

**John Deere Power Systems  
Original Equipment  
Manufacturer (OEM)  
Service Administration  
Manual**



**JOHN DEERE**

**SERVICE ADMINISTRATION MANUAL**

**John Deere Power Systems  
OEM Service Administration Manual**

**SAMOEM01 01APR15 (ENGLISH)**

**John Deere Power Systems**

## Introduction

This Service Administration Manual (SAM) is a publication of John Deere™ Power Systems (JDPS) and is intended for the use of its distributors and direct Original Equipment Manufacturers (OEMs), John Deere service dealers, OEM service dealers, rental companies, and other service

dealers with whom JDPS has a contractual relationship for service and warranty administration of John Deere Power Systems and John Deere Reman products. This does not cover JDPS components in John Deere products that are still under original equipment warranty – warranty for those components will be covered under the machine's warranty.

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# 10 - Introduction

## 1.0 - General

Warranties that apply to John Deere Power Systems and John Deere Reman products and service parts, and procedures for administering those warranties, are outlined herein.

In the event of a conflict between the content of this manual and any warranty or service agreement with

JDPS, the Agreement(s) will govern. Should there be a conflict between the content of this manual and local country law, the law shall govern.

Questions not answered by this manual should be directed to the appropriate Distributor's Warranty Administrator, or to the appropriate warranty contact found in Exhibit U – Warranty Contacts.

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## 2.0 - Warranty Coverage

Warranty is not a guarantee that a product is free of defects. Defects in material and/or workmanship can exist in a product even though care was taken during manufacturing and assembly. Warranty relates to the correction of defects. Published warranty statements may be found in the Exhibits section of this manual.

The warranty statements establish:

- The obligations of John Deere and its agents to the purchaser
- Limitations
- The purchaser's responsibility

### 2.1 Remedy Limitation

The only remedies that distributors, OEMs, dealers, or retail purchasers have in connection with the breach of performance of any warranty on John Deere and John Deere Reman products are those set forth in the warranty.

**In no event will distributors, dealers, John Deere, or any company affiliated with John Deere be liable for incidental or consequential damages or injuries, including, but not limited to, loss of profits, loss of crops, rental of substitute equipment, or other commercial loss.**

In the event the warranty fails to correct the purchaser's performance problems caused by defects in workmanship and/or materials, the purchaser's exclusive remedy is limited to payment by John Deere for actual damages in an amount not to exceed the cost of the product.

### 2.2 No Representations or Implied Warranty

Neither John Deere nor any company affiliated with it makes any warranties, representations or promises, express or implied, as to the quality or performance of its products other than those set forth in the warranties and DOES NOT MAKE ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS.

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## 3.0 - John Deere Responsibility

It is our intent to manufacture and market products that will give satisfactory performance when properly maintained and used in the manner intended. Should a defect in

material or workmanship appear within the limitations of the warranty, it is John Deere's intention to provide for the correction of the defect according to the terms of the warranty.

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## 4.0 - Distributor and Selling/Service Dealer Responsibility

Warranty administration problems are generally caused by misunderstandings. As it is the retail seller's responsibility to take the time necessary to explain fully the terms and conditions of the warranties at the time of sale, it is essential that Distributors train their Original Equipment Manufacturers (OEMs), Marine Dealers and Service Dealers in the Operator's Manual, and in the proper use of the paper and online warranty registration and claim processing forms.

The training should emphasize the need for the purchaser to register the product at the earliest opportunity. Using the warranty statement, warranty registration form and the appropriate Operator's Manual as supplementary materials, the selling dealer shall review the following with the purchaser:

- The Operator's Manual with an emphasis on safe and proper operating procedures.
- The applicable warranty statement(s) and policy.
- Reasons to register the product for warranty, with emphasis on the importance of warranty registration.
- How to register the product, to include assisting the purchaser in the registration process. See **Section 20—Warranty Registration** of this manual for more information.
- The importance of recording the product's Option Codes (build codes) for future reference, in the Operator's Manual.

In addition, distributor warranty administrators are responsible for providing warranty claim support and materials to their service dealers. This includes:

- Receiving warranty claims from service dealers.
- Reviewing claims for accuracy and completeness.
- Training and coaching service dealers in the warranty claim submission process.
- Explaining JDPS OEM warranty policies.
- Resolving any claim preparation or submission issues.
- Preparing and submitting claims to JDPS for reimbursement.
- For more information regarding the submission of warranty claims, see **Section 80—Warranty Reimbursement**.

### 4.1 Proper Storage of New Products and Equipment

Distributors, OEMs, and dealers must provide adequate shelter to new products in order to prevent delivering them with an aged appearance. The proper storage procedures outlined in Operator's Manual must be followed to ensure satisfactory appearance and operation of the product upon delivery. Claims arising from improper storage by any party will not be honored.

### 4.2 New Product Assembly, Trimming, Adjustment, Application, and Installation

John Deere Power Systems and its distributors ship new products as completely assembled and adjusted

as is practical. When additional assembly, trimming, or adjustment is required, the dealer must follow the appropriate instructions (i.e., those appearing in the relevant Operator's Manual or Component Technical Manual, or the Installation Instructions packaged with components or accessory kits).

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. There may also be legal ramifications (see paragraph 4.5, "Tampering Prohibited," below).

Claims resulting from improper assembly, re-trim, adjustment, application, or installation will not be honored.

### 4.3 Start-up

Neither John Deere Power Systems nor John Deere Reman has a start-up program or will pay a start-up fee (any affected dealers will be advised of exceptions).

Dealers and purchasers must follow instructions in the appropriate Operator's Manual with respect to pre-starting checks, break-in, and operation. This will satisfy initial and ongoing start-up and operation requirements.

### 4.4 Warranty Service

Distributor and OEM service dealers authorized by John Deere to provide warranty service shall only service products as allowed under their dealer service agreement. John Deere dealers are authorized to perform warranty repairs on those products for which they have the requisite training, parts, and tools to competently perform the warranty service work.

Service dealers shall obtain warranty forms and any additional needed information from their distributor warranty administrator, and shall submit claims to their distributor for reimbursement.

For more details regarding the performance of warranty service, see **Section 70—Warranty Service**.

### 4.5 Tampering Prohibited

Beginning in January 1996, certain John Deere engines have been "certified" to be in compliance with United States Environmental Protection Agency (EPA) regulations. Depending on application, horsepower, and date of manufacture, there may be **severe penalties for tampering** with emissions control-related parts and components on John Deere engines.

**Tampering** includes adjusting fuel injection pumps, electronic control units (ECUs) or their electronic inputs to change power level, as well as making any other changes or modifications to the air intake system (turbocharger, intake manifold, etc.), engine timing, and/or exhaust manifold. The installation of any aftermarket device that may affect any regulated emissions feature is also considered to be tampering.

John Deere, distributors, OEMs, service dealers, rental companies, and purchasers are subject to severe fines

for any such engine tampering related to emissions control-related parts or components.

**It is important that all dealer personnel understand the regulations to prevent inadvertent violations. See Section 60—Engine Emissions Systems Warranty for more complete information on emissions warranty.**

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## 5.0 - Purchaser's Responsibility

The purchaser is responsible for registering the John Deere product for warranty either by filling out the online form at [www.johndeere.com/enginewarranty](http://www.johndeere.com/enginewarranty) or by completing and submitting the postal card from the Operator's Manual. **The seller should assist the purchaser to ensure that it is done promptly.**

When warranty service is required, the purchaser must request the service from the **nearest** authorized John Deere service dealer, which can be found by clicking on "Dealer Locator" at [www.johndeere.com](http://www.johndeere.com), by dialing 1-800-JDENGINE (800-533-6446).

The purchaser's responsibilities with respect to the JDPS product are documented in the Operator's Manual. For convenient reference, they are listed here:

- Costs of normal maintenance and depreciation.
- Consequences of negligence, misuse, or accident involving the product, or improper application, installation, or storage.
- Consequences of service performed by someone other than a party authorized to perform warranty service.
- Consequences of any product modification or alteration not approved by John Deere, including, but not limited to, tampering with engine fuel and air delivery systems.
- Consequences of failure of non-product components.
- Consequences of fuels, lubricants, or coolants that fail to meet the specifications and requirements listed in the Operator's Manual.

- The effects of cooling system neglect as manifested in cylinder liner or cylinder block cavitation ("pitting", "erosion", "electrolysis").
- Any premium for overtime labor requested by the purchaser.
- Costs of transporting a product or the equipment in which it is installed to and from the location at which the warranty service is performed, if such costs are in excess of the maximum amount payable to the service location were the warranty service performed at the product's location.
- Costs incurred in gaining access; i.e., overcoming physical barriers such as walls, fences, floors, decks or similar structures impeding access to the product, rental of cranes or similar, or construction of ramps or lifts or protective structures for product removal and reinstallation.
- Incidental travel costs including meals, lodging, and similar; and any travel time or mileage costs in excess of the maximum allowance.
- Service outlet costs incurred in solving or attempting to solve non-warrantable problems.
- Services performed by a party other than an authorized John Deere service dealer.
- Charges by dealers for initial start-up and inspection deemed unnecessary by John Deere when operation and maintenance instructions supplied with the product are followed.
- Costs related to interpretation or translation services.

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# 20 - Warranty Registration

## 1.0 - Introduction

The John Deere new product warranty is extended to retail purchasers by John Deere Power Systems (JDPS), and can be available beginning on the date of the product's receipt by its first retail purchaser.

For warranty administration purposes, John Deere products must be registered in order to record information regarding the location of the product, its owner and the date of delivery. Inquiries regarding a product's warranty status cannot be answered without proper registration.

There are many advantages of prompt warranty registration – not only to the purchaser and JDPS,

but to the dealer who provides service, the OEM that manufactured the equipment, and the product's distributor.

Prompt registration:

- Guarantees coverage to the purchaser.
- Avoids undue warranty service and reimbursement delays.
- Provides information vital to dealers in maintaining good purchaser relations and providing better service.
- Gives OEMs and distributors better cognizance of purchasers and product ownership.

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## 2.0 - Registration of New Engines, Drivetrain Components, and Remanufactured Engine

There are four ways to register new JDPS products:

- The online registration form.
- Register product in dealer portal.
- Completing and submitting a paper registration card.
- Sending the required information to JDPS via email.

### 2.1 - On-Line Warranty Registration

The on-line registration process for new JDPS engines, remanufactured engines and drivetrain products is simple and effective. To register any JDPS product for warranty, first open an internet connection and enter the following URL to locate the form:

<http://jdpswarrantyreg.deere.com/WarrantyReg>

Type the following registration information in the fields provided – while the form should be filled out as completely as possible, note that the bolded items are required as a minimum:

#### Purchaser Information:

Enter the following information:

- Company Name.
- Purchaser's (or business contact's) first and last name.
- Owner's or your e-mail address (for registration confirmation contact purposes).
- Owner's telephone number.
- Owner's country (drop-down list).
- **Street address**
- **City**.
- **State/Province** (make a selection from the drop-down menu).
- **Zip/postal code**.
- **Country**.
- Purchase Type (drop-down list).

#### Product and Equipment Information:

Use the combination of drop-down menus and data entry field to:

- Enter the product serial number.
- Enter the date delivered in the DD-MMM-YYYY format.
- Enter a number for the amount of use.
- Click on the appropriate circle to indicate hours or miles.
- Select the equipment type.
- Select Status (drop down list).
- Comment can be added in the comments dialog box.

To finish, click Submit.

*NOTE: If the seller or service dealer completes the online registration for the purchaser, that person should enter their name and contact phone number in the Comments field.*

*If at any time you would like to erase your entries and start over, click once on the "Clear" button. Once you've entered all of the registration information, click once on the "Submit" button located at the bottom of the form.*

*The online process generally takes at least two days to process after the electronic form has been submitted. If the registration must be entered earlier (e.g. for the submission of a pending warranty claim), contact JDPS Warranty Administration.*

### 2.2 - Dealer Portal

Once logged in to the dealer portal click on the Product Tracking on the horizontal menu bar.

- Select the customer type (individual or business).
- Enter individual or business name and address and click retrieve.
- If the customer isn't found, the record can be created, by clicking 'Create' on the Customer Results List.
- Enter the PIN number, click on 'Get PIN Detail'.
- Complete the remaining fields; which are the same as the information in section 2.1 above.
- To submit registration click on 'Register Product'.

### 2.3 - Engine Warranty Registration Form

An engine may also be registered through the completion and submission of a paper warranty registration form. The forms are listed in the Exhibits section of this manual, or forms may be printed and used for warranty registration purposes.

**Marine engines** — use form DF2369ME, "John Deere Marine Engine Warranty Registration and John Deere New Marine Engine Warranty."

**Compressed Natural Gas (CNG) engines** — use form DF2369CNGOH, "John Deere Compressed Natural Gas On-Highway Engine Warranty."

**All other OEMengines** — complete the form in the Operator's Manual that came with your engine: *Engine Owner's Warranty – Worldwide* (English language stock number DF2369BE), or printed using Exhibit A - Engine Warranty Registration Form.

After completing the appropriate form, either mail it to the address listed on the form, or fax it to JDPS Warranty Administration. Before sending, please verify that you have included the full and correct 13-character serial number.

### 2.4 - E-mail Registration

Another option for registration is to send an e-mail to JDPS containing the Purchaser, Product and Equipment Information noted in section 2.1 above.

Email address – [Diesel-US@JohnDeere.com](mailto:Diesel-US@JohnDeere.com).

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### 3.0 - Warranty Transfer

#### Engines and Drivetrain Components

New engine and drivetrain warranty may be transferred without charge to subsequent purchasers. Remaining warranty can also be transferred to the ultimate purchaser of a demonstrator or rental unit. To transfer the remainder of an original warranty to a subsequent purchaser, send a completed John Deere Used Engine and Drivetrain Warranty Transfer card; see Exhibit V Warranty Transfer.

If a card is not available, simply send the following information to [JDPS\\_Warranty\\_Administration-Diesel-US@JohnDeere.com](mailto:JDPS_Warranty_Administration-Diesel-US@JohnDeere.com):

- the complete 13-character engine serial number.
- the name and **mailing** address of the original purchaser.
- delivery date to the original purchaser.
- hours at the time of transfer.
- date of transfer to the new owner.
- name and **mailing** address of the new owner.
- how the engine or drivetrain being used, i.e., what equipment it powers, by manufacturer and model.

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# 30 - Standard Product Warranty

## 1.0 - Warranty Start Date

### 1.1 - New Engines

The default warranty period for new OEM engines and drivetrain products begin when a product is shipped from the factory. However, upon timely receipt of the warranty registration the warranty start date will be changed to reflect the date of the product's delivery to the retail purchaser.

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 your engine accessory is covered under warranty. John Deere branded batteries are not an approved accessory. For more information, see exhibit Y - Battery Warranty.

### 1.2 - Products in Demonstrator Units

Products installed in demonstrator units have the standard John Deere new product warranty.

If a JDPS product is intended to be a demonstrator only, then the product must be reported as delivered on the date the unit goes into service as a demonstrator. The dealer would be listed as the purchaser for warranty registration purposes.

A product need not be reported as delivered in instances when it is placed with one or more customers in an effort to sell the product. However, the limit for such cumulative time "on demonstration" is 250 hours (10,000 miles for CNG engines). When that limit is reached, the product must be reported as delivered. The standard new product warranty, less accumulated hours/mileage, will then begin.

### 1.3 - Products in Rental Units

A product placed in a rental fleet must be reported as delivered, effective the day the first rental begins.

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## 2.0 - Engine Warranty Periods and Statements

### 2.1 - Off-Highway Engine Warranty

The standard warranty for new John Deere engines sold in new off-highway products that are manufactured by companies other than John Deere or its affiliates, and for each John Deere new engine used in an off-highway repower application, is:

- 12 months, unlimited hours of use, or
- 24 months, and prior to the accumulation of 2000 hours of use

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

The complete warranty statement "*John Deere New Off-Highway Engine Warranty*" is in the Operator's Manual; which is shipped with each engine.

### 2.2 - Marine Engine Warranty

The standard warranty on new John Deere marine engines is:

- 12 months, unlimited hours of use, or
- 24 months, and prior to the accumulation of 2000 hours of use

The combination *Warranty Registration and John Deere New Marine Engine Warranty Statement* can be found in the Exhibits. Warranty forms are available from marine engine distributors.

### 2.3 - Compressed Natural Gas (CNG) On-Highway Engine Warranty

New John Deere compressed natural gas (CNG) on-highway engines are warranted by application and in terms of time and distance traveled. The standard warranties for new John Deere CNG engines in vehicles are:

**School and activity buses** — Five years - 100,000 miles (160,935 kilometers), whichever occurs first, from the date of delivery to the first retail purchaser.

**Commercial (coach, shuttle, and transit) buses** — Two years from the date of delivery to the first retail purchaser.

**Truck applications** — Two years – 150,000 miles (241,400 kilometers), whichever occurs first, from the date of delivery to the first retail purchaser

The complete engine warranty statement, apart from emissions-related parts and components, is provided separately and can be found in Exhibit E - "*John Deere Compressed Natural Gas On-Highway Engine Warranty*."

John Deere On-Highway Engine Warranty Certificates are provided free of charge. To obtain copies, order material DF2369CNGOH from JDPS Customer Support.

### 2.4 - John Deere Reman Engine Warranty

Warranty for remanufactured engine assemblies such as short blocks and complete block assemblies (CBAs) are covered under Parts Warranty. Questions concerning John Deere Reman engine warranty should be directed to John Deere Reman. See Exhibit T - Parts Warranty Terms and Conditions for questions concerning John Deere Reman engine and component warranty.

If the engine is installed by an authorized John Deere service dealer, John Deere Reman engine warranty will include parts and labor. If it was not, the warranty will cover parts only (no labor charges will be reimbursed).

The standard warranty on John Deere Reman engines in **non-agricultural** applications is:

- 12 months/unlimited hours of use from the date of delivery to the first retail purchaser.

The standard warranty on John Deere Reman engines in **agricultural** applications is:

- 24 months/2000 hours, unlimited hours of use during the first year of use from the date of delivery to the first retail purchaser.

Details can be found in the warranty statement, *John Deere Remanufactured Off-Highway Engine Warranty*. Reference Exhibit G.

For information regarding the registration of John Deere Reman Engines, See **Section 20 - Warranty Registration**. For information regarding the servicing of John Deere Reman engines, refer to **Section 70 - Warranty Service**.

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## 3.0 - Drivetrain Product Warranty Periods

Drivetrain products (transmissions, planetary and pump drives, drivetrains and axles) used in products that are manufactured by companies other than John Deere or its affiliates, are warranted for 12 months or 2000 hours of use, whichever comes first, from the date of product delivery.

Product-specific contract warranties that differ from the standard warranty may be available on a case-by-case basis. For more details, distributors should contact their JDPS regional sales manager.

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#### 4.0 - Warrantable Expenses

Any failure caused by a defect in materials or workmanship while under JDPS warranty coverage will be

warranted. For specific allowable expenses, see **Section 80—Warranty Reimbursement.**

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#### 5.0 - Non-Warrantable Expenses

John Deere does not warrant non-John Deere parts or accessories, except as required by law, nor does it warrant non-John Deere workmanship in changing or adding parts or accessories (even John Deere parts and accessories) to products.

John Deere is not 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 Standard Product Warranty or Extended Warranty, or the engine is located in California and the need for cleaning was caused, by a failure covered under applicable CARB emissions regulations.

*NOTE: 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 contact JDPS Warranty Administration for assistance.*

Other examples of non-warrantable conditions are:

- Cylinder liner and block cavitation
- Unapproved service or modification
- Normal maintenance and service items
- Shipping damage
- Accidental damage
- Improper storage
- Normal wear

For more details regarding these conditions, see **Section 70—Warranty Service.**

OUC6078,0002DB6 -19-07OCT14-1/1

# 40 - Service Parts and Fuel System Warranty

## 1.0 - Introduction

### 1.1 - Definitions

**Defective Parts Warranty** — Warranty that covers service parts with a defect in materials or workmanship that **have not been installed in a product**. For example, parts in a dealer's inventory or those that have been returned by a customer that have never been installed in a product.

**Parts Warranty** — Warranty that covers service parts that **failed after they were installed in a product**, with the part's failure being caused by a defect in its materials or workmanship.

### 1.2 - Dealer Responsibility

The dealer agreement with John Deere establishes dealer and company responsibilities for warranty fulfillment, and authorizes the dealer to extend parts warranty to the customer.

#### Verify that Part is Defective

Each part claimed to be defective must be examined carefully to verify that a manufacturing defect does exist. John Deere Power Systems (JDPS) reserves the right to examine all parts that are claimed to be defective, and to make the final determination whether a part has a warrantable defect.

#### Prepare and Submit Warranty Claim

Claims for reimbursement must be submitted using a Defective Parts or Parts Warranty claim. See **Section 80—Warranty Reimbursement** for more information regarding claim preparation and submission.

### 1.3 - Warranty Coverage

#### Parts Covered by Warranty

JDPS Defective Parts Warranty and Parts Warranty apply to all new John Deere and remanufactured service parts and components/assemblies that were sold by an authorized John Deere dealer to a retail customer and have been shown to have a defect in materials and/or workmanship.

#### Parts Not Covered by Warranty

These warranties do not apply to service part defects caused by shipping damage, packaging problems, any other causes not related to a material or manufacturing defect, or parts recalled by the company.

### 1.4 - Warranty Claims and Reimbursement

Parts Warranty claims should be submitted to John Deere for processing within 30 days following the completion of the warranty repair. Claims will not be accepted more than 90 days following the warranty repair.

If John Deere requests additional information before processing the claim, this information must be provided within 30 days of the request date.

See **Section 80—Warranty Reimbursement** for more information regarding the submission of warranty claims and specific reimbursable expenses.

### 1.5 - Part Retention and Core Returns

#### Parts Retention

All parts replaced under warranty or PIPs must be tagged, identified, and stored for a minimum of 30 days. Following the 30 days, parts may be scrapped, with the exception of core returns which shall be handled in accordance with regional requirements as noted below.

#### Core Returns

Dealers shall follow established regional requirements to return or disposition cores following the completion of a warranty repair.

**North America** — Core returns must be held a minimum of 30 days following claim payment. If no warranty claim will be filed, return cores immediately in accordance with established regional procedures.

**Europe** — Refer to established regional processes to disposition cores.

**Other regions** — follow the established core return/disposition process.

See **Section 80—Warranty Reimbursement** for information regarding warranty claim credit for cores, and see the Warranty Cores Exhibit W for more information regarding the core return process.

OUC6078,0002DB7 -19-08OCT13-1/1

## 2.0 - Defective Parts Warranty (Not Installed)

### 2.1 - Defective Parts Warranty

Warranty for defective service parts applies to new and remanufactured John Deere and John Deere Reman service parts purchased through authorized John Deere distributors/dealers and **not yet installed in a product**, that are shown to have a defect in materials or workmanship.

The warranty extends only to the original retail purchaser of the service part, assembly, kit, or remanufactured component. It also applies to new John Deere parts purchased by a distributor or OEM for use in trimming new John Deere products.

If a warranty reimbursement claim is for a defective service part purchased over the counter, then the customer must present a sales invoice identifying the part and the date of purchase.

Each part claimed to be defective must be examined carefully to be certain that a manufacturing defect does exist. John Deere Power Systems (JDPS) and John

Deere Reman reserve the right to examine all parts that are claimed to be defective, and to make the final determination whether a part has a warrantable defect.

