🟧 Caterpillar Dealer Service – Comprehensive FAQ

---

1. How do I schedule a service for my machine?

You can schedule service by contacting your local Cat® dealer's service department by phone, email, or through the online service portal. Provide your machine's serial number, hours, and location. Many dealers also offer remote scheduling via **My.Cat.com** or the **Cat app**.

---

2. What information should I provide when requesting service?

Please include:

- Machine model and serial number
- Total operating hours
- Description of the problem or required maintenance
- Location of the equipment
- Preferred contact method and available service time

Providing accurate details allows the dealer to send the right technician, tools, and parts.

---

3. How do I find the correct dealer for my location?

Visit cat.com/findadealer and enter your ZIP/postal code. The tool displays your authorized dealer, contact details, and service centers near you.

---

4. What should I do if my machine breaks down unexpectedly?

Contact your dealer's **emergency service line** immediately. Provide your machine details and fault symptoms. The dealer can dispatch a field technician or arrange transport to the nearest branch. Some dealers also provide 24/7 mobile service for critical equipment.

---

5. What does a standard preventive maintenance (PM) service include?

A PM service typically covers:

- Engine oil and filter replacement
- Fuel, air, and hydraulic filter checks
- Cooling system inspection
- Lubrication of joints and linkages
- Safety inspections
- Diagnostic code scan and reset
- Review of telematics data (if available)

---

6. How often should I perform preventive maintenance?

Follow the interval recommended in your Operation & Maintenance Manual (usually every 250–500 hours). Machines used in harsh environments (dust, extreme cold/heat) may need shorter intervals. Telematics systems can help track real-time maintenance schedules.

---

7. Can I get service performed at my job site?

Yes. Most Cat dealers offer **field service** or **mobile maintenance vans** equipped to perform on-site repairs and inspections, reducing downtime and transportation costs.

---

8. Is emergency 24/7 service available?

Yes, many authorized dealers provide **round-the-clock emergency response** for breakdowns. A callout fee may apply depending on distance and urgency.

---

9. How fast can a technician arrive after I request service?

Response time varies by region and workload, but emergency calls are prioritized. Dealers aim to reach breakdown sites within a few hours for critical assets.

---

10. What is the difference between regular service and major overhaul?

- **Regular service** maintains system performance (oil, filters, inspections).

- **Major overhaul** involves full teardown and reconditioning of major components (engine, transmission, hydraulics) to extend life cycle.

---

11. How do I track service and maintenance history?

All service records are stored in the dealer's ERP system and visible to customers through **My.Cat.com** or **VisionLink®**. You can also request printed service summaries.

---

12. What are my warranty options?

New machines typically come with a **standard 12-month warranty**. Dealers offer **Extended Protection Plans (EPP)** and **Customer Value Agreements (CVAs)** that cover parts, labor, and maintenance for longer terms.

---

13. What if the warranty has expired?

You can still receive full dealer service. The dealer will provide an estimate and may recommend an extended coverage plan to protect future repairs.

---

14. How do I get a cost estimate before service?

The dealer's service advisor will review your request and generate a quote based on labor hours, parts, and travel. For PMs, standard flat-rate packages are available.

---

15. Are only genuine Cat parts used?

Yes, authorized dealers use **genuine Cat® parts** or **Cat Reman** components that meet the same factory specifications. Using genuine parts preserves reliability and warranty coverage.

---

16. What's the difference between Cat Reman and new parts?

Cat Reman parts are factory-reconditioned to OEM standards, tested, and come with the same warranty as new parts. They offer excellent value and sustainability benefits.

---

17. How do I order parts if my machine is down?

Use **Parts.Cat.com**, the dealer's portal, or call the parts counter directly. Many dealers offer **same-day or next-day** delivery for stocked items.

---

18. What is the benefit of scheduled oil sampling (SOS)?

Cat's **Scheduled Oil Sampling** helps detect early signs of wear, contamination, or coolant leaks. This predictive maintenance tool helps prevent costly failures.

---

19. Can I integrate telematics data into my maintenance plan?

Yes, **VisionLink®** and **My.Cat.com** integrate machine health, alerts, and usage to automatically schedule PMs, send reminders, and optimize downtime.

---

20. How are safety inspections handled?

Every service includes basic safety checks—brakes, seat belts, warning lights, backup alarms, and emergency systems. Dealers also offer annual safety certification inspections.

---

21. How is machine software updated?

Technicians use factory-approved Cat Electronic Technician (Cat ET) software to update firmware and calibrations during service visits.

---

22. Can the dealer perform calibration or diagnostics remotely?

Some models support **remote diagnostics** or **remote flash updates** through telematics if connectivity is enabled.

---

23. Can I get operator training as part of my service plan?

Yes. Dealers offer **on-site or classroom training** on machine operation, maintenance, and safety procedures to help improve uptime and reduce misuse.

---

24. How do I know when filters or oil need changing?

Follow the intervals in your machine's manual or monitor via telematics. The system alerts you when maintenance is due.

---

25. What are signs that my machine needs urgent repair?

- Visible fluid leaks
- Power loss or abnormal noise
- Warning lights or diagnostic codes
- Excessive smoke or vibration
- Hydraulic lag or overheating

Contact your dealer immediately if you notice any of these.

---

26. What happens if I skip scheduled maintenance?

Neglecting service can lead to premature wear, breakdowns, voided warranties, and higher long-term costs. Dealers strongly recommend staying compliant with PM schedules.

