

Parts, Services and Attachments Marketing

Parts Support



Revised – New Ag & Turf Parts Warranty Terms



7 April 2017: The seasonal warranty information has been corrected in the FAQ section.

Effective 27 January 2017, John Deere is changing the Ag & Turf parts warranty terms.

Ag: 6 month warranty for parts
12 month warranty for dealer-installed parts

Turf: 6 month warranty for dealer and non-dealer-installed parts

These changes to the John Deere Ag & Turf Parts Warranty Terms will be retroactive to Ag & Turf parts sold after 1 November 2016.

While warranty periods are increasing for Ag & Turf parts, this varies slightly from the message at the 2016 Aftermarket Expo. We announced that we would be changing warranty on Ag & Turf parts to be 6 month warranty and 12 month warranty for dealer-installed sales. However, federal regulations require warranty periods to be consistent for dealer and non-dealer-installed parts for consumer products. As a result, we will maintain a consistent warranty period on Turf parts (6 months) but we will maintain differentiation for Ag parts.

Ag

Dealer-Installed Parts: John Deere OEM parts will receive 12 months/unlimited hours coverage for both parts and labor when installed by an authorized John Deere dealer. Dealers will be required to submit a work order invoice for the part installation.

Non-Dealer-Installed Parts: John Deere OEM parts will receive 6 months/unlimited hours coverage after purchase. Dealers will be required to submit a parts invoice as part of the warranty process.

Turf

Dealer-Installed Parts: John Deere OEM parts will receive 6 months/unlimited hours coverage for both parts and labor when installed by an authorized John Deere dealer. Dealers will be required to submit a work order invoice for the part installation.

Non-Dealer-Installed Parts: John Deere OEM parts will receive 6 months/unlimited hours coverage after purchase. Dealers will be required to submit a parts invoice as part of the warranty process.

Exceptions

These new terms will not apply to all parts sold by John Deere. A few parts warranty exceptions:

- Battery warranty will remain unchanged
- Supplier-administered warranties will not change (e.g. parts starting with SW or PT prefix, and Mi-T-M products)
- Software claims will remain unchanged at 90 days
- Turf REMAN parts will remain unchanged at 12 months
- REMAN AC Compressors will remain 90 days when customer-installed

The complete parts warranty policy can be found in the A&T Warranty Administration Manual.

Value

Key value points for the new parts warranty:

- Improves Part Sale opportunities both over-the-counter and through the shop
- Sells the value of John Deere branded parts and quality dealership service
- Levels customer perception with Aftermarket Competition
- Creates consistent customer experience across John Deere dealers

Call to Action

This change improves the competitiveness of our genuine OEM parts and gives dealers an advantage in capturing more of the customers' parts and service business. John Deere plans to provide material via AdZone to help you publically communicate the new warranty terms. While AdZone materials are being created, we encourage Dealers to promote these advantages to customers. In order to gain the marketing advantages that this change offers, it will be critical that you use these materials to let customers know about this change. This will be a great opportunity to highlight John Deere and your dealership as providers of quality parts and service plus a warranty to back it up.

In addition to a retail customer message, it will be equally important to communicate this change to all personnel at the dealership. Warranty coverage should be a key element of customers' purchasing decisions.

FAQ

Why has John Deere decided to change the parts warranty terms?

- Improve position against competitors offering longer parts warranty terms
- John Deere Engine parts already advertise longer warranties
- Aftermarket parts suppliers have 1 year parts only warranty
- Some dealers are already offering longer warranties

Why are there different terms for Ag and Turf parts?

Complexity of Ag machines require a higher knowledge level to complete a repair and special tools that are available only through the dealer network. These items allow us to have more confidence to improve the life of a part when dealer-installed. For Turf parts, federal regulations require parts warranties for consumer products to be consistent whether the parts are sold over-the-counter or installed by a dealer.

What constitutes an Ag part versus a Turf part?