### 2.2 - Defective Kits and Assemblies

If a John Deere **kit** contains a defective part, replace only the defective part(s), if available from the parts system. Only the individual parts should be claimed for warranty reimbursement, not the entire kit.

If a new **assembly** is found to have a defect, the service dealer has the option to repair the assembly provided the repair cost will not exceed 70% of the cost of the assembly. If the repair would exceed 70% of the assembly's cost, replace the entire assembly. Claims should be filed using a Defective Parts claim.

### 2.3 - Defective Parts Claim Preparation and Submission

Information for the preparation and submission of Defective Parts claims is documented in **Section 80—Warranty Reimbursement**.

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### 3.0 - Parts Warranty (Installed)

Warranty for installed service parts applies to new and remanufactured John Deere parts purchased from a John Deere distributor or dealer and used by an authorized service dealer to perform a repair on a John Deere product.

#### Applicability

This warranty applies only to parts, assemblies, and kits purchased from authorized John Deere distributors/dealers. It extends only to the original retail purchaser, and covers the individual parts as well as any product components replaced due to subsequent damage caused by the prime part's failure.

*NOTE: Subsequent damage is limited to failures incurred in the product itself, and does not include any further damage outside of that engine or drivetrain product.*

#### What is Covered:

Performance of this warranty will be free of charge for parts. In addition, John Deere will pay the Service Pricing Guide flat rate for removal and reinstallation labor expenses and bench labor for the repair or replacement of the failed part(s) if:

- The failed part was originally installed by an authorized John Deere distributor/dealer; and
- The replacement part is installed by an authorized John Deere distributor/dealer

*NOTE: Bench labor is defined as labor required to repair an assembly when it is out of the machine and on a bench or in a repair stand.*

#### This warranty does not cover:

- Premiums charged for overtime labor requested by the purchaser
- Transportation to and from the John Deere distributorship/dealership, or service calls made by the John Deere distributor/dealer
- Depreciation or damage caused by normal wear, lack of reasonable and proper maintenance, failure to follow operating instructions, misuse, or accident.

### 3.1 - Dealer and Customer Installed Parts

#### Dealer Installed

Approved warranty claims for parts that were installed by an authorized John Deere service dealer will be reimbursed for the parts and labor.

#### Customer Installed

Approved warranty claims for parts that were not installed by an authorized service dealer will be reimbursed for the parts only. Labor will not be covered.

### 3.2 - Warranty Period

#### Product in Warranty

John Deere and John Deere Reman parts and components (excluding replacement engines) used to perform a new product warranty repair will carry a warranty period equal to the remaining product warranty or the applicable warranty term for that specific repair part, whichever is greater.

A new or remanufactured engine that replaces a failed engine under warranty will have a 90 day warranty, or the remaining original engine warranty, whichever is greater.

#### Product Not in Warranty

JDPS Parts Warranty will reimburse the replacement of any new or remanufactured service part or component that was installed on an out-of-warranty JDPS or remanufactured product, if the defect is identified within the applicable warranty period for the part.

### 3.3 - Parts Warranty Claim Preparation and Submission

Information for the preparation and submission of Parts Warranty claims is documented in **Section 80—Warranty Reimbursement**.

OUO6078.0002DB9 -19-08OCT13-1/1



## 4.0 - Fuel Systems Warranty

### 4.1 - Overview

To ensure effective determination and administration of product warranty, dealers and customers must understand potential contributors to fuel system failures and the correct way to avoid and resolve them.

An important detail to understand is that the only warrantable fuel system failures are those where there is a defect in material or workmanship in the original product or component. Failures caused by external factors, such as non-standard alternate fuels, fuel quality or failure to properly maintain the engine's fuel filtering system, **will not be covered by warranty**. For information regarding fuel system repairs, refer to **Section 70—Warranty Service** of this manual.

### Fuel System Maintenance

Proper fuel system maintenance is critical in achieving acceptable levels of performance and minimizing engine down time. The owner of an engine is responsible for ensuring that the fuel system preventive maintenance schedule documented in the Operator's Manual is followed, to include the replacement of fuel filters at specific hour intervals.

Two of the most significant contributors to fuel system failures are water and fuel contamination, and both can be reduced if there is effective and timely attention paid to the fuel system. Because of this, in addition to performing maintenance at identified intervals, it must be performed more frequently if water or debris is detected in the fuel.

### Diesel Fuel Quality

In order to assure satisfactory engine operating performance, it is very important that customers use an acceptable quality of fuel. In general, diesel fuels are blended to satisfy the low temperature requirements of the geographical area in which they are marketed. Using fuel that does not meet the standards and specifications stated in the Operator's Manual can have an adverse effect on the operation of the engine, and could result in non-warrantable premature fuel system failures.

In addition, incorrect or long-term storage can have a detrimental effect on the quality of fuel and could result in premature failures of the fuel system. If in doubt about the quality of diesel fuel, Dieselscan® fuel analysis is one way to evaluate the fuel used in a customer's engine. Use of appropriate fuel additives can also assist with maintaining fuel quality. However, this does not replace the requirement for proper fuel storage and fuel quality analysis.

### Alternative Fuels

There are many types of alternate fuels available in the market today, from BioDiesel to jet fuel. In selecting a fuel for use with a John Deere engine, it is very important that customers confirm that they are using fuel that meets the standards and specifications stated in the Operator's Manual. Non-conformance to those standards could result in a failure that is not covered by warranty.

### 4.2 - Fuel System Repairs

#### Air- or Fuel-Delivery System Alterations

Making alterations to the air- or fuel-delivery system is strictly prohibited. Altering the air or fuel delivery system of an emissions-certified engine beyond factory specifications will most likely cause emissions levels to exceed what is allowed by governmental regulatory authorities.

Violation of emissions regulations may result in substantial fines to persons or companies involved. Such tampering may also lead to additional drivetrain component wear and failures. This exposes a customer to unnecessary repair cost and down time, as well as potentially increasing the Company's warranty and special allowance costs.

For these reasons, if it is determined that a John Deere service dealer is involved with the installation of a device that alters the fuel system on a John Deere product, the dealer's Parts and Labor additives may be reduced or suspended on all warranty claims for engine and drivetrain components for a period of six months.

OUO6078,0002DBA -19-08OCT13-1/1

## 5.0 - Software Warranty

### 5.1 - Software Warranty Terms

If a software defect occurs during the Standard Product Warranty, reasonable time for the Dealer to diagnose the problem and replace or reload the software may be 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 the situation is covered by warranty.

Loading new software is not covered by warranty unless a defect exists in the old software. New software may alter the product operating characteristics; therefore it is important for Dealers to understand the potential impacts before downloading the latest software. Such changes

may be perceived by the customer as a defect when in fact that is not the case.

Loading software that provides an enhancement to operation is not covered under warranty. This includes situations where new software is required because of a new or revised application for the product. Likewise, final detailing of selectable or configurable software for controls, shutdowns, etc. necessary for a specific application is not covered by warranty.

Labor to resolve software defects must be claimed by using the failed software part number as the failure part.

If software includes a licensing agreement and the licensing agreement conflicts with the JDPS Service Administration Manual, the licensing agreement applies.

OUO6078,0002DBB -19-27AUG13-1/1

# 50 - Engine Extended Warranty

## 1.0 - Introduction

Extended warranty coverage for new John Deere engines and accessories is available for purchase from Distributors, Service Dealers, Marine Dealers, and John Deere equipment dealers. OEM and OEM dealers should contact their nearest John Deere service dealer to purchase an extended warranty. Extended warranty is not available for John Deere Reman engines.

Distributors and dealers wishing to sell extended warranty should contact JDPS Warranty Administration (USA) for

the proper form and the current extended warranty fee. Alternatively, the current published Pricing Information Bulletin (PIB) contains extended warranty price and coverage options. JDPS Warranty contact information can be found in Exhibit U - Warranty Contacts.

Service dealer responsibilities for providing warranty service on engines covered by the Extended Warranty Plan are the same as their responsibilities for providing warranty service on engines under the standard warranty.

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## 2.0 - Availability

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 of the JDPS Warranty and Service Administration Manager.

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 standard warranty period either in terms of years or hours of use.

*NOTE: Extended warranty is no longer offered on John Deere Compressed Natural Gas (CNG) Engines.*

### 2.1 - 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 the complete extended warranty text, Form DF1766ME, *John Deere Marine Engine Extended Warranty*, for more details.

### 2.2 - 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.*

See the complete extended warranty text, Form DF1766, *John Deere Off-Highway Engine Extended Warranty*, Exhibit H.

OUC06078,0002DBE -19-08OCT13-1/1

### 3.0 - Coverage

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 such as:

- belts
- hoses
- filters
- fluids
- zinc anodes
- spark plugs
- starters
- alternators
- voltage regulators

and 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.

For extended warranty agreements purchased prior to 1 August 2010, John Deere's obligations under this warranty shall not apply to fuel injection pumps and nozzles, except as required by law, or components or accessories which are not furnished or installed by John Deere, nor to failures caused by such items.

Effective with extended warranty agreements purchased on or after 1 August 2010, John Deere's extended warranty will include fuel system components. 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 Standard Product Warranty or Extended Warranty, or

The engine is located in California and the need for cleaning was caused by a failure covered under applicable CARB emissions regulations.

If a failure occurs on a component that is eligible for Emissions Warranty, and is also within the Extended Warranty period, coverage from the Emissions Warranty provisions will take precedence. However, any secondary damage or expenses not covered by Emissions Warranty may be submitted on a separate Extended Warranty claim, subject to the terms and exclusions of the purchase agreement.

OUO6078,0002DBF -19-09SEP13-1/1

## 4.0 - Sale Administration

The sale and administration of extended warranty involves the completion of the extended warranty form (to include determination of the extended warranty term and applicable fees), and the submission of the form to JDPS Warranty Administration for processing.

### 4.1 - Extend Warranty Forms

Extended warranty for John Deere engines is administered through the use of 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*

Purchasers are to be reminded 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, **standard warranty and purchased warranty run concurrently**. For example, the effective date 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 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. PE6068T123456), 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 2007, the warranty expiration date occurs four years later, i.e. on 31 May 2011.

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. 2,000, 3,000, 4,000, or 5,000), 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 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.

### 4.2 - 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 are 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 faxed or emailed upon request.

### 4.3 - 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."

Give the Original copy (marked "Customer") to the purchaser of the extended warranty.

Send the first copy (marked "JOHN DEERE POWER SYSTEMS") to JDPS Warranty Administration.

The "authorized representative" keeps the bottom copy (marked "DEALER").

### 4.4 - 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 Registration 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.*

Once the extended warranty form and payment have been received/processed, the engine's online history will be updated to reflect the extended warranty coverage.

OUO6078.0002DC0 -19-09SEP13-2/2

### **5.0 - Extended Warranty Transfer**

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.

OUO6078.0002DC1 -19-08OCT13-1/1

# 60 - Engine Emissions System Warranty

## 1.0 - Introduction

John Deere offers an emissions control system warranty for certain component failures in emissions-certified engines located in the United States and Canada. The emissions warranty period begins from the engine's date of delivery to the original retail purchaser, and runs concurrently with other product warranties. Emissions coverage begins upon the end of standard warranty and terminates at the end of its stated time period or hours-of-use limit, 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, emissions warranty statements and information are located in the Operator's Manual that accompanies emissions-certified John Deere engines.

OUC6078.0002DC3 -19-09SEP13-1/1

## 2.0 - Eligibility

### 2.1 - Emissions-Certified Engines

The John Deere OEM engine emissions warranty applies to all emissions-certified OEM engines operated in the United States and Canada. Emissions-certified engines eligible for this warranty can be identified in the warranty claim system.

Emissions-certified engines bear an Emissions Control Information Label, and an emissions statement will be included in the Operator's Manual for every certified engine sold.

Some regulatory differences exist in the Emission Control Warranty coverage, depending on the type of engine (e.g. Marine vs. Off-road) and location (e.g. Canada vs. California). Consult the Emission Control Warranty Statement found in the applicable Operator's Manual.

### 2.2 - Certification Label

All emissions-certified engines will bear an Emissions Control System Certification Label that contains information regarding the engine's compliance with Environmental Protection Agency (EPA) or the California Air Resources Board (CARB) emissions control regulations requirements.

In addition to other relevant information, the label documents:

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

The presence of an "EU" (European Union) number on the certification label indicates that the engine is also certified in the European Union. However, emissions warranty does not apply to engines operated outside of the United States and Canada.

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### 3.0 - Coverage

The JDPS engine emissions warranty covers the repair of emissions control system components that fail due to a defect in material or workmanship. A sample list can be found in Exhibits S – Covered Emissions Systems and Components.

Coverage begins when the engine is placed into service, and continues until the end of the eligibility period. The emissions warranty termination date is calculated from the engine's original delivery/in-service date. Limits of emissions coverage are based on the engine's hours/miles of use or number of years of service (starting from the date the engine was placed into service), whichever comes first.

#### 3.1 - Emissions Statements

##### U.S. Emission Control Warranty Statement

John Deere warrants to the ultimate purchaser and each subsequent purchaser that their engine is designed, built, and equipped to conform at the time of sale with all U.S. emissions 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 a period of:

**On-road emissions-certified compressed natural gas (CNG) truck engines** — 5-years or 150,000 miles/241,400 kilometers (or 3,000 hours), whichever occurs first.

**All other On-road emissions-certified compressed natural gas (CNG) engines** — 5-years or 100,000 miles/241,400 kilometers (or 3,000 hours), whichever occurs first

**Non-road emissions-certified diesel engines** — 5-years or 3,000 hours, whichever occurs first

**Marine emissions-certified engines (commercial)** — 5-years or 5,000 hours, whichever occurs first

**Marine emissions-certified engines (recreational)** — 5-years or 500 hours, whichever occurs first

**Non-road Large Spark Ignition Engines** — 3-years or 2500 hours, or 5-years or 3500 hours for High-Cost parts, whichever occurs first

Failures, other than those resulting from defects in material or workmanship, which arise solely as a result of owner abuse and/or lack of proper maintenance are not covered, by warranty.

##### Emission Control Warranty Statements

John Deere Emissions Control Warranty Statements can be accessed via the warranty registration website. [Click here.](#)

#### 3.2 - Warrantable Statements

The emissions warranty is a component warranty. To be eligible for coverage, an emissions system failure must meet the same criteria as a standard warranty claim – a failure caused, by a defect in materials or workmanship.

In addition, the failed component must be in a covered emission control system and within the emissions warranty coverage period for the engine. A sample list of covered engine emissions systems and components is documented in Exhibit S—*Covered Emissions System and Components*.

Warranty may not be denied in the following situations:

- An emissions component failure caused, by maintenance or service performed at a John Deere-authorized service facility
- Engine repair work 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, and
- Failures caused, by the use of any fuel commonly available in the area where the engine is operated, and not specified in the engine's Operator's Manual as being potentially harmful to the engine's emission control system.

#### 3.3 - Non-Warrantable Failures

Subsequent engine damage caused, by the failure of an emissions component is not covered. Likewise, if the failure of an emissions component is secondary damage that was caused, by another failure mode and not by a defect in materials or workmanship, its repair is not eligible for reimbursement under emissions warranty.

Possible exceptions to this policy for engine-related consequential damage are documented in the California Emission Control Warranty Statement for On-Road Engines and the California Emission Control Warranty Statement for Non-Road Engines. **Under no circumstances will, non-engine consequential damage covered.**

Examples of emissions system component failures that would not be covered under this warranty are any failures caused, by:

- Accidents or other damage not caused, by a defect in materials or workmanship
- The use of unapproved add-on parts, tampering or otherwise making improper adjustments (see also the *Introduction* section, Tampering Prohibited)
- Abuse or neglect, to include the misuse of an engine in an application for which it was not designed,
- Non-performance of maintenance requirements as documented in the engine's Operator's Manual, or
- Improper performance of maintenance or service by a person or facility not qualified to perform service on that engine.

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## 4.0 - Responsibilities

In addition to the general responsibilities documented in the *Introduction* section, regarding emissions warranty the engine's owner shall:

### 4.1 - Purchaser's Responsibility

- Ensure that only allowable fuel is used in the John Deere engine, as defined in the engine's Operator's Manual
- Not tamper with or otherwise use improper parts or make improper adjustments to the engine
- 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 is denied if a part has failed due to abuse, neglect, improper maintenance, or unapproved adjustments or modifications, and
- Initiate the warranty process as soon as a problem with the emissions system is suspected, and present the engine to an authorized John Deere service dealer.

### 4.2 - Service Dealer's Responsibility

A repair shop or person of the owner's choosing may maintain, replace, or repair emission-control devices or systems. However, warranty service must be performed, by an authorized John Deere service facility except in the case of emergency.

Emissions warranty service may be performed, by any John Deere service dealer qualified to perform work on engines, as well as any distributor or OEM service dealer authorized to perform warranty repairs.

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

In addition, the service dealer is responsible to ensure that:

- The failure was a valid emissions part (A sample list can be found in Exhibit S – Covered Emissions Systems and Components)
- The failure was due to a defect in materials or workmanship
- No secondary damage is claimed (except in states where required by law), and
- All fuel system repairs are to be performed in accordance with **Section 40—Parts and Fuel System Warranty**.

### 4.3 - John Deere's Responsibility

It is our intent to manufacture and market products that give satisfactory performance and meet required emissions regulatory requirements when properly maintained and used in the manner intended. Should an emissions system defect in material or workmanship occur within the limitations of the emissions warranty, it is John Deere's intention to provide for the correction of the defect according to the terms of this warranty.

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## 5.0 - Claim Submission and Reimbursement

Submit emissions claims via the online claim submission system using the same procedures and mechanisms as a normal warranty claim. For more information, see the warranty system User's Guide.

Reimbursement for emissions claims labor will be at the same dealer published rates as other types of claims. This includes the labor additive percentage, which is to cover time spent diagnosing the failure. Emission claims should include Service Pricing Guide (SPG) codes wherever possible.

Parts replaced under emissions warranty will be reimbursed at list price, with no parts additive paid.

Travel mileage or labor will not be paid for emission warranty claims.

Some differences in warranty coverage may apply if the engine is operated and serviced in the state of California, and Canada. The applicable emission statements can be found by [clicking here](#).

OUO6078,0002DC7 -19-09SEP13-1/1

# 70 - Warranty Service

## 1.0 - Introduction

Service Dealers, trained and equipped with the requisite tools, are authorized to provide warranty service on John Deere products using John Deere parts and according to their service contract and the level to which they have been trained.

### 1.1 - Authorized Warranty Service Providers

John Deere Power Systems product warranty is extended to the retail purchaser from JDPS. Under the conditions of their Dealer Service Agreement, Distributors, Direct OEMs, and Service Dealers are authorized and responsible to perform warranty service on JDPS products as follows:

**John Deere Equipment Dealers and Service Centers** — are authorized to perform service on the same engine models and drivetrain components as those in the John Deere equipment they are authorized to sell, and for any other products for which their technicians have been trained and for which they have the proper tools and service parts. Service dealers with warranty questions or product technical issues shall contact their distributor or OEM Warranty Administrator or Technical Communicator. JDPS Warranty Administration may also be contacted via email.

**Distributors** — provide warranty service on John Deere engines and drivetrain components with warranty coverage, with the exception of JDPS products in John Deere vehicles.

**Self-Servicing OEM Dealers** — provide service only on engines and drivetrain components purchased by the OEM(s) they represent. OEM Service Dealers are not permitted to perform service on engines or drivetrain components in John Deere equipment.

**Marine Service Dealers** — shall provide service only on marine engines and are not authorized to perform service on engines in John Deere equipment.

**Rental Company** — technicians who have been trained by John Deere and are equipped with the proper tools, are authorized to provide warranty service to the level they have been trained. This applies to John Deere engines in non-John Deere products that are owned by the rental company. Rental companies' authority to provide warranty service on any John Deere engine terminates with the sale of that product to a retail customer.

### 1.2 - No Distributor or Dealer Warranty

Dealers are to make no warranty of their own on any product warranted by John Deere unless they deliver to the purchaser a separate written warranty certificate specifically warranting the item, in which case John Deere shall have no obligation to the purchaser. Dealers have no authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of the John Deere warranty in any way.

### 1.3 - Engine Service Levels

Authorized service dealers may perform warranty engine repairs at the level for which they are authorized in their Dealer Service Agreement. There are two basic levels of engine warranty service – minor engine repairs, and all engine repairs.

#### 1.3.1 - Minor (Exterior) Engine Repairs

This includes operations covered in engine Operator's Manual, in addition to repairs performed outside the cylinder head and cylinder block. This includes the replacement of accessible gaskets and seals exterior to the head and block and removal/reinstallation of the engine from the machine it powers, but does not include cylinder head gasket replacement.

#### 1.3.2 - All Engine Repairs

The "All Repairs" service level dealer will be trained to perform both exterior and interior repairs to the engine, up to and including complete overhauls and testing.

### 1.4 - John Deere Reman Engines and Components

John Deere Reman is the provider of remanufactured engines and components. Trained and properly equipped dealers may provide warranty and other service on remanufactured engines and components supplied by John Deere Reman, using appropriate service references and always using John Deere service parts.

When called upon to make major warranty repairs, such as an engine replacement, service outlets are encouraged to contact John Deere Reman for advice on repair alternatives. A timely replacement with a John Deere Reman engine or component may best serve the customer's interest. Refer to **Section 2.3.2** in this section.

Questions and requests concerning remanufactured engines and components should be directed to *John Deere Reman*. Contact procedures can be found in Exhibit T in this manual.

### 1.5 Service Related Publications and Resources

#### 1.5.1 - Publications

Various technical publications and training resources are available to provide information regarding the correct operation, maintenance, and servicing of engines and drivetrain components. A current list of publications can be found in the Product Support Bulletins, and additional information can be found online:

- John Deere dealers – Pathways
- Distributors – the Distributor extranet page
- Other authorized service dealers – the Distributor's website

**Operator's Manual** — The engine's Operator's Manual is the purchaser's primary source of information for proper engine operation and maintenance. A manual is shipped with each engine's literature packet – it is essential that the correct manual

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be supplied with each new engine, and in the purchaser's language (if available). Additional manuals may be ordered by using the standard parts ordering process.

**Component Technical Manuals** — Component Technical Manuals (CTMs) provide technical information regarding the diagnosis of technical issues and product repairs, to include the use of proper tools for service operations.

A CTM may cover a family of products or a specific engine model or product line of JDCW drivetrain components transmissions, planetary and pump drives, drivetrains or axles. The term "Component" Technical Manual indicates the product's application as a component of a vehicle or machine. Like other manuals, CTMs should be ordered using the parts ordering process.

**Parts Catalogs** — Parts catalogs provide a reference of replacement service part numbers, and are available in print format or online. Printed parts catalogs may be ordered using your standard parts ordering process, but information in printed catalogs may not be the most current.

**Service Pricing Guides and Flat Rate Manuals** — Service Pricing Guides (SPGs), available online, provide the time that a properly trained and equipped service technician should take to perform a given service task or combination of tasks. The guides are used to calculate job estimates, and as a basis in providing credit for warranty service labor. SPGs are not currently available for many drivetrain products. Instead, warranty credit for labor is based on a review of labor hours claimed and adjusted as needed to reflect reasonable repair times.

