



SECTION 3 – DEALER PROGRAM

Purpose

Authorized DEUTZ Distributors may administer a Service Dealer Program to provide responsible, uniform service accessible to all customers of DEUTZ Products with a goal to achieve and maintain high-quality service dealer support for DEUTZ Products. Distributors shall enter into a written agreement to formalize the Distributor/Service Dealer relationship. DEUTZ Corporation reserves the right to reject a Dealer Applicant for inclusion in the Dealer Program.

Service Dealer Program Categories

Service Dealers are designated as follows:

(1) CC3 Full Service Dealer (2) CC2 Limited Service Dealer

The DEUTZ Distributor shall determine and categorize the Dealer Applicant's service capability either as a CC3 Full Service Dealer or a CC2 Limited Service Dealer. Service Dealer shall provide DEUTZ training to its service and parts personnel. Distributor shall ensure that all appropriate DEUTZ service training, parts inventory, DEUTZ signage and service tools pertinent to the Dealer's category is obtained by the Dealer.

(1) CC3 Full Service Dealer - This class is authorized to repair all DEUTZ products without limitations.

(2) CC2 Limited Service Dealer – This class allows performing external engine repairs, exhaust after-treatment repairs, and maintenance but are limited to operational limits listed below and in the Dealer application.

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This document supersedes all previous versions.



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CC2 Limited Dealer Operational Limits

Repair or replacement of any component that is not specifically included in the list below must be referred to as an authorized “DEUTZ Distributor” or an authorized “CC3 Full Service DEUTZ Dealer” for repair (exclusions for extenuating circumstances are possible but must be approved in writing by an authorized DEUTZ Corporation Warranty or Service Department representative).

External components

- Belt driven components
- Auxiliary PTO mounted OEM installed hydraulic accessories (per OEM warranty)

Cooling system

- Coolant pump
- Thermostat
- Radiator (if DEUTZ supplied)
- Heat exchanger (Oil cooled units)
- Coolant hoses (if DEUTZ supplied)

Air Intake system

- Air Filters/Intake air piping (stops at the air inlet to cylinder head)
- Turbocharger/Charge air cooler/air and oil supply piping

Lubrication system

- Valve cover and oil pan gaskets/Valve adjustment
- Engine oil cooler replacement/Engine oil filters

Electrical and EMR system

- Alternator/Starter
- DEUTZ wiring harnesses and electrical connections

- External Sensors (speed, temperature, pressure, etc.)
- ECM (Engine Control Module) replacement

HPCR Fuel system (High-Pressure Common Rail)*

- Fuel Injectors
- High and low-pressure fuel system supply and return lines/Fuel filters
- High-pressure fuel rail assembly and serviceable components
- High-pressure fuel pumps

EGR system (Exhaust Gas Recirculation)*

- EGR valve, EGR cooler, and components thereof
- Intake air throttling valve
- EGR related sensors

EATS system (Exhaust After-Treatment System)*

- DPF (Diesel Particulate Filter) replacement
- DOC (Diesel Oxidation Catalyst) replacement
- SCR (Selective Catalyst Reduction) replacement
- DEF (Diesel Exhaust Fluid) injection and electronic monitoring system
- DEF fluid Dosing Module, piping, sensors and filter replacement

Engine Replacement

Sections marked with an Asterix and bold print above:

For safety and emissions compliance, service work is not allowed on these systems that are covered under your DEUTZ CC2 Limited Service Dealer Agreement until the DEUTZ training and tooling requirements are achieved.



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CC2 Warranty Limitations and Exclusions

Warranty reimbursement for repairs is not permitted on any DEUTZ product unless the following prerequisites are met:

- Required training from DEUTZ Corporation is completed, up to date and work was performed by DEUTZ trained personnel.
- Special tooling to perform the repair be available and in serviceable working order.
- The DEUTZ engine in question is inside of the scope of your “DEUTZ CC2 Limited Service Dealer Agreement”.

