repairs are required on a Reman engine or component, and the machine is in warranty, file the claim on the machine. If the machine is out of warranty, file the claim on the engine (normal claim) or component (parts claim). The part serial number is required on claims for failed remanufactured parts.

When installing a replacement engine or component, update the new component or engine serial number with the vehicle on which it is installed in JDWS.

Only the exchange price (net cost less core value) of a component is reimbursed through warranty. Reimbursement of the core credit itself is handled as a separate transaction (unless otherwise instructed). The parts additive will be based on the full value of the component including the core.

Return all cores (whether from components purchased as new or remanufactured) according to the instructions on the form found on the website. Some countries require engine cores to be returned under their emissions laws.

It is possible that cores or exchange components may not receive a full core credit as a result of the core grading process. Use the "Adjust Credit" feature to request a higher credit amount through the warranty claim process. This claim does not reimburse parts not returned with the core. Note the information related to the credit shortfall from Reman in the text.

Region 2:

New Parts Warranty Part Requests:

Recalled units are shipped back to the owning factory or originating vendor for analysis. Email a copy of the Part Request form, a core return form from JDPoint, and a copy of the Freight Bill of Lading including tracking/pro number to RemanSupportR2@JohnDeere.com and the core credit is processed.

Reman Parts Warranty Part Requests:

Recalled units are shipped back to John Deere Reman Core Center. Once the warranty Part Request is obtained, return the unit using the JDPoint core return process and reference the warranty claim in the necessary field. Place a copy of the JDPoint core return form and Part Request form before returning the unit to John Deere Reman Core Center.

Region 3 (except Brazil, Argentina, Columbia):

New Parts Warranty Part Requests:

Recalled units are shipped back to the owning factory or originating vendor for analysis. Email a copy of the Part Request form, a core return form from JDPoint, and a copy of the Freight Bill of Lading including tracking/pro number to JDRCustomerSupport@JohnDeere.com and the core credit is processed. Refer to DTAC solution 94355 for additional information.

Region 4 only:

Please submit a CCMS case: Create DPAC Case - Return Inquiry – Core Return, attach a copy of the Part Request form, Core Return form, and Freight Bill of Lading then the request will be processed.

Reman Parts Warranty Part Requests:

Recalled units are shipped back to John Deere Reman. Once the warranty Part Request is obtained, return the unit using the JDPoint core return process and reference the warranty claim in the necessary field. Place a copy of the JDPoint core return form, Part Request form, and a yellow Reman Warranty Core Return Tag (part number DSPM54449) which is addressed in DTAC solution 94436, with the unit before returning it to John

Deere Reman. Refer to bulletin [049504](#) for additional information.

A&T C&F OEM

110.37 Core Return Cards (where applicable)

Dealers who purchase John Deere remanufactured components are required to fill out the core return card found on the website.

When replacing failed John Deere Reman components with new fuel system components, it is important that Dealers fill out core return cards. Attach the completed card to the Reman component that was removed. These cards provide valuable information for the failure analysis process.

Refer to the [Reman Core Return Forms and Instructions](#) for more information.

A&T C&F OEM

110.38 Returned “No Fault Found” Components

If returned components are found not defective, it is possible for the component to be returned and the Dealer charged, including shipping charges. Therefore, it is important for Dealers to test the components thoroughly before replacing them.

A&T C&F OEM

110.39 Parts Catalog Errors

Requirements for any Parts Warranty claim for rework needed as a result of a parts catalog error:

1. The PIN of the machine being repaired.
2. Specification of part number of the part being repaired or replaced, including casting or marking identification on that part.
3. Parts catalog, page, item, and date of the catalog used.
4. Part number and date code of the package of the part that did not fit or work properly.
5. DPAC case number or copy of the claim submitted for report or credit.
6. Date and details of reporting that was done to DPAC, TCSM, or servicing depot.

A&T C&F OEM

110.40 Software Warranty

Software warranty terms:

- Factory-loaded software is covered during the warranty period of the machine.
- Software updates during the original warranty period are warranted for the same term as the software warranty or the machine warranty, whichever is greater.
- After the original warranty period, AMS software is warranted for 90 days from the release date of the free download (all Regions) or until the date of the next available released software, whichever comes first.
- Unless otherwise specified, the warranty period for software is the same as that for parts (varies by Region).

If a software defect occurs during warranty of equipment, reasonable diagnostic time and replace or reload time of the software is claimed. Dealers are encouraged to consult DTAC solutions for information about known situations and report new problems as appropriate. The existence of a DTAC Solution or Case does not mean that warranty covers the situation.

When no defect exists in the old software, warranty does not cover loading new software.

Loading software that provides an enhancement to machine operation is not covered under warranty and includes situations where new software is required because a new implement or application requires it. For example, the addition of a draper platform to a combine, or hammer valve installation on a backhoe.

Labor to fix software defects must be claimed by using the **failed** software part number as the failed part.

If software includes a licensing agreement and the licensing agreement conflicts with the John Deere Warranty Administration Manual, the licensing agreement applies.

When Service ADVISOR™ delivers software updates, use it to identify the part number on programmable control devices where software was the cause of the failure. When the software is not delivered through Service ADVISOR™, list the control unit as the failed part with the failed mode set to 'software'. For Precision Ag (AMS) components, see DTAC Solution 64710 for software and hardware part numbers.

A&T

Solutions as a Service (A&T Only) (US Only)

Machines with Solutions as a Service (SaaS) license agreements using for-fee license units, follow the Warranty Administration Manual for equipment, components, software, or labor. Reimbursement for used license units is not covered during the parts, extended or emissions warranty coverage periods (follow DTAC solution 222929 for complete details).

Note: It is also important to remove any equipment from the contract if it is leaving the customer's ownership. It is the customer's responsibility to ensure the machine is deactivated before it is transferred out of the Dealer or Customer's John Deere Operations Center™ organization. If a machine is not deactivated in advance of transfer, the customer remains responsible for usage until the machine is deactivated.

C&F

110.41 Ground Engaging Parts (C&F Only)

Warranty is to cover breakage before ground engaging parts reach the end of their useful life. This warranty does not cover failures due to wear. Provide complete descriptions of the defect and pictures of the failed components attached to the claim.

For more information on Ground Engaging parts contact: CFProductSupportMarketing@JohnDeere.com.

Ground Engaging - Dura-Max or Specialty Cutting Edges and Dura-Max End Bits

- If a Dura-Max or Specialty Cutting Edge or Dura-Max end bit breaks before it wears out, a new cutting edge or end bit will be furnished free of charge.

Ground Engaging - Teeth

- All teeth and adapters that break before they wear out will be replaced free of charge provided the tooth:
 - Has not been hard faced or repaired.
 - Is being used on a matching adapter.
 - Support surface of the adapter nose has been properly maintained.

A&T

C&F

110.42 AMS Products (A&T and C&F Only)

AMS components intended for use on multiple machines and contain a PIN:

- Receive 12-month warranty period
- Must be registered
- Claim is filed under Component PIN

Factory or Dealer installed machine-specific components before delivery:

- Receive same warranty period as the machine in which installed
- Claim is filed under machine PIN
- If installed after delivery, components receive the remaining warranty for the machine in which they

- were installed, or 12 months, whichever is greater
- Are warranted only for use in the machine in which they were originally installed

If used less than 100 hours, demonstrator components are subject to demonstration guidelines and qualify for normal warranty when sold.

AMS Registrations

Components must be registered before a claim is paid. When a component is replaced, the replacement component must be registered to receive a new 12-month warranty. Includes components purchased through a parts ordering system.

DTAC solution 64710 lists which components and PINs require registration and which are used when submitting warranty.

Mazzotti Factory Installed AMS Product Registration and Warranty Claim Submission

- Register components through Dealer Communications Platform (DCP) or JDWS
- File warranty claims directly with Mazzotti by emailing the Mazzotti Warranty Form ([English](#), [French](#), [Italian](#)) to sat@mazzotti.it

Conditions of Void Warranty

AMS component warranty is void if the unit is disassembled or modified in any way, other than specified in the Operator or Technical Manual. Software modification or manipulation voids warranty. Warranty claims on tampered components are rejected and debited back to the dealer.

NOTE: Lightning strikes are not covered by warranty. To prevent injury and allow uninterrupted operation of the RTK system (Base Station and Repeater), electrical installation and grounding must meet all applicable national standards and regulations. A licensed and qualified electrician should always ensure the system is installed correctly and is compliant with all applicable safety standards and regulations.

AMS Component Returns

Prior to returning the warranted AMS component to John Deere, the below criteria must be met:

- If an AMS component has an activation/subscription on StellarSupport™, the Dealer must transfer the activation/subscription off the warranted component. Failure to transfer will result in loss of the activation/subscription.
- If an AMS component has Security PIN Code enabled to lock the component, this feature must be disabled to unlock the component.

When John Deere receives the unlocked component, it will be removed from the Customer's StellarSupport™ account.

A&T C&F OEM

110.43 Electronic Data Link (EDL)

For Service ADVISOR™ Electronic Data Link warranty or service information, submit a [Service ADVISOR™ Support Incident](#).

EDLs are warranted for 12 months from the date of **Dealer** purchase.

A&T

110.44 PLA Products (A&T Only)

For PLA warranty administration, refer to DTAC Solution 216005.

A&T

110.45 Gummersbach Products, John Deere, and SABO Branded (A&T Only)

Warranty claims for SABO brand equipment sold by SABO dealers is managed directly by SABO, except engines.

Dealers handle warranty for John Deere brand equipment manufactured in Gummersbach, except engines. Claim SABO brand attachments John Deere sells to John Deere Dealers through John Deere Warranty.

Engines are warranted through their respective manufacturers, except Yamaha engines. Submit Yamaha engine warranty claims through John Deere.

Engine and transmission claims require the component serial number.

Refer to DTAC solution 88595 for Briggs and Stratton contract details.

Refer to DTAC solution 102742 for SUBARU contacts in case of warranty issues.

Refer to DTAC solution 100761 for KAWASAKI engine warranty details.

A&T

110.46 BMH Manufactured Loaders (Spain and Portugal only) (A&T Only)

Dealers are allowed to submit claims for front loader parts obtained from BMH. Refer to [Service Bulletin 01-09](#) for more information.

A&T

110.47 LESCO Branded Products (US only) (A&T Only)

Dealers provide service on Lesco™ branded products in one of two ways:

For LESCO branded Commercial Mower products retailed from John Deere Dealerships, refer to DTAC solution 85331.

For LESCO branded Application products, sold at John Deere Landscapes stores but serviced at an aligned John Deere Dealer, refer to DTAC solution 86179.