**Reminder:** SPGs represent "in stand" repair time, repair time in an OEM application may vary.

**Training Resources** — It is critical that service personnel who perform product repairs be properly trained to perform the tasks. To help accomplish this goal, JDPS provides various training resources, which may be ordered through standard parts ordering channels. In addition, John Deere University (JDU) offers the following delivery methods to provide flexibility for a learning experience that best meets students' needs:

- **Distance Learning Module (DLM)** – an online training resource that allows the student to complete training at their own pace.
- **Distance Learning Classroom (DLC)** – an online training option where an instructor provides training to students online.
- **Instructor-Led Training (ILT)** – the standard classroom training method.

More information about training can be found in the distributor/dealer on-line resources.

**Bulletins** — Bulletins are issued periodically to provide up-to-date information for products, parts, and training. Many are distributed via e-mail, and they can be found in the distributor/dealer on-line resources.

Bulletin types include Engine Information Bulletins (EIBs), Parts Information Bulletins (PIBs), Product Support Bulletins (PSBs) and Training Information Bulletins (TIBs).

### 1.5.2 - Online Resources

John Deere offers various online product-related information and forms to its distributors, self-servicing OEMs, and John Deere service dealers. Online information can be accessed as follows:

- John Deere dealers – Pathways
- Distributors – the Distributor extranet page
- Other authorized service dealers – the Distributor's website

*NOTE: If your distributor does not yet have the information available online, contact your distributor/OEM Warranty Administrator.*

Examples of information that can be accessed online include:

#### Parts

- Locate and order parts, tools and publications
- Research serial number to option codes, and
- Read various other parts-related information

#### Services

- Contact the Dealer Technical Assistance Center (DTAC) to research technical issues or enter a DTAC case
- Find information about Electronic Programming Tools
- Locate and order parts and tools, and
- Locate product-related technical publications

#### Bulletins

- Locate Engine Information Bulletins (EIBs), Parts Information Bulletins (PIBs), Product Support Bulletins (PSBs) and Training Information Bulletins (TIBs)

#### Training

- Review and order available training materials
- Locate, schedule, and participate in online training courses

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## 2.0 - Warranty Repairs

### 2.1 - Prior to Performing Warranty Service

#### 2.1.1 - Warranty Status

When a product is presented for warranty service, the service dealer should first verify that it is registered and under warranty coverage.

**For OEM Engines and Drivetrain Components**, this information can be obtained from the online Warranty System or by contacting your Distributor/OEM Warranty Administrator or JDPS Warranty Administration.

If the engine or drivetrain component is not registered, the owner must present evidence of its delivery date, and the service dealer should enter the engine's warranty registration information into the system before performing service work.

To avoid misunderstanding, the service dealer should review warranty terms and conditions with the customer before he signs the purchase order.

#### 2.1.2 - Special Tools

John Deere Power Systems (JDPS) Distributors, Self-Servicing OEMs, and Service Dealers must be properly equipped and trained to ensure prompt and correct diagnosis of problems, as well as safe, prompt, and correct repairs.

Tools required to service a JDPS product are identified in the Component Technical Manual (CTM), and can be ordered through JDParts or JDPoint.

Many product servicing operations require the use of special tools, which are required to ensure that the work is performed correctly and within market service time (SPG) limits. These operations should not be attempted without the special tools identified in the relevant CTM.

#### 2.1.3 - Warranty Service Documentation

Warranty service shall be documented on a work order. At a minimum, every work order shall be pre-numbered and dated to correspond with the service completion date, and should be signed by the customer.

The work order number will be used as a reference for the filing of the online warranty claim. Work orders and other documentation supporting warranty claim charges should be filed and retained by the service dealer for a minimum of 90 days following the warranty repair.

In addition, if any outside charges are incurred in the claim (such as legally mandated environmental disposal fees, etc.) the charge document should be retained and its identifying number documented in the warranty claim as a reference.

### 2.2 - Diagnose and Verify

Before performing warranty service work, the service provider shall verify that the failure is covered under warranty, and the failure mode was caused by a defect in

materials or workmanship. It is important that problem diagnosis be performed quickly and accurately. If difficulty is encountered in diagnosing an issue, contact DTAC in accordance with normal service procedures.

#### 2.2.1 - Conditions Not Covered by Warranty

Following are examples of failures and conditions that are not covered under JDPS product warranty.

##### Cylinder Liner and Block Cavitation

Engine damage caused by improper cooling system maintenance, such as engine cylinder liner and block cavitation ("pitting", "erosion", "electrolysis") is not covered by warranty. Costs of cavitation failures are a customer expense.

##### Excessive Oil Consumption

Before performing warranty service for a complaint of excessive oil consumption, the service dealer shall first review customer maintenance records in order to substantiate the validity of the complaint. If no records are available, the engine should be operated until sufficient records are available to verify the validity of the complaint before any repairs are made. Refer any questions regarding this policy to your Distributor/OEM Technical Communicator or DTAC.

##### Non-John Deere Parts, Accessories, and Workmanship

John Deere warrants new products as manufactured. John Deere service parts and accessories installed by authorized service dealers assume the product warranty. Failures caused by the use of non-John Deere parts and accessories or workmanship performed by unauthorized service dealers are not covered under warranty.

##### Unapproved Service or Modification

All obligations of John Deere under warranty are terminated if:

- Service other than normal maintenance or normal replacement of service items is performed by an unauthorized John Deere engine service outlet
- The engine or drivetrain product is modified or altered in ways not approved in writing by JDPS, or
- The failure is attributed to misapplication or incorrect installation

##### Normal Maintenance and Service Items

The cost of normal maintenance and replacement of service items shall be paid by the purchaser. The only exception is when maintenance items are removed to perform a repair and cannot be reused due to the nature of the defect.

##### Non-Warrantable Damage

**Shipping Damage** — 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

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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.

**Accidental damage** — John Deere product warranties provide coverage for defective material and workmanship. This does not include coverage for any damage that has resulted from an accidental cause.

**Damage from improper storage** — Products must be stored in a manner to prevent damage from the elements. Storage instructions are provided in the engine's Operator's Manual, and mentioned in the Introduction section. Claims to repair damage to an engine that resulted from improper storage will not be honored.

**Damage due to normal wear** — Damage resulting from normal wear rather than a defect in materials and/or workmanship.

### 2.3 - Warranty Repairs

Warranty repairs shall be performed following the proper CTM procedure, using the correct tools and only John Deere replacement parts.

#### 2.3.1 - Use of John Deere Parts Only

Only genuine John Deere parts and John Deere remanufactured components shall be used in performing warranty service. If other parts are used to perform warranty service, the warranty claim will be denied.

Service dealers must maintain proof that parts used for warranty service originated from John Deere or John Deere Reman, and should be prepared to fax the documentation to JDPS if requested. This documentation will also be subject to audit, and should be kept on file for a minimum of 90 days following the completion of the repair. Claims can be submitted at 90 days, may be changed to extra days after the claim.

#### 2.3.2 - Repair Versus Replacement

When a failure occurs while a product is under warranty, the servicing Dealer shall evaluate the extent of the damage and determine the repair or replacement solution. Consideration should be given to minimizing machine downtime using the most cost-effective means available.

When a failure occurs the Dealer has several options:

- Service parts (John Deere Reman and New)
- Components / assemblies (John Deere Reman and New)
- Complete product (John Deere Reman and New)

Dealers should follow these guidelines when prioritizing the repair method for such failures:

1. Replace with a complete product or assembly or component if the cost of dealer repair exceeds 70% of the replacement cost.

2. Repair with service parts if it is a simple repair that can be completed with minimal downtime.
3. If a replacement 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 below).
4. Install a new component, assembly or complete product 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 below).

In the event that service parts, John Deere Reman or new components are not available for a fuel injection repair, a third-party service provider such as an authorized diesel service facility may provide repair service.

#### New Replacement Chart

Category of component or new product	Period during which replacement by new components is recommended
John Deere Engines	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 controllers. Other components with available Reman replacements or components for the selected repair are not available, the Dealer should choose the next higher level of repair if time is a factor. New complete engines should be used as an exception and are subject to availability.	50 hours

The dealer is entrusted with making the repair method decision. In making the decision, it is important to consider getting the customer machine operating as quickly as possible, as well as reasonable cost for repair. Total cost of parts and labor should be considered.

**OEM Engines:** For a new replacement OEM engine, the Dealer should submit a DTAC case to order the engine.

In most cases, the cost of cleaning the Diesel Particulate Filter (DPF) will be the customer's responsibility. See **Section 30 — Standard Product Warranty**, for a list of exceptions. When cleaning is required under warranty, a replacement DPF from John Deere Reman must be installed. Dealers will not be reimbursed for cleaning costs.

### 3.0 - Core Returns and Parts Retention

#### 3.1 - Core Returns

Cores (parts such as fuel systems, starters, turbochargers, alternators) replaced during servicing shall be returned for credit. See **Exhibit – X Core Returns** for more information about core returns.

#### 3.2 - Retention and storage of Parts Replaced Under Warranty

Components replaced under warranty must be tagged and retained 30 days from credit memo date unless the component is requested to be returned to the factory or supplier through a Returned Goods Authorization (RGA). If an RGA is created; make efforts to preserve the integrity of the recalled part for factory inspection.

*NOTE: John Deere Reman requires the return of remanufactured cores covered by warranty.*

JDPS or the component manufacturer may inspect parts at the dealership or request that they be returned for

evaluation. The company notifies the service dealer if a part return is requested – do not return any non-core parts unless specifically requested.

If requested to forward the parts to JDPS or JDCW, a Returned Goods Authorization (RGA) that provides all information needed to ship the component will be issued to the service dealer.

It is critical that the service dealer follow-up on return requests as soon as they are received. Prompt parts returns facilitate failure analysis and problem resolution, which benefits customers, dealers and John Deere. It is expected that all parts return requests are shipped, by the dealer within 14 days of the original request. If the part is not returned, John Deere Power Systems may debit the dealer for the parts as they deem appropriate.

See **Exhibit X - Core Returns** for additional information.

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### 4.0 - Unsatisfactory Warranty Service - Dealer Responsibility

If warranty service does not satisfactorily resolve a failure due to reasons such as incorrect diagnosis or poor

workmanship, the servicing dealer shall be responsible for the subsequent rework and repair.

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# 80 - Warranty Reimbursement

## 1.0 - Dealer Request for Warranty Credit - Claim Submission

### 1.1 - Introduction

In addition to providing information regarding claim charges for reimbursement, information documented in warranty claims is used to monitor product performance. Therefore, it is very important that claims are submitted in a timely manner, and that they contain information that is complete and accurate. Prompt and reliable claim information allows JDPS to find solutions quickly and implement production and field improvements on a timely basis.

OEM and distributor service dealers shall prepare claims for warranty reimbursement and forward to their distributor or OEM warranty administrator to request credit.

Distributors, direct OEMs and John Deere dealers will submit claims to JDPS or JDCW for reimbursement. All claims must have sufficient and clearly presented information in order to allow prompt processing and reimbursement. Guidelines for claim preparation, submission and reimbursement follow.

#### 1.1.1 - Required Documentation

At a minimum, each claim should have a uniquely identifiable work order that is pre-numbered, dated and signed by the customer.

In addition, any other claim charges submitted for reimbursement must have backup documentation in the form of receipts, invoices, etc., and that documentation must be referenced in the "Other Credits" section of the claim. Examples include:

- Invoices for environmental disposal fees
- Invoices for any services provided by a subcontractor
- Truck logs

#### 1.1.2 - Individual Claims

To ensure statistical integrity of failure and cost data, a separate claim shall be submitted for each failure mode that is repaired, and a separate warranty claim segment must be generated for each key part that causes a failure.

#### 1.1.3 - Claim Submission Deadlines

Prompt submission of a claim assures prompt reimbursement, and allows John Deere to react expeditiously to address any potential product issues.

Claims for service reimbursement should be submitted to John Deere within **30 days** of service completion, and will not be accepted after **90 days** following the repair.

If John Deere rejects or returns a warranty claim without reimbursement, dealers must respond with additional information within 30 days of the request date.

For reimbursed claims, dealers should review the reimbursement and notify John Deere of any claim or reimbursement errors within 90 days.

### 1.1.4 - Misleading Claim Information

It is very important that claims accurately document all details of a warranty service repair. If a claim review or audit reveals that a dealer or employee has given false or misleading information on a claim or its supporting documentation, the company may, at its option:

- Not issue credit or reverse the claim credit if it has been paid,
- Review or audit previously submitted claims to identify any other discrepancies, and/or
- Take any other action as deemed appropriate by the company to remedy the situation

## 1.2 - Distributor and Direct OEM Service Dealer Claim Documentation

Distributor and Self-Servicing OEM Service Dealers shall document claim details and charges in the Product Support Information System. Consult the Users Guides, Distributor's web page or Warranty Administrator for more information and forms.

In addition to other required information, claim documentation shall include clear and detailed information regarding the warranty claim's Complaint, Cause and Correction fields. Any additional information to describe the claim can be added to the Basis for Settlement field.

Upon completion of the warranty claim the service dealer shall forward it, along with any copies of the work order and other supporting charge documentation, to the Distributor or OEM's warranty administrator, who will review and revise as needed before submitting the claim for processing and reimbursement.

## 1.3 - Claim Submission

### 1.3.1 - Submission of John Deere Power Systems (JDPS) Claims - Engines

John Deere distributors and direct OEMs shall prepare and submit claims for warranty engine repairs completed by their technicians and service dealers, and John Deere Service Dealers shall prepare and submit claims using established procedures.

Engine warranty claims are processed by the John Deere Service Processing Center (SPC). Any questions regarding the processing of a claim may be directed to SPC.

### 1.3.2 - Submission of Drivetrain Product Claims

Warranty claims for JDCW components are submitted by Distributor and Self-Servicing OEM Warranty Administrators, and John Deere service dealers. Distributor and Self-Servicing OEM service dealers shall forward completed Warranty Claims to their respective Distributor/OEM Warranty Administrator for review and processing.

## 2.0 - Reimbursement

Upon successful completion of claim processing, John Deere will reimburse Distributors and Self-Servicing OEMs directly for claim credits, and they in turn will reimburse their service dealers. John Deere service dealers are reimbursed through standard internal warranty credit processes following the processing of their electronic claim submissions.

It is important that service providers explain warranty policy to the product owner and determine who will bear any non-covered costs before performing warranty service.

### 2.1 - Reimbursement Rates

Some reimbursement rates are universally applied, while others vary depending on service organization, contractual agreements and John Deere operating unit policies. For purposes of clarity, some variable and contractually agreed-to reimbursement rates are not specified here – please address any questions regarding reimbursement policy to your Distributor, OEM, or John Deere division Warranty Administrator. Additional information about reimbursement rates can be found in Exhibit W – OEM Reimbursement Terms.

#### 2.1.1 - Service Labor Credit

Credit for service labor required to perform warranty service is computed based on the service dealer's published retail labor rate multiplied by the Service Pricing Guide (SPG) flat rate for the number of hours required to perform the service. A service labor credit additive is paid based on the job time in the claim and is paid on all published service labor rates.

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, service dealers may request additional credits in the claim's "Labor" section. Before consideration of extra diagnostic time the claim must provide detail of work performed. Extra diagnostic time will be reviewed for payment on a case by case basis. A DTAC case number must be referenced.

If no SPG exists for service labor performed, the service dealer is responsible for adding a labor line item in the claim with a descriptive term of up to eight characters, and explaining the non-SPG charge in the "Correction" section of the claim.

Labor time allowed for repairs not covered, by an SPG will be determined and paid on the basis of time reasonably spent.

#### Dealer Labor Rate Changes

Distributors and OEMs are responsible for notifying JDPS of changes to their service dealers' labor rates. Upon approval, JDPS will notify the distributor in writing that the new labor rate has been accepted and entered in the processing system.

### Additional Allowable Engine Labor Credits

**Access** — The time spent dismantling the machine – for example, removing the machine's hood, panels, shields, exhaust systems, or other items to gain access to the engine or drivetrain product. This does not include time spent negotiating physical barriers such as walls, etc., which is not reimbursable.

**Removal and Reinstallation (R&R)** — This includes the time it took to remove the engine or major component/system and reinstall it after servicing. Note that SPGs exist for many R&R operations.

**Cleanup** — Up to one hour of labor for clean-up of extensive fluids, such as oil or coolant leaks.

**Dyno** — Allowable for diagnostic purposes only, not when used to verify the accuracy of a repair.

**Software** — Labor time involved in programming an ECU, if required for the warranty repair.

### For Marine Engine Claims Only:

**Sea trial** — In rare cases where it may be required (such as when DTAC is involved in resolving a technical issue), up to one hour is allowed for each warranty repair to conduct a diagnostic and/or post-repair sea trial.

*NOTE: The sea trial is only for engine performance-related repairs. John Deere fully expects its technicians to make standard repairs accurately and within published labor time limits.*

### Non-Reimbursable Labor

**Diagnostic Time** — Labor time spent diagnosing a failure mode is not paid separately. Instead, a labor additive percentage is paid as a supplement to a service dealer's published service labor rate, to cover diagnostic time.

*NOTE: On rare occasions when extreme diagnostic time is required to properly diagnose an issue, service dealers may request additional credit. Before consideration of extra diagnostic time the claim must provide detail of work performed. Extra diagnostic time will be reviewed on a case by case basis for reimbursement. A DTAC case number must be referenced.*

**Gaining Access** — This includes the removal of any physical barriers, such as having to tear down a wall to get to the product's location, or cutting a hole in the deck or hull of a marine vessel to gain access to the engine. Such charges shall be paid, by the purchaser.

**Overtime** — Labor paid for overtime will not be reimbursed under warranty. If overtime labor is requested, by a product's owner to complete the warranty service, overtime shall be paid, by the purchaser.

**Unnecessary Repeat Repairs** — Any repair or rework performed because the servicing dealer did not



initially diagnose or repair the product properly will not be reimbursed.

### 2.1.2 - Service Parts Credit

Credit for John Deere service parts used in performing warranty service is based on the following:

**Distributors** — will be reimbursed for parts used in warranty repairs.

**Distributor Service Dealers** — will be reimbursed, by their distributors at their parts reimbursement rate.

**John Deere Service Dealers** — will be reimbursed at their standard parts reimbursement rates. JD dealers shall consult their warranty manual or warranty administrator for parts reimbursement policy.

### Core

Only the exchange price (net minus the core value) of the component will be reimbursed through an approved warranty claim, when an exchange component is ordered through the John Deere parts system.

Any parts additive credit on the approved warranty claim will be based on the full dealer net value of the component.

*NOTE: Due to the core grading process, cores or exchange components may not receive a full core credit. If this happens, submit a supplemental claim (add a new segment to the original claim) to request credit for the difference between the full core credit and the credit received. The claim should request credit under "Other Credits," and should reference the original work order number in the "Description of Failure" field.*

### Non-Reimbursable Service Parts

#### Maintenance Items

Only parts that fail due to defective materials or workmanship are covered, by warranty. However, if maintenance items such as fluids or filters are removed during a warranty repair should not be reused due to the nature of the warrantable failure, their replacement will be covered under warranty.

#### Non-Defective Parts

In situations where a part that had been claimed to be defective was found to not be defective due to further analysis by John Deere or the component supplier, the claim may be charged back to the servicing dealer.

### 2.1.3 - Other Credit

#### Travel Mileage and Labor

Warranty repairs shall be performed, by an authorized servicing 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 a local service organization whenever possible.

Travel labor reimbursement information can be found in Exhibit V – OEM Reimbursement Terms.

Before traveling to a work site, the service dealer should plan and prepare to the extent possible for contingencies, to avoid having 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 service 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.

*NOTE: Travel expenses are **not** paid for work performed on John Deere Reman engines.*

#### 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 in order to minimize machine down-time, freight costs will be reimbursed.

## 2.2 - Special Allowance

Product warranty is an integral part of supporting our products in order to attain superior levels of customer satisfaction and loyalty. Both are critical components of growth and profitability for John Deere Power Systems and its distributors, OEMs and servicing dealers.

At times the need may arise where a service credit is requested for a "special situation" outside of what is defined, by warranty policy. This typically means that a machine may have a warrantable-type failure outside of the warranty period, but may also apply in other situations where a customer or dealer may have legitimately incurred excessive service repair expenses beyond those allowed, by warranty.

In those rare cases where a service dealer or distributor may feel that a policy allowance is justified, coordinate the request through the DTAC system. Special allowances requested, by distributors, direct OEMs, or John Deere dealers must be approved, by JDPS to be eligible for payment.

Payments for special allowances are typically shared, and if the allowance is based on a "goodwill" gesture by the company, it is recommended that a starting point be to split the costs three ways – between the company, the service organization, and the customer.

These policy allowances are payable through the submission of a "Special Allowance" claim. In addition to other required claim information, the claim must contain the dollar amounts to be shared in the agreed-upon settlement, and the "Other Credits" section of the claim shall clearly and completely describe the reason for the allowance, and reference the name of the approver and any associated DTAC case number.

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### 3.0 - Warranty Audit

JDPS reserves the right to audit distributor and dealer service records to verify compliance with warranty policies and confirm supporting claim documentation. Audits may be performed on-site at the dealer's premises or remotely. Warranty claim audits may be done by John Deere employees or outside auditors selected by John Deere.

Records related to warranty claims shall be made available during regular working hours, to include pre-numbered work orders, parts-stock and vehicle records as well as

any other records pertaining to charges reimbursed under warranty, such as copies of any documentation referenced for reimbursement in warranty claims.

If a warranty audit reveals that a distributor, dealer or employee authorized to submit warranty claims has given false information in a warranty claim (or with regard to it), at its option JDPS may:

1. Not pay the claim
2. Perform additional audits of claims, and/or
3. Withhold payment on all pending claims

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### 4.0 - Purchaser Contact

JDPS reserves the right to perform follow-up contact with warranty service and special allowance customers for which warranty service has been performed and a

claim filed. The main purpose of the contact would be to determine customer satisfaction with John Deere warranty and services rendered.

OUO6078,0002DCF -19-12SEP13-1/1

# 90 - Product Improvement Programs

## 1.0 - Introduction

John Deere believes it is both ethically and commercially sound to protect our customers and our reputation through the implementation of Product Improvement Programs (PIPs). These programs improve product durability, safety, and reliability, and are part of a total marketing concept designed to maximize customer satisfaction and

to uphold John Deere's reputation as a company that stands behind its products.

Original Equipment Manufacturer (OEM) engine and drivetrain PIPs are developed and prepared by JDPS, but their implementation is dependent on the distributors and direct OEMs who sold the products affected by the PIP.

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## 2.0 - Program Types

There are three main types of programs – Mandatory Safety, Mechanical Mandatory, and Fix-as-Fail. In addition, some programs may be administered as an Optional or a Customer-Direct program.

Product Improvement Programs are implemented by distributors, direct OEMs and authorized service dealers, with the assistance of JDPS PIP Administration.

### 2.1 - Mandatory Product Improvement Program (Safety)

A Mandatory Safety program provides a product modification in the field to address a safety related condition that may, or may not represent an unreasonable risk of injury to operators or bystanders during normal operation or service of the product.

Mandatory Safety PIPs are the most urgent type of PIP, and must be completed on a priority basis.

### 2.2 - Mandatory Product Improvement Program (Mechanical Mandatory)

Mechanical Mandatory PIPs are initiated to correct a defined mechanical malfunction that occurs with certain identified products. Its prompt completion serves to avoid additional problems with the product, prevents damage to reputation, and increases customer satisfaction by assuming some of the costs the customer would otherwise bear.

### 2.3 - Product Improvement Program (Fix as Fail)

John Deere may elect to develop and implement a program to correct problems that have been shown to occur on an infrequent basis, and within a defined product serial number range. The program will pay for all or part of the repair of the condition if it occurs and causes a failure, but otherwise the repairs will not be necessary.