CC2 Dealer Summary

- This Agreement covers only the DEUTZ engines that DEUTZ Corporation has authorized you to repair in your “DEUTZ CC2 Limited Service Dealer Agreement”.
- Due to the increasing complexity, training and special tooling requirements of DEUTZ engines, all service work on any DEUTZ engine must be performed by a technician who has been trained by a DEUTZ authorized trainer on the engine model that is being repaired, whose training is up to date (per DEUTZ Training Department policies) and possesses the required special tooling to perform the repair.
- “DEUTZ CC2 Limited Service Dealers” are required by DEUTZ Corporation to perform service work on DEUTZ engines covered in this Agreement. If a CC2 Limited Service Dealer refuses to conduct repairs on DEUTZ engines within the product line they may take it to an “Authorized DEUTZ Distributor” or “DEUTZ Full Service Dealer”, but in doing so will forfeit any warranty reimbursement from DEUTZ Corporation for the repair(s) in question. Their Dealer agreement will also be reviewed and is subject to termination.
- The terms and limitations of this Agreement are subject to change at the sole discretion of DEUTZ Corporation based on OEM participation, government regulations, Dealer compliance issues or any other reason deemed necessary by DEUTZ Corporation to maintain qualified product support from our service network partners and maintain or increase customer satisfaction.
- All authorized DEUTZ warranty repairs performed must be completed per DEUTZ standards and guidelines and properly submitted to the DEUTZ Corporation Warranty Department to be eligible for warranty reimbursement (per DEUTZ Warranty Department procedures). Warranty claims that are submitted incorrectly, not performed by a DEUTZ trained technician, improperly repaired or outside the scope of this Agreement will not be considered for warranty reimbursement.
- DEUTZ engines and Genuine Parts are designed and manufactured to meet production-engineered specifications while maximizing product safety. If a repair is necessary on DEUTZ products, DEUTZ requires that all repairs be performed by a certified technician using only Genuine DEUTZ Parts, mechanical components, and electrical components
- Dealers will be subject to SERNET audits by DEUTZ Corporation or they're authorized contracted Distributor. Audits will verify tools, training, parts, facilities, warranty, and business plan model.



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CC2 Basic Minimum Requirements

- Be a Distributor, Dealer, or own a rental fleet with DEUTZ powered equipment
- Workshop facility with adequate size to park and work in mid to large equipment
- Hoisting Capabilities
- General shop tools
- Work bench and parts cleaning station
- Service Truck
- Availability of personal laptop for DEUTZ electronic tool
- Parts & Service counter available and staffed
- Experienced technicians on current engine technologies

CC2 and CC3 Service Dealer Program Overview, Features, Expectations and Requirements Service Dealer Agreement

Once a New Service Dealer Application has been approved by DEUTZ Corporation, the Distributor and prospective Dealer shall enter into a business agreement amongst themselves. This business agreement is solely between the Distributor and the Dealer but at the will of DEUTZ Corporation. DEUTZ has a Service Dealer Agreement templet that can be used for a DEUTZ Distributor to contract a DEUTZ Dealer if they so choose to use. The Distributor is not required to use DEUTZ Corporation Service Dealer Agreement templet but must secure a Service Dealer Agreement with the Dealer they are signing.

Service Dealer Identification

Dealers are required to identify their location as an Authorized Dealer for DEUTZ Products and Service. DEUTZ Parts and Service outdoor and indoor signage is required for a CC3 Full Service Dealer and a minimum of one (1) indoor sign for a CC2 Limited Service Dealer. The distributor shall ensure signed dealer has necessary signage for the new Dealer location(s).

Service Dealer Training

DEUTZ Corporation Service Training Department and DEUTZ Distributors offer a DEUTZ Authorized Service Training Course. The Distributor is required to discuss a training plan with Dealer Applicant during the application process. DEUTZ Corporation requires training to be completed. Dealer applicants are required to send a minimum of one mechanic to a DEUTZ Authorized Service Training Course within 120 days following acceptance. Distributor shall require Service Dealers to monitor training needs on an ongoing basis. Training schedules and requirements are available from the DEUTZ Corporation Service Training Department.

CSF (Combined Service Fee)

DEUTZ Distributors and Dealers are billed a CSF fee annually. The fee covers the DEUTZ Dealer Program cost as listed below. These are software or access levels all DEUTZ Dealers must have.



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- SERPIC – DEUTZ parts catalog system with tier 4I and 4F service repair manuals within;
- SIS and TIS – DEUTZ service information and bulletin systems;
- SERDIA License – Diagnostic software licenses for the signed Dealer;
 - CC2 Limited Service Dealer Primary Location – Limit of 3 Level 2 Decom covered under CSF per signed location. Additional Decoms will be invoiced at \$375.00 per renewed license.
 - CC2 Limited Service Dealer Secondary locations – Limit of 2 Level 2 Decom covered under CSF per location. Additional Decoms will be invoiced at \$375.00 per renewed license.
 - CC3 Full Service Dealer Primary Location – Limit of 3 Level 3 Decom covered under CSF per signed location. Additional Decoms will be invoiced at \$375.00 per renewed license.
 - CC3 Full Service Dealer Secondary location – Limit of 2 Level 3 Decom covered under CSF per signed location. Additional Decoms will be invoiced at \$375.00 per renewed licence.
- E-Learning – DEUTZ E-Learning training within the Dealer;
- DIWI – DEUTZ Warranty Entry System; and
- DEUTZ Web Portal – Parts availability, parts books, parts bulletins.

The CSF billing fee is \$2,350.00 USD per distributor and dealer location . Distributor additional locations will be invoiced at \$2,100.00 and Dealer additional locations will be invoiced \$1,000.00 per location. To be eligible for such a discount, every dealer must be owned by the same organization or principal. The discount is at the discretion of the DEUTZ service operation team. DEUTZ reserves the right to change prices or any other charges at any time with at least a thirty (30) day written notice on any annual or longer-term plans.