A&T C&F OEM

110.48 Batteries

A&T OEM

A&T and OEM Only

This section applies to self-propelled machine automotive type batteries.

This section does NOT apply to the following:

- Walk behind mower batteries (refer to normal or parts warranty)
- Battery powered tools such as grease guns, drills, flashlights, battery disk grinders, battery impact wrenches (JDM supplier or parts warranty)
- SW prefixed batteries
- Branch 23 AU/NZ service batteries
- Dry cell Alkaline AAA, AA, C, D, and 9 V batteries (parts warranty/subject to shelf life)

The warranty on a factory-installed battery starts when the vehicle warranty begins. The warranty on a service battery starts when the battery is sold to the Customer or is installed in the vehicle. The warranty coverage period for batteries depends on the region and varies with the type of battery and application. Factory installed batteries may allow up to one half hour labor claimed. No labor is paid for removing or reinstalling a failed replacement battery, except in Region 2 where up to a half hour is paid. Diagnostic time may be allowed on some claims depending on the region and type of warranty failure. The core value of a failed battery is subtracted from the reimbursement amount.

The supplier has responsibility for warranty on certain activated batteries, such as “Performance Batteries”.

The Dealer must follow Company-prescribed procedures for diagnosing battery failures. Warranty is only provided when a defect exists. It does not cover physical damage, frozen or discharged batteries, overfilling, or lack of maintenance. Battery maintenance must be completed according to the procedures described in the Operator Manual.

Dealers must provide the maintenance record to prove lack of maintenance was not the cause of a factory-installed battery failure when:

- Factory-installed battery fails while the machine is in Default Warranty and has been in Dealer inventory for 6 months or greater.
- Factory-installed battery fails within the first 3 months of Basic Warranty and was previously in Dealer inventory for 6 months or greater.

John Deere Battery Warranty by Branch	
Branch Name	Warranty Terms (Months)
<ul style="list-style-type: none"> • US and Canada • Australia and New Zealand • Central America • Mexico • Asia 	Fixed ^a
<ul style="list-style-type: none"> • Argentina • Latin America • JDCFC-OVERSEAS • China • Brazil • JDAME 	12
<ul style="list-style-type: none"> • France • Germany • UK and Ireland • Italy • JDWIS (except Turkey) • Poland • Spain • Portugal 	Ag Factory Installed Battery - 12 Ag Service Battery - 24 Turf - 24
<ul style="list-style-type: none"> • Turkey 	24

^aReference the Fixed Warranty chart below. If the failed battery has a numeric warranty code, that code equals the months of warranty. If your battery is not labeled with a warranty code, it is a warranty code 6.

Fixed Warranty:

Parts additives are not paid on batteries. A credit equal to 5% of the Dealer net price of the battery is automatically added to cover the cost of electrolyte.

	Factory Installed Batteries	Service Batteries
Warranty Code	Warranty Period	Free Replacement Period
6	6 Months	6 Months
12	12 Months	12 Months
18	18 Months	18 Months
24	-	24 Months
48	-	48 Months

Additional Battery Information:

Battery Guide – US and Canada ([English](#), [French](#))

[JDParts](#)

[Trojan Battery Company](#)

C&F Only

Factory installed batteries that fail must be replaced with a battery purchased from John Deere in order to receive reimbursement. Deere does not reimburse for batteries purchased from other suppliers.

The Dealer must follow Company-prescribed procedures for diagnosing battery failures. Warranty is only provided when a defect exists. It does not cover physical damage, frozen or discharged batteries, overfilling, or lack of maintenance. Battery maintenance must be completed according to the procedures described in the Operator Manual.

Dealers must provide the maintenance record to prove lack of maintenance was not the cause of a factory-installed battery failure when:

- Factory-installed battery fails while the machine is in Default Warranty and has been in Dealer inventory for 6 months or greater. Factory installed battery fails within the first 3 months of Basic Warranty and was previously in Dealer inventory for 6 months or greater.

John Deere Strong Box™ Batteries/Other Batteries

All factory-installed John Deere Strong Box™ Batteries or non-John Deere branded Batteries must be submitted on a battery type claim.

The dealer is automatically reimbursed 5% of Dealer Price for John Deere Strong Box™ battery for electrolyte. Failure part -- "F" Factory Installed -- should begin with AT, AE, AL, AM, AN, AZ, GY, LVA, RE, TCA. Failure part -- "R" Replacement -- should begin with TY.

Performance Batteries and Wet Acid Batteries (SW Prefix) are the responsibility of the battery supplier and warranty claims are not to be filed with the Company.

Full Replacement Warranty Period and Reimbursement: 90 days (except Hibernator batteries, which receive 1 year). Reimbursement of battery at Dealer price and ½ hour labor.

Reference: [Battery Guide](#) for more battery information.

Batteries in Western Europe, & CIS:

In Finland, Sweden, Norway, and Denmark batteries are to be claimed directly to local battery supplier.

Other countries in Western Europe, & CIS:

Normal claim if machine has remaining Standard Warranty.

A&T C&F OEM

110.49 Hoses

Hoses are subject to warranty coverage only when an obvious defect in material or workmanship exists. Examples include leaking hoses because of a bad factory crimp, defective material (pin holes) or damage caused by improper assembly. Warranty does not apply to torn, cut or worn hoses. Warranty does not apply to dealer-fabricated hoses (except for hoses fabricated with Parker Hannifin components). The TCSM or MWDC is responsible for determining the amount of Company participation, and then approval to submit a warranty or special allowance claim.

Warranty Coverage

- Applicable Machine Basic Warranty
- Hydraulic hoses are not covered by any type of Extended Warranty

Claims

File a warranty claim if machine has Basic Warranty remaining. File a parts claim if the hose has remaining warranty and Basic Warranty has expired.

- If (OE) part failed, failure part must be the (OE) part number, usually AT or T (reference parts catalog).
- If replacement part failed, failure part must be the fabricated hose part number, usually X.

Parker Hannifin Hoses

- Dealers may file parts claims for dealer-fabricated hoses made with Parker Hannifin components.
- For technical questions, contact Parker Hannifin at 440-943-5700 or visit www.parkerhose.com.

A&T

110.50 Cummins Engines (A&T Only)

John Deere Dealers with qualified technicians perform warranty repairs for Cummins® engines used in John Deere Self Propelled equipment. The new model qualification process satisfies the qualification requirements.

A&T

C&F

110.51 Radios, Televisions, Observation and Camera Systems (A&T and C&F Only)

A&T

A&T Only

Factory-installed radios and observation systems are warranted for the length of basic warranty for the machine. The replacement radio and observation system warranty term are the same as parts warranty.

For warranty repairs of a factory-installed radio or observation system, submit a normal warranty claim for the radio or observation system and up to a half hour of labor for removal and replacement.

Blaupunkt

New Blaupunkt radios are no longer offered. For support on radios still in warranty, contact Blaupunkt. Blaupunkt radios are warranted for 12 months. The faulty radio must be returned to [Blaupunkt](#).

UK Dealers: Obtain information via telephone at 01895 838883 or fax at 01895 838361.

ASA Electronics (US and Canada)

ASA Electronics products include Jensen heavy-duty radios, Voyager/ToughCam observation systems, and the Advent 12V refrigerator/warmer (mini fridge).

ASA Electronics part numbers that begin with "SW" are warranted for two years. Refer to [Parts Expert](#) for warranty terms and contact information. Labor to remove and replace these units is NOT covered.

Motec (Region 2)

Motec handles Motex closed-circuit television system warranty:

Telephone: +49 6433 9145 9888

E-Mail: smotec.service@ametek.com

For Motec camera systems, use the linked forms to submit claims.

[Motec Forms](#)

Eurovox Radios (Australia and New Zealand)

Go-Technologies handles any claims for Eurovox brand radios in Branch 23.

Refer to the following bulletin and forms:

- [Bulletin 053454 - In Cab Entertainment Systems](#)
- [Repair Information Form](#)
- [Change Over Request Form](#)

C&F

C&F Only

Intec Camera Warranty Policy

Camera warranty will be offered through Intec for 6 years from the delivery date of the unit. Contact Intec via the information below concerning warranty coverage, conditions, and repair.

(800)522-5989 (east)

(800)468-3254 (west)

<http://www.intecvideo.com>

Factory installed cameras on WCTL machines covered by the machine's Basic Warranty.

All radios in John Deere machines, except Blaupunkt, Delphi, and Hitachi-branded radios, are warranted by the individual radio supplier. Contact the manufacturer directly for warranty information and claim filing instructions.

Blaupunkt, Delphi, and Hitachi Factory Installed Radio Policy

Factory installed Blaupunkt (manufactured by Bosch), Delphi (manufactured by Pana-Pacific), Pioneer (manufactured by Nozomu Matsumoto) in WCTL machines and Hitachi radios are covered under the machine's Basic Warranty. Radios and speakers are not covered by any Extended Warranty. File claims using normal warranty claim procedure.

Jensen Radio Information

Contact ASA Electronics:

(800)-274-1886

(800)-859-3899

<http://www.asaelectronics.com>

12-month supplier warranty

Field or Factory Installed: Supplier pays for parts and repair labor.

Factory Installed Only: Deere will pay removal and replacement labor during machine warranty.

A&T

C&F

OEM

110.52 John Deere Merchandise (JDM) and Licensed Products

John Deere Merchandise (JDM)

John Deere or the supplier provides warranty on JDM products. JDM warranty periods and applicable supplier procedures are outlined, by part number in [Parts Expert](#).

Canada and US: Refer to the [Guide to Parts Prefixes and Warranty](#) for information about identifying parts and the source of warranty.

Licensed Products

Canada and US: John Deere products located in [Order Zone](#) are official John Deere licensed products. The licensee ships directly to the Dealer and provides warranty for licensed products. Warranty on products ordered from Order Zone can be found under each supplier's profile. To file a warranty claim for licensed products, contact the licensee directly. Refer to John Deere Licensee contact information in Order Zone.

A&T C&F OEM

110.53 Handheld and Portable Power Products

John Deere Handheld and Portable Power Equipment includes chain saws, gas powered blowers, trimmers, brush cutters, hedge trimmers, stick edgers, multipurpose saws, and pumps. The Dealer is encouraged but not required to submit product registrations for these products.

Refer to DTAC solution 2382 for information about warranty periods.

Refer to DTAC solution 17720 for information about claim filing procedures.

Follow the instructions in section 40.07 for decisions on replacement versus repair.

A&T C&F OEM

110.54 John Deere Hand Tools

John Deere provides a lifetime warranty on most hand tools. Since it is possible for replacement to occur years after the original purchase, it is not necessary to include the original invoice number on warranty claims.

