

New Cat[®] CVA Services Commitment features Two-Day Repairs, or the customer gets paid

- Services Commitment exclusively available with Customer Value Agreement (CVA)
- Two-Day Repairs commitment for common repairs available with a Cat CVA that includes dealer labor
- Next-day maintenance, wear and repair parts availability with Parts Next-Day commitment

IRVING, Texas, December 17, 2025— Strengthening the value of a Cat[®] Customer Value Agreement (CVA), every CVA will have an opportunity for an upgraded [Services Commitment](#) for customers, starting in 2026. Designed to keep the customer's business and equipment moving, CVAs that include dealer labor provide a Two-Day Repair commitment on common repairs to get the equipment back to work, or the customer gets paid. Additionally, Parts Next-Day availability with the new Services Commitment includes maintenance, wear and repair parts, available for pickup at the customer's requested dealer location.

"Our new Services Commitment program with a CVA is all about offering the customer hassle-free, peace-of-mind equipment ownership," says Ebban Clause, vice president of sales and marketing, Construction Industries Services Division. "Customers dealing with downtime need to act fast, and they need parts to get the equipment up and running quickly. Our new Services Commitment delivers just that – Two-Day Repairs, Parts Next-Day, or the customer gets paid."

Simplified ownership

The new Services Commitment simplifies equipment ownership, and its Parts Next-Day commitment helps to get the equipment back up and running when the unexpected happens. Customized to meet specific customer needs, equipment coverage, portability and transferability options are available with the Cat CVA.

CVAs offer 24/7 access to asset insights with equipment health management tools like VisionLink[™] and Cat Inspect. As part of the agreement, customers receive expert support from their local Cat dealer. Genuine Cat parts and fluids are available for scheduled planned maintenance at the customer's desired location at the right time.

Global rollout of CVAs with the new Services Commitment begins in the first quarter of 2026 and continues throughout the year and into 2027. It is subject to regional availability. Contact a Cat dealer for availability, major repairs commitment, and terms and conditions of the new Services Commitment coverage.

More information on Cat CVAs with the new Services Commitment can also be found by visiting cat.com.

TRADE PRESS RELEASE

New Service Introduction

NOTE TO EDITORS

About Caterpillar:

With 2024 sales and revenues of \$64.8 billion, Caterpillar Inc. is the world's leading manufacturer of construction and mining equipment, off-highway diesel and natural gas engines, industrial gas turbines and diesel-electric locomotives. For 100 years, we've been helping customers build a better, more sustainable world and are committed and contributing to a reduced-carbon future. Our innovative products and services, backed by our global dealer network, provide exceptional value that helps customers succeed. Caterpillar does business on every continent, principally operating through three primary segments – Construction Industries, Resource Industries and Energy & Transportation – and providing financing and related services through our Financial Products segment. Visit us at caterpillar.com or join the conversation on our social media channels at caterpillar.com/en/news/social-media.html.

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