Warranty

DEUTZ Corporation requires all DEUTZ Dealers and Distributors to submit all warranty repairs directly to DEUTZ Corporation Warranty Department for processing. DEUTZ Distributors are not permitted to file claims on the behalf of their Dealers or other DEUTZ Dealers. It is mandatory that each DEUTZ Dealer and their Distributor have their own DIWI account for filing of warranty claims. DEUTZ Corporation will pay warranty claims to the Distributor for the Distributor's Authorized Service Dealers and provide the Distributor with Dealer compensation.

Annual Service Dealer Review

Each Distributor is required to review its Dealers annually and complete a DEUTZ SERNET audit form and Form 2.



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DEUTZ Parts Inventory

Service Dealers are required to stock genuine DEUTZ parts. Stocking recommendation is the responsibility of each Distributor based on the Dealer's desired scope of service and engine population. Upon request, the DEUTZ Corporation Parts Department will provide a list, by engine model, of the fastest moving parts.



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DEUTZ engines and Genuine parts are designed and manufactured to meet production-engineered specifications while maximizing product safety. If a repair is necessary on DEUTZ products, DEUTZ requires that all repairs be performed using only genuine DEUTZ parts, mechanical components, and electrical components.

DEUTZ parts will be purchased through your contracted Distributor at a discounted rate as listed.

- CC3 Full Service Dealers will be granted a 25% discount off DEUTZ List Price
- CC2 Limited Service Dealers will be granted a 15% discount off DEUTZ List Price

Special Tool Requirement

Dealer Applicant will purchase the needed DEUTZ special tools from their Distributor. If substituted tools are presented it will be the responsibility of the Dealers contracted Distributor to ensure the tools will fulfill the needed function.

CC2 Limited Service Dealers are required by DEUTZ Corporation to perform service work on DEUTZ engines covered in this Agreement, dealers are expected to acquire and maintain the commonly used special tools needed to adequately service DEUTZ products. The signing Distributor shall evaluate their newly signed Dealer's tools and order what is required to bring them into compliance with this requirement. During SERNET Audits or after servicing difficulties due to inadequate tooling, DEUTZ Corporation may mandate that a Dealer acquires a specific tool or tools to bring them into compliance. A special tool list for the current Tier 4 and Legacy models is available on www.mydeutzsupport.com.

CC3 Full Service Dealers should be adequately equipped with the special tools needed to repair the DEUTZ engines they are expecting to see in their market. The signing Distributor shall evaluate their newly signed Dealer's tools and order what is required to bring them into compliance. During SERNET Audits or after service difficulties due to inadequate tooling, DEUTZ Corporation may mandate that a Dealer acquire specific tools to bring them into compliance. Minimum tooling requirements are listed below by territory and expectations for a new dealer setup.

North American CC3 Dealers Minimum Tooling Requirements

- General Tools
- Tier 4 - 2.2, 2.9, 3.6, 4.1, 6.1, 7.8

Latin American CC3 Dealers Prime and Sub Prime Markets Minimum Tooling Requirements

- General Tools
- Legacy – 914, 2011, 2012, 2013
- Tier 4 - 2.2, 2.9, and 3.6



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Service Dealer Application Process

The Distributor shall be responsible for determining the Dealer Applicant's qualifications and intent to establish and maintain a CC2 or CC3 Service Dealer Agreement. The Distributor shall also educate the Dealer Applicant in the requirements for approval as an Authorized DEUTZ Service Dealer. A new Service Dealer Application shall be completed jointly by the Distributor and the prospective Dealer at www.mydeutzsupport.com website. DEUTZ Corporation Service Operations team will review the Service Dealer Application upon its submission. The review process will include the Service Operations Manager and may require an on-site visit prior to approval.

Service Dealer Application Forms

The Service Dealer application consists of web-based forms available at www.mydeutzsupport.com. The Dealer and/or Distributor must complete all forms for the Dealer to be completely set up and functional.

Form 1 "DEUTZ Distributor / Dealer Inquiry Form". This form initiates the application process and collects the appropriate signatures and details to launch a new Dealer account review.

Form 2 "DEUTZ Business Contacts & Labor Rate Form". The contact form is the main collection point for all the Dealer's business information. This form is also used to collect labor rate information and will be used to establish the warranty labor rate paid to the Dealer. Form 2 is required to be completed annually by every DEUTZ Dealer and Distributor to maintain warranty compliance.

Service Dealer Termination

DEUTZ Corporation reserves the right to terminate a Dealer Agreement at any time. The Service Dealer Agreement between the Service Dealer Applicant and its DEUTZ Distributor provides termination by either party, with or without cause, upon sixty (60) days prior written notice. If a Distributor and/or Dealer wish to terminate the Agreement a "dealer termination form" must be submitted to DEUTZ Corporation for processing.

"Dealer Termination Form". This form is used to process the termination of a DEUTZ Dealer or Distributor location.