With changes in part design and suppliers, some part numbers are no longer available. When administering the warranty of a lifetime hand tool, the Dealer has the following options:

Option #1: If the exact replacement is available replace the tool.

Option #2: If the exact replacement is not available, replace with an equivalent.

Option #3: If options #1 or #2 do not fulfill the warranty obligation, refund the purchase price of the individual tool.

A&T

110.55 Vapormatic Products (A&T Only)

For claims on Vapormatic parts ordered outside of JDPoint, follow the applicable supplier warranty process. Vapormatic parts ordered through JDPoint receive 12 months warranty and follow the John Deere Parts Warranty process.

A&T

110.56 Alternatives by John Deere Products (Region 2 Only) (A&T Only)

Alternatives by John Deere parts receive 12 months warranty and follow the John Deere Parts Warranty process.

A&T

110.57 A&I Products and Sunbelt Outdoor Products (US and Canada Only) (A&T Only)

For claims on A&I Products and Sunbelt Outdoor Products, contact the Customer Service Department at 1-800-657-4343.

Refer to the A&I Products and Sunbelt Outdoor Products [Parts Warranty Statement](#) for warranty terms and conditions.

110.60 Rubber Tracks and Elastomeric Coated Wheels (A&T Only)

Camso:

Camso (formerly Camoplast) is the approved track and wheel supplier for 8T, 9T, 8RT, 9RT, 8RX, and 9RX series track tractors, as well as tracks installed on Pre-MY2019 combines factory equipped with rubber track systems.

Camso Track Warranty Terms			
Track Series	Platform	Usage	Warranty Term
2500	8T, 9T	Agricultural	24 months/2000 hours
3500 4500	8T, 9T, 8RT, 9RT 9RX	Agricultural	48 months/4000 hours 48 months/3000 hours
RD 4500 - 16.5 inch (419 mm) belt width	8RX	Agricultural	24 months/1500 hours
RD 4500 - 18 inch (457.2 mm), 24 inch (610 mm), 30 inch (762 mm) belt width	8RX	Agricultural	48 months/3000 hours
5500 6500	8T, 9T, 8RT, 9RT	Agricultural	48 months/4000 hours
		Non-Agricultural	24 months/2000 hours
	9RX	Agricultural	48 months/3000 hours
		Non-Agricultural	24 months/1500 hours
Combine Track	Combines (Pre-MY2019)	Agricultural	24 months/2000 hours

Camso Elastomeric Coated Wheel Warranty Terms	
Platform	Warranty Term
8T, 9T, 8RT, 9RT	Equal to length of machine basic warranty
8RX - 16.5 inch (419 mm) belt width - Midrollers	24 months/1500 hours
8RX - 16.5 inch (419 mm) belt width - Idlers	36 months/3000 hours
8RX - 18 inch (457.2 mm), 24 inch (610 mm), 30 inch (762 mm) belt width - Midrollers and Idlers	36 months/3000 hours
9RX	36 months/3000 hours

See [Track and Wheel Claim Procedures](#) for additional details.

See [Track and Wheel Warranty Terms](#) for Customer warranty terms and conditions.

Camso Track Usage in Non-Agricultural Applications

Camso 5500/6500 series tracks, greater than 610 mm (24 in) width, are the only tracks approved for use in non-agricultural applications.

NOTE: 80X0T and 8RT track tractors with tread widths greater than 3 m (120 in) or configured with the narrow width track systems [less than 635 mm (25 in) track widths] are not approved for use in earth moving applications.

Camso Track and Wheel Claim Process

Refer to the [Track and Wheel Warranty Guide](#) for details on how to determine if a track or elastomeric coated wheel failure is warrantable.

If the failure is warrantable based on the [Track and Wheel Warranty Guide](#), submit a claim with the required photos.

Camso Rubber Tracks

Track claims must include the following photos (1200x800 pixels preferred) attached:

- Photo 1 – Required - Photo of the whole machine including any implement attached (if applicable)
- Photo 2 – Required – Photo of undercarriage showing defective belt and wheels
- Photo 3 – Required – Close-up photo of the belt defect
- Photo 4 – Required – Photo of the belt part number and serial number
- Other photos optional

Refer to the [Track and Wheel Claim Procedures](#) for additional guidance. Submit only one track claim per belt.

Rubber tracks that are not serviceable due to a defect in the material or workmanship are replaced after paying the current list price less a prorated credit. The prorated credit is based on the age, hours, and wear of the track. Replacement of other tracks on the same machine that did not fail are not covered.

The prorated amount the Customer pays is based on list price. Dealer reimbursement is at net price, minus the Customer prorated payment, plus a part handling additive up to US \$500 or local equivalent.

Link to 4 Track Calculation

CCMS Solution #223208

If track reimbursement is zero, no additive is paid. If both the defective and replacement tracks are Camso tracks, John Deere pays the reasonable replacement labor expense. In some cases, the Dealer must return, or provide proof of disabling the tracks, before submitting a claim.

Camso Elastomeric Coated Wheels

Elastomeric coated wheel (drive wheel, idler, and mid-roller) claims must include the following photos (1200x800 pixels preferred) attached:

- Photo 1 – Required - Photo of the whole machine including any implement attached (if applicable)
- Photo 2 – Required – Photo of undercarriage showing defective wheel(s) and adjacent wheels
- Photo 3 – Required – Close-up photo of the wheel defect
- Photo 4 – Required – Photo of defective wheel manufacturing code
- Other photos optional

In addition, claimed wheels must meet the following criteria to be eligible for claim consideration:

- More than 1/3 of the elastomeric coating is separated and lost all the way around the wheel.
- Any area the elastomeric coating loss extends across entire wheel width.

Wheel replacements not eligible for warranty consideration include:

- Minor/cosmetic coating damage, or wear and tear due to normal usage.
- Multiple wheel failures showing evidence of heat-related failures due to track misalignment, improper track break-in, or from exceeding transport and load limits.

Soucy:

Soucy is the approved track and wheel supplier for the factory installed rubber track systems on MY2019 and newer combines, MY2022 and newer planters, and planter rubber track system aftermarket kits.

Soucy Track System Warranty Terms	
Component	Warranty Term
Combine Track System	24 months
Combine Track Belt	48 months/2000 hours (reimbursed on a prorated basis for the remainder of the warranty term)
Planter Track System	12 months
Planter Track Belt	24 months (reimbursed on a prorated basis for the remainder of the warranty term)

Soucy Track and Wheel Claim Process

Combines:

Refer to the [Soucy Combine Rubber Track Warranty Conditions](#) or [Soucy Combine Mid-roller/Idler Warranty Conditions](#) for details on how to determine if a track or elastomeric coated wheel failure is warrantable. Refer to the [Soucy Combine Track Warranty Terms](#) for warranty coverage details.

Planters:

Refer to the [Soucy Planter Rubber Track Warranty Conditions](#) or [Soucy Planter Mid-roller/Idler Warranty Conditions](#) for details on how to determine if a track or elastomeric coated wheel failure is warrantable. Refer to the [Soucy Planter Track Warranty Terms](#) for warranty coverage details.

If the failure is warrantable based on the Soucy Rubber Track Warranty Conditions or Soucy Mid-roller/Idler Warranty Conditions, submit a claim with the required photos through the John Deere Warranty System using the 13-digit PIN number of the track system.

A&T C&F

110.61 Tires (A&T and C&F Only)

A&T

A&T Only

Deere does not provide warranty on tires and tubes, other than John Deere tires, beyond the first 100 hours of Equipment use. John Deere tires are available through the normal parts system and specified as approved replacement parts on that model. If difficulty arises with the tire manufacturer, the branch assists the Dealer to resolve the matter with the tire manufacturer.

Tire failure resulting from a defect in factory mounting workmanship is covered under basic warranty. Foreign material or photos of damage found must be retained until the Company gives approval for disposition.

C&F

C&F Only

For warranty on tires, contact the local supplier.

With any tire supplier, Deere Engineering evaluates functionality and performance on ride, stability, traction, and deflection under load. Deere requires information from the tire supplier which provides evidence that tires are designed and manufactured to meet U.S. Tire and Rim Association standards, and lab testing has been performed which confirms tires meet speed and load index as an indication of tire life.

The tire manufacturer may limit or void warranty in those applications where a fluid or additive is placed in the tire, displacing air or nitrogen. Contact the tire manufacturer directly to determine any warranty implications.

Bridgestone/Firestone

[Browse and Access Warranty Policies - Bridgestone Commercial](#)

US - 800-847-3272

Canada - 800-267-1318

Brazil - 0800-0161718

Titan/Goodyear Farm Tires

Warranty and contact information [link](#)

Galaxy bias Tires

Warranty information [link](#)

Camso Tires

For warranty information, reference:

<http://camsco.co>

CAMSO USA 800-258-4731

Email: warranty_camsco@micelin.com

Nokian Tires

For warranty information, visit: <http://www.nokianheavytyres.us/>

Trelleborg/Brawler Tires

For the warranty claim submission form click [here](#)

Brazil Dealers Contact

mauro.oliveira@trelleborg.com

eduardo.pichiliani@trelleborg.com

pedro.godoy@trelleborg.com

Latin America (Excluding Brazil)

eduardo.marrone@trelleborg.com

Pirelli Tires

Phone: 800-728-7638

For warranty information, visit: <http://www.pirelli.com/tyre/br/pt/homepage.html>

Michelin

<https://business.michelinman.com/tips-suggestions/documents>

For warranty information, please reference [Michelin Limited Warranty](#)

US Contact Information:

Michelin North America, Inc.

One Parkway South, P.O. Box 19001

Greenville, SC 29602-9001

1-877-574-8473

CA Contact Information:

Michelin North America (Canada) Inc.

2500 Boul. Daniel Johnson, Suite 500

Laval, Quebec, Canada H7T 2P6

1-800-361-0084

Brazil Dealers Contact:

Phone: 0800-970 94 00

Site: <http://www.michelin.com.br>

Michelin Mexico:

Av. 5 de Febrero No. 2113-A

Fracc. Industrial Benito Juarez

Queretaro, Qro. C.P. 76120

442 296 16 00

A&T C&F OEM

110.62 Other Credits

Outside Labor and Materials

Description must be provided for other charges claimed, work performed, supplier name, invoice number, and cost incurred, to receive payment. Reimbursement for outside labor and materials is at actual cost figures and does not qualify for either parts or labor additives. Charges for materials or services not covered, such as transportation or service call of a subcontractor, are not covered. Items must not include taxes paid elsewhere.

If one Dealer has another Dealer perform warranty on their behalf, the repairing Dealer must submit the claim.

