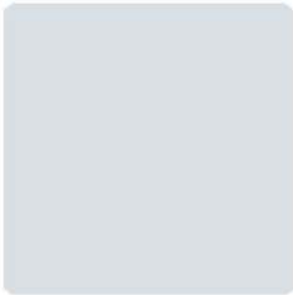


Incident Reporting at Caterpillar

July 2006



Incident Reporting at Caterpillar

- Program formalized with dealers in 1968
- Gathers product usage information to evaluate need for product change
- Dealer reports electronically to Caterpillar

Incident Reporting at Caterpillar

- Caterpillar has an ongoing program to obtain incident reports involving Caterpillar products via Caterpillar dealers. This system has been very effective and we encourage continued participation in the reporting process. Caterpillar has combined its Incident Reporting function with the Continuous Product Improvement (CPI) Dealer Solution Network (DSN). So let your dealer know about any incident.
- Caterpillar wants to learn about every incident involving a Caterpillar product. The Incident Report is used to gather and record factual information concerning the incident, which will be used to provide important feedback to product design groups.
- It is very desirable to have all incidents reported as soon as practical, although it is never too late to submit a report. Timely reports normally result in the discovery of more detailed and accurate facts.

Incident Reporting

What is an Incident that Caterpillar wants to know about?

- Any unusual event involving a Caterpillar product that results in:
 - Personal injury
 - Product damage
 - Property damage

- Any unusual event involving a Caterpillar product that could have resulted in:
 - Personal injury
 - Product damage
 - Property damage

Information that Caterpillar Requests

- Model
- Serial Number
- Owner's Name and Address
- Factual Description of what actually happened
- Description of the personal injuries if there were any
- Description of any damages to the product or other property
- The date the incident occurred
- The location where the incident occurred
- The weather at the time of the incident
- The slope the machine was on at the time of the incident
- The name and address of the person injured or incurring damages
- The experience level in months or years of the operator
- The name and address of any witnesses to the incident

Incident Reporting

- Report all Incidents to your Caterpillar Dealer.
- Make the dealer aware of the incident as soon as it is practical.
- Give the dealer as many facts as possible regarding the product, the operator, bystanders, mechanics, any related circumstances and the site. Dealer access to the product and the site is best if possible. Include serial number(s) and many digital photos.

Incident Reporting

- Each Incident Report is evaluated by a Caterpillar safety engineer from a safety perspective.
- The design group with responsibility for the product gets a copy of the Incident Report.
- If a response from Caterpillar is appropriate, it will typically come in the form of a Service Letter. Caterpillar Dealers can determine for a given machine by serial number which Service Letters have been or still need to be performed.
- Caterpillar appreciates your participation in the Incident Reporting process as you help us by providing information used to continue to improve our products.