Distributors, direct OEMs and service dealers should be aware of all Fix-as-Fail programs, so that if a customer presents a product with the identified failure the dealer can perform the repair in accordance with the program.

### 2.4 - Optional Product Improvement Program

An optional PIP is one where projected failure rates are low or the issue may be inconsequential to the application of the product. In this case, the PIP may be performed at the discretion of the product's owner.

### 2.5 - 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 in a reasonable amount of time, the dealer may perform the repair and submit a claim for reimbursement.

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## 3.0 - Program Stages

### 3.1 - Issue Identification, Program Development and Preparation

Through its ongoing product reliability monitoring, analysis and reporting, JDPS identifies issues that will require a PIP for resolution. Once a need has been identified, JDPS will determine the action necessary to correct the problem, the type of PIP to be implemented, the identification of the affected product population, and the program start and termination dates.

As program development begins, JDPS will define the procedure for the performance of the PIP repair (including how long the repair should take), determine which service parts will be needed and prepare documented instructions.

*NOTE: Due to the range of possible product improvements, not all PIPs will have kits, and instructions may be documented or referenced in the product release bulletin.*

### 3.2 - Program Communication

#### 3.2.1 - JDPS Program Announcement

JDPS will issue a bulletin to announce the details of a program once all the elements are ready for release. JDPS will also provide information to distributors and direct OEMs, including a list of the product serial numbers they have purchased that are affected by the program. Additionally a DTAC solution will be published with the details of the program.

Within the Dealer Portal, the John Deere Warranty System provides status reports of outstanding and completed PIPs and the status of individual engines. The Dealer should check PIP history of a PIN before completing a PIP, to ensure that the PIP is required and had not already been completed.

#### 3.2.2 - Distributor and Direct OEM Communication

All distributors and direct OEMs must announce the program to their service dealers, and may also need to communicate with their sales network to identify the owner and location of every product affected by the PIP.

#### 3.2.3 - Customer Product Updates

Original Equipment Manufacturers (OEMs), OEM dealers or OEM customers may contact any John Deere dealer or authorized OEM service dealer for completion of a PIP. In these situations, the OEM, OEM dealer or OEM customer

will refer to the PIP DTAC solution or a Product Support Bulletin announcing the PIP. The dealer should verify the current status of the PIP by reviewing the published DTAC solution or Product Support Bulletin on-line, and verify that the product serial number is included in the program. The John Deere dealer or authorized OEM service dealer should also confirm that the product is registered, and if not, verify and enter the registration information supplied by the customer.

### 3.3 - Program Implementation and Administration

It is the responsibility of the distributors and/or direct OEMs to coordinate the resources needed to complete the program within its stated deadlines. This will include customer notification, as well as notification and assistance of their service dealers and John Deere service dealers in performing PIP repairs.

The service dealer shall order the needed PIP kit(s) and/or service parts, and become familiar with the requirements of the update.

Following the completion of the PIP, the service dealer shall disposition any replaced parts in accordance with instructions. Following the successful PIP update, the service dealer shall prepare and submit a claim as soon as possible, in accordance with established claim submission procedures.

John Deere will provide assistance to the distributors' and OEMs' PIP program implementation efforts, to include: 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.

#### 3.3.1 - Customer Refusal

Should a customer refuse a PIP after all reasonable efforts are expended to sell the customer on the benefits of the installation, the Distributor, OEM Warranty Administrator or Service Dealer should write "Customer Refused" on a work order and ask the customer to sign it, indicating their refusal to permit the update. If the customer refuses to sign the work order, the Distributor, OEM Warranty Administrator or Service Dealer should write the time, date, location and name of a witness to the refusal on the work order. The Distributor, OEM Warranty Administrator or Service Dealer and the witness shall sign the work order and forward a copy to the JDPS Warranty Administrator.

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## 4.0 - Claim Submission and Reimbursement

### 4.1 - PIP Claims

Unless other procedures are specified in Product Improvement Program announcements, service dealers shall file for reimbursement using the standard warranty process, using a "PIP" claim type.

### 4.2 - Reimbursement for PIP Expenses

#### Parts

The processed claim will reimburse the cost of the kit and a percentage parts additive, unless noted in the program.

Any allowable service parts used in addition to the kit parts will be reimbursed at the dealer's standard reimbursement rate.

#### Labor

Labor reimbursement may include an incentive additive, to be specified in the program announcement.

The expiration date will be posted on the PIP bulletin. Dealers must complete the PIP on or before the expiration date. Claims for service reimbursement should be submitted to John Deere within 30 days of repair, and will not be accepted after 90 days following the repair. Claims submitted for PIPs completed after the expiration date are reimbursed accordingly:

**For non-Safety PIPs** — the claim is accepted so the PIP can be closed against the product, but will pay at \$0.

**For Mandatory Safety PIPs** — the claim is accepted, the PIP is closed against the product and the claim will pay parts and labor without additives.

OUC6078.0002DD3 -19-08OCT13-1/1

## 5.0 - Program Expiration and Termination

For Mechanical Mandatory and Fix-As-Fail PIPs, JDPS will close the program on its published end date, also known as the program expiration date. For JDPS PIPs, program "termination" and "expiration" dates will be the same.

Mandatory Safety programs do not have a set termination date; once the program reaches 100% completion, the program will be terminated.

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# 100 - Exhibits

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# Exhibit A - Engine Warranty Registration Form

## Exhibit A - Engine Warranty Registration Form

Type or print in BLOCK letters

JOHN DEERE NEW ENGINE WARRANTY REGISTRATION

**Purchaser's Name** \_\_\_\_\_

**MAILING Address** \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Postal Code \_\_\_\_\_ Country \_\_\_\_\_

**Engine Serial Number from Engine Serial Number Plate** \_\_\_\_\_

(Required number is made up of two letters then four digits then one letter then six digits. All 13 characters required.)

Date Engine Delivered (dd/mm/year) \_\_\_\_\_ Engine is \_\_\_ Original \_\_\_ Replacement

**Equipment Manufacturer** \_\_\_\_\_ **Equipment Description & Model** \_\_\_\_\_

(The equipment, not the engine.)

(What is it? What does the manufacturer call it?)

Amount of use \_\_\_\_\_ (H)

Does the engine provide the power to move the equipment from place to place? \_\_\_ Yes \_\_\_ No

How will the equipment be used? \_\_\_\_\_

Operator's Manual

The John Deere Operator's Manual for the above engine was received. The warranty, safe operation, and proper servicing of the engine were explained to me. I have received and have read the Engine Owner's Warranty.

Furnished with Engine # OMRG \_\_\_\_\_

(John Deere stock number printed on cover)

Telephone ( \_\_\_\_\_ ) \_\_\_\_\_

E-mail Address \_\_\_\_\_

Purchaser's Signature \_\_\_\_\_ Date \_\_\_\_\_

**NOTE: Register via Internet at [www.johndeere.com/enginewarranty](http://www.johndeere.com/enginewarranty) or FAX this form to John Deere at 1-319-292-5844.**

The John Deere privacy policy can be found here [http://www.deere.com/privacy\\_and\\_data/privacy\\_and\\_data\\_us.page](http://www.deere.com/privacy_and_data/privacy_and_data_us.page)

JDPS SAM

29 July 2013

OUC6078.0002DD5 -19-22OCT14-1/1

# Exhibit B - DF2369E New Off-Highway Engine Warranty

## Exhibit B - DF2369E New Off-Highway Engine Warranty

### JOHN DEERE NEW OFF-HIGHWAY ENGINE WARRANTY

#### **Warranty Duration**

Unless otherwise provided in writing, John Deere\* makes the following warranty to the first retail purchaser and each subsequent purchaser (if purchase is made prior to expiration of applicable warranty) of each John Deere new off-highway engine marketed as part of a product manufactured by a company other than John Deere or its affiliates and on each John Deere engine used in an off-highway repower application:

- 12 months, unlimited hours of use, or
- 24 months and prior to the accumulation of 2000 hours of use

Note: In the absence of a functional hour meter, hours of use will be determined on the basis of 12 hours of use per calendar day.

#### **Warranty Coverage**

This warranty applies to the engine and to integral components and accessories sold by John Deere, and delivered to the first retail purchaser on or after 1 May 2010.

All John Deere-warranted parts and components of John Deere engines which, as delivered to the purchaser, are defective in materials and/or workmanship will be repaired or replaced, as John Deere elects, without charge for parts or engine repair labor, including reasonable costs of labor to remove and reinstall non-engine parts or components of the equipment in which the engine is installed, and, when required, reasonable costs of labor for engine removal and reinstallation, if such defect appears within the warranty period as measured from the date of delivery to the first retail purchaser.

#### **Emissions Warranty**

Emissions warranties appear in the Operator's Manual, that is furnished with the engine/machine.

#### **Obtaining Warranty Service**

Warranty service is to be performed by a local John Deere engine service outlet before the expiration of the warranty. An authorized service outlet is a John Deere engine distributor, a John Deere engine service dealer, or a John Deere equipment dealer selling and servicing equipment with an engine of the type covered by this warranty. Authorized service outlets will use only new or remanufactured parts or components furnished or approved by John Deere.

Authorized service locations can be found by using the dealer locator on [www.johndeere.com](http://www.johndeere.com), or by calling 1-800-JDENGINE (800-533-6446).

At the time of requesting warranty service, the purchaser must be prepared to present evidence of the engine's delivery date.

John Deere reimburses authorized service outlets for limited travel expenses incurred in making warranty service repairs in non-John Deere applications when travel is actually performed. Contact your local authorized service dealer for current travel reimbursement limits. If distances and travel times are greater than reimbursed by John Deere, the service outlet will charge the purchaser for the difference.

#### **Purchaser's Responsibilities**

The cost of normal maintenance and depreciation.

Periodic cleaning of the Diesel Exhaust Filter.

Consequences of negligence, misuse, or accident involving the engine, or improper application, installation, or storage of the engine.

Consequences of service performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgment, has adversely affected the performance or reliability of the engine.

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.

Consequences of fuels, lubricants or coolant that fails to meet the specifications and requirements listed in the Operator's Manual.

\*"John Deere" means John Deere Power Systems with respect to users in the United States, John Deere Limited with respect to users in Canada, and Deere & Company or its subsidiary responsible for marketing John Deere equipment in other countries where the user is located.

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The effects of cooling system neglect as manifested in cylinder liner or block cavitation ("pitting", "erosion", "electrolysis").

Any premium for overtime labor requested by the purchaser.

Costs of transporting the engine or the equipment in which it is installed to and from the location at which the warranty service is performed, if such costs are in excess of the maximum amount payable to the service location where the warranty service performed at the engine's location.

Costs incurred in gaining access to the engine; i.e., overcoming physical barriers such as walls, fences, floors, decks or similar structures impeding access to the engine, rental of cranes or similar, or construction of ramps or lifts or protective structures for engine removal and reinstallation.

Incidental travel costs including meals, lodging, and similar.

Service outlet costs incurred in solving or attempting to solve non-warrantable problems.

Services performed by a party other than an authorized John Deere engine service dealer, unless required by law.

Charges by dealers for initial engine start-up and inspection, deemed unnecessary by John Deere when operation and maintenance instructions supplied with the engine are followed.

Costs of interpretation or translation services.

Periodic cleaning of the Diesel Exhaust Filter.

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 Standard Product Warranty or Extended Warranty, or
- The engine is located in California and the need for cleaning was caused by a failure covered under applicable CARB emissions regulations.

### **No Representations or Implied Warranty**

Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the nonoccurrence of any defect or the quality or performance of its engines other than those set forth herein, and DOES NOT MAKE ANY IMPLIED WARRANTY OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere engine distributor or engine service dealer, John Deere equipment dealer, John Deere or any company affiliated with John Deere be liable for incidental or consequential damages or injuries including, but not limited to, loss of profits, loss of crops, rental of substitute equipment or other commercial loss, damage to the equipment in which the engine is installed or for damage suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms, unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties.

### **Remedy Limitation**

The remedies set forth in this warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition, or warranty in respect of new John Deere engines. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the engine.

### **No Seller's Warranty**

No person or entity, other than John Deere, who sells the engine or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the engine, in which case John Deere shall have no obligation to the purchaser. Neither original equipment manufacturers, engine or equipment distributors, engine or equipment dealers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way.

### **Additional Information**

For additional information concerning the John Deere New Off-Highway Engine Warranty, see the Operator's Manual

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# Exhibit C - DF2369ME Marine Engine Warranty

## Exhibit C - DF2369ME Marine Engine Warranty

### John Deere Marine Engine Warranty Registration

Please register your John Deere Marine Engine at the following website: <https://jdpswarrantyreg.deere.com/WarrantyReg/viewRegistration.do>

or,

Fill out the following form and mail to:

John Deere Power Systems  
P.O. Box 5100  
Waterloo, IA 50704-5100, USA

or,

Fill out the following form and Fax to:

1-319-292-5844

**Purchaser's Name** \_\_\_\_\_

**MAILING Address** \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_

Postal Code \_\_\_\_\_ Country \_\_\_\_\_

**ENGINE** Serial Number from Engine Serial Number Plate \_\_\_\_\_

(Required number is made up of two letters then four digits then one letter then six digits.)

Date Delivered if in New Vessel (dd/mm/year) \_\_\_\_\_ or Date Installed if Repower (dd/mm/year) \_\_\_\_\_

**Application:**

<input type="checkbox"/> Propulsion, Commercial, Fishing	<input type="checkbox"/> Gen-Set, Commercial, Fishing
<input type="checkbox"/> Propulsion, Commercial, Non-Fishing - Specify _____	<input type="checkbox"/> Gen-Set, Commercial, Non-Fishing - Specify _____
<input type="checkbox"/> Propulsion, Pleasure	<input type="checkbox"/> Gen-Set, Pleasure
<input type="checkbox"/> Propulsion, M5 Power Rating	<input type="checkbox"/> Other - Specify _____

The John Deere Operator's Manual number OMRG \_\_\_\_\_ for the above engine was received. The warranty, safe operation, and proper servicing of the engine were explained to me. I have received and have read the John Deere New Marine Engine Warranty. I understand extended warranty is available for purchase.

Telephone (\_\_\_\_\_) \_\_\_\_\_

(Required)

Email \_\_\_\_\_

(Optional)

Purchasers Signature \_\_\_\_\_

PRIVACY NOTICE: At John Deere your privacy is important to us. We collect, use and disclose your personal information in accordance with the John Deere privacy statement. For instance, we collect, use and disclose your personal information to provide you with the products and services that you request; to communicate with you as our customer (e.g. warranty and product improvement programs) and to meet safety and legal requirements; and for marketing and promotional purposes. Sometimes, we may ask our John Deere affiliates, dealers or business partners to do work for us which involves your information. For complete details on your privacy rights and to obtain a copy of the John Deere Privacy Statement, please visit our website at [www.JohnDeere.com](http://www.JohnDeere.com)

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## John Deere New Marine Engine Warranty

### Warranty Duration

Unless otherwise provided in writing by John Deere, John Deere\* makes the following warranty to the first retail purchaser and each subsequent purchaser (if purchase is made prior to expiration of applicable warranty) of each new John Deere marine engine:

- 12 months, unlimited hours of use, or
- 24 months and prior to the accumulation of 2000 hours of use.

*NOTE: In the absence of a functional hour meter, hours of use will be determined on the basis of 12 hours of use per calendar day.*

### Warranty Coverage

This warranty applies to the engine and to integral components and accessories sold by John Deere, and delivered to the first retail purchaser on or after 1 February, 2009.

All John Deere-warranted parts and components of John Deere engines which, as delivered to the purchaser, are defective in materials and/or workmanship will be repaired or replaced, as John Deere elects, without charge for parts or engine repair labor, including reasonable costs of labor to remove and reinstall engine-related non-engine parts or components of the vessel in which the engine is installed, and, when required, reasonable costs of labor for engine removal and reinstallation, if such defect appears within the warranty period as measured from the date of delivery to the first retail purchaser.

### Purchaser's Responsibilities

The cost of normal depreciation.

Consequences of negligence, misuse, or accident involving the engine, or improper application, installation, or storage of the engine.

Consequences of service performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgment, has adversely affected the performance or reliability of the engine.

Consequences of any modification or alteration of the engine outside of the John Deere-approved specifications, including, but not limited to, tampering with fuel and air delivery systems.

The effects of cooling system neglect as manifested in cylinder liner or block cavitation, or water pump cavitation ("pitting", "erosion", "electrolysis"). Any premium for overtime labor requested by the purchaser.

Costs of transporting the engine or the vessel in which it is installed to and from the location at which the warranty service is performed, if such costs are in excess of the maximum amount payable to the service outlet were the warranty service performed at the engine's location.

Costs incurred in gaining access to the engine; i.e., overcoming physical barriers such as decks or similar structures impeding access to the engine, rental of cranes or similar in excess of US\$250.00 (or equivalent) per repair occurrence, or construction of ramps or lifts or protective structures for engine removal and reinstallation.

Incidental travel costs including, meals, lodging, and similar.

Service outlet costs incurred in solving or attempting to solve non-warrantable problems.

Services performed by a party other than an authorized John Deere marine engine service dealer.

Charges by dealers for initial engine start-up and inspection deemed unnecessary by John Deere when the Operator's Manual maintenance instructions (Supplied with the engine) are followed.

Costs of interpreting or translating services.

The use of correct coolants and lubricants changed at specified intervals, and fuels free of contaminants.

The costs of normal maintenance and any consequential damages to the engine or vessel resulting from failure to perform prescribed maintenance.

### Obtaining Warranty Service

Warranty service is to be performed by a local authorized John Deere marine engine service outlet before the expiration of the warranty. Authorized service outlets will use only new or remanufactured parts or components furnished or approved by John Deere.

Authorized service locations can be found on Dealer Locator at [www.JohnDeere.com](http://www.JohnDeere.com) worldwide, or by calling 1-800-JDENGINE (800-533-6446) in the United States and Canada. At the time of requesting warranty service, the purchaser must be prepared to present evidence of the date of delivery of the engine in a new vessel, or the date of installation of the engine if repower.

John Deere reimburses authorized service outlets for limited travel expenses incurred in making warranty service repairs in non-John Deere applications when travel is actually performed. Contact your local authorized service dealer for current travel reimbursement limits. If distances and travel times are greater than reimbursed by John Deere, the service outlet will charge the purchaser for the difference.

### **No Representation or Implied Warranty**

Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the nonoccurrence of any defect or the quality or performance of its engines other than those set forth herein, and DOES NOT MAKE ANY IMPLIED WARRANTY OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere engine distributor or engine service dealer, John Deere equipment dealer, or John Deere or any company affiliated with John Deere be liable for incidental or consequential damages or injuries including, but not limited to, loss of profits, loss of harvests, rental of substitute equipment or other commercial loss, damage to the vessel or equipment in which the engine is installed or for damage suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms, unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties.

### **Remedy Limitation**

The remedies set forth in this warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition, or warranty in respect of new John Deere engines. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the engine.

### **No Seller's Warranty**

No person or entity, other than John Deere, who sells the engine or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the engine, in which case John Deere shall have no obligation to the purchaser. Neither original equipment manufacturers, boat builders, engine installers, engine or equipment distributors, engine or equipment dealers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way.

\* "John Deere" means John Deere Power Systems with respect to users in the United States, John Deere Limited with respect to users in Canada, and Deere & Company or its subsidiary responsible for marketing John Deere equipment in other countries where purchasers are located.

**NOTE: This is a LIMITED WARRANTY.** This warranty gives the purchaser specific legal rights. The purchaser may have other rights which vary from state to state.

DF2369ME (04 September 2013)

OUC6078.0002DD7 -19-23OCT14-3/3

# Exhibit D - DF2369C Drivetrain Products Warranty

## Exhibit D - DF2369C Drivetrain Products Warranty

### JOHN DEERE NEW DRIVETRAIN PRODUCTS WARRANTY

#### **Warranty Duration**

Unless otherwise provided in writing, John Deere\* makes the following warranty to the first retail purchaser and each subsequent purchaser (if purchase is made prior to expiration of applicable warranty) of each new John Deere Drivetrain Product (Transmission, Planetary Drive, Pump Drive, and Axle):

- 2000 hours or 12 months of service, whichever occurs first

**Note:** In the absence of a functional hour meter, hours of use will be determined on the basis of 12 hours of use per calendar day.

#### **Warranty Coverage**

This warranty applies to the drivetrain product and to components associated with that product and sold by John Deere, and delivered to the first retail purchaser. This does not apply to drivetrain components installed on equipment manufactured by any division of John Deere or its affiliates. All John Deere-warranted parts and components of John Deere products which, as delivered to the purchaser, are defective in materials and/or workmanship will be repaired or replaced, as John Deere elects, if such defect appears within the warranty period as measured from the date of delivery to the first retail purchaser.

#### **Obtaining Warranty Service**

Warranty service is to be performed by a local authorized John Deere service outlet before the expiration of the warranty. An authorized service outlet is a John Deere distributor, a John Deere service dealer, or a John Deere equipment dealer selling and servicing equipment with a drivetrain component of the type covered by this warranty. Authorized service outlets will use only new or remanufactured parts or components furnished or approved by John Deere.

Warranty service does not assure uninterrupted product operation; John Deere does not assume liability for damages caused by any delays caused by warranty service.

Authorized service locations can be found by using the dealer locator on [www.johndeere.com](http://www.johndeere.com), or by calling 1-800-JDENGINE (800-533-6446).

At the time of requesting warranty service, the purchaser must be prepared to present evidence of the date of product delivery.

John Deere reimburses authorized service outlets for limited travel expenses incurred in making warranty service repairs in non-John Deere applications when travel is actually performed. Contact your local authorized service dealer for current travel reimbursement limits. If distances and travel times are greater than reimbursed by John Deere, the service outlet will charge the purchaser for the difference.

\* "John Deere" means John Deere Power Systems with respect to users in the United States, John Deere Limited with respect to users in Canada, and Deere & Company or its subsidiary responsible for marketing John Deere equipment in other countries where the user is located.

DF2369C (29 July 2013)

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### **Purchaser's Responsibilities**

- The cost of normal maintenance and depreciation.
- Consequences of negligence, misuse, or accident involving the product, or improper product application, installation, or storage.
- Consequences of service performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgment, has adversely affected the performance or reliability of the product.
- Consequences of any modification or alteration of the product not approved by John Deere.
- Costs of transporting the product or the equipment in which it is installed to and from the location at which the warranty service is performed.
- Incidental travel costs including, meals, lodging, and similar.
- Service outlet costs incurred in solving or attempting to solve non-warrantable problems.
- Services performed by a party other than an authorized John Deere service dealer, unless required by law.
- Charges by dealers for initial set-up and inspection.
- Costs of interpretation or translation services.

### **No Representations or Implied Warranty**

Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the nonoccurrence of any defect or the quality or performance of its drivetrain products other than those set forth herein, and DOES NOT MAKE ANY IMPLIED WARRANTY OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere distributor or service dealer, John Deere equipment dealer, or John Deere or any company affiliated with John Deere be liable for incidental or consequential damages or injuries including, but not limited to, loss of profits, loss of crops, rental of substitute equipment or other commercial loss, damage to the equipment in which the product is installed or for damage suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms, unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties.

### **Remedy Limitation**

The remedies set forth in this warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition, or warranty in respect of new John Deere drivetrain products. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the product.