C&F

C&F Only

Waratah Travel time and Mileage

On Waratah harvester heads and Waratah booms and arms, travel time or mileage is not covered.

Basic Warranty

Travel time and mileage is not paid under machine Basic Warranty unless the machine qualifies for one of the following exceptions: If travel is provided on specified governmental warranties, travel may be compensated using Travel Distance in Other Credits. Consult the John Deere Warranty System User Guide for additional information on filing a claim with Other Credits. Occasionally on Direct Sales Machines travel time and mileage is allowed. If travel time and mileage reimbursement is available, there will be specific comments on the Warranty Information Screen informing Dealers when they may claim for travel time and mileage.

The formula used to determine the travel rate is as follows:

Travel Rate Formula per Mile: Shop rate x 2.00 divided by 45 miles per hour.

Travel Rate Formula per Kilometer: Shop rate x 2.00 divided by 72 kilometers per hour.

For Product Improvement Program travel information see section 120.14 PIP Travel Reimbursement.

OEM

OEM Only

Travel time and mileage, or service call fee will be accepted up to the maximum amount per claim allowed by OEM product warranty.

Sales Tax (Where applicable)

All Dealers subject to sales tax for warranty related items are eligible to receive reimbursement. Sales tax reimbursement will be made based on requirements established by the appropriate government entity.

Dealerships subject to any charges or additional tax must document charges and send a copy of the ordinance to their TCSM for verification. Once the TCSM has reviewed the charges they will forward the information to SPC.

A&T C&F

110.63 Portable Oil Cart (A&T and C&F Only)

When warranty repair requires removal of oil from transmission or hydraulic reservoirs, or oil is contaminated from an outside source, John Deere recommends that the oil be filtered using a portable oil cart before the oil is used again. The only exception is when the oil is within a few hours of a recommended oil change.

Replacement is then the responsibility of the Customer.

A&T

A&T Only

The Dealer is reimbursed the local equivalent of US \$0.30 per gallon (\$.08 per liter) times the reservoir capacity, plus US \$10.00 for use of the oil cart filter. If there is an oil cart charge on a claim, **no** credit is allowed for replacement with new oil.

A&T C&F OEM

110.64 Paint Warranty

Any claim for repair of paint must have a digital photo showing the condition of the paint in the claim. The photos must show an issue related to defective manufacturing workmanship or material. Referencing photos from a DTAC report or case is allowed. Prior approval from the TCSM is beneficial.

C&F

C&F Only

Due to stocking and inventory issues, dealers could receive parts in Hitachi orange, Deere yellow or just primer. If painting is required to match the color of the machine being serviced, the Dealer must file a parts claim (for paint and painting labor only). When submitting a parts warranty claim, do not use the machine PIN if the machine is still within basic or extended warranty. The key part should be the part being painted.

A&T C&F

110.65 Air Conditioning (AC) Warranty (A&T and C&F Only)

When warranty repair requires evacuation of refrigerant from the AC system and Refrigerant Recovery or Recycling Equipment is used, Dealer is reimbursed the equivalent of US \$50.00.

Warranty applies only if recommended service procedures are performed per the Component Technical Manual (CTM 307). Warranty coverage requires dual stage flushing and the use of approved solvents. When an air conditioning compressor is replaced, a new receiver-dryer must be installed.

If blended refrigerants or ester oil are used, warranty does not apply.

A&T C&F OEM

110.66 Environmental Charges

When parts replaced during warranty repair have legal environmental related disposal fees (oil, tracks, fuel tanks, or others), it is possible for the Company to reimburse disposal costs. If the Dealer incurs a legislated disposal fee during the warranty repair, the claim must clearly indicate this information. If necessary, provide proof of payment.

Claims are not paid when requesting a flat fee or a percentage of the work order labor, regardless of whether environmental waste was handled.

The Company pays collecting and recycling taxes with selling a product in France, so these taxes are not paid twice.

The Ontario, Canada, Tire Stewardship Fee is an environmental fee for disposal of tires and may be reimbursed.

Environmental fees are subject to processor review.

Environmental fees in Western Europe, and CIS are covered by the Dealer according to national regulations in each country.

C&F

C&F Only

For warranty repairs that require legal environmental related disposal fees (oil, tracks, fuel tanks, or others), the Company will reimburse disposal costs up to 3% of approved labor, with a \$250 maximum per repair occurrence.

Environmental fees are subject to processor review.

OEM

OEM Only

When the disposal of parts or fluids replaced during warranty service is subject by law to environmental disposal fees, the Dealer may be reimbursed up to US \$50.00 or equivalent per repair occurrence. The warranty claim must specifically state that the credit requested is for legally mandated environmental disposal fees and include a reference number to the invoice or other related charge document.

A&T C&F OEM

110.65 Legal Requirements

In some areas, there are specific reimbursement regulations that supersede Company policies.

C&F

110.69 Waratah Warranty Claim Processing Policies (C&F Only)

For Waratah submit all claims and forms through Waratah DealerPath.

To obtain warranty service or coverage, the Customer must present proper documentation to the Dealer prior to expiration of the warranty period.

C&F

110.70 AirIQ (C&F Only)

JDCFC has selected AirIQ to provide a full-feature vehicle communication strategy. Warranty and service is provided directly by AirIQ.

AirIQ
1099 Kingston Road
Suite 233
Pickering, ON CA L1V 1B5
PH 905-831-6444 FAX 905-831-0567 <http://www.airiq.com>

C&F

110.71 Expander Pins (C&F Only)

Expander components that are installed, serviced, and maintained in accordance with Expanders' instructions will be warranted for 10 years from the date of purchase through Expander Americas or its authorized reseller.

Expander Americas Inc.
Telephone (888)935-3884 Fax: (888)935-3643
<http://www.ExpanderSystem.com>

C&F

110.72 AFEX Fire Suppression Systems (US and Canada Only) (C&F Only)

The AFEX Automatic Fire Suppression System is available as a factory installed option. The following manuals are included with machines equipped with a factory installed AFEX Automatic Fire Suppression System.

- Installation, Operation and Service Manual - AFEX 2000 Series System
- Installation, Operation and Service Manual - Circuit Monitor

These manuals explain how the AFEX circuit operates and include service and parts information.

Warranty coverage begins on the date of initial delivery of the machine to the Customer and is valid for one year.

A certified AFEX dealer must service your AFEX System. Contact your local AFEX dealer for claims processing, parts, and service support:

AFEX Fire Suppression Systems

5808 Lease Lane

Raleigh, NC 27617

Phone 919-781-6610 FAX 919-787-3915

<http://www.afexsystems.com>

C&F

110.73 Value Parts Inc. All-Makes Undercarriage (C&F Only)

For additional information check the VPI Website. See the section on Warranty for the Warranty Claim Form and Wet Turn Assurance policy.

All U.S. Dealers

Warranty for all parts purchased through VPI will be processed through VPI. VPI parts will not be recognized as valid parts on claims for machines in warranty. If a Dealer claims a VPI part as a replaced part, the claim will be returned to the Dealer with an error message. VPI will process warranty via its web site.

All Canadian Dealers

Dealers will continue to receive packing slips and invoices from VPI, and VPI will bill dealers in Canada directly for all purchases. All invoicing questions should be directed to VPI.

C&F

110.74 All-Makes Undercarriage (C&F Only)

Warranty for all parts purchased through an all-makes undercarriage supplier ("All-Makes Supplier") will be processed through the All-Makes Supplier. All-Makes Supplier parts will not be recognized as valid parts in the John Deere Warranty System on claims for machines in warranty. If a Dealer claims an All-Makes Supplier part as a replaced part or for Other Credit consideration, the claim will be returned to the Dealer with an error message. Dealers must submit warranty claims for all-makes undercarriage parts directly to the All-Makes Supplier.

For complete warranty details, refer to the following links:

US, Canada, Latin America (excluding Brazil) ITR America

<https://www.itramerica.com/shop/>

Trek, Inc Direct

<http://www.trekdirect.com/english/>

Australia & New Zealand ITR Pacific

<https://www.itrpacific.com.au/>

120 Product Improvement Programs

A&T C&F OEM

120.01 Introduction and Definitions

In addition to warranty, in certain circumstances the Company takes steps to repair or address issues through Product Improvement Programs (PIPs). PIPs are implemented for reasons of durability, safety, and reliability. The Company has defined three types of programs:

Product Improvement Programs (PIPs)

- **Mandatory Safety** - A program that warrants a modification in the field to address a risk of injury to operators or bystanders that the Company has deemed unreasonable.
- **Mandatory** - A program that warrants a modification in the field to address undue downtime, excessive repair costs, substandard machine operation, unreasonable risk of fire, or non-safety related regulatory or standards compliance issues.
- **Fix-as-Fail (FAF)** - For some issues which do not present an unreasonable safety risk and affect only a small number of units or occur infrequently, the Company may provide a remedy only after the failure occurs. Reimbursement may vary according to the age of machine and hours of use.

Product Enhancement Program

If machine performance or convenience of operation can be improved, the Company may offer a Product Enhancement Program (PEP). PEPs are designed to improve the value or performance of a machine and not to remedy a potential problem and Customer financial participation may be required.

Optional

Local or isolated operating conditions may affect the performance of a certain type of equipment. If the failure rate in such conditions is significant, the Company may elect to develop a program to correct the resulting problems. Customer financial participation may be required.

C&F OEM

C&F and OEM Only Customer Direct

If a program is introduced which includes only the removal and/or installation of simple parts, the Company may elect to introduce a Customer direct program for sold units, with the Dealers completing only in-stock and rental units. If a Customer contacts the Dealer and requests Dealer installation, or if the Customer has not installed the parts within the period defined in the Product Support PIP bulletin, the Dealer may be allowed to complete the installation and submit a claim.

For C&F equipment Dealers must send an email to CF TX PIP Administration cftxpipadmin@JohnDeere.com to report the serial number of the unit, PIP program number and reason the Dealer had to complete the update. For OEM equipment Dealers must send the same information to JDPSWaterlooPIP@JohnDeere.com. For Waratah products, Dealers must send serial numbers to their Manager, at the Waratah Distribution Center - MWDC.3

C&F

C&F Only Metrics

The Company goal is 100% completion for all Mandatory Safety and Mandatory PIPs, prior to expiration. Dealers must maintain a completion rate of 97%* on expired Mandatory Safety and Mandatory PIPs. In order to qualify for the 25% labor additive on all PIP claims processed during the month Dealers must meet the 97% minimum metric. This metric will be recalculated on the second day of every month.

