

**Product Support Monthly Update**

Global Petroleum Asia Pacific, Australasia Region, Singapore

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## PartStore Redesign

In November 2008, Caterpillar started deploying the new PartStore application to the North America dealers. Dealers in other parts of the world should be deployed by March.

To view an on-line demonstration of the many enhancements that will make on-line parts ordering faster and easier, click on the link below.

<http://go.cateps.com/PartStoreLink>

## Warranty Website

The new **Global** Caterpillar Warranty website will be launched in March 2009. The website was created to provide one safe-source for warranty information and practices and eliminate redundancy & discrepancies in warranty documents.

The new website can be accessed from Power Net or directly at <https://warranty.cat.com>. There is a section dedicated to the Petroleum industry.

## Overhaul Kits

All marketing materials for **overhaul kits** for both **6.25" Bore** and **G3300** engines are now available on Power Net at

<https://engines.cat.com/overhaulkits>.

Details on a Parts Sales Stimulus Plan will be announced soon. A dealer stocking incentive will be offered. Please contact your Territory Manager to determine if this program applies in your region. Stay tuned!

## Engine News

An improved gas pressure regulator is used on G3500 engines. For details, refer to Engine News **SEBD9576**.

**Reminder** - Engine News is now available to registered customers on [www.catoilandgas.cat.com](http://www.catoilandgas.cat.com) in the "My Tools" section.

## G3500 Gas Compression Quick Reference

A new quick reference card for G3500 Gas Compression engines is available to download online at <https://engines.cat.com/cda/files/1366095/7/LEXW0019-00.pdf>

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**Factory Tours:**

*If you are interested in taking a customer to Lafayette Engine Center please let me know. This is a great opportunity for the oil and gas customers in your territory to see the value of buying the Caterpillar product!!*

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**NOW AVAILABLE****IRMs:****On Power Net**

**PELJ0980** – Overhaul Kits for  
G3304 and G3306 Engines

**IRMSL J0999** – Reman Cylinder

Packs for Certain 3400, 3500, C-15  
**PELJ0980** – Overhaul Kits for  
and C18 Engine Applications  
G3304 and G3306 Engines

**PELJ0999** – Reman Cylinder  
Datashets:

Packs for Certain 3400, 3500, C-15

**PEHP6041-04** –Cat® Reman  
and C18 Engine Applications  
Cylinder Heads and Valves

**PEHJ0222** – Overhaul Kits with  
Datashets:  
Reman Heads & Cylinder Packs

**PEHP6041-04** –Cat® Reman

Cylinder Heads and Valves

**PEHJ0222** – Overhaul Kits with

Reman Heads & Cylinder Packs  
Reference Card

**Reference Card:**

**LEXW0019** – G3500 Gas  
New Marketing Materials Web location:  
Compression Engines Quick  
<https://engines.cat.com/cda/layout?m=189501&x=7>  
Reference Card

New Marketing Materials Web location:

<https://engines.cat.com/cda/layout?m=189501&x=7>

## Global Population Tracking

The primary purpose of Global Population Tracking is to collect engine population information including current engine location so that information can be distributed to Caterpillar Dealers who provide service to Oil & Gas customers. This process will allow dealers to be better prepared to provide parts & service coverage to our global customers.

Your territory petroleum PSSR can now provide detailed reports of all Petroleum products operating in your territory. The reporting capabilities will continue to improve as we continue to receive engine location information from both customers and dealers.

You will hear more about the Global Population Tracking initiatives in the coming months.

## Warranty Registration Update

Since the online warranty registration form was launched 6 months ago, we have received over **800** registrations. Not only has an **accurate delivery date** been entered into SIMS for these engines, but we also know where these engines are operating. Service Managers should be receiving monthly & quarterly reports of all engines that have been registered in their territories. Please contact your territory petroleum Rep. if you have any questions about the report or about the registration process.

<http://catoilandgas.cat.com/engine/registration/>

## 2009 - Customer Cat ET & SIS web are now available to customers.

SIS provides access to comprehensive and up-to-date parts and service information. SIS covers all Caterpillar machines and engines from 1977 to present, and contains over 80,000 parts and service documents. Subscriptions to SIS DVDs (for PC use) are available in monthly and every-other-month subscriptions. SIS Web is an Internet subscription.

Cat ET is the diagnostic software required to communicate, troubleshoot, and service electronically controlled Caterpillar equipment. Cat ET requires the 171-4400 Cat Communications Adapter Tool Kit to communicate between the PC and the electronic control module (ECM).

<https://apdnet.cat.com/cda/files/1125378/7/2009PricingGuide.pdf>

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