### **No Seller's Warranty**

No person or entity, other than John Deere, who sells the product in which the drivetrain component has been installed makes any guaranty or warranty of its own on any drivetrain product warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the drivetrain product, in which case John Deere shall have no obligation to the purchaser. Neither original equipment manufacturers, distributors, or service dealers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way.

DF2369C (29 July 2013)

OUC6078,0002DD8 -19-07OCT14-2/2

# Exhibit E - DF2369CNGOH CNG On-Highway Engine Warranty

## Exhibit E - DF2369CNGOH CNG On-Highway Engine Warranty

### JOHN DEERE NEW COMPRESSED NATURAL GAS ON-HIGHWAY ENGINE WARRANTY

(United States and Dependencies and Canada)

#### A. WARRANTY AND DURATION

John Deere\* makes the following warranty to the first retail purchaser of a new John Deere compressed natural gas on-highway engine. This warranty applies to the engine and to components and accessories sold by John Deere (all of which are referred to in this warranty as "engines"). All parts of John Deere engines which, as delivered to the purchaser, are defective in materials and/or workmanship will be repaired or replaced, as John Deere elects, without charge (except as provided in Section B) for parts or engine repair labor, including the cost of labor to remove and reinstall non-engine parts or components of the vehicle in which the engine is installed, and, when required, engine removal and reinstallation, if such defect appears within the following periods from the date of delivery to the first retail purchaser (and applicable from that date to subsequent owners): (a) 5 years or 100,000 miles or 160,935 kilometers (300,000 miles or 482,800 kilometers for engine block, camshaft, crankshaft, and connecting rods), whichever occurs first, from the date of delivery of the engine to the purchaser, in School Bus applications; (b) 2 years unlimited miles/kilometers (3 years for engine block, camshaft, crankshaft, and connecting rods), in Transit Bus applications; (c) 2 years or 150,000 miles (241,400 kilometers) in Truck applications. Reasonable towing costs, or travel costs for a serviceperson when a repair is made in the field, are reimbursable.

Warranty statements covering engine emissions-related parts and components are found in the Engine Operator's Manual delivered with each engine.

#### B. OBTAINING WARRANTY SERVICE

Warranty service is to be performed by a local authorized John Deere On-Highway Engine Service Dealer. Authorized service outlets will only use new or remanufactured parts or components furnished or approved by John Deere. At the time of requesting warranty service, the purchaser must present evidence of the date of delivery of the engine. John Deere reimburses authorized service outlets for limited travel expenses incurred in making warranty service repairs in non-John Deere applications when travel is required. Contact your local authorized service dealer for current limits. If distances and travel times are greater than reimbursed, the service outlet will charge the purchaser for the difference.

#### C. EXCLUSIONS

John Deere's obligations shall not apply to:

1. Components or accessories which are not furnished or installed by John Deere, nor to failures caused by such items.

2. Any engine which, in John Deere's judgement, has been subjected to negligence (not maintained according to the Operator's Manual furnished with the engine), misuse, accident, or improper application or installation.
3. The costs of normal maintenance, maintenance items (including, but not limited to, belts, hoses, filters, spark plugs and injectors), and depreciation.
4. Engines on which service has been performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgement, has adversely affected the performance or reliability of the engine.
5. Engines which have been modified or altered in any way not approved by John Deere, including, but not limited to, adjusting fuel delivery to other than John Deere specifications.
6. Normal wear of parts and components.
7. Oil consumption deemed excessive, unless substantiated by purchaser's maintenance records.

#### D. NO REPRESENTATIONS OR IMPLIED WARRANTY/REMEDY LIMITATION

Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the nonoccurrence of any defect or the quality or performance of its engines other than those set forth herein and DOES NOT MAKE ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere Engine Distributor or Engine Service Dealer, John Deere equipment dealer, John Deere or any company affiliated with John Deere, or vehicle manufacturer be liable for incidental or consequential damages or injuries including, but not limited to, rental of substitute equipment, loss of profits or other commercial loss, damage to the vehicle in which the engine is installed or for damages suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms (unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties). The remedies set forth in this Warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition or warranty in respect of new John Deere engines.

Continued on next page

OOU06078,0002DD9 -19-07OCT14-1/2

**E. SELLER'S WARRANTY**

No person or entity, other than John Deere, who sells engine or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the engine, in which case John Deere shall have no obligations to the purchaser. Neither original equipment manufacturers, engine or

equipment distributors, engine or equipment dealers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the engine.

\* "John Deere" means Deere Power Systems Group with respect to purchasers in the United States and Dependencies, and John Deere Limited with respect to purchasers in Canada.

DF2369CNGOH (5-00)

OOU6078.0002DD9 -19-07OCT14-2/2



# Exhibit F - DF2369CNGOH-RE CNG Engine Warranty Registration

## Exhibit F - DF2369CNGOH-RE CNG Engine Warranty Registration

### John Deere Compressed Natural Gas On-Highway Warranty Registration

Purchaser's Name \_\_\_\_\_

MAILING Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Postal Code \_\_\_\_\_ Country \_\_\_\_\_

ENGINE Serial Number from **Engine Serial Number Plate** \_\_\_\_\_  
(Required number is made up of two letters then four digits then one letter then six digits.)

Date Delivered \_\_\_\_\_ Engine is \_\_\_\_\_ Original \_\_\_\_\_ Replacement  
(Required) (Day) (Month) (Year)

Equipment Manufacturer \_\_\_\_\_  
(The equipment, not the engine.)

Equipment Description & Model \_\_\_\_\_  
(What is it? What does the manufacturer call it?)

Unit Serial Number \_\_\_\_\_

Used For \_\_\_\_\_ School \_\_\_\_\_ Transit \_\_\_\_\_ Truck

The John Deere Operator's Manual number OMRG \_\_\_\_\_ for the above engine was received. The warranty, safe operation, and proper servicing of the engine were explained to me. I have received and have read the John Deere Compressed Natural Gas On-Highway Engine Warranty.

Telephone (\_\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_  
(Required) (Optional)

\_\_\_\_\_  
(Purchaser's Signature)

Mail this page to John Deere Power Systems, P. O. Box 5100, Waterloo, IA 50704-5100, USA; or fax to 1-319-292-5844.

DF2369CNGOH (8-02)

OUO6078,0002DDA -19-07OCT14-1/1

## Exhibit G - DF2369R Off-Highway Remanufactured Engine Warranty

### JOHN DEERE REMANUFACTURED OFF-HIGHWAY ENGINE WARRANTY

#### A. WARRANTY AND DURATION

John Deere\* makes the following warranty to the first retail purchaser and each subsequent purchaser (if purchase is made prior to expiration of applicable warranty) of each remanufactured John Deere Reman engine. This warranty applies only to the engine and accessories furnished with the engine (all of which are referred to in this warranty as "engine"). All parts of John Deere Reman engines which, as delivered to the purchaser, are defective in materials or workmanship will be repaired or replaced without charge (except as provided in Section B) for parts or repair labor. This includes, when required, the cost of labor to remove and reinstall the engine if such defect is reported to John Deere within 12 months/unlimited hours of use from date of delivery to the first retail purchaser; or, for John Deere **agricultural applications**, within 12 months/unlimited hours of use, or 24 months and prior to the accumulation of 2000 hours of use. This warranty does not cover travel expenses incurred in making warranty service repairs.

#### B. OBTAINING WARRANTY SERVICE

Warranty service is to be performed by a local authorized Engine Service Dealer or John Deere equipment dealer authorized to service an engine of the type covered by this warranty. Authorized service dealers will use only new or remanufactured parts or components furnished or approved by John Deere. To find your local authorized John Deere service location use the dealer locator service on [www.JohnDeere.com](http://www.JohnDeere.com), or by calling 1-800-JDENGINE (800-533-6446). At the time of requesting warranty service, the purchaser must present evidence of the date of delivery of the engine. The purchaser shall be responsible for any additional cost of labor required to gain access to the engine, i.e. overcoming physical barriers such as walls, fences, floors, decks, or similar structures impeding access to the engine, rental of cranes or similar, or construction of ramps or lifts or protective structures for engine removal and reinstallation. The purchaser is also responsible for any premium charged for overtime labor requested by the purchaser, and for the transportation of the engine or the equipment in which it is installed to and from the location at which the warranty service is performed.

#### C. DEALER MATERIAL REIMBURSEMENT

To ensure reimbursement for service part core components replaced during warranty service, cores must be returned to John Deere Reman promptly following service completion, accompanied with the required completed return documentation.

#### D. EXCLUSIONS

John Deere's obligations shall not apply to:

1. Any engine which, in John Deere's judgment, has been subjected to negligence, misuse, accident, improper application or installation, or improper maintenance or storage.
2. The cost of normal maintenance and depreciation.
3. The effects of cooling system neglect as manifested in cylinder liner or block cavitation ("pitting", "erosion", "electrolysis").
4. Engines on which service has been performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgment, has adversely affected the performance or reliability of the engine.
5. Engines which have been modified or altered in any way not approved by John Deere, including, but not limited to, setting injection pump delivery above John Deere specifications.
6. Engine failure caused by other components.
7. Servicing dealer costs incurred in solving or attempting to solve non-warrantable problems.

#### E. NO REPRESENTATIONS OR IMPLIED WARRANTY/REMEDY LIMITATION

Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the nonoccurrence of any defect or the quality or performance of its engines other than those set forth above and DOES NOT MAKE ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere equipment dealer, or John Deere or any company affiliated with John Deere be liable for incidental or consequential damages or injuries including, but not limited to, loss of profits, loss of crops, rental of substitute equipment or other commercial loss, damage to the equipment in which the engine is installed or for damage suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms (unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties). In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the amount paid for the engine. The remedies set forth in this warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition, or warranty in respect of engines.

**F. SELLER'S WARRANTY**

No person or entity, other than John Deere, who sells the engine or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate

specifically guaranteeing the engine, in which case John Deere shall have no obligations to the purchaser. Neither engine sellers, equipment dealers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way.

\* John Deere means John Deere Power Systems with respect to users in the United States, John Deere Limited with respect to users in Canada, and Deere & Company or its subsidiary responsible for marketing John Deere equipment in other countries where the user is located.

DF2369R (29 July 2013)

OUC6078,0002DDB -19-07OCT14-2/2

# Exhibit H - DF1766 Off-Highway Engine Extended Warranty

## Exhibit H - DF1766 Off-Highway Engine Extended Warranty

### JOHN DEERE OFF-HIGHWAY ENGINE EXTENDED WARRANTY

John Deere\* hereby offers the following extended warranty to the first retail purchaser of a new John Deere engine which is marketed as a part of specified products manufactured by companies other than John Deere or its affiliates, or as a repower engine in a John Deere-approved application. The extended warranty applies to the engine and to components and accessories sold by John Deere which bear its name (all of which are referred to in this warranty as "engines").

**A. WARRANTY AND DURATION.** All parts of a new John Deere engine which is subject to this Extended Warranty and which, as delivered to the original retail purchaser, are defective in materials or workmanship will be repaired or replaced, as John Deere elects, without charge (except as provided in Sections B and D) for parts or engine repair labor, including, when required, engine removal and reinstallation, if such defect appears within the time period or hours of use specified under "COVERAGE".

This Extended Warranty begins upon termination of the original John Deere Warranty and continues to the time or hours-of-use limit, whichever occurs first, of the coverage selected, measured from the date of delivery of the engine to the original retail purchaser.

\* "John Deere" means John Deere Power Systems with respect to users in the United States, John Deere Limited with respect to users in Canada, and Deere & Company or its subsidiaries responsible for marketing John Deere equipment in other countries where the users are located.

COVERAGE (Check one option from each column)			
√	Months Of Coverage	√	Cumulative Hours of Use
			2, 000 Hours
	36 Months		3, 000 Hours
	48 Months		4, 000 Hours
	60 Months		5, 000 Hours
			10,000 Hours

\* Coverage is measured from the date of delivery to the original retail purchaser.

The coverage provided by this extended warranty is subject to a US\$250.00 deductible.

**B. OBTAINING WARRANTY SERVICE.** Warranty service must be requested from a local, authorized John Deere engine service outlet before the expiration of the warranty. An authorized service outlet is a John Deere engine distributor, a John Deere engine service dealer, or a John Deere equipment dealer selling and servicing equipment with an engine of the type covered by this warranty.

WARRANTY HOLDER (PURCHASER)			JOHN DEERE REPRESENTATIVE		
NAME			NAME		
MAILING ADDRESS			MAILING ADDRESS		
CITY/TOWN	STATE/PROVINCE	POSTAL CODE	CITY/TOWN	STATE / PROVINCE	POSTAL CODE
PHONE NUMBER (Home) ( )		PHONE NUMBER (Work) ( )	PHONE NUMBER ( )		PREPARED BY

\*\*\* Enter John Deere ACCOUNT NUMBER, if applicable

<b>ENGINE DESCRIPTION:</b>	ENGINE SERIAL NO. (13 characters) _____	APPLICATION IN WHICH USED	DELIVERY DATE	STOCK NUMBER OF OPERATOR'S MANUAL FURNISHED WITH ENGINE:  <b>OMRG-</b>
<b>WARRANTY TERM:</b>	EFFECTIVE / DELIVERY DATE	HOURMETER READING	EXPIRATION DATE	
			EXPIRATION HOURMETER READING	

Warranty Holder (Purchaser) Signature \_\_\_\_\_ Date \_\_\_\_\_  
DF1766 (13 September 2013)

Authorized John Deere Representative \_\_\_\_\_ Date \_\_\_\_\_

Continued on next page

OUO6078,0002DDC -19-19MAR14-1/3

**TRANSFER** - The unexpired portion of this warranty may be transferred to subsequent purchasers of the engine. To affect a transfer, complete the section below and send to John Deere. Transfer is subject to the approval of John Deere. **Send to: JOHN DEERE POWER SYSTEMS, P.O. Box 5100, Waterloo, IA 50704-5100, USA; or fax to 1-319-292-5844, Attention: Warranty Administration.**

DATE ENGINE WAS SOLD		TRANSFER HOURMETER READING		ENGINE SERIAL NO. (13 CHARACTERS)		MANUFACTURER/MACHINE DESCRIPTION		
NAME				NAME				
MAILING ADDRESS				MAILING ADDRESS				
CITY/TOWN		STATE/PROVINCE		POSTAL CODE		CITY/TOWN		
STATE/PROVINCE		POSTAL CODE		CITY/TOWN		STATE/PROVINCE		
POSTAL CODE		CITY/TOWN		STATE/PROVINCE		POSTAL CODE		
Signature _____			Date _____			Signature _____		
Date _____			Date _____			Date _____		

-----  
**John Deere Off-Highway Engine Extended Warranty (Continued)**

Authorized service outlets will use only new or remanufactured parts or components furnished or approved by John Deere. To find your local authorized John Deere service location use the dealer locator on [www.JohnDeere.com](http://www.JohnDeere.com), or by calling 1-800-JDENGINE (800-533-6446),

At the time of requesting warranty service, the purchaser must be prepared to present evidence of the date of delivery of the engine.

John Deere reimburses authorized service outlets for limited travel expenses incurred in making warranty service repairs in non-John

Deere applications when travel is actually performed. Contact your local authorized service dealer for current limits. If distances and travel times are greater than reimbursed by John Deere, the service outlet will charge the purchaser for the difference.

**C. EXCLUSIONS.**

**For extended warranty agreements purchased prior to 1 August 2010, John Deere's obligations under this warranty shall not apply to fuel injection pumps and nozzles, except as required by law, or components or accessories which are not furnished or installed by John Deere, nor to failures caused by such items.**

**Effective with extended warranty agreements purchased on or after 1 August 2010, John Deere's extended warranty will include fuel system components. 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.**

DF1766 (13 September 2013)

**D. PURCHASER'S RESPONSIBILITIES.** The cost of normal maintenance and maintenance items, including, but not limited to belts, hoses, filters, fluids, zinc anodes, injectors, starters, alternators and voltage regulators. (This extended engine warranty requires proper maintenance of the engine, as indicated in the Operator's Manual furnished with the engine and which is made a part of this contract. When a claim is made under this warranty, the purchaser must, on request, provide adequate records verifying maintenance.)

The cost of normal depreciation.

Periodic cleaning of the Diesel Exhaust Filter.

Consequences of negligence, misuse, or accident involving the engine, or improper application, installation, or storage of the engine.

Consequences of service performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgment, has adversely affected the performance of the engine.

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.

Consequences of fuels, lubricants, or coolant that fails to meet the specifications listed in the Operator's Manual.

The effects of cooling system neglect as manifested in cylinder liner or block cavitation ("pitting", "erosion", "electrolysis").

Any premium for overtime labor requested by the purchaser.

Costs of transporting the engine or the equipment in which it is installed to and from the location at which the warranty service is performed, if such costs are in excess of the maximum amount payable to the service location were the warranty service performed at the engine's location.

Costs incurred in gaining access to the engine, i.e., overcoming physical barriers such as walls, fences, floors, decks or similar structures impeding access to the engine, or construction of ramps or lifts or protective structures for engine removal and reinstallation.

Incidental travel costs including meals, lodging, and similar.

Service outlet costs incurred in solving or attempting to solve non-warrantable problems.

Service performed by a party other than an authorized John Deere engine service dealer, unless required by law.

Costs of interpreting or translating services.

The US\$250.00 deductible.

**E. NO REPRESENTATIONS OR IMPLIED WARRANTY/REMEDY LIMITATION.** Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the non-occurrence of any defect or the quality or performance of its engines other than those set forth herein and

**DOES NOT MAKE ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS** otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere Engine Distributor or Engine Service

Dealer, John Deere equipment dealer, or John Deere or any company affiliated with John Deere be liable for incidental or consequential damages or injuries including, but not limited to, loss of profits, loss of crops, rental of substitute equipment or other commercial loss, damage to the equipment in which the engine is installed or for damages suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties. The remedies set forth in this Warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition, or warranty in respect of new John Deere engines. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the engine.

**F. SELLER'S WARRANTY.** No person or entity, other than John

Deere, who sells the engine or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the engine, in which case John Deere shall have no obligation to the purchaser. Neither original equipment manufacturers, engine or equipment distributors, engine or equipment dealers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way.

**G.** Warranty statements required by law covering engine emissions control-related parts and components are found in the Operator's Manual delivered with the engine.

#### INSTRUCTIONS

Complete all boxes with information requested.  
Attach check or money order in U.S. dollars and send with form to:

Warranty Administration  
John Deere Power Systems  
P.O. Box 5100  
Waterloo, IA 50704-5100  
USA

Return the completed extended warranty purchase form including the Operator's Manual number, customer and dealer signatures, and any required fees. If submitted more than one year from the date of delivery to the retail purchaser, a US\$100 surcharge on three, four, and five cylinder engines (3029, 4024, 4045, & 5030) is required. A surcharge of US\$150 applies to all six cylinder engines (6068, 6125, & 6135). Please call 319-292-5871 with any questions.

DF1766 (13 September 2013)

OUO6078,0002DDC -19-19MAR14-3/3

# Exhibit I - DF1766ACE Air Compressor Engine Extended Warranty

## Exhibit I - DF1766ACE Air Compressor Engine Extended Warranty

### JOHN DEERE AIR COMPRESSOR ENGINE EXTENDED WARRANTY

John Deere\* hereby offers the following extended warranty to the first retail purchaser of a new John Deere engine powering an air compressor manufactured by a company other than John Deere or its affiliates. The extended warranty applies to the engine and to components and accessories sold by John Deere, all of which are referred to in this warranty as "engines".

- A. WARRANTY AND DURATION.** All parts of a new John Deere engine which is subject to this Extended Warranty and which, as delivered to and registered for warranty by the original retail purchaser on or after 1 January 2001, are defective in materials or workmanship will be repaired or replaced, as John Deere elects, without charge (except as provided in Sections B and D) for parts or engine repair labor, including, when required, engine removal and reinstallation, if such defect appears within five years of the date of delivery to the original retail purchaser or within 5000 cumulative hours of use. (In the absence of a functional hour meter, hours of use will be determined on the basis of 12 hours of use per calendar day.)  
This Extended Warranty begins upon termination of the original John Deere warranty and continues to the time or hours-of-use limit, whichever occurs first, measured from the date of delivery of the engine to the original retail purchaser.  
The coverage provided by this Extended Warranty is subject to a US\$250.00 deductible per repair occurrence.  
The unexpired portion of this warranty may be transferred to subsequent purchasers of the engine. To affect a transfer, contact John Deere Power Systems, P. O. Box 5100, Waterloo, IA 50704-5100, USA (or fax 1-319-292-5844), providing the engine 13-character serial number, date of transfer, name and mailing address of the original purchaser, name and mailing address of the new owner, and the cumulative hours-of-use on the engine on the date of transfer.
- B. OBTAINING WARRANTY SERVICE.** Warranty service is to be performed by a local, authorized John Deere engine service outlet before the expiration of the warranty. An authorized service outlet is a John Deere engine distributor, a John Deere engine service dealer, or a John Deere equipment dealer selling and servicing equipment with an engine of the type covered by this warranty.  
Authorized service outlets will use only new or remanufactured parts or components furnished or approved by John Deere.  
Authorized service locations and the name of the John Deere subsidiary making this warranty are listed in the Parts and Service Directory for John Deere Engines.  
At the time of requesting warranty service, the purchaser must be prepared to present evidence of the date of delivery of the engine. John Deere reimburses authorized service outlets for limited travel expenses incurred in making warranty service repairs in non-John Deere applications when travel is actually performed. If distances and travel times are greater than reimbursed by John Deere, the service outlet will charge the purchaser for the difference.
- C. EXCLUSIONS.** For extended warranty agreements purchased prior to 1 August 2010, John Deere's obligations under this warranty shall not apply to fuel injection pumps and nozzles, except as required by law, or components or accessories which are not furnished or installed by John Deere, nor to failures caused by such items. Effective with extended warranty agreements purchased on or after 1 August 2010, John Deere's extended warranty will include fuel system components. 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.
- D. Purchaser's Responsibilities.** The cost of normal maintenance and maintenance items, including, but not limited to belts, hoses, filters, fluids, starters, alternators and voltage regulators. (This extended engine warranty requires proper maintenance of the engine, as indicated in the Operator's Manual furnished with the engine, a copy of which is made a part of this contract; and specifically requires that oils, coolants and filters used in maintenance be John Deere brand. When a claim is made under this warranty, the purchaser must, on request, provide adequate records verifying such maintenance.)  
The cost of normal depreciation.  
Consequences of negligence, misuse, or accident involving the engine, or improper application, installation, or storage of the engine.  
Consequences of service performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgment, has adversely affected the performance of the engine.  
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.  
The effects of cooling system neglect as manifested in cylinder liner or block cavitation ("pitting", "erosion", "electrolysis").  
Any premium for overtime labor requested by the purchaser.  
Costs of transporting the engine or the equipment in which it is installed to and from the location at which the warranty service is performed, if such costs are in excess of the maximum amount payable to the service location were the warranty service performed at the engine's location.  
Costs incurred in gaining access to the engine, i.e., overcoming physical barriers such as walls, fences, floors or similar structures impeding access to the engine, or construction of ramps or lifts or protective structures for engine removal and reinstallation.  
Incidental travel costs including meals, lodging, and similar.  
Service outlet costs incurred in solving or attempting to solve non-warrantable problems.  
Service performed by a party other than an authorized John Deere engine service dealer, unless required by law.  
Costs of interpreting or translating services.  
The US\$250.00 deductible.