*For CCE dealers with Ag parents, refer to the Ag and Turf WAM for metric guidelines and reimbursement.

120.02 General Information

Dealers must submit a PIP claim for repairs completed under an open PIP against a PIN for a Mandatory Safety, Mandatory, Fix-As-Fail, Optional, or Product Enhancement Program. Do not file a warranty claim or Special Allowance claim because doing so will not close out the PIP for that machine.

It is the responsibility of the Dealer to ensure all required information for the claim has been submitted. Dealers can access the required parts, kits, and labor by reviewing the PIP History Report for a specific machine in the John Deere Warranty System. Dealers should refer to the DTAC Solution by program for any additional kits or labor required for specific machine options or conditions. If all required parts or labor are not claimed, the PIP will not close against the machine and will result in a “partial completion,” and will adversely affect the Dealer’s completion metric.

If PIP kits are not available for any PIP, Dealers may not substitute service parts for a kit without prior approval from the PIP Administration Team. Claims for these service parts may not be reimbursed and will not close the PIP. Dealers should contact the PIP Administration Team to locate kits or authorize the use of service parts instead of a kit, as defined in the PIP DTAC solution. If service parts are authorized, the Dealer must contact the PIP Administrator after the PIP claim is submitted successfully. The PIP Administrator will close the PIP against the machine and eliminate a “partial completion.”

When submitting a claim for completion of multiple PIPs on a PIN, a separate claim must be submitted for each PIP.

Claim submissions follow normal guidelines unless otherwise specified in the bulletin. Reference the John Deere Warranty System User Guide for more information on claim submission.

120.03 Program Announcements and Affected Machines

A&T and C&F Only

Each program is released via a “What’s New” announcement linked to a DTAC solution. The solution contains specific information on the type of program, number and description, product involved, kit or part numbers, labor hours, expiration, and termination dates. PIP bulletins are maintained in CCMS for an unspecified amount of time and are located through a search using the program number.

John Deere Warranty System: The Dealer Portal provides status reports of outstanding and completed PIPs and the status of individual machines. The Dealer must check PIP History of a PIN before completing a PIP, to ensure that the PIP is required and has not already been completed.

The Dealer must confirm (or correct) the ownership of all affected machines immediately upon receiving the program announcement. PIPs must be completed as soon as possible, and before the program expiration date. It is possible for the schedule to be affected by the availability of kits. See section 20.40 for Dealer responsibility for PIPs on migrating machines.

A&T John Deere Dealers must complete PIPs on OEM products regardless of the current responsible Dealer. The Dealer may update the responsible Dealer in JDWS.

Program information on Waratah PIPs is located on the Waratah DealerPath.

OEM

OEM Only

JDPS will notify OEM distributors and direct accounts with a combination of letters, DTAC solutions, and bulletins will be published that can be accessed by all John Deere Dealers. Information includes the affected PINs and program details.

A&T C&F

120.04 Customer Notification (A&T and C&F Only)

The Company notifies the owner of record of the potential hazard when a Mandatory Safety PIP is being issued, and as necessary for other program types. The Customer is asked to contact the Dealer to schedule the repair or provide new ownership information. In some cases, follow-up letters are sent for machines that have not been completed.

The Dealer must contact the affected owners after a program is announced, to schedule the completion of the PIP. Inevitably, some Customers cannot be reached, some no longer own the equipment, and some simply refuse to have the PIP completed.

Customer Letters

Mandatory Safety PIPs:

In all regions except China, the company will communicate Mandatory Safety PIPs to Customers by sending Customer letters in the appropriate language 7-14 days after the release of the program.

Mandatory PIPs:

The Company will not send Customer letters. Exceptions will be EPA approved Emissions related PIPs.

Software PIPs for Machines with Service Advisor Remote capability:

Customers will receive a mailed notification that outlines the program and the steps the Customer is to take in order to accept the download to the machine.

Optional and Fix-as-Fail PIPs and Product Enhancement Programs:

The Company will not send Customer letters for Optional or Fix-as-Fail PIPs or Product Enhancement Programs.

A&T C&F OEM

120.05 Software PIPs for Machines with Service ADVISOR™ Remote Capability

It is possible for a manufacturing unit to deploy a software update by using the Service ADVISOR™ Remote (SAR) Application. Dealers are informed of the program through the PIP bulletin released through “What’s New”. The PIP process is handled in two stages:

- Customer-Direct Remote Software Update (Automatic Push)
- Dealer Software Update (Dealer Involvement)

Customer-Direct Remote Software Update (Automatic Push): The first stage is an automatic download of the software to machines with SAR capability. Customers receive a mailed notification that outlines the program and the steps the Customer is to take in order to accept the download to the machine. The Customer either accepts or refuses the download to the machine. In either decision, Dealer involvement is not expected unless called upon by the Customer. If the Customer contacts the Dealer for assistance in performing the software update, the Dealer can receive reimbursement as outlined in the PIP bulletin. Reimbursement is not provided for those machines in which the Customer accepted the software download and the download was successful. Any machines in which software is not updated through the Auto Push will be included in the second stage of the program.

Dealer Software Update (Dealer Involvement): After a time (30-90 days) the second stage of the PIP will commence. Dealers will receive an updated PIP bulletin informing them of the program status change. All remaining PIN numbers are loaded to the program and made visible to the Dealer through the John Deere Warranty System. Dealers are to complete the PIP Reimbursement is provided as outlined in the PIP bulletin.

A&T OEM

120.06 PIPs Completed by Customers (A&T and OEM Only)

A&T

A&T Only

On rare occasions, the Company asks Customers to perform an update or modification to their machines. The Customer involvement must be minimal, non-technical, and justified. In addition to the normal factory responsibilities, a Customer installed PIP must satisfy the following requirements:

- The factory conducts a pilot installation with at least ten Customers to verify that a Customer is able to follow the written instructions.
- The Company provides a means (phone or postage-paid card) for the Customer to request Dealer assistance or notify the Company when a different Customer owns the machine.
- SPC establishes a process to collect information from Customers and to notify Dealers when required.
- The Company reimburses the Dealer for performing the PIP for a Customer.
- Machines not completed under the program must be included in a follow-up mandatory PIP.
- The factory is responsible for all administrative costs.

OEM

OEM Only

Customer-Direct Product Improvement Program

If a program involves a simple repair or adjustment, JDPS may elect to implement a Customer-direct program for sold units, where Customers have the option to perform the update on their own product, and Dealers perform the work on in stock and rental units. If the Customer does not want to perform the repair or has not performed the repair a reasonable amount of time, the Dealer may perform the repair and submit a claim for reimbursement.

A&T C&F OEM

120.07 Customer Refusal

The Dealer must make every effort to convince the Customer to allow the PIP to be completed. If a Customer refuses a Mandatory Safety or Mandatory PIP, dealer must write "Customer Refused" on a work order and request a Customer signature. This signature indicates their refusal to permit updating of their machine. If the Customer refuses to provide a signature, write the time, date, location, and name of a witness to the refusal on the work order. The Dealer and witness must sign the work order. The Dealer must retain the original document and update the PIN in the John Deere Warranty System using the Request PIP Code action. Detailed instructions on how to perform this task are in the JDWS User Guide. All PIP Code Requests must be approved by the TCSM.

C&F

C&F Only

[C&F Customer Refusal Form](#)

120.08 Customer Will Not Respond

The Dealer must encourage Customers to arrange for PIPs to be completed as quickly as possible. The Customer's safety and satisfaction are better assured, and Dealer and Company reputations are maintained when the Dealer keeps products updated. If an issue arises later, and the Dealer put forth reasonable effort to complete a PIP, the Customer is less likely to claim the Dealer is responsible.

If a Customer does not respond when the Dealer tries to arrange for installation, the Dealer must perform and document specific actions. The actions include at least three separate attempts to contact the Customer, as follows:

- One contact must be a phone call, physical visit, or a letter.
- One contact must be a phone call or physical visit.
- One contact must be a letter for which the Customer must sign to acknowledge delivery ("tracked" letter).

The tracked letter must be sent to the Customer's last known address, and must contain information about the PIP, encouraging the Customer to contact the Dealer. It must not contain wording that directly or indirectly refers to a final notice.

Attempts to contact the Customer must be documented on the Customer Contact Log. If the Customer does not respond within 45 days of delivery, update the PIN in the John Deere Warranty System using the Request PIP Code action. Detailed instructions on how to perform this task are located in the JDWS User Guide. All PIP Code Requests must be approved by the TCSM.

If a Customer does not respond, attempt to determine if the Customer still owns the machine by checking Dealership and Company machine records for Customer information. If Customer contact cannot be made, refer to section 30.42 Location Unknown Machines.

A&T - The contact log and sample Customer letter is found through this link: [A&T PIP Resources](#)

C&F - The contact log and sample Customer letter is found through this link: [C&F Contact Log](#)

120.09 Customer No Longer Owns the Machine

If the Customer no longer owns the machine, the Dealer must attempt to find the current owner. If the registered owner has sold or traded the machine, follow the Dealer Responsibility Table in section 20.40. If the Customer sold or traded the machine to a competitive dealer or auction house; the Dealer must contact the competitive dealer or auction house for information on the current owner. If the competitive dealer or auction house cannot or does not supply information about the current Customer, the machine must be registered to the competitive dealer or auction house.

OEM Only

John Deere will provide assistance with PIP program implementation efforts, including providing technical support, ensuring that sufficient kit quantities are available for order, sending kits as ordered, processing PIP claims, tracking and reporting program completions, and assisting in other administrative tasks as needed to expedite program completion.

A&T C&F OEM

120.10 Permanently Out-of-Service or Damaged Machines

Machines that have been destroyed in accidents and dismantled or sold for scrap must be coded as Permanently Out-of-Service. Permanently Out-of-Service units reported to the Company are removed from the Dealer PIP Status Report. It is possible that Damaged machines are returned to service and remain eligible for PIPs that do not address the damaged area of the machine.

Refer to section 30.40 Equipment Burned, Stolen, or Damaged and section 30.41 Updating Machine Status (Permanently Out-of-Service or Damaged Machines) for further definition of Permanently Out-of-Service or Damaged machines.

A&T C&F OEM

120.11 PIP Kit Guidelines

The PIP bulletin outlines the correction to be used for the program. Most programs require a PIP kit to be ordered and installed, while others require service parts or labor only. Dealers must follow the correction guidelines outlined in the program for the repair. PIPs are not considered complete until a PIP claim that includes the published PIP kit is processed.

C&F

C&F Only

North American Construction & Forestry and Western European, and CIS

MP kits can be ordered through your normal parts channels. Kits will be reimbursed to Dealers at dealer price. A PIP claim must have the required kit and labor item on the claim.