The Warranty Administration Manual will always have the most accurate definition of Ag versus Turf parts. For the purposes of parts warranty only, Ag parts are parts for 5-series and higher horsepower tractors as well as all traditional Ag products. Turf parts are parts for all mowers (Riding Lawn Equipment (RLE), QuikTrak™, ZTrak™, Wide Area Mowers (WAM), front mount mowers, and Golf products), Gator™, and Compact Utility Tractors (CUT) up to and including 4-series.

Are A&I and Sunbelt parts covered by this parts warranty change?

No, A&I and Sunbelt parts will retain their current parts and labor warranty policies.

Are REMAN parts covered by this warranty change?

The non-dealer-installed REMAN parts will remain at 12 months which is no change from the current policy. The exception is AC Compressors which will have a 90 day warranty.

Are Frontier parts included in the new parts warranty policy?

Yes, Standard Ag and Turf warranty policies apply to Frontier products. See the Warranty Administration Manual.

Are Golf parts included in the new parts warranty policy?

Yes, Golf parts will follow the Turf warranty terms. Golf parts will receive 6 month warranty terms.

Are CWP parts included in the new parts warranty policy?

Yes, CWP parts will follow the Ag warranty terms. CWP parts will receive 6 month for non-dealer-installed and 12 month dealer-installed warranty terms.

Will the claim submission process change for dealers?

Yes, the process will change starting 27 January 2017. A Parts Warranty claim will require the original customer invoice or the dealer work order to be attached to the claim for processing. Additionally, claims for Ag parts will need to be submitted only using the dealer Ag account, Turf parts using the dealer Turf account, and CWP parts using the dealer CWP account. Machine specific PINs need to be submitted on the claim. See the John Deere Warranty System User Guide section 5.3.1 for instructions on loading attachments.

Will the new parts warranty be promoted by John Deere?

Yes, the new parts warranty will be promoted to customers by John Deere but it is highly recommended for dealerships to promote this new warranty change to their customers immediately. John Deere will have advertising material available in AdZone later in February 2017 but dealers are encouraged to start promoting this on their own.

What will the warranty terms be for non-dealer-installed or parts purchased through the shop prior to 1 November 2016?

There will be no changes to warranty for non-dealer-installed or parts purchased through the service department prior to 1 November 2016. Those purchases will still be covered by the terms that were in place at the time based on the product category.

My customer purchased Turf parts on 15 December 2016. When does the warranty expire for those parts?

The customer would receive a 6 month warranty. The warranty would expire on 16 June 2017, unless seasonal warranty applies (see next page).

My customer purchased Ag non-dealer-installed parts on 15 December 2016. When does the warranty expire for those parts?

The customer would receive a 6 month warranty. The warranty would expire on 16 June 2017, unless seasonal warranty applies (see next page).

My dealership installed Ag parts on a customer's machine on 1 November 2016. Will they get 12 months warranty and when will it expire?

Yes, the installed parts would qualify for the new parts warranty. The warranty would expire 1 November 2017, unless seasonal warranty applies (see next page).

Will these changes affect seasonal start date deferrals?

Seasonal start date deferrals will still apply with the new parts warranty. Start dates are indicated per the chart shown in Warranty Administration Manual section 30.15. For example, warranty coverage for parts installed for a combine used solely for fall crops in January 2017 would start on 1 June 2017 and expire on 1 June 2018. A customer that purchases planter parts over-the-counter in January 2017 would have warranty coverage starting on the date of first use or 1 March 2017, whichever is first, and be covered for a period of **6 months**.

When will the Warranty Administration Manual be updated showing these changes?

The Warranty Administration Manual will be updated on 27 January 2017 with the new terms.

Where can I find detailed information about parts warranty?

The details of this change can be found in the A&T Warranty Administration Manual.

Who do I contact if I have questions regarding the new parts warranty?

- The Warranty Administration Manual should be your first place to go if you have any questions
- For questions regarding policy administration, contact your TCSM
- For questions regarding marketing the new warranty, contact your John Deere Aftermarket Manager