DF1766ACE (27 September 2013)

Continued on next page

OUC6078.0002DDD -19-07OCT14-1/2

**John Deere Air Compressor Engine Extended Warranty (Continued)**

- E. NO REPRESENTATIONS OR IMPLIED WARRANTY/REMEDY LIMITATION.** Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the non-occurrence of any defect or the quality or performance of its engines other than those set forth herein and DOES NOT MAKE ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere Engine Distributor or Engine Service Dealer, John Deere equipment dealer, or John Deere or any company affiliated with John Deere be liable for incidental or consequential damages or injuries including, but not limited to, loss of profits, loss of crops, rental of substitute equipment or other commercial loss, damage to the equipment in which the engine is installed or for damages suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties. The remedies set forth in this Warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition, or warranty in respect of new John Deere engines. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the engine.
- F. SELLER'S WARRANTY.** No person or entity, other than John Deere, who sells the engine or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the engine, in which case John Deere shall have no obligation to the purchaser. Neither original equipment manufacturers, engine or equipment distributors, engine or equipment dealers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way.
- G. EMISSIONS.** Warranty statements required by law covering engine emissions control-related parts and components are found in the Operator's Manual delivered with the engine.

\* "John Deere" means John Deere Power Systems with respect to users in the United States, John Deere Limited with respect to users in Canada, and Deere & Company or its subsidiary responsible for marketing John Deere equipment in other countries where the users are located.

DF1766ACE (27 September 2013)

OUC6078,0002DDD -19-07OCT14-2/2



# Exhibit J - DF1766ME Marine Engine Extended Warranty

## Exhibit J - DF1766ME Marine Engine Extended Warranty

### JOHN DEERE MARINE ENGINE EXTENDED WARRANTY

John Deere\* hereby offers the following extended warranty to the first retail purchaser of a new John Deere marine engine. The extended warranty applies to the engine and to components and accessories sold by John Deere which bear its name (all of which are referred to in this warranty as "engines").

**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, the sea trial to be submitted within 90 days of the delivery date.

**A. WARRANTY AND DURATION.** All parts of a new John Deere engine which is subject to this Extended Warranty and which, as delivered to the original retail purchaser, are defective in materials or workmanship will be repaired or replaced, as John Deere elects, without charge (except as provided in Sections C and D) for parts or engine repair labor, including, when required, engine removal and reinstallation, if such defect appears within the time period or hours of use specified under "COVERAGE".

This Extended Warranty begins upon termination of the standard John Deere Warranty and continues to the time or hours-of-use limit, whichever occurs first, of the

coverage selected, measured from the date of delivery of the engine to the original retail purchaser.

COVERAGE (Check one option from each column)			
√	Months Of Coverage	√	Cumulative Hours of Use
			2, 000 Hours
	36 Months		3, 000 Hours**
	48 Months		4, 000 Hours**
	60 Months		5, 000 Hours**

\* Coverage is measured from the date of delivery to the original retail purchaser.

\*\* 3000, 4000, and 5000 hour coverage not available on engine models with the M5 power rating.

The coverage provided by this extended warranty is subject to a US\$250.00 deductible (or equivalent) per repair occurrence.

**B. WARRANTY EXCLUSIONS.** For extended warranty agreements purchased prior to 1 August 2010, John Deere's obligations under this warranty shall not apply to fuel injection pumps/nozzles/ injectors, or components or accessories which are not furnished or installed by John Deere, nor to failures caused by such items.

\* "John Deere" means John Deere Power Systems with respect to users in the United States, John Deere Limited with respect to users in Canada, and Deere & Company or its subsidiary responsible for marketing John Deere equipment in other countries where purchasers are located.

WARRANTY HOLDER (PURCHASER)			JOHN DEERE REPRESENTATIVE		
NAME			NAME		
MAILING ADDRESS			MAILING ADDRESS		
CITY/TOWN	STATE/PROVINCE	POSTAL CODE	CITY/TOWN	STATE / PROVINCE	POSTAL CODE
PHONE NUMBER (Home) ( )		PHONE NUMBER (Work) ( )	PHONE NUMBER ( )		PREPARED BY

\*\*\* Enter John Deere ACCOUNT NUMBER, if applicable

<b>ENGINE DESCRIPTION:</b>	ENGINE SERIAL NO. (13 characters) _____	APPLICATION IN WHICH USED	DELIVERY DATE	STOCK NUMBER OF OPERATOR'S MANUAL FURNISHED WITH ENGINE:
<b>WARRANTY TERM:</b>	EFFECTIVE / DELIVERY DATE	HOURMETER READING	EXPIRATION DATE	EXPIRATION HOURMETER READING
				<b>OMRG-</b>

**ACCEPTANCE** - By my signature below, I agree to the provisions of this warranty. I acknowledge that I have read it and understand its provisions. To keep this John Deere extended warranty in force, I will maintain the covered engine according to the manufacturer's stated periodic maintenance requirements. This John Deere extended engine warranty is not a maintenance or repair contract, nor an insurance policy. The entire agreement is incorporated in this John Deere extended engine warranty. No verbal representations have been made to me which differ from its provisions.

Warranty Holder (Purchaser) Signature	Date	Authorized John Deere Representative	Date
DF1766 (13 September 2013)			

Continued on next page

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**TRANSFER** - The unexpired portion of this warranty may be transferred to subsequent purchasers of the engine. To affect a transfer, complete the section below and send to John Deere. Transfer is subject to the approval of John Deere. **Send to: JOHN DEERE POWER SYSTEMS, P.O. Box 5100, Waterloo, IA 50704-5100, USA. (Fax: 1-319-292-5844)**

DATE ENGINE WAS SOLD	TRANSFER HOURMETER READING	ENGINE SERIAL NO. (13 CHARACTERS)	ENGINE APPLICATION
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ORIGINAL EXTENDED WARRANTY PURCHASER			TRANSFeree		
NAME			NAME		
MAILING ADDRESS			MAILING ADDRESS		
CITY/TOWN	STATE/PROVINCE	POSTAL CODE	CITY/TOWN	STATE/PROVINCE	POSTAL CODE
Signature _____		Date _____	Signature _____		Date _____

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**John Deere Marine Engine Extended Warranty (Continued)**

**B. (continued) Effective with extended warranty agreements purchased on or after 1 August 2010, John Deere's extended warranty will include fuel system components. 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.**

**C. PURCHASER'S RESPONSIBILITIES.** The cost of normal maintenance and maintenance items, including, but not limited to belts, hoses, filters, fluids, zinc anodes, starters, alternators and voltage regulators. (This extended engine warranty requires proper maintenance of the engine, as indicated in the Operator's Manual furnished with the engine, a copy of which is made a part of this contract.)

The cost of normal depreciation.

The use of correct coolants and lubricants changed at specified intervals, and fuels free of contaminants.

The costs of any consequential damages to the engine or vessel resulting from failure to perform prescribed maintenance.

Consequences of negligence, misuse, or accident involving the engine, or improper application, installation, or storage of the engine.

Consequences of service performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgment, has adversely affected the performance of the engine.

Consequences of any modification or alteration of the engine outside of the John Deere-approved specifications,

DF1766ME (13 September 2013)

including, but not limited to, tampering with fuel and air delivery systems.

The effects of cooling system neglect as manifested in cylinder liner or block cavitation or water pump cavitation ("pitting", "erosion", "electrolysis").

Any premium for overtime labor requested by the purchaser.

Costs of transporting the engine or the vessel in which it is installed to and from the location at which the warranty service is performed, if such costs are in excess of the maximum amount payable to the service location were the warranty service performed at the engine's location.

Costs incurred in gaining access to the engine, i.e., overcoming physical barriers such as decks or similar structures impeding access to the engine, rental of cranes or similar in excess of US\$250.00 per repair occurrence, or construction of ramps or lifts or protective structures for engine removal and reinstallation.

Incidental travel costs including ferries, meals, lodging, and similar.

Service outlet costs incurred in solving or attempting to solve non-warrantable problems.

Services performed by a party other than an authorized John Deere engine service dealer.

Costs of interpreting or translating services.

The US\$250.00 deductible.

John Deere Marine Engine Extended Warranty (Continued)

**D. OBTAINING WARRANTY SERVICE.** Warranty service is to be performed by a local authorized John Deere marine engine service outlet before the expiration of the warranty.

Authorized service outlets will use only new or remanufactured parts or components furnished or approved by John Deere.

Authorized service locations can be found on Dealer Locator at [www.JohnDeere.com](http://www.JohnDeere.com), or may be found by calling 1-800-JDENGINE (800-533-6446) in the United States and Canada.

At the time of requesting warranty service, the purchaser must be prepared to present evidence of the date of delivery of the engine.

John Deere reimburses authorized service outlets for limited travel expenses incurred in making marine engine warranty service repairs when travel is actually performed. If distances and travel times are greater than reimbursed by John Deere, the service outlet will charge the purchaser for the difference.

**E. NO REPRESENTATIONS OR IMPLIED WARRANTY/REMEDY LIMITATION.** Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the non-occurrence of any defect or the quality or performance of its engines other than those set forth herein and DOES NOT MAKE ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes

fundamental terms. In no event will a John Deere Engine Distributor or Engine Service Dealer, or John Deere or any company affiliated with John Deere be liable for incidental or consequential damages or injuries including, but not limited to, loss of profits, loss of harvests, rental of substitute equipment or other commercial loss, damage to the vessel in which the engine is installed or for damages suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties. The remedies set forth in this Warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition, or warranty in respect of new John Deere engines. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the engine.

**F. SELLER'S WARRANTY.** No person or entity, other than John Deere, who sells the engine or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the engine, in which case John Deere shall have no obligation to the purchaser. Neither engine distributors, engine dealers, boat builders, engine installers, nor any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way.

**INSTRUCTIONS**

Complete **all** boxes with information requested.  
Attach check or money order in U.S. dollars and send with form to:

Warranty Administration  
John Deere Power Systems  
P.O. Box 5100  
Waterloo, IA 50704-5100  
USA

Do **not** send form without Operator's Manual number, signatures, or the required fee. If submitted more than one year from the date of delivery to the retail purchaser, add US\$100.00 (or equivalent) to fee submitted for three, four and five cylinder engines. Add US\$150 (or equivalent) for a six cylinder engine.  
For questions, call 1-319-292-5871.

DF1766ME (13 September 2013)

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# Exhibit K - CA Emission Control Warranty – CA Non-Road Diesel

## Exhibit K - CA Emission Control Warranty – CA Non-road Diesel

### CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT YOUR WARRANTY RIGHTS AND OBLIGATIONS

To determine if the John Deere engine qualifies for the additional warranties set forth below, look for the "Engine Information" label located on the engine. If the engine is operated in the United States or Canada and the engine label states: "This engine complies with US EPA regulations for nonroad and stationary diesel engines", or "This engine conforms to US EPA nonroad compression-ignition regulations", refer to the "U.S. and Canada Emission Control Warranty Statement." If the engine is operated in California, and the engine label states: "This engine complies with US EPA and CARB regulations for nonroad diesel engines", or "This engine conforms to US EPA and California nonroad compression-ignition emission regulations", also refer to the "California Emission Control Warranty Statement."

Warranties stated on this certificate refer only to emissions-related parts and components of your engine. The complete engine warranty, less emission-related parts and components, is provided separately. If you have any questions about your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400.

#### CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT:

The California Air Resources Board (CARB) is pleased to explain the emission-control system warranty on your off-road diesel engine. In California, new heavy-duty off-road engines must be designed, built and equipped to meet the State's stringent anti-smog standards. John Deere must warrant the emission control system on your engine for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your engine.

Your emission control system may include parts such as the fuel injection system and the air induction system. Also included may be hoses, belts, connectors and other emission-related assemblies.

John Deere warrants to the ultimate purchaser and each subsequent purchaser that this off-road diesel engine was designed, built, and equipped so as to conform at the time of sale with all applicable regulations adopted by CARB and is free from defects in materials and workmanship which would cause the failure of a warranted part to be identical in all material respects to the part as described in John Deere's application for certification for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first for all engines rated at 19 kW and greater. In the absence of a device to measure hours of use, the engine shall be warranted for a period of five years.

#### EMISSIONS WARRANTY EXCLUSIONS:

John Deere may deny warranty claims for failures caused by the use of an add-on or modified part which has not been exempted by the CARB. A modified part is an aftermarket part intended to replace an original emission-related part which is not functionally identical in all respects and which in any way affects emissions. An add-on part is any aftermarket part which is not a modified part or a replacement part.

In no event will John Deere, any authorized engine distributor, dealer, or repair facility, or any company affiliated with John Deere be liable for incidental or consequential damage.

#### JOHN DEERE'S WARRANTY RESPONSIBILITY:

Where a warrantable condition exists, John Deere will repair or replace, as it elects, your off-road diesel engine at no cost to you, including diagnosis, parts or labor. Warranty coverage is subject to the limitations and exclusions set forth herein. The off-road diesel engine is warranted for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first. The following are emissions-related parts:

Air Induction System	Emission control labels	Advanced Oxides of Nitrogen (NOx Controls)
Intake manifold	Particulate Controls	NOx absorbers and catalysts
Turbocharger	Any device used to capture particulate emissions	SCR systems and urea containers / dispensing systems
Charge air cooler		
Fuel Metering System	Any device used in the regeneration of the capturing system	Miscellaneous Items used in Above Systems
Fuel injection system		Electronic control units, sensors, actuators, wiring harnesses, hoses, connectors, clamps, fittings, gasket, mounting hardware
Exhaust Gas Recirculation	Enclosures and manifolding	
EGR valve	Smoke Puff Limiters	
Catalyst or Thermal Reactor Systems	Positive Crankcase Ventilation (PCV) System	
Catalytic converter	PCV valve	
Exhaust manifold	Oil filler cap	

Any warranted emissions-related part scheduled for replacement as required maintenance is warranted by John Deere for the period of time prior to the first scheduled replacement point for the part. Any warranted emissions-related part not scheduled for replacement as required maintenance or scheduled only for regular inspection is warranted by John Deere for the stated warranty period.

Emission\_CI\_CARB (17 February 2010)

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**OWNER'S WARRANTY RESPONSIBILITIES:**

As the off-road diesel engine owner you are responsible for the performance of the required maintenance listed in your Operator's Manual. John Deere recommends that the owner retain all receipts covering maintenance on the off-road diesel engine, but John Deere cannot deny warranty solely for the lack of receipts or for the owner's failure to ensure the performance of all scheduled maintenance. However, as the off-road diesel engine owner, you should be aware that John Deere may deny you warranty coverage if your off-road diesel engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

The off-road diesel engine is designed to operate on diesel fuel as specified in the Fuels, Lubricants and Coolants section in the Operators Manual. Use of any other fuel may result in the engine no longer operating in compliance with applicable emissions requirements.

The owner is responsible for initiating the warranty process, and should present the machine to the nearest authorized John Deere dealer as soon as a problem is suspected. The warranty repairs should be completed by the authorized John Deere dealer as quickly as possible.

Emissions regulations require the customer to bring the unit to an authorized servicing dealer when required. As a result, John Deere is NOT liable for travel or mileage on emissions warranty service calls.

Emission\_CI\_CARB (17 February 2010)

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Exhibit L - CA Emission Control Warranty 2013-2015 – CA Non-road Diesel

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**JOHN DEERE**

**CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT  
YOUR WARRANTY RIGHTS AND OBLIGATIONS**

To determine if the John Deere engine qualifies for the additional warranties set forth below, look for the "Emission Control Information" label located on the engine. If the engine is operated in the United States or Canada and the engine label states: "This engine complies with US EPA regulations for nonroad and stationary diesel engines", or "This engine complies with US EPA regulations for stationary emergency diesel engines", refer to the "U.S. and Canada Emission Control Warranty Statement." If the engine is operated in California, and the engine label states: "This engine complies with US EPA and CARB regulations for nonroad diesel engines" also refer to the "California Emissions Control Warranty Statement."

Warranties stated on this certificate refer only to emissions-related parts and components of your engine. The complete engine warranty, less emission-related parts and components, is provided separately. If you have any questions about your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400.

**CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT:**

The California Air Resources Board (CARB) is pleased to explain the emission-control system warranty on 2013 through 2015 off-road diesel engines. In California, new off-road engines must be designed, built and equipped to meet the State's stringent anti-smog standards. John Deere must warrant the emission control system on your engine for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your engine.

Your emission control system may include parts such as the fuel injection system and the air induction system. Also included may be hoses, belts, connectors and other emission-related assemblies.

John Deere warrants to the ultimate purchaser and each subsequent purchaser that this off-road diesel engine was designed, built, and equipped so as to conform at the time of sale with all applicable regulations adopted by CARB and is free from defects in materials and workmanship which would cause the failure of a warranted part to be identical in all material respects to the part as described in John Deere's application for certification for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first for all engines rated at 19 kW and greater. In the absence of a device to measure hours of use, the engine shall be warranted for a period of five years.

**EMISSIONS WARRANTY EXCLUSIONS:**

John Deere may deny warranty claims for failures caused by the use of an add-on or modified part which has not been exempted by the CARB. A modified part is an aftermarket part intended to replace an original emission-related part which is not functionally identical in all respects and which in any way affects emissions. An add-on part is any aftermarket part which is not a modified part or a replacement part.

In no event will John Deere, any authorized engine distributor, dealer, or repair facility, or any company affiliated with John Deere be liable for incidental or consequential damage.

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**JOHN DEERE'S WARRANTY RESPONSIBILITY:**

Where a warrantable condition exists, John Deere will repair or replace, as it elects, your off-road diesel engine at no cost to you, including diagnosis, parts or labor. Warranty coverage is subject to the limitations and exclusions set forth herein. The off-road diesel engine is warranted for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first. The following are emissions-related parts:

<p>Air Induction System</p> <ul style="list-style-type: none"> <li>• Intake manifold</li> <li>• Turbocharger</li> <li>• Charge air cooler</li> </ul> <p>Fuel Metering system</p> <ul style="list-style-type: none"> <li>• Fuel injection system</li> </ul> <p>Exhaust Gas Recirculation</p> <ul style="list-style-type: none"> <li>• EGR valve</li> </ul> <p>Catalyst or Thermal Reactor Systems</p> <ul style="list-style-type: none"> <li>• Catalytic converter</li> <li>• Exhaust manifold</li> </ul>	<p>Emission control labels</p> <p>Particulate Controls</p> <ul style="list-style-type: none"> <li>• Any device used to capture particulate emissions</li> <li>• Any device used in the regeneration of the capturing system</li> <li>• Enclosures and manifolding</li> <li>• Smoke Puff Limiters</li> </ul> <p>Positive Crankcase Ventilation (PCV) System</p> <ul style="list-style-type: none"> <li>• PCV valve</li> <li>• Oil filler cap</li> </ul>	<p>Advanced Oxides of Nitrogen (NOx) Controls</p> <ul style="list-style-type: none"> <li>• NOx absorbers and catalysts</li> </ul> <p>SCR systems and urea containers/dispensing systems</p> <p>Miscellaneous Items used in Above Systems</p> <ul style="list-style-type: none"> <li>• Electronic control units, sensors, actuators, wiring harnesses, hoses, connectors, clamps, fittings, gasket, mounting hardware</li> </ul>
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Any warranted emissions-related part scheduled for replacement as required maintenance is warranted by John Deere for the period of time prior to the first scheduled replacement point for the part. Any warranted emissions-related part not scheduled for replacement as required maintenance or scheduled only for regular inspection is warranted by John Deere for the stated warranty period.

**OWNER'S WARRANTY RESPONSIBILITIES:**

As the off-road diesel engine owner you are responsible for the performance of the required maintenance listed in your Operator's Manual. John Deere recommends that the owner retain all receipts covering maintenance on the off-road diesel engine, but John Deere cannot deny warranty solely for the lack of receipts or for the owner's failure to ensure the performance of all scheduled maintenance. However, as the off-road diesel engine owner, you should be aware that John Deere may deny you warranty coverage if your off-road diesel engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

The off-road diesel engine is designed to operate on diesel fuel as specified in the Fuels, Lubricants and Coolants section in the Operators Manual. Use of any other fuel may result in the engine no longer operating in compliance with applicable emissions requirements.

The owner is responsible for initiating the warranty process, and should present the machine to the nearest authorized John Deere dealer as soon as a problem is suspected. The warranty repairs should be completed by the authorized John Deere dealer as quickly as possible.

Emissions regulations require the customer to bring the unit to an authorized servicing dealer when warranty service is required. As a result, John Deere is NOT liable for travel or mileage on emissions warranty service calls.

Emission\_CI\_CARB (19Sep12)

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**JOHN DEERE**

**CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT  
YOUR WARRANTY RIGHTS AND OBLIGATIONS**

To determine if the John Deere engine qualifies for the additional warranties set forth below, look for the "Emission Control Information" label located on the engine. If the engine is operated in the United States or Canada and the engine label states: "This engine complies with US EPA regulations for nonroad and stationary diesel engines", or "This engine complies with US EPA regulations for stationary emergency diesel engines", refer to the "U.S. and Canada Emission Control Warranty Statement." If the engine is operated in California, and the engine label states: "This engine complies with US EPA and CARB regulations for nonroad diesel engines" also refer to the "California Emissions Control Warranty Statement."

Warranties stated on this certificate refer only to emissions-related parts and components of your engine. The complete engine warranty, less emission-related parts and components, is provided separately. If you have any questions about your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400.

**CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT:**

The California Air Resources Board (CARB) is pleased to explain the emission-control system warranty on 2013 through 2015 off-road diesel engines. In California, new off-road engines must be designed, built and equipped to meet the State's stringent anti-smog standards. John Deere must warrant the emission control system on your engine for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your engine.

Your emission control system may include parts such as the fuel injection system and the air induction system. Also included may be hoses, belts, connectors and other emission-related assemblies.

John Deere warrants to the ultimate purchaser and each subsequent purchaser that this off-road diesel engine was designed, built, and equipped so as to conform at the time of sale with all applicable regulations adopted by CARB and is free from defects in materials and workmanship which would cause the failure of a warranted part to be identical in all material respects to the part as described in John Deere's application for certification for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first for all engines rated at 19 kW and greater. In the absence of a device to measure hours of use, the engine shall be warranted for a period of five years.

**EMISSIONS WARRANTY EXCLUSIONS:**

John Deere may deny warranty claims for failures caused by the use of an add-on or modified part which has not been exempted by the CARB. A modified part is an aftermarket part intended to replace an original emission-related part which is not functionally identical in all respects and which in any way affects emissions. An add-on part is any aftermarket part which is not a modified part or a replacement part.

In no event will John Deere, any authorized engine distributor, dealer, or repair facility, or any company affiliated with John Deere be liable for incidental or consequential damage.