Parts that are included in a PIP kit carry the same parts warranty as a comparable repair part, unless specifically stated otherwise in the PIP bulletin. If parts from a PIP kit fail, they will be covered by the longest applicable warranty prevailing, including StructurALL or Emissions warranties, and should be filed under the corresponding type of warranty claim.

A&T C&F OEM

120.12 Returning PIP Kits

For Fix-as-Fail, Optional, and Product Enhancement Programs, return kits ordered or shipped in error within 30 days of receipt, using the normal parts return procedures. The handling charge for returned parts applies.

Return excess kits for Mandatory Safety and Mandatory PIPs according to normal parts return policy until the PIP expires; after the PIP expires, contact your local parts return group.

C&F

C&F Only

For Western European, and CIS, the kit return procedure does not apply to kits which are ordered through the John Deere Forestry spare part center in Märsta.

A&T C&F OEM

120.13 Program Duration

Every PIP is assigned an expiration date, defined by, but not limited to, criticality of the repair, population affected, Dealer responsibility, and probability of failure. Dealers are expected to complete all PIPs by this date. However, the Dealer is obligated to complete Mandatory Safety and Mandatory PIPs even after the expiration date. It is possible that repairs completed after expiration do not receive additives or travel.

Once a program terminates, no reimbursement is provided:

- Mandatory Safety programs do not have a set termination date and terminate when 100% completion has been achieved. Dealers are expected to complete a program whenever a machine surfaces requiring the PIP modification.
- Mandatory programs typically terminate one year after expiration, or when 100% completion has been achieved.
- Fix-As-Fail, Optional, and Product Enhancement Programs typically terminate at the same date they expire.

A&T C&F OEM

120.14 PIP Travel Reimbursement

The Company will pay a travel credit on qualified Mandatory Safety, Mandatory, and Fix-As-Fail PIPs when specified in the bulletin. A product registration must have been submitted on the machine at the time of the PIP bulletin to qualify for travel credit. Reimbursement levels and limits are described in the Reimbursement Terms file. When multiple programs are issued at the same time, affecting the same population of machines, one travel credit is paid.

The travel credit does **not** apply to PIP claims when:

- The program has expired
- The machine is in stock when the PIP is announced
- The PIP covers portable power equipment

[A&T Reimbursement Terms](#)

[C&F Reimbursement Terms](#)

[OEM Reimbursement Terms](#)

A&T C&F OEM

120.15 PIP Travel Reimbursement Methods

A&T

A&T Only

When travel is allowed under a PIP, reimbursement occurs in one of the following manners:

Flat-rate travel reimbursement is based on the average distance to the three closest servicing Dealer locations and reasonable preparation and loading time.

Fixed-rate travel is based on a set amount found in the regional [A&T Reimbursement Terms](#) file.

If multiple machines are updated or multiple PIPs are completed in a single trip, only one PIP claim should include travel reimbursement for that trip.

C&F

C&F Only

The Company may pay travel credit on qualified Mandatory Safety, Mandatory, Optional, and Fix-as-Fail programs if specified in the DTAC Solution. Read the PIP bulletin to see if the following travel is allowed:

Travel reimbursement is based on miles / kilometers travelled to and from the machine. If multiple machines are updated or multiple PIPs are completed in a single trip, only one PIP claim should include travel reimbursement.

- Maximum - \$650.00 USD or equivalent conversion for Construction, Forestry, and CCE worldwide.
- Maximum - \$650.00 CAD for Canadian Construction, Forestry, and CCE.

The travel rate is calculated as follows for C&F and CCE Dealers with a C&F parent:
Miles Per Hour: $[(\text{Shop Labor Rate} \times 2.00) / 45 \text{ mph}] = \text{Travel Cost Per Mile}$
Kilometers Per Hour: $[(\text{Shop Labor Rate} \times 2.00) / 72 \text{ kph}] = \text{Travel Cost Per km}$

NOTE: CCE Dealers with Ag Parents are reimbursed according to the A&T PIP Travel Policy.

OEM

OEM Only

Refer to the Travel section in the OEM PIP bulletin.

If multiple machines are updated or multiple PIPs are completed in a single trip, only one PIP claim should include travel reimbursement for that trip.

A&T

120.16 Commercial Application and Application Support Supplemental Travel (Where Applicable) (A&T Only)

Supplemental sprayer PIP travel allowance is paid to contracted Commercial Application Dealers (CAD) and Application Support Dealers (ASD). This allowance is allowed when the Customer sprayer is located outside their Ag Area of Responsibility (AOR) but within their larger sprayer AOR. This allowance reimburses Dealers for distances beyond the fixed Ag PIP rate. The allowance is paid when the reimbursement for the sprayer exceeds the fixed PIP travel credit. If the sprayer is sold outside the Dealer sprayer AOR, travel credit must not exceed what is paid to another sprayer Dealer located nearer that sprayer. The allowance is calculated at US \$2 (or local equivalent) per mile (0.6 km) one way. **Dealers must request the credit.**

A&T

120.17 Travel Reimbursement Walk-Behind Golf & Turf Products (US & Canada Only) (A&T Only)

Dealers are allowed to claim up to US \$25 (or local equivalent) travel for walk behind product PIPs when travel was required. **Dealers must request the credit.**

Golf and Turf Dealers are credited for travel on all Golf and Turf product claims. **Credit is applied automatically.**

A&T C&F OEM

120.18 PIP Labor Reimbursement

For PIP Labor Reimbursement information, refer to section 110.12 Warranty Labor Reimbursement.

C&F

C&F Only PIP Labor

The number of hours paid for completion of a PIP (minimum of ½ hour) is specified in the PIP bulletin. The rate is the Dealer's shop or field rate as registered with the Company.

- Dealers are allowed to claim the full amount of required labor provided on the PIP bulletin.
- The technician ID needs to be added to the claim to track service technician labor internally.
- Diagnostic time does not apply to Product Improvement Programs.

PIP Labor Allowance

The Company will pay an allowance if the Dealer Owner group maintains 97% or greater completion on expired metric Mandatory Safety and Mandatory programs. Labor will be reimbursed at 125% of the Dealer's

labor rate on all eligible claims for PIPs completed prior to PIP expiration and submitted within 30 days of the repair date.

If a Dealer group falls below the metric, labor additive is forfeited on all PIP claims until a reporting period where the Dealer group meets the metric. After the program expiration date, the labor additive is no longer paid.

If a machine responsible Dealer or status is changed and the machine has an open, expired PIP, the new Dealer is allowed a grace period of three reporting periods to complete the PIP before the machine is included in the calculation of the expired completion percentage. Failure to complete the PIP within the grace period affects the Dealer's PIP completion metric. Reporting periods extend from the second day of one month until the second day of the next month.

Completion reports are available to Dealers through the John Deere Warranty System.

PIP Reimbursement After Expiration

Claims submitted for PIPs completed after the expiration are reimbursed accordingly:

- For Mandatory PIPs, the claim is accepted, and the PIP is closed against the machine. The claim will pay parts and labor (no additives, hauling, loaners, or travel).
- For Mandatory Safety PIPs, the claim is accepted, and the PIP is closed against the machine. The claim will pay parts, travel, and labor (no additives, hauling, or loaners).

A&T C&F OEM

120.19 Additional PIP Claim Credits

If necessary, more claim credits are allowed on a program. The published DTAC solution bulletin outlines and describes what is allowed.

Special Tools

Certain Product Improvement Programs may require the procurement and use of a special tool. The Dealer is responsible for covering the cost of the special tool, unless otherwise stated in the PIP bulletin.

A&T C&F OEM

120.20 Fix-as-Fail PIP Claims on Machines Covered by Extended Warranty

When a Fix-as-Fail PIP claim is paid on a machine covered by extended warranty, it is possible for the extended warranty to reimburse any charges not paid by the PIP. First submit a PIP claim, and then submit an extended warranty claim for covered repairs not paid by the PIP.

A&T

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PowerGard plans in Canada and the US the UK, and Australia will pay for these charges, subject to the plan coverage and deductible. In other areas, Dealers must check with their plan administrators.

A&T C&F OEM

120.30 PIP Reports

For additional information on PIP reports, see the John Deere Warranty System User Guide.

C&F

C&F Only

For Waratah PIP Reports, contact the Waratah Distribution Center.

130 Special Allowance

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130.10 Special Allowance Overview

This section outlines the Company support for special situations when the Dealer feels some type of adjustment is appropriate.

Customer satisfaction is greatest when issues are resolved quickly. The Dealer, who is closest to the situation, is in the best position to work with the Customer to resolve the issue. Dealers are expected to make good decisions and the Company provides the following guidelines in support of the Dealer.

NOTE: Any misrepresentation of the facts will result in cancellation of Special Allowance privileges.

C&F

130.20 Situations not Eligible for Special Allowance

The following situations are the responsibility of the Customer or Dealer and are not appropriate for Special Allowance:

1. Normal wear or maintenance items.
2. Product failures caused by neglect, abuse, or improper maintenance.
3. Rebuilding of used, potential trade-in machines with product upgrades, or updating of non-failed parts with new parts.
4. Compensation for Dealer service department inefficiencies, rework, recovery of bad debt, or failures caused by technician error.
5. Reimbursement for loss of use or rental of replacement equipment.
6. Crop damage.
7. Failures not covered during normal warranty, including use of the product in applications for which it was not designed.
8. Product shortages.
9. Cost of options or attachments purchased for the machine.
10. Failures that result because the Customer refused to have a Product Improvement Program completed.
11. If the failure is a result of an unapproved modification or attachment.
12. Overtime.
13. Property damage.
14. Repairs covered by Extended Warranty.

The existence of a DTAC Solution does not authorize a Special Allowance to reimburse a Customer for a repair.

If the repair time exceeds a reasonable amount for a skilled technician, Dealer must adjust work order before determining the Customer, Dealer, and Company portions.

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130.30 Guidelines for Negotiating Settlement with the Customer

Regular warranty provides Customers with coverage when a defect in material or workmanship occurs during the warranty period. Customers may purchase extended warranty or extended service plan coverage if they want added security. It is not always appropriate to provide financial support outside these programs even though a Customer requests it. At times, saying no with an explanation is better than delaying a decision that requires unnecessary expense for the Dealer and Company. In the long term, better Customer loyalty, and less overall expense result if situations are handled immediately. Customer satisfaction is improved when the Dealer handles problems quickly and with concern, whether financial consideration is provided.

