



A brand of  
CNH Industrial

# ***EXTENDED WARRANTY***

***BY FPT  
CUSTOMER SERVICE***

# Everyday closer to our customers.

We work together with you, to provide tailored solutions that are practical and effective for you and your business.

Our FPT Extended Warranty is made with the aim to provide a customized service solution to meet Customers needs.

In addition to our standard warranty, the customer can extend it up to 5 years.



## Maximum coverage, no Worries.

### Repair cost coverage up to 100%

In case of repair (excluding costs for damage caused by misuse) our program covers FPT Genuine Parts, along with travel and labour costs carried out by highly qualified Technicians of our network.

### Orderable within standard warranty period

The Extended Warranty program can be requested at the time of engine order or within the standard warranty expiration date.

### Tailored on Customer needs

For all our applications we have prepared some customizable packages to meet Customer specific requirements.

### THE TABLE BELOW SHOWS THE POSSIBLE CHOICES.

	<b>KM/HOURS COVERAGE</b>	<b>PERIMETER</b>	<b>DURATION</b>
<p><b>PG</b></p> 	Up to 5.000 hrs	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>BRONZE</b> Engine Major components only*</li> <li><input type="checkbox"/> <b>SILVER</b> Engine (G-drive) Only</li> <li><input type="checkbox"/> <b>GOLD</b> Engine (G-drive) + ATS</li> </ul>	
<p><b>MARINE</b></p> 	Max. limit depending on rating <input type="checkbox"/> A1 rating up to Max 1.500 hrs <input type="checkbox"/> A2 rating up to Max 5.000 hrs <input type="checkbox"/> B2 rating up to Max 7.500 hrs <input type="checkbox"/> C & D rating up to Max 10.000 hrs	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>BRONZE</b> Engine Major components only*</li> <li><input type="checkbox"/> <b>SILVER</b> Complete Engine</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> 2 Years</li> <li><input type="checkbox"/> 3 Years</li> <li><input type="checkbox"/> 4 Years</li> <li><input type="checkbox"/> 5 Years</li> </ul>
<p><b>TRUCK &amp; BUS</b></p> 	Up to 500.000 kms	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>BRONZE</b> Engine Major components only*</li> <li><input type="checkbox"/> <b>SILVER</b> Engine Only</li> <li><input type="checkbox"/> <b>GOLD</b> Engine + ATS</li> </ul>	
<p><b>AG, CE &amp; INDUSTRIAL</b></p> 	Up to 5.000 hrs	<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>BRONZE</b> Engine Major components only*</li> <li><input type="checkbox"/> <b>SILVER</b> Engine Only</li> <li><input type="checkbox"/> <b>GOLD</b> Engine + ATS</li> </ul>	

**(\*) List of major components**

cylinder head; cylinder block; crankshaft; camshaft; connecting road; pistons; timing gears; flywheel; flywheel housing; oil pump; exhaust manifold; engine control unit.

# Dealer Extended Warranty Benefits

## **TOTAL PROTECTION AGAINST RISKS**

Claims within FPT responsibility will be covered by FPT Headquarters.

## **HIGHER ENGINE SELLING RATE**

Extended Warranty allows you to be more competitive & appealing within the market.

## **CUSTOMER LOYALTY**

This offer will increase the fidelity of the Customer to FPT Network.

## **GREATER PARTS PENETRATION**

More business parts will be granted thanks to Extended Warranty contract.

## **UPSELLING FURTHER SERVICES**

Extended Warranty can give you the chance to sell additional services during the whole contract.

## **TAILORED OFFER**

Extended Warranty package can be configured according to Customer needs.

# Customer Extended Warranty Benefits



## ***CUSTOMIZABLE OFFER***

Possibility to choose the tailored service level according to your needs.



## ***PEACE OF MIND***

The costs of your FPT product known in advance for the whole contract duration.



## ***COMPLETE REPAIR ASSISTANCE***

Through our network FPT grants a complete repair assistance for the whole duration of the Extended Warranty Contract.



## ***OPTIMAL PRODUCT PERFORMANCE***

The combination of Genuine Parts and Fluids will grant the best engine performance.

# Operative Instructions

To require an Extended Warranty package please access to the following link:



- Enter within the tool with your USER ID (if some problem is existing please contact your FPT AMS Sales Manager to require the access)
- Configure the Contract in terms of Perimeter, Duration, Operating kms/hours desired by your Customer and submit the request.  
An e-mail of confirmation with the summary of the information inserted into the tool will be received by your account
- If pricing not yet available into the tool, you will receive Within 10 Working Days an official offer from FPT HQ
- Once Customer accept the offer, it will be required to fulfil the Extended Warranty contract with related Terms and Conditions (Available within the tool for alla markets where is available the selling of the service) and upload within the tool
- FPT will check the contents and will return to the Dealer the approval for the contract and the unique ID code for each ESN involved (Number of contract)
- The service will be invoiced in conjunction with the Base Warranty activation of each specific ESN
- Claim submission will be performed on SAP Warranty tool with same conditions of reimbursement of the Base Warranty Claims in force at the time of product repair



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***24/7 CARE & ASSISTANCE***

***Please, don't hesitate to contact us  
for any further information***

***[fptindustrial.com](http://fptindustrial.com)***