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**JOHN DEERE'S WARRANTY RESPONSIBILITY:**

Where a warrantable condition exists, John Deere will repair or replace, as it elects, your off-road diesel engine at no cost to you, including diagnosis, parts or labor. Warranty coverage is subject to the limitations and exclusions set forth herein. The off-road diesel engine is warranted for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first. The following are emissions-related parts:

<p>Air Induction System</p> <ul style="list-style-type: none"> <li>• Intake manifold</li> <li>• Turbocharger</li> <li>• Charge air cooler</li> </ul> <p>Fuel Metering system</p> <ul style="list-style-type: none"> <li>• Fuel injection system</li> </ul> <p>Exhaust Gas Recirculation</p> <ul style="list-style-type: none"> <li>• EGR valve</li> </ul> <p>Catalyst or Thermal Reactor Systems</p> <ul style="list-style-type: none"> <li>• Catalytic converter</li> <li>• Exhaust manifold</li> </ul>	<p>Emission control labels</p> <p>Particulate Controls</p> <ul style="list-style-type: none"> <li>• Any device used to capture particulate emissions</li> <li>• Any device used in the regeneration of the capturing system</li> <li>• Enclosures and manifolding</li> <li>• Smoke Puff Limiters</li> </ul> <p>Positive Crankcase Ventilation (PCV) System</p> <ul style="list-style-type: none"> <li>• PCV valve</li> <li>• Oil filler cap</li> </ul>	<p>Advanced Oxides of Nitrogen (NOx) Controls</p> <ul style="list-style-type: none"> <li>• NOx absorbers and catalysts</li> </ul> <p>SCR systems and urea containers/dispensing systems</p> <p>Miscellaneous Items used in Above Systems</p> <ul style="list-style-type: none"> <li>• Electronic control units, sensors, actuators, wiring harnesses, hoses, connectors, clamps, fittings, gasket, mounting hardware</li> </ul>
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Any warranted emissions-related part scheduled for replacement as required maintenance is warranted by John Deere for the period of time prior to the first scheduled replacement point for the part. Any warranted emissions-related part not scheduled for replacement as required maintenance or scheduled only for regular inspection is warranted by John Deere for the stated warranty period.

**OWNER'S WARRANTY RESPONSIBILITIES:**

As the off-road diesel engine owner you are responsible for the performance of the required maintenance listed in your Operator's Manual. John Deere recommends that the owner retain all receipts covering maintenance on the off-road diesel engine, but John Deere cannot deny warranty solely for the lack of receipts or for the owner's failure to ensure the performance of all scheduled maintenance. However, as the off-road diesel engine owner, you should be aware that John Deere may deny you warranty coverage if your off-road diesel engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

The off-road diesel engine is designed to operate on diesel fuel as specified in the Fuels, Lubricants and Coolants section in the Operators Manual. Use of any other fuel may result in the engine no longer operating in compliance with applicable emissions requirements.

The owner is responsible for initiating the warranty process, and should present the machine to the nearest authorized John Deere dealer as soon as a problem is suspected. The warranty repairs should be completed by the authorized John Deere dealer as quickly as possible.

Emissions regulations require the customer to bring the unit to an authorized servicing dealer when warranty service is required. As a result, John Deere is NOT liable for travel or mileage on emissions warranty service calls.

Emission\_CI\_CARB (19Sep12)

TS1723 —UN—15JUL13

,000002 -19-07OCT14-4/4

Exhibit M - CA Emission Control Warranty 2016-2018 – CA Non-road Diesel

DXLOGOV1 —UN—28APR09



**JOHN DEERE**

**CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT  
YOUR WARRANTY RIGHTS AND OBLIGATIONS**

To determine if the John Deere engine qualifies for the additional warranties set forth below, look for the "Emission Control Information" label located on the engine. If the engine is operated in the United States or Canada and the engine label states: "This engine complies with US EPA regulations for nonroad and stationary diesel engines", or "This engine complies with US EPA regulations for stationary emergency diesel engines", refer to the "U.S. and Canada Emission Control Warranty Statement." If the engine is operated in California, and the engine label states: "This engine complies with US EPA and CARB regulations for nonroad diesel engines" also refer to the "California Emissions Control Warranty Statement."

Warranties stated on this certificate refer only to emissions-related parts and components of your engine. The complete engine warranty, less emission-related parts and components, is provided separately. If you have any questions about your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400.

**CALIFORNIA EMISSIONS CONTROL WARRANTY STATEMENT:**

The California Air Resources Board (CARB) is pleased to explain the emission-control system warranty on 2016 through 2018 off-road diesel engines. In California, new off-road engines must be designed, built and equipped to meet the State's stringent anti-smog standards. John Deere must warrant the emission control system on your engine for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your

Your emission control system may include parts such as the fuel injection system and the air induction system. Also included may be hoses, belts, connectors and other emission-related assemblies.

John Deere warrants to the ultimate purchaser and each subsequent purchaser that this off-road diesel engine was designed, built, and equipped so as to conform at the time of sale with all applicable regulations adopted by CARB and is free from defects in materials and workmanship which would cause the failure of a warranted part to be identical in all material respects to the part as described in John Deere's application for certification for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first for all engines rated at 19 kW and greater. In the absence of a device to measure hours of use, the engine shall be warranted for a period of five years.

**EMISSIONS WARRANTY EXCLUSIONS:**

John Deere may deny warranty claims for failures caused by the use of an add-on or modified part which has not been exempted by the CARB. A modified part is an aftermarket part intended to replace an original emission-related part which is not functionally identical in all respects and which in any way affects emissions. An add-on part is any aftermarket part which is not a modified part or a replacement part.

In no event will John Deere, any authorized engine distributor, dealer, or repair facility, or any company affiliated with John Deere be liable for incidental or consequential damage.

Continued on next page

OUC6078,0000054 -19-16OCT14-1/2

**JOHN DEERE'S WARRANTY RESPONSIBILITY:**

Where a warrantable condition exists, John Deere will repair or replace, as it elects, your off-road diesel engine at no cost to you, including diagnosis, parts or labor. Warranty coverage is subject to the limitations and exclusions set forth herein. The off-road diesel engine is warranted for a period of five years from the date the engine is delivered to an ultimate purchaser or 3,000 hours of operation, whichever occurs first. The following are emissions-related

<p>Air Induction System</p> <ul style="list-style-type: none"> <li>• Intake manifold</li> <li>• Turbocharger</li> <li>• Charge air cooler</li> </ul> <p>Fuel Metering System</p> <ul style="list-style-type: none"> <li>• Fuel injection system</li> </ul> <p>Exhaust Gas Recirculation</p> <ul style="list-style-type: none"> <li>• EGR valve</li> </ul> <p>Catalyst or Thermal Reactor Systems</p> <ul style="list-style-type: none"> <li>• Catalytic converter</li> <li>• Exhaust manifold</li> </ul>	<p>Emission control labels</p> <p>Particulate Controls</p> <ul style="list-style-type: none"> <li>• Any device used to capture particulate emissions</li> <li>• Any device used in the regeneration of the capturing system</li> <li>• Enclosures and manifolding</li> <li>• Smoke Puff Limiters</li> </ul> <p>Positive Crankcase Ventilation (PCV) System</p> <ul style="list-style-type: none"> <li>• PCV valve</li> <li>• Oil filler cap</li> </ul>	<p>Advanced Oxides of Nitrogen (NOx) Controls</p> <ul style="list-style-type: none"> <li>• NOx absorbers and catalysts</li> </ul> <p>SCR systems and urea containers/dispensing systems</p> <p>Miscellaneous Items used in Above Systems</p> <ul style="list-style-type: none"> <li>• Electronic control units, sensors, actuators, wiring harnesses, hoses, connectors, clamps, fittings, gasket, mounting hardware</li> </ul>
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Any warranted emissions-related part scheduled for replacement as required maintenance is warranted by John Deere for the period of time prior to the first scheduled replacement point for the part. Any warranted emissions-related part not scheduled for replacement as required maintenance or scheduled only for regular inspection is warranted by John Deere for the stated warranty period.

**OWNER'S WARRANTY RESPONSIBILITIES:**

As the off-road diesel engine owner you are responsible for the performance of the required maintenance listed in your Operator's Manual. John Deere recommends that the owner retain all receipts covering maintenance on the off-road diesel engine, but John Deere cannot deny warranty solely for the lack of receipts or for the owner's failure to ensure the performance of all scheduled maintenance. However, as the off-road diesel engine owner, you should be aware that John Deere may deny you warranty coverage if your off-road diesel engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

The off-road diesel engine is designed to operate on diesel fuel as specified in the Fuels, Lubricants and Coolants section in the Operators Manual. Use of any other fuel may result in the engine no longer operating in compliance with applicable emissions requirements.

The owner is responsible for initiating the warranty process, and should present the machine to the nearest authorized John Deere dealer as soon as a problem is suspected. The warranty repairs should be completed by the authorized John Deere dealer as quickly as possible.

Emissions regulations require the customer to bring the unit to an authorized servicing dealer when warranty service is required. As a result, John Deere is NOT liable for travel or mileage on emissions warranty service calls.

Emission\_CI\_CARB (13Jun14)

OUC6078.0000054 -19-16OCT14-2/2

# Exhibit N - CA Emission System Warranty – CA On-Road CNG

## Exhibit N - CA Emission System Warranty – CA On-road CNG

OUO6078.0002DE1 -19-16OCT14-1/1

### Emissions System Label

**⚠ CAUTION:** Statutes that impose severe penalties for tampering with emission controls may apply at the user's location.

The emissions warranty described in this section applies only to those engines that have been certified by the Environmental Protection Agency (EPA) and/or California Air Resources Board (CARB). The presence of an emissions label (A) signifies that the engine has been certified with the EPA and CARB. The emissions label like the one shown at right is affixed to the right rear side of the block near the oil filter base.



*Emissions Label*

RG12106 —UN—01MAR02

#### A—Emissions Label

**IMPORTANT ENGINE INFORMATION**    **DEERE & COMPANY** 

- This engine is certified to run on natural gas. This engine has a primary intended service class as a Medium-heavy-duty engine. This engine conforms to EPA and California regulations applicable to 2005 Model Year new heavy-duty diesel engines.
- Exhaust Emission Control System: EM, EC, O2S. • Family No. YJDXH08.1001
- Engine Model: 6081HFN04 • Displacement: 8.1 L
- Valve Clearance: Intake 0.38 mm Exhaust: 0.51 mm R503189
- Fuel Rate: 84 lb/hr [40 kg/hr] @ 250 hp [186 kW] @ 2200 rpm
- Timing: 22° BTDC • Transmission in Neutral • No Other Adjustments Required.

**John Deere Engine Manufacturing ISO9001 Registered  
For Engine Service and Parts Call 1-800-JD ENGINE**

*Typical Emissions Label*

RG13878 —UN—28APR05

,0000003 -19-12FEB14-1/1

### U.S. Emissions Control Warranty Statement

Emissions control-related parts and components are warranted by John Deere for five years or 100,000 miles (160,935 kilometers) or 3000 hours of operation, whichever occurs first. John Deere further warrants that the engine covered by this warranty was designed, built, and equipped so as to conform at the time of sale with all U.S. and Canadian emissions standards at the time of manufacture, and that it is free of defects in materials and workmanship which would cause it not to meet these

standards within the period of five years or 100,000 miles (160,935 kilometers) or 3000 hours of operation, whichever occurs first.

Warranties stated in this manual refer only to emissions-related parts and components of your engine. The complete engine warranty, less emissions-related parts and components, is provided separately. Contact your John Deere engine dealer for details.

,0000004 -19-12FEB14-1/1

## California Emission Control Warranty Statement (*California Only*)

### Your Warranty Rights and Obligations

The California Air Resources Board (CARB) and John Deere are pleased to explain the emission control system on your new engine. In California, new heavy-duty engines must be designed, built and equipped to meet the State's stringent anti-smog standards. John Deere must warrant the emission control system on your engine for the periods of time listed below provided there has been no abuse, neglect, or improper maintenance of your engine.

Your emissions control system includes:

- Fuel Metering System
  - Fuel injection system
  - Air/fuel ratio feedback and control system
- Air Induction System
  - Intake manifold
  - Turbocharger system
- Ignition System
  - Spark plugs
  - Ignition coil and control module
  - Ignition wires
- Miscellaneous Items used in above systems

Where a warrantable condition exists, i.e. failure due to defect in John Deere-supplied material and/or workmanship, John Deere will repair your heavy-duty engine at no cost to you including diagnosis, parts and labor.

### John Deere's Warranty Coverage

For school buses, the emission control system of your heavy-duty engine is warranted for five years or 100,000 miles (160,936 kilometers), whichever occurs first.

For transit buses or refuse trucks, the emission warranty is two years, regardless of mileage.

### Owner's Warranty Responsibilities

As the heavy-duty engine owner, you are responsible for the performance of the required maintenance as outlined in this Operation and Maintenance Manual. John Deere recommends that you retain all receipts covering maintenance on your heavy-duty engine, but John Deere cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

However, as the heavy-duty engine owner, you should be aware that John Deere may deny you warranty coverage if your heavy-duty engine or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

Your engine is designed to operate on compressed natural gas only. Use of any other fuel may result in your engine no longer operating in compliance with California's emissions requirements.

You are responsible for registering your engine and initiating the warranty process. The CARB suggests that you present your heavy-duty engine to the nearest John Deere engine service dealer as soon as a problem is suspected. The warranty repairs should be completed by the service dealer as expeditiously as possible, not to exceed 30 days.

If you have any questions regarding your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400, or the State of California Air Resources Board, Mobile Source Operations Division, PO Box 8001, El Monte, CA 91731-2990.

The warranty period will begin on the date the vehicle is delivered to an ultimate purchaser, or when otherwise put into service. If any emission-related part on your engine is defective, the part will be repaired or replaced by John Deere. Warranties stated in this manual refer only to emissions-related parts and components of your engine.

Any warranted part which is scheduled for replacement as required maintenance by this operation and maintenance manual is warranted by John Deere for the period of time or mileage, whichever occurs first, prior to the first scheduled replacement point for that part. If the part fails before the first scheduled replacement point, the part will be repaired or replaced under the warranty. Any such part repaired or replaced under warranty is warranted for the remainder of the period prior to the first scheduled replacement point for the part.

Repair or replacement of any warranted part under the warranty will be performed at no charge to you by a John Deere engine service dealer, except in the case of an emergency when a warranted part or engine repair station is not reasonably available to you. In an emergency, repairs may be performed at any available service establishment, or by you, using any replacement part. John Deere will reimburse you for your expenses including diagnostic charges for such emergency repair or replacement, not to exceed John Deere's suggested retail price for all warranted parts replaced and labor charges based on John Deere's recommended time allowance for the warranty repair and the geographically appropriate hourly labor rate. You should retain receipts and failed parts for John Deere's disposition in order to receive compensation for such warranted repairs reimbursable due to an emergency.

Warranty service for your engine will be provided by all John Deere engine service dealers which are franchised to service John Deere engines of your type.

You will not be charged for diagnostic labor which leads to the determination that a warranted part is in fact defective, provided that such diagnostic work is performed by an authorized John Deere engine service dealer.

John Deere will be liable for damages to other vehicle components proximately caused by a failure under warranty of any warranted part.

Throughout your engine's warranty period, John Deere will maintain a supply of warranted parts sufficient to meet the expected demand for such parts. The lack of availability of such parts or the incompleteness of repairs within 30 days from the time the engine is initially presented to the service dealer for repair, constitutes an emergency for purposes outlined above. Any replacement part may be used in the performance of any maintenance or repairs.

Any replacement part designated by John Deere may be used in warranty repairs provided without charge to you. Such use will not reduce your warranty obligations or those of John Deere, except that John Deere will not be liable for repair or replacement of any replacement part which is not a warranted part.

If your vehicle fails inspection under California's Vehicle Inspection Program during the warranty period, you may

choose to have the engine repaired by a John Deere engine service dealer at no cost to you, unless the service dealer demonstrates that part failure or malfunction was caused by abuse, neglect, unauthorized adjustment, or improper maintenance, in which case you will be responsible for all diagnostic and repair expenses. However, if failure to pass the inspection was caused by a combination of both warrantable engine defect and any cause excluded from warranty coverage, then you will not be charged for diagnostic or repair costs to correct the warrantable defect. Should your engine fail the inspection and you choose to have it repaired at other than by a John Deere engine service dealer, and a warrantable defect is found, you may deliver the engine to a John Deere engine service dealer where the defect will be corrected without charge. However, John Deere will not be responsible for costs incurred at the initial service location, except in the case of an emergency.

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Exhibit O - US and Canada Emission Control Warranty – EPA Non-road Diesel

U. S. AND CANADA EMISSION CONTROL WARRANTY STATEMENT  
YOUR WARRANTY RIGHTS AND OBLIGATIONS

To determine if the John Deere engine qualifies for the additional warranties set forth below, look for the "Emissions Control Information" label located on the engine. If the engine is operated in the United States or Canada and the Emissions Control Information label states: "This engine complies with US EPA regulations for nonroad and stationary diesel engines", or "This engine conforms to US EPA nonroad compression-ignition regulations", refer to the "U.S. and Canada Emission Control Warranty Statement." If the engine is operated in California, and the label states: "This engine complies with US EPA and CARB regulations for nonroad diesel engines", or "This engine conforms to US EPA and California nonroad compression-ignition emission regulations", also refer to the "California Emission Control Warranty Statement."

Warranties stated on this certificate refer only to emissions-related parts and components of your engine. The complete engine warranty, less emissions-related parts and components, is provided separately. If you have any questions about your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400.

**JOHN DEERE'S WARRANTY RESPONSIBILITY:**

John Deere warrants to the ultimate purchaser and each subsequent purchaser that this off-road diesel engine including all parts of its emission-control system was designed, built and equipped so as to conform at the time of sale with Section 213 of the Clean Air Act and is free from defects in materials and workmanship which would cause the engine to fail to conform with applicable US EPA regulations for a period of five years from the date the engine is placed into service or 3,000 hours of operation, whichever first occurs.

Where a warrantable condition exists, John Deere will repair or replace, as it elects, any part or component with a defect in materials or workmanship that would increase the engine's emissions of any regulated pollutant within the stated warranty period at no cost to you, including expenses related to diagnosing and repairing or replacing emission-related parts. Warranty coverage is subject to the limitations and exclusions set forth herein. Emission-related components include engine parts developed to control emissions related to the following:

Air-induction system	Aftertreatment devices
Fuel system	Crankcase ventilation valves
Ignition system	Sensors
Exhaust gas recirculation systems	Engine electronic control units

**EMISSION WARRANTY EXCLUSIONS:**

John Deere may deny warranty claims for malfunctions or failures caused by:

- Non-performance of maintenance requirements listed in the Operator's Manual.
- The use of the engine / equipment in a manner for which it was not designed.
- Abuse, neglect, improper maintenance or unapproved modifications or alterations.
- Accidents for which it does not have responsibility or by acts of God.

The off-road diesel engine is designed to operate on diesel fuel as specified in the Fuels, Lubricants and Coolants section in the Operators Manual. Use of any other fuel can harm the emissions control system of the engine / equipment and is not approved for use.

To the extent permitted by law John Deere is not liable for damage to other engine components caused by a failure of an emission-related part, unless otherwise covered by standard warranty.

**THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REMEDIES UNDER THIS WARRANTY ARE LIMITED TO THE PROVISIONS OF MATERIAL AND SERVICES AS SPECIFIED HEREIN. WHERE PERMITTED BY LAW, NEITHER JOHN DEERE NOR ANY AUTHORIZED JOHN DEERE ENGINE DISTRIBUTOR, DEALER, OR REPAIR FACILITY OR ANY COMPANY AFFILIATED WITH JOHN DEERE WILL BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

# Exhibit P - US Emission Control Warranty – EPA Marine Diesel

## Exhibit P - US Emission Control Warranty – EPA Marine Diesel

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JOHN DEERE

### U.S. MARINE COMPRESSION-IGNITION ENGINE EMISSION CONTROL WARRANTY STATEMENT

#### YOUR WARRANTY RIGHTS AND OBLIGATIONS

To determine if the John Deere engine qualifies for the additional warranties set forth below, look for the "Emission Control Information" label located on the engine and verify that it states the engine conforms to U.S. EPA regulations for Recreational or commercial marine compression-ignition engines.

Warranties stated on this certificate refer only to emissions-related parts and components of your engine. The complete engine warranty, less emissions-related parts and components, is provided separately. The U.S. EPA Emissions Warranty only applies to engines in vessels that are registered and operated in the USA. Engines that are not covered by the U.S. EPA Emissions regulations are not covered by the EPA Emissions Warranty. If you have any questions about your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400.

#### JOHN DEERE'S WARRANTY RESPONSIBILITY:

John Deere warrants to the ultimate purchaser and each subsequent purchaser that this marine diesel engine including all parts of its emission control system was designed, built and equipped so as to conform at the time of sale with applicable regulations under section 213 of the Clean Air Act and is free from defects in materials and workmanship which would cause the engine to fail to conform with applicable US EPA regulations for the following periods:

Recreational Category 1 Marine Engine	Five years or 500 hours, whichever comes first *
Commercial Category 1 Marine Engine	Five years or 5,000 hours, whichever comes first *

Where a warrantable condition exists, John Deere will repair or replace, as it elects, any part or component with a defect in materials or workmanship that would increase the engine's emissions of any pollutant within the stated warranty period at no cost to you, including expenses related to diagnosing and repairing or replacing emission-related parts. Warranty coverage is subject to the limitations and exclusions set forth herein.

#### EMISSION WARRANTY EXCLUSIONS:

John Deere may deny warranty claims for malfunctions or failures caused by:

- Non-performance of maintenance requirements listed in the Operator's Manual.
- The use of the engine / equipment in a manner for which it was not designed.
- Abuse, neglect, improper maintenance or unapproved modifications or alterations.
- Accidents for which it does not have responsibility or by acts of God.

The marine engine is designed to operate on diesel fuel as specified in the Fuels, Lubricants and Coolants section in the Operators Manual. Use of any other fuel can harm the emission control system of the engine / equipment and is not approved for use.

To the extent permitted by law, John Deere is not liable for damage to other engine components caused by a failure of an emission-related part, unless otherwise covered by standard warranty.

**THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REMEDIES UNDER THIS WARRANTY ARE LIMITED TO THE PROVISIONS OF MATERIAL AND SERVICES AS SPECIFIED HEREIN. WHERE PERMITTED BY LAW, NEITHER JOHN DEERE NOR ANY AUTHORIZED JOHN DEERE ENGINE DISTRIBUTOR, DEALER, OR REPAIR FACILITY OR ANY COMPANY AFFILIATED WITH JOHN DEERE WILL BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

\* The emissions-related warranty shall not be shorter than any published warranty Deere offers without charge to the customer.

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Exhibit Q - US and CA Emission System Warranty – EPA On-road CNG

JOHN DEERE COMPRESSED NATURAL GAS ON-HIGHWAY  
ENGINE WARRANTY

JOHN DEERE NEW COMPRESSED NATURAL GAS ON-HIGHWAY ENGINE WARRANTY  
(United States and Dependencies and Canada)

**A. WARRANTY AND DURATION**

John Deere\* makes the following warranty to the first retail purchaser of a new John Deere compressed natural gas on-highway engine. This warranty applies to the engine and to components and accessories sold by John Deere (all of which are referred to in this warranty as "engines"). All parts of John Deere engines which, as delivered to the purchaser, are defective in materials and/or workmanship will be repaired or replaced, as John Deere elects, without charge (except as provided in Section B) for parts or engine repair labor, including the cost of labor to remove and reinstall non-engine parts or components of the vehicle in which the engine is installed, and, when required, engine removal and reinstallation, if such defect appears within the following periods from the date of delivery to the first retail purchaser (and applicable from that date to subsequent owners): (a) 5 years or 100,000 miles or 160,935 kilometers (300,000 miles or 482,800 kilometers for engine block, camshaft, crankshaft, and connecting rods), whichever occurs first, from the date of delivery of the engine to the purchaser, in School Bus applications; (b) 2 years unlimited miles/kilometers (3 years for engine block, camshaft, crankshaft, and connecting rods), in Transit Bus applications; or 2 years or 150,000 miles (241,400 kilometers) in Truck applications. Reasonable towing costs, or travel costs for a serviceperson when a repair is made in the field, are reimbursable.

Warranty statements covering engine emissions-related parts and components are found in the Engine Operation and Maintenance Manual delivered with each engine.