For the situations that do support a Special Allowance, the Dealer must consider the machine age,

accumulated hours, operating conditions and maintenance practices when negotiating settlement. It is possible for Customers who have purchased extended warranty or extended service plan coverage from the Company to experience a failure the Dealer determines is handled through Special Allowance. This may include failures not covered by the extended warranty or extended service plan, or failures occurring immediately after the coverage ends.

A&T

130.40 Rules for Dealer Authorized Allowances (A&T Only)

In India, China, John Deere Africa Middle East, and JD Asia, Dealer must contact TCSM before negotiating a final settlement with Customer.

Dealers are allowed to commit John Deere funds towards the cost of a Special Allowance claim by following these guidelines:

1. The machine must be less than 5 years old and have less than 5000 operating hours.
2. The Dealer must use the suggested list price for parts and retail labor rate for calculating total cost.
3. For Customers who did not purchase extended warranty or extended service plan before the time of failure, the Customer is responsible for contributing an amount equal to the current premium plus the deductible.
4. The Dealer can commit up to \$2500 USD (or local equivalent) of Company funds, provided the Dealer contribution is greater than or equal to the Company contribution.
5. Customer contribution is encouraged.

In the case of a failure occurring on an issue which has been determined to require a Product Improvement Program (PIP) which is not ready for release, the following process occurs:

- Platform issues a DTAC solution to indicate that the listed situation exists.
- The DTAC solution applies to repairs using service parts.
- The Dealer is removed from responsibility to contribute in the Special Allowance.
- If applicable, Customer contribution is assessed based on Fix as Fail (FAF) matrix which applies to the PIP or other sharing as determined fair based on the failure circumstances and lack of PIP availability.
- The DTAC solution must be referenced in the claim.

The age and operating hour limits do not mean that all machines under that limitation are automatically eligible for a Special Allowance. Special Allowance is not an extension of warranty.

C&F

130.41 Dealer Administered Special Allowance (C&F Only)

Dealer Administered Special Allowances are a privilege. Any misrepresentation of the facts, or practices outside of established guidelines, will result in Dealer Administered Special Allowance privileges being suspended.

The Dealer Administered Special Allowance will provide the following benefits to the Dealer/Customer:

- Decisions are made on a case-by-case basis at the Dealer level. Decisions must be made based on:
 - Component life expectation. (Pro-rata coverage based on reasonable Customer usage)
 - Customer maintenance practices
 - Customer loyalty to the Company and the Dealer
 - Machine condition
 - Application
 - Extended warranty purchase status
- Contact with TCSM prior to D-policy submission is encouraged. Contact is not required as part of the decision to utilize D-policy.
- Sales, service, and parts departments are part of the team that help make the decision.
- Dealer Administered Special Allowances with 0% Customer participation or amounts more than \$5000 will pend until the Company confirms that the Dealer Administered Special Allowance adheres to policy guidelines outlined in sections 130.20 Situations not Eligible for Special Allowance and 130.42 Dealer

130.42 Dealer Administered Special Allowance Guidelines (C&F Only)

Dealers will be accountable for the Customer relationship and will be required to maintain a Technical Administrator certified in failure analysis and in the Dealer Administered Allowance process.

Dealer Administered Special Allowances will be available for all products for any C&F Dealer in the US and Canada for the products they are authorized to service and sell. Dealer Administered Special Allowances are available for all Direct Sales Machines and MIRC (Major Independent Rental Company) Customers.

These allowances can be used for second owners.

Dealer Administered Special Allowances should be for components that failed after Basic Warranty but before normal life expectancy. Allowances for out of warranty failures are intended to support major component failures that fail with less than expected life. Application severity and maintenance practices should be considered when determining the amount of Customer participation.

Deere provides the Dealer a report/graph of the Dealer's Customer Contribution percentage vs. the North American Average Customer Contribution percentage as a basis for managing Special Allowance cost distribution. Dealers who fail to maintain a Customer contribution percentage of 35%, or who have had their privileges suspended, will require TCSM approval of all Dealer Administered Special Allowances prior to submission.

In addition to the items listed in section 130.20 Situations Not Eligible for Special Allowance, Dealer Administered Special Allowances should not be used for:

- Core Credit compensation
- Compensation for deductibles or pro-rated warranty
- Research and development at the expense of the Dealer
- Engineering or assembly problems that have a Factory Initiated Policy (FIP) available. See section 130.89 Factory Initiated Policy for a list of current FIPs
- The purchase of Extended Warranty
- Non-John Deere components
- Dealer-owned machines
- In-Stock Units
- OEM Engines

Dealers must attach a copy of the Retail Work Order, [D-Policy Template](#), Customer invoice and Sublet Invoices (if applicable) to the Special Allowance claim and are subject to audit to ensure the actual Customer invoice matches the work order submitted within the policy.

Relative to reimbursement, the following terms apply:

1. Only valid John Deere part numbers that failed are subject to reimbursement, and parts reimbursement will be at MDP at the time of repair completion.
2. Unless approved by TCSM, labor reimbursement shall not exceed published Marketing Service Times (MST). The MST site is accessible [here](#).
3. Outside labor and/or materials used to complete the repair (and supported by submitted sublet invoices) will be reimbursed at the cost the Dealer paid for the material or labor. Additives and/or mark-ups on those parts are services are not eligible for reimbursement.
4. After Customer participation on the above items, John Deere will pay 65% of the remaining cost to the Dealer.
5. Items ineligible for Dealer-administered policy allowances include the following: travel time, mileage, hauling, freight costs, shop supplies, overtime, tools, and machine rental costs.

Dealer Administered Special Allowances should include all parts and labor (directly related to the failed part), basis for settlement information, and the distribution of Dealer, Company and Customer participation using the

[D-Policy Template](#). If either the Dealer or the Deere cost distribution amounts are zero, the claim will automatically be returned to the Dealer.

A&T

130.60 Situations Requiring Prior Approval (A&T Only)

In a Special Allowance situation, where the policy in section 130.40 Rules for Dealer Authorized Allowances cannot be followed, Dealer must contact the Company before negotiating a final settlement with the Customer.

If a failure is not due to a defect in material or workmanship - whether during the warranty period or not - Company participation must not be expected. Exceptions to this policy are rare. These exceptions require Company approval and must be submitted as Special Allowances.

A&T

130.70 Company-Initiated Special Allowance (A&T Only)

It is possible for the Company to request a Dealer to submit a Special Allowance (refer to the JDWS User Guide for the appropriate categories). For example, a TCSM or factory representative directs the Dealer to install experimental parts or perform a specific repair. If the factory has provided a contact name, address or charge account, that information must be recorded in the Basis for Settlement field.

If machine is owned and used, by a John Deere unit, repairs not related to experimental, warranty, or Special Allowance situations must be billed through the Dealership normal billing processes. Send this information to the John Deere Unit contact requesting the work for payment from the Company. An example is the request for set-up, pre delivery, or maintenance of a machine designated as a consigned, demo, or farm show unit.

A&T

130.80 Administrative Requirements

Claims must be submitted following the procedures in the user guide that applies to the Dealer location, with the following requirements:

1. The claim must include a complete description of the failure and cause
2. The Dealer must accurately indicate the Customer, Dealer, and Company participation in the appropriate fields
3. If the Customer participation has been reduced because of extended warranty or extended service plan, that must be noted on the claim
4. Normal warranty requirements for parts retention, paperwork retention, and claims submission apply
5. Special Allowances are subject to the same audit review as warranty claims

The Dealer has discretion in describing the cost sharing with the Customer, so long as the result falls within the policy. For example, the Dealer asks the Customer to pay for parts and split the labor with the Company. The Special Allowance claim must accurately reflect the total amounts covered by each party and show that the cost sharing policy requirements have been met.

Special Allowance Claims must be submitted within 30 days of repair to be considered for reimbursement.

C&F

130.81 Goodwill Special Allowance (C&F Only)

Goodwill Special Allowances are directed by the TCSM and can be used to cover Dealer work that falls outside of other Special Allowance criteria.

- Cost participation will be computed based on part price paid by the Dealer and labor at 50% of Dealer registered labor rate in the John Deere Warranty System.
- TCSM/DCSM discretion applies to any company cost participation.

Appropriate documentation with the Special Allowance should describe participation basis for settlement, and in addition, reimbursement above the described levels. Defined warranty & financial approval limits define which level of approval is required.

NOTE: Goodwill Special Allowance shall not be used for situations as listed in section 130.20 Situations Not Eligible for Special Allowance.

C&F

130.82 Factory Undercarriage Special Allowances (C&F Only)

During Default and Basic Warranty, undercarriage claims should be filed as normal warranty claims, and Dealer reimbursement will be calculated at Basic Warranty reimbursement rates.

After Basic Warranty expires, Undercarriage Warranty reimbursement is based upon wear of the failed component, which may include Customer participation.

All claims filed through a Factory Undercarriage type Special Allowance will be prorated based upon the percentage of wear of the failed component. When filing a Factory Undercarriage Special Allowance, the Dealer reimbursement should be calculated at Basic Warranty reimbursement rates.

The Dealer's TCSM and/or DCSM will be responsible for reviewing and approving all claims.

For **claims on machines with steel-track undercarriages**, Dealers are required to attach an undercarriage wear inspection form (available at the [John Deere Bookstore](#) and in [Exhibits and Forms](#)) to the Special Allowance claim. An undercarriage wear inspection form is not required on machines with rubber-track undercarriages.

Wear on Compact Track Loader and Compact Excavator components will be calculated by hours of use divided by 4000.

Compact Track Loader, Compact Excavator, and Steel Track with Rubber Pad Wear Calculation: (Hours of use/4000) = percentage of wear.

C&F

130.83 Factory Undercarriage Special Allowance Reimbursement (C&F Only)

Parts

Reimbursement will be for parts at Dealer net plus parts additive, prorated based upon the percentage of wear of the failed component as follows:

130.83.1 0 to 25% worn – 100% Dealer cost, plus parts additive (20% per part with \$500 maximum).

130.83.2 26% to 99% worn – Customer pays parts at Dealers retail rate. (Parts additive will correlate to the percent of the part covered price as determined by the undercarriage calculator)

For example, if, at the time of failure, the undercarriage component is 60% worn, the Customer is responsible for 60% of the retail part cost and Deere is responsible for 40%; and 40% of the 20% parts additive.

Some applications require wider shoe widths. While wider shoe widths can be ordered as a factory installed option, they do have an impact on the durability of the undercarriage and therefore are considered greater than the standard track shoe width for undercarriage warranty. In some applications, especially in soft underfoot conditions such as sand, wider shoe widths do not necessarily have the same adverse effects on undercarriage durability. In the event a machine has been operated in such soil types throughout its life, not administering the 50% reduction may be appropriate for track shoes wider than the company standard width at TCSM discretion. The 50% proration based on percentage of wear would still apply. If a Dealer feels that a machine meets this criterion, they should contact their TCSM for further review.

Labor

Reimbursement will be for bench labor only and will include a 5% additive when applicable. Labor

reimbursement will not be prorated on wear or affected by track shoe width. The Customer is responsible for 100% of any removal or installation labor.

For help calculating the amount John Deere will pay on these claims, use the Undercarriage Calculator in [Exhibits and Forms](#).

No Other Credits or travel will be allowed on Factory-installed Undercarriage Warranty claims.

C&F

130.84 Future Use

C&F

130.85 Future Use

C&F

130.86 StructurALL Claim and Reimbursement Information (C&F Only)

During Default and Basic Warranty, StructurALL claims are filed as normal warranty claims.

After Basic Warranty has expired, claims for structural items that qualify for reimbursement must be submitted via a StructurALL Special Allowance, even if the machine is in Comprehensive Extended Warranty. When filing a StructurALL Special Allowance, the Dealer reimbursement should be calculated at Basic Warranty reimbursement rates.

If the product's StructurALL warranty has expired and the machine has remaining Comprehensive Extended Warranty, claims must be filed as a StructurALL Special Allowance warranty claim until the Comprehensive Extended Warranty expires. Basic Warranty reimbursement rates must be used to calculate Dealer reimbursement for all StructurALL claims during the Extended Warranty period. The \$200 deductible does not apply.

For all StructurALL claims, Dealers must attach sufficient photos to document the failure for factory root cause analysis and problem resolution. In some cases, this could include all the following:

- An overall view of the machine.
- An intermediate view of the defective area but wide enough to show adjacent features.
- An overall view of defective area.
- A close-up view of the defective area.

Any StructurALL Special Allowance claim that is submitted without an attachment will be returned to the Dealer.

In addition, for all StructurALL claims, the Dealer is required to record the before and after settings of system or main relief valves in the claim failure description. The relief valve settings play a significant role in the life of machine structures. Any adjustments made outside of factory specifications may compromise structural integrity and will void warranty.

The TCSM and DCSM will approve all StructurALL Special Allowance claims and are responsible for ensuring that the Dealer is in compliance with the requirements of this section at the time the claim is submitted.

C&F

130.87 Product Special Allowances (C&F Only)

Product Special Allowances are used to claim for:

- Factory Initiated Policies

- Diesel Particulate Filter (DPF) Assurance Special Allowances

C&F

130.88 DPF Assurance Special Allowance (C&F Only)

The Company provides a DPF assurance for FT4 and IT4 machines within the first 5 years or 10,000 hours, whichever comes first. DPF assurance is available only to the first retail Customer of a machine and is non-transferrable.

Scraper tractors are not eligible.

DPF assurance does not cover damage due to abuse, misuse, or failure by the operator to allow the machine to go into regen when required.

The Dealer must first confirm that DPF cannot be cleaned before submitting a DPF assurance claim.

Reimbursement

- The Company will reimburse the Dealer for the cost of the DPF at the Dealer's cost from the Company and ½ hour of labor to reset the ash model. No other costs may be claimed under DPF assurance.
- Submit a **Product Special Allowance** to receive reimbursement.

C&F

130.89 Factory Initiated Policy (C&F Only)

Each Factory Initiated Policy (FIP) will have information published via the [FIP Website](#).

A FIP should be used when the machine's basic warranty has expired. If a machine has a failure that is covered by both a FIP and Extended Warranty, a FIP claim should be submitted.

Reimbursement terms for a FIP are stated in the FIP verbiage.

A FIP that is created as a stop gap to a pending PIP are to cover labor + 25% additive and parts at MDP + 20% (up to a max of \$500 USD on the same reimbursement terms as PIPs).

C&F

130.91 Experimental/Engineering Special Allowances (C&F Only)

Experimental/Engineering Special Allowances are used for pre-production, experimental, and engineering-related Dealer work. These are also used to cover specific units when directed by DTAC.

Experimental/Engineering reimbursement will be at the factory discretion and will be documented in a DTAC Case, a DTAC Letter, or in the documentation provided from Engineering. A copy of the DTAC Letter, Engineering documentation or the DTAC case number should be included in the claim for TCSM review.

C&F

130.92 Processing Policy Special Allowance (C&F Only)

Processing Policy Special Allowances can be used to claim for items outside of the published policies, such as late submission, excess labor, or additional parts.

Pre-approval should be obtained from the TCSM and/or DCSM prior to submission of a Processing Policy Special Allowance. Reimbursement will follow the claim type (Basic, Extended, PIP, etc.) guidelines without the additives.

A clear description of the reason for the items claimed must be provided.

C&F

130.93 Sales Special Allowance (C&F Only)

Sales Special Allowances are directed by the TCSM. Dealers should not use this type of Special Allowance unless instructed by the TCSM. Reimbursement will be determined by the TCSM and/or DCSM.

C&F

130.94 Service Part Special Allowances (C&F Only)

Service Part Special Allowances are directed by the TCSM. Dealers should not use this type of Special Allowance unless instructed by the TCSM. Reimbursement will be determined by the TCSM and/or DCSM.

PDC-Stocked Undercarriage Parts

Dealers must file for PDC-Stocked Undercarriage parts through Service Part Special Allowances. Reimbursement will be for bench labor plus 5% and parts (prorated for wear) plus 20% (up to \$500 additive per part). Use the Undercarriage Appraisal Form and the Undercarriage Calculator located in [Exhibits & Forms](#) to calculate wear and reimbursement.

JDLink Transition Costs

A Service Part Special Allowance should be used to claim for Customer IT and hardware costs associated with the JDLink transition from Qualcomm. Dealers should contact their TCSMs for details on filing for this reimbursement. Dealers must submit one Special Allowance claim to cover the total IT expense reimbursement for a specific Customer, without filing multiple PIN specific claims.

- Do not use a PIN
- Use Model = JDLink and Serial Number=999999
- Failed Part Number = AT368930
- Failure Mode = Other
- Failure Area = API Interface

140 Warranty Audit

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140.10 Overview

The Company reserves the right to audit Dealer records related to warranty claims, including extended warranty or extended service plans. The audit will be conducted during normal working hours by a Company employee or by an independent auditing firm selected by the Company. The Dealer must make all warranty related records available for audit. An audit may include direct Customer contacts.

A&T C&F

A&T and C&F Only

Region 2 and Region 4

For Warranty Audit conducted by a Company employee, refer to DTAC solution [221475](#) and for AME refer to [John Deere Africa Middle East Dealer Audit Policies](#)

Region 3

For Warranty Audit conducted by a Company employee, refer to Region 3 Audit Process ([Portuguese](#), [Spanish](#)).

For Warranty Audit conducted by an independent auditing firm, refer to local Branch Audit Policy [UK Branch Audit Policy](#) and [Italian Branch Audit Policy](#).

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140.20 Retention of Work Orders and Supporting Documents

Dealer must use and retain work orders, timecards, job cards, and other pertinent information essential to the audit of warranty claims. Work orders must be numbered, dated, authorized, and signed, by the Customer, and contain a complete list of parts used and labor hours required. Documents must accurately reflect:

- Hours of use
- Failure date
- Repair date
- Warranty start date
- Complaint, Cause and Correction,
- Technician time stamps and records of work performed
- List of parts and quantity of parts installed,
- Invoice of failed parts (sublet or Deere parts) and repair not performed by dealer
- PIN Number
- Customer Name
- Work order open date (Fail Date)
- Travel Details

Audit of records will be at the Company's sole discretion and the Company reserves the right to contact any Customer to verify that warranty service was performed satisfactorily.

A&T

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Dealer must retain invoices for parts, freight, and outside labor and materials to support charges on a claim for at least one year (three years in France).

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ALS handles the majority of the oil analyses and complies with John Deere's record retention policy. Dealerships are required to retain only those analyses done by companies other than ALS for the minimum 12-month period.

140.30 Misleading Claim Information

If an audit of warranty claims submitted to the Company reveals a Dealer or Dealer employee has provided false or misleading information, the Company may take legal action such as:

- The percentage of unjustified credits found will be projected to the Dealer's last 12 months warranty credit amount. This means that in case of 10% of unjustified credits were found not only the 10% of this audit sample will be debited but also 10% of all warranty credits (all claim types) of the last 12 months of this dealer account and associated accounts. The Dealer has 7 business days to provide supporting evidence to justify the claim in question.
- In case that proof of fraud has been found a Written Warning will be addressed to the Dealer
- In case of repetition the immediate termination of the Dealer contract will be considered
- In case a warranty/PIP claim has not been executed, the Dealer will be held liable for damages that incur as a consequence of this violation of contractual duty.

Audit Findings and Possible Actions

It is possible for discrepancies in warranty claims processes to result from human error, carelessness, poor processes, or intentional conduct. The possible actions for discrepancies identified during audit must be appropriate for the type and cause of warranty irregularities such as:

- Inadequate filing system
- Incomplete or insufficient detail on work order and job card
- Inaccurate recording of amount of use
- Insufficient documentation to conduct a conclusive audit

Audit Findings	Possible Actions
<ul style="list-style-type: none"> • Absence of detail on work order and job cards. • Lack of time keeping records. • Inflation of hours worked. • Missing work order and job cards. • Hour use on machine incorrect • Alteration of repair/failure dates, although still in warranty • Back-dating of repair/failure dates where product is out of warranty. • Submission of duplicate claims (claim history). • Lack of evidence of original part purchase date (parts warranty) • Replaced parts not available during the retention period with no reasonable explanation (no picture or RGA confirmation provided) • Alteration of serial numbers where repaired product is out of warranty. • Field rate charged, but evidence indicates that work was performed at the Dealership. 	<ul style="list-style-type: none"> • Request Dealer to submit missing documents • Request Dealer to improve process • Request Dealer to revise claim • Increase the frequency of claim selection • Audit previously submitted claims • Debit of previously submitted claims • Notify Field Personnel • Audit claims at dealer location • Claim rejection • Withhold Dealer credit. • Charge back the claim to the Dealer if credit had been issued before the audit

<ul style="list-style-type: none">• Claim was submitted, rejected, and resubmitted with different dates, PIN, or Customer name.• Information is questionable or there is evidence that data has been changed on a document• Lack of response/action from Dealer in a given timeline	<ul style="list-style-type: none">• Other financial penalties or legal action
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140.40 Company May Contact Customer

The Company reserves the right to determine Customer satisfaction with the John Deere warranty and services. This right includes the right to contact any Customer for whom warranty service has been performed and a warranty claim was filed.