**B. SECURING WARRANTY SERVICE**

Warranty service is to be performed by the nearest authorized John Deere On-Highway Engine Service Dealer who will use only new or remanufactured parts or components furnished or approved by John Deere. At the time of requesting warranty service, the purchaser must present evidence of the date of delivery of the engine. The purchaser is responsible for any premium charged for overtime labor requested by the purchaser.

**C. EXCLUSIONS**

John Deere's obligations shall not apply to:

1. Components or accessories which are not furnished or installed by John Deere, nor to failures caused by such items.

2. Any engine which, in John Deere's judgement, has been subjected to negligence (not maintained according to the Operation and Maintenance Manual furnished with the engine), misuse, accident, or improper application or installation.
3. The costs of normal maintenance, maintenance items (including, but not limited to, belts, hoses, filters, spark plugs and injectors), and depreciation.
4. Engines on which service has been performed by someone other than a party authorized to perform warranty service, if such service, in John Deere's judgement, has adversely affected the performance or reliability of the engine.
5. Engines which have been modified or altered in any way not approved by John Deere, including, but not limited to, adjusting fuel delivery to other than John Deere specifications.
6. Normal wear of parts and components.
7. Oil consumption deemed excessive, unless substantiated by purchaser's maintenance records.

**D. NO REPRESENTATIONS OR IMPLIED WARRANTY/  
REMEDY LIMITATION**

Where permitted by law, neither John Deere nor any company affiliated with it makes any guaranties, warranties, conditions, representations or promises, express or implied, oral or written, as to the nonoccurrence of any defect or the quality or performance of its engines other than those set forth herein and DOES NOT MAKE ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS otherwise provided for in the Uniform Commercial Code or required by any Sale of Goods Act or any other statute. This exclusion includes fundamental terms. In no event will a John Deere Engine Distributor or Engine Service Dealer, John Deere equipment dealer, John Deere or any company affiliated with John Deere, or vehicle manufacturer be liable for incidental or consequential damages or injuries including, but not limited to, rental of substitute equipment, loss of profits or other commercial loss, damage to the vehicle in which the engine is installed or for damages suffered by purchaser as a result of fundamental breaches of contract or breach of fundamental terms (unless such damages or injuries are caused by the gross negligence or intentional acts of the foregoing parties). The remedies set forth in this Warranty are the purchaser's exclusive remedies in connection with the performance of, or any breach of guaranty, condition or warranty in respect of new John Deere engines.

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**E. SELLER'S WARRANTY**

or product in which the engine has been installed makes any guaranty or warranty of its own on any engine warranted by John Deere unless it delivers to the purchaser a separate written guaranty certificate specifically guaranteeing the engine, in which case John Deere shall have no obligations to the purchaser. Neither original equipment manufacturers, engine or equipment distributors, engine or equipment dealers, nor

any other person or entity, has any authority to make any representation or promise on behalf of John Deere or to modify the terms or limitations of this warranty in any way. In the event the above warranty fails to correct purchaser's performance problems caused by defects in workmanship and/or materials, purchaser's exclusive remedy shall be limited to payment by John Deere of actual damages in an amount not to exceed the cost of the engine.

\* "John Deere" means Deere Power Systems Group with respect to purchasers in the United States and Dependencies, and John Deere Limited with respect to purchasers in Canada.

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Exhibit R - CA and EPA Emissions Control Warranty – Off-Road Large Spark Ignition

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JOHN DEERE

**U.S. MARINE COMPRESSION-IGNITION ENGINE  
EMISSION CONTROL WARRANTY STATEMENT**

**YOUR WARRANTY RIGHTS AND OBLIGATIONS**

To determine if the John Deere engine qualifies for the additional warranties set forth below, look for the “Emission Control Information” label located on the engine and verify that it states the engine conforms to U.S. EPA regulations for Recreational or commercial marine compression-ignition engines.

Warranties stated on this certificate refer only to emissions-related parts and components of your engine. The complete engine warranty, less emissions-related parts and components, is provided separately. The U.S. EPA Emissions Warranty only applies to engines in vessels that are registered and operated in the USA. Engines that are not covered by the U.S. EPA Emissions regulations are not covered by the EPA Emissions Warranty. If you have any questions about your warranty rights and responsibilities, you should contact John Deere at 1-319-292-5400.

**JOHN DEERE’S WARRANTY RESPONSIBILITY:**

John Deere warrants to the ultimate purchaser and each subsequent purchaser that this marine diesel engine including all parts of its emission control system was designed, built and equipped so as to conform at the time of sale with applicable regulations under section 213 of the Clean Air Act and is free from defects in materials and workmanship which would cause the engine to fail to conform with applicable US EPA regulations for the following periods:

Recreational Category 1 Marine Engine	Five years or 500 hours, whichever comes first *
Commercial Category 1 Marine Engine	Five years or 5,000 hours, whichever comes first *

Where a warrantable condition exists, John Deere will repair or replace, as it elects, any part or component with a defect in materials or workmanship that would increase the engine’s emissions of any pollutant within the stated warranty period at no cost to you, including expenses related to diagnosing and repairing or replacing emission-related parts. Warranty coverage is subject to the limitations and exclusions set forth herein.

**EMISSION WARRANTY EXCLUSIONS:**

John Deere may deny warranty claims for malfunctions or failures caused by:

- Non-performance of maintenance requirements listed in the Operator’s Manual.
- The use of the engine / equipment in a manner for which it was not designed.
- Abuse, neglect, improper maintenance or unapproved modifications or alterations.
- Accidents for which it does not have responsibility or by acts of God.

The marine engine is designed to operate on diesel fuel as specified in the Fuels, Lubricants and Coolants section in the Operators Manual. Use of any other fuel can harm the emission control system of the engine / equipment and is not approved for use.

To the extent permitted by law, John Deere is not liable for damage to other engine components caused by a failure of an emission-related part, unless otherwise covered by standard warranty.

**THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. REMEDIES UNDER THIS WARRANTY ARE LIMITED TO THE PROVISIONS OF MATERIAL AND SERVICES AS SPECIFIED HEREIN. WHERE PERMITTED BY LAW, NEITHER JOHN DEERE NOR ANY AUTHORIZED JOHN DEERE ENGINE DISTRIBUTOR, DEALER, OR REPAIR FACILITY OR ANY COMPANY AFFILIATED WITH JOHN DEERE WILL BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

\* The emissions-related warranty shall not be shorter than any published warranty Deere offers without charge to the customer.

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# Exhibit S - Covered Emissions Systems and Components

## Exhibit S - Covered Emissions Systems and Components

### Covered Emissions Systems and Components

System	Sample Sub-Systems and Components
<b>Air induction system</b>	<ul style="list-style-type: none"> <li>• Air filter housing</li> <li>• Air mass sensor assembly</li> <li>• Controlled hot air intake system</li> <li>• Heat riser</li> <li>• Intake manifold</li> <li>• Intercooler</li> <li>• Turbocharger</li> <li>• Wastegate control assembly valve</li> </ul>
<b>Fuel metering system (fuel system)</b>	<ul style="list-style-type: none"> <li>• Aneroid</li> <li>• Carburetor</li> <li>• Choke mechanism</li> <li>• Electronic injector unit</li> <li>• Fuel injection assembly</li> <li>• Fuel injection nozzle assembly</li> <li>• Fuel injection pump</li> <li>• Fuel injector</li> <li>• Fuel injector nozzle</li> <li>• Fuel injection valve assembly</li> <li>• Fuel line</li> <li>• High pressure fuel line</li> <li>• Gas pressure regulator</li> <li>• Pressure relief valve/assembly</li> <li>• Air restriction sensor</li> <li>• Air temperature sensor</li> <li>• Fuel temperature sensor</li> <li>• Mass flow module sensor</li> <li>• UEGO sensor</li> <li>• Throttle</li> </ul>
<b>Ignition control system</b>	<ul style="list-style-type: none"> <li>• Distributor assembly</li> <li>• Engine control module</li> <li>• Ignition coil</li> <li>• Ignition control module</li> <li>• Ignition sensor</li> <li>• Ignition wires</li> <li>• Spark plugs</li> </ul>
<b>EGR system</b>	<ul style="list-style-type: none"> <li>• EGR cooler</li> <li>• EGR valve body</li> </ul>
<b>Advanced Oxides of Nitrogen (NOx controls)</b>	<ul style="list-style-type: none"> <li>• Lean NOx catalyts</li> <li>• NOx adsorbers</li> <li>• Reductant (urea/fuel) containers/dispensing systems</li> </ul>
<b>Catalyst or thermal reactor system</b>	<ul style="list-style-type: none"> <li>• Catalytic converter</li> <li>• Double wall portion of exhaust system</li> <li>• Exhaust manifold</li> <li>• Exhaust port liners</li> <li>• Exhaust gas recirculation valve</li> </ul>
<b>Particulate controls</b>	<ul style="list-style-type: none"> <li>• Control device enclosure and manifolding</li> <li>• Regenerators</li> <li>• Oxidizers</li> <li>• Traps</li> <li>• Diesel Oxidation Catalyts (DOC)</li> <li>• Diesel Particulate Filters (DPF)</li> <li>• Precipitators</li> <li>• Manifold absolute pressure (MAP) sensor</li> <li>• Exhaust Filters</li> <li>• Hydrocarbon injection systems</li> </ul>
<b>PCV system</b>	<ul style="list-style-type: none"> <li>• Oil filler cap</li> <li>• PCV solenoid</li> <li>• PCV valve</li> <li>• Crankcase ventilation filter</li> <li>• Crankcase ventilation valve</li> </ul>
<b>Miscellaneous items used in the above systems</b>	<ul style="list-style-type: none"> <li>• Electronic control sensors</li> <li>• Electronic control units (ECUs)</li> <li>• ECU software</li> <li>• Pump/valve controllers</li> <li>• Wiring harnesses</li> <li>• Coolant temperature sensor</li> <li>• Coolant level/Loss switch</li> <li>• Emission labels</li> <li>• Sealing gaskets</li> <li>• Thermocouples</li> <li>• Thermostats</li> <li>• Vacuum-sensitive valves/switches</li> <li>• Time-sensitive valves/switches</li> <li>• Coolant pressure sensor</li> </ul>

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27 September 2013

OOU6078,0002DE6 -19-06MAR15-1/1

# Exhibit T - Parts Warranty Terms and Conditions

## Exhibit T - Parts Warranty Terms and Conditions

**John Deere Power Systems and John Deere Reman  
Parts Warranty Terms and Conditions  
September 2014**

*NOTE: All warranty terms are determined from date of component purchase.*

Product Group	Installed by Dealer?		Warranty Terms	Coverage	
	Yes	No		Parts	Labor
<b>Complete Engines</b>					
<b>Agricultural Applications</b>					
New and John Deere Reman Complete Engines	X		24 months/2000 hours, unlimited hours first year	X	X
		X	24 months/2000 hours, unlimited hours first year	X	
John Deere Reman Basic Engines	X		24 months/2000 hours, unlimited hours first year	X	X
		X	24 months/2000 hours, unlimited hours first year	X	
<b>Non-Agricultural Applications</b>					
New and John Deere Reman Complete Engines	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	
John Deere Reman Basic Engines	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	
<b>Short Blocks and Long Blocks</b>					
New and John Deere Reman Short Blocks and Long Blocks (complete block assemblies)	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	
<b>Fuel System Components</b>					
New and John Deere Reman fuel injection pumps, unit pumps, injection nozzles, injectors, EUIs	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	
<b>New Kits</b>					
New underhaul and overhaul kits, new piston/liner kits	X		12 months, 1500 hours	X	X
		X	12 months, 1500 hours	X	
<b>All Other New John Deere Parts</b>					
John Deere Parts	X		90 days, unlimited hours	X	X
		X	90 days, unlimited hours	X	
<b>Electronics</b>					
ECU, JDLink	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	
<b>Other Components</b>					
New and John Deere Reman Mechanical Components – turbos, connecting rods, water pumps, oil pumps, cylinder heads, crankshafts	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	
New and John Deere Reman Electrical Components – starters, alternators, generators	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	
John Deere Reman Air Conditioning Compressor	X		12 months, unlimited hours	X	X
		X	90 days, unlimited hours	X	
John Deere Reman Diesel Particulate Filters	X		12 months, unlimited hours	X	X
		X	12 months, unlimited hours	X	

OUO6078,0002DE7 -19-16OCT14-1/1

# Exhibit U - Warranty Contacts

## Exhibit U - Warranty Contacts

### WARRANTY CONTACTS

#### John Deere Power Systems Warranty Administration - USA

*Engines and Drivetrain Components*

**Telephone:** (319) 292-5482 or (319) 292-5871

**Fax:**(319) 292-5844 (this is also the DTAC fax)

**Email:** [Diesel-US@JohnDeere.com](mailto:Diesel-US@JohnDeere.com)

**Address:**

John Deere Power Systems  
P.O. Box 5100  
Waterloo, IA 50704-5100  
Attention: Warranty Administration

#### John Deere Power Systems Warranty Administration - Europe

**Telephone:** (00) 33 - 238 - 84 62 66

**Fax:**(319) 292-5844 (this is also the DTAC fax)

**Email:** [Diesel-US@JohnDeere.com](mailto:Diesel-US@JohnDeere.com)

**Address:**

John Deere Usine de Saran  
Christophe Lebon  
B P 13  
F - 45401 Fleury-les-Aubrais Cedex  
France

#### John Deere Power Systems PIP Administration

**Telephone:** (319) 292-5534

**Email:** [Diesel-US@JohnDeere.com](mailto:Diesel-US@JohnDeere.com)

#### John Deere Reman Warranty Administration

**For existing claims:** Follow escalation process in claim

**For all other requests:** Create a warranty DTAC case via 'Contact Us' in dealer portal [Solution Link](#)

#### Deere Service Processing Center (SPC)

**For existing claims:** Follow escalation process in claim

**For all other requests:** Create a warranty DTAC case via 'Contact Us' in dealer portal [Solution Link](#)

#### John Deere Power Systems Customer Support

**To order forms and other materials:**

**Telephone:** (319) 292-5871

**Fax:** (319) 292-5844

**Email:** [Diesel-US@JohnDeere.com](mailto:Diesel-US@JohnDeere.com)

P.O. Box 5100  
Waterloo, IA 50704-5100  
Attention: Customer Support - Publications

JDPS SAM  
13 September 2013

OUO6078,0002DE8 -19-06MAR15-1/1

# Exhibit V - Warranty Transfer Card

## Exhibit V - Warranty Transfer Card

Type or print in BLOCK letters

.....

### JOHN DEERE USED ENGINE / DRIVETRAIN WARRANTY TRANSFER

Original Purchaser's Name \_\_\_\_\_

MAILING Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Postal Code \_\_\_\_\_ Country \_\_\_\_\_

New Owner's Name \_\_\_\_\_

MAILING Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Postal Code \_\_\_\_\_ Country \_\_\_\_\_

Engine Serial Number from Engine Serial Number Plate \_\_\_\_\_

(Required number is made up of two letters then four digits then one letter then six digits. All 13 characters required.)

Date of Change of Ownership \_\_\_\_\_

Engine Hours of Use at Change of Ownership \_\_\_\_\_ (Meter \_\_\_\_\_ Estimate \_\_\_\_\_)

Telephone ( \_\_\_\_\_ ) \_\_\_\_\_

\_\_\_\_\_  
New Owner's Signature

\_\_\_\_\_  
Date

E-mail Address \_\_\_\_\_

**Note: Register via Internet at [www.johndeere.com/enginewarranty](http://www.johndeere.com/enginewarranty) or this form may be faxed to John Deere at 1-319-292-5844.**

For information on your rights to privacy, please click [here](http://www.deere.com/wps/dcom/privacy_and_data/privacy_and_data_us.page); ([http://www.deere.com/wps/dcom/privacy\\_and\\_data/privacy\\_and\\_data\\_us.page](http://www.deere.com/wps/dcom/privacy_and_data/privacy_and_data_us.page))

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# Exhibit W - Reimbursement Terms

## Exhibit W - Reimbursement Terms

JOHN DEERE POWER SYSTEMS

### OEM Product and Extended Warranty Reimbursement Terms

#### Total Travel Reimbursement per Claim

Industrial/Off Road Engines	Actual costs up to \$500 USD per claim Actual costs up to €500 Euros per claim
Marine Engines	Actual costs up to \$600 USD per claim Actual costs up to €600 Euros per claim
Travel Mileage - up to cap	\$ 0.90/mile € 0.80/Km 2.00 RMB/Km (China)

#### Acceptable travel reimbursement expenses

- Travel Labor
- Mileage
- Transportation for warranty service
- Road tolls
- Ferry expenses

#### Miscellaneous

Crane rental (Marine claims only)	Up to \$250 per claim
Clean Up	Actual time up to 1 hour
Environmental	Actual costs up to \$50 per claim
Parts and Emissions warranty claims.	Not eligible for travel reimbursement
The coverage provided during extended warranty is subject to a US\$250.00 (Or equivalent) deductible per repair occurrence.	

Effective Date: 08Nov13  
Last update: 16Oct14

OOU6078,0002DEA -19-28OCT14-1/1



# Exhibit X - Core Returns

## Exhibit X - Core Returns

### Core Retention, Return and Disposition

Major components such as fuel systems, starters, turbochargers, alternators, etc. may have a core value. Please consult pricing information to determine if there is a core value; core values may or may not exist in various regional parts of the world. When replaced during servicing, these components must be returned for credit or otherwise dispositioned in accordance with established regional procedures.

John Deere component cores must be retained for 30 days from the credit memo date, unless the component is requested to be returned to the factory or supplier through a Returned Goods Authorization (RGA). Components must be returned using regional core return procedures.

Pack the core and core return card in the box or shipping container provided with the replacement component, and ship the core in accordance with regional procedures. Take special care to cap all fittings to assure no fluids leak during shipping.

Reimbursement of the claim credit is processed through normal core return procedures. See the section 80 – Warranty Reimbursement for details regarding warranty claim credit for cores.

Core retention and return information is listed below.

Part Retention	Region	Component Type	
		Original JD Components (Purchased New)	Remanufactured Components (Purchased)
	All	Retain for 30 days from credit memo date, return as requested by RGA	Return or otherwise disposition immediately
Return/Disposition Instructions	United States	Retain for 30 days, and return per RGA instructions (if applicable). After 30 days, return to parts depot using the online return process	Use regional return procedures, return all cores to: John Deere Reman Core Center 601 South Highway 125 Stafford, MO 65757
	Canada	Retain for 30 days, and return per RGA instructions. After 30 days, return to parts depot using online return process	Use regional procedures, return all cores to: John Deere Reman Edmonton, 1405 4th Street, MISKU Industrial Park, Edmonton, AB T9E7T9
	Europe	Disposition per established procedures	Disposition per regional procedures
	All Others	Disposition per established procedures	Disposition per regional procedures

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27 September 2013

OUO6078,0002DEB -19-23OCT14-1/1

# Exhibit Y - Battery Warranty

## Exhibit Y - Battery Warranty

### LIMITED WARRANTY FOR JOHN DEERE BATTERIES (US AND CANADA ONLY) FOR BATTERIES PURCHASED ON OR AFTER 1 DECEMBER 2012

**A. GENERAL PROVISIONS** – With respect to purchasers in the United States, “John Deere” means Deere & Company, 1 John Deere Place, Moline, IL 61265, and with respect to purchasers in Canada, “John Deere” means John Deere Canada ULC, 295 Hunter Road, P.O. Box 1000, Grimsby, Ontario, L3M 4H5. This limited warranty described below is provided by John Deere to the original purchaser of a John Deere - branded replacement battery (the “Battery”) purchased from an authorized John Deere dealer (the “Selling Dealer”). This warranty applies only to batteries intended for sale in the U.S. and Canada. Under this warranty, John Deere will replace any Battery found to be defective in material or workmanship during the applicable warranty term. Warranty service must be performed by a John Deere dealer authorized to sell John Deere - branded batteries (the “Authorized Dealer”). The Authorized Dealer will replace the Battery with a new Battery furnished or approved by John Deere. However, the purchaser will be responsible for installation costs, any service calls, transportation and/or mailing of the Battery to and from the Authorized Dealer’s place of business (except where prohibited by law), any premium charged for overtime labor requested by the purchaser, and any service and/or maintenance not directly related to any defect covered under this warranty.

**B. WHAT IS WARRANTED** – Subject to paragraph C, any Battery that becomes unserviceable due to defects in material or workmanship will be replaced free of charge according to the specific warranty code for each Battery. The limited warranty term begins on the date that the Battery is activated and/or sold for replacement purposes as indicated by the warranty code located on the Battery’s top plaque. This warranty is limited to the original purchaser and is not transferable. Warranty coverage terminates if you sell or otherwise transfer your Battery.

#### John Deere StrongBox™, RoadGard, MowPro™, and Performance Battery Limited - Warranty Coverage Chart (includes Super Crank®)

Warranty Code*	Free Exchange
6	6 months
12	12 months
18	18 months
20	20 months
24	24 months
30	30 months
40	40 months

\*If your John Deere Battery does not have a warranty code, contact an Authorized Dealer for assistance.

**C. WHAT IS NOT WARRANTED** – Pursuant to the terms of these warranties, JOHN DEERE IS NOT RESPONSIBLE FOR THE FOLLOWING: (1) breakage of the container, cover, or terminals; (2) use of an electrolyte not recommended by the company; (3) Batteries that are merely discharged; or (4) depreciation or damage caused by normal wear, lack of reasonable and proper maintenance, failure to follow operating instructions/recommendations, misuse, lack of proper protection during storage, vandalism, the elements, collision, or accident.

**D. SECURING WARRANTY SERVICE** – To secure warranty service the purchaser must: (1) report the Battery defect to an Authorized Dealer and request warranty service within the applicable warranty and (2) present the Battery with the top placard intact and the original sales receipt

**E. NO IMPLIED WARRANTY, REPRESENTATION, OR CONDITION** – To the extent permitted by law, neither John Deere nor any company affiliated with it makes any warranties, representations, conditions or promises express or implied as to the quality or performance of the Battery covered by these warranties other than those set forth above, and NO STATUTORY OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS ARE MADE. TO THE EXTENT LEGALLY REQUIRED, IMPLIED OR STATUTORY WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED IN DURATION TO THE APPLICABLE PERIOD OF WARRANTY SET FORTH ON THIS PAGE. THE PURCHASER’S ONLY REMEDIES IN CONNECTION WITH THE BREACH OR PERFORMANCE OF ANY WARRANTY ON JOHN DEERE REPLACEMENT BATTERIES ARE THOSE SET FORTH ON THIS PAGE. IN NO EVENT WILL THE DEALER, JOHN DEERE, OR ANY COMPANY AFFILIATED WITH JOHN DEERE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. (NOTE: Some jurisdictions do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages so the above limitations and exclusions may not apply to you.) This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

**F. NO DEALER WARRANTY** - Except for conditions or warranties which may not be excluded by law, the Selling Dealer makes no warranty of its own on any item warranted by John Deere, and makes no warranty on other items unless it delivers to the purchaser a separate written warranty document specifically warranting the item. THE SELLING DEALER HAS NO AUTHORITY TO MAKE ANY REPRESENTATION OR PROMISE ON BEHALF OF JOHN DEERE OR TO MODIFY THE TERMS OR LIMITATIONS OF THIS WARRANTY IN ANY WAY.

G. If further information is desired, contact the Selling Dealer or John Deere at 866 - 866 - 1212, Option 2 (Parts), Option 1 (Parts Tech Support).

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