---

27. How can I extend the life of my machine?

Perform regular PM, use genuine Cat filters and fluids, store equipment properly, and train operators to minimize idling and misuse.

---

28. What is a Customer Value Agreement (CVA)?

A CVA is a flexible maintenance contract covering scheduled PMs, parts delivery, remote monitoring, and service at predictable costs.

---

29. What are the benefits of a CVA?

Predictable costs, improved uptime, genuine parts, reduced administrative effort, and machine health monitoring with automated service alerts.

---

30. Do you offer fleet management assistance?

Yes. Dealers can provide reports on fleet utilization, idle time, fault trends, and upcoming maintenance to optimize performance and budget.

---

31. What's the difference between reactive and preventive maintenance?

- **Reactive**: Fixing problems after failure.
- **Preventive**: Servicing components before failure to prevent downtime. Dealers recommend preventive approaches for high-value assets.

---

32. Can you service non-Cat attachments or tools?

Yes, dealers often service attachments (e.g., buckets, hammers) if compatible. However, warranty coverage applies only to Cat equipment.

---

33. How can I monitor my machine remotely?

By subscribing to **Cat Product Link™**, which provides real-time machine data, GPS location, utilization hours, and alerts accessible via **VisionLink**.

---

34. How do I handle service at remote job sites?

Field service units are equipped for remote diagnostics, oil changes, and emergency repairs. Dealers also use satellite connectivity for telematics.

---

35. What is condition-based maintenance (CBM)?

CBM relies on sensors and SOS reports to trigger maintenance based on actual machine condition rather than fixed hours.

---

36. How do I ensure compliance with environmental regulations?

Dealers handle used oil and filters in accordance with EPA and local regulations. Waste disposal certificates can be issued upon request.

---

37. Can I track service costs per machine?

Yes, cost summaries are available per unit via **My.Cat.com** or dealer reports to assist in budgeting and ROI analysis.

---

38. What financing options are available for large repairs?

You can use a **Cat® Card**, extended terms, or equipment finance programs for major repairs and rebuilds.

---

39. What is the rebuild program?

Cat Certified Rebuilds restore used machines to like-new condition, including component replacement, testing, and new-machine warranty.

---

40. How long does a rebuild take?

A Certified Rebuild typically takes 6–10 weeks depending on model and parts availability.

---

41. Can you provide loaner or rental machines during repair?

Yes, most dealers offer short-term rentals to minimize downtime during major repairs.

---

42. How do I prepare my machine for service?

Ensure it’s clean, accessible, and located in a safe area with keys available. Report any fault codes or unusual performance beforehand.

---

43. Can I track technician arrival status?

Many dealers now send text/email updates with technician ETA and job status.

---

44. Do you handle both mechanical and electronic diagnostics?

Yes. Dealers use Cat ET and diagnostic hardware for all mechanical, hydraulic, and ECM systems.

---

45. What if a service issue reoccurs soon after repair?

Contact the service advisor. Repeat issues are reviewed under **warranty or goodwill adjustments** depending on cause.

51. How do I find the service manual for a specific CAT model?

You can access service manuals through the **SIS2.0 (Service Information System)** using your dealer login. Each model's serial number prefix must be entered to retrieve the correct service manual, schematics, and testing procedures.

---

52. Can I download SIS content for offline use?

Yes, SIS2.0 supports offline content synchronization for authorized users. You can pre-download selected model documentation to use during field service where internet access is limited.

---

53. How can I check if a machine has open service campaigns?

Log in to **Warranty & Service Campaign Portal (WSCP)** or **Product Link**. Enter the serial number to view any open service letters, Product Improvement Programs (PIPs), or mandatory updates.

---

54. What's the correct procedure for reporting a recurring fault code?

Use **CAT ET (Electronic Technician)** to capture the code snapshot, verify parameters, and check historical logs. Submit the **Product Problem Report (PPR)** through the **Dealer Solution Network (DSN)** with complete diagnostics and logs attached.

---

55. How do I calibrate sensors after replacement?

Refer to the **Testing and Adjusting** section of the service manual. Calibration steps vary by model but typically require CAT ET connection, specific warm-up parameters, and recording zero-offset readings.

---

56. How can I update machine ECM firmware?

Firmware updates are done using **CAT Flash File Utility** via CAT ET. Download the latest flash files from **SIS Web Services** corresponding to your model's serial prefix. Always back up configuration files before flashing.

---

57. What's the process to verify a machine's maintenance history?

Access **VisionLink**, **Product Link**, or **Dealer Business System (DBS)**. These show service logs, preventive maintenance schedules, and dealer-entered service records tied to the machine's Product Identification Number (PIN).

---

58. Can dealers perform field ECM reprogramming?

Yes, authorized field technicians can perform ECM reprogramming using a **CAT Communication Adapter (Comm 3 or Comm 4)** and **CAT ET**, provided the machine's battery voltage and connection stability meet minimum thresholds.

---

59. What are common causes of ECM communication loss?

Loose connectors, damaged CAN wiring, low voltage, or incorrect termination resistors. Run a continuity and voltage drop test before replacing ECMs.

---

60. How to request engineering assistance for unresolved issues?

Submit a **Dealer Solution Network (DSN) case** with logs, CAT ET data, oil analysis reports, and photos. If needed, escalate through **Technical Communicator (TC)** to reach product engineering.

---

61. How is machine downtime calculated for warranty claims?

Downtime begins when a failure is reported and ends upon repair completion. Dealers must record exact timestamps in the claim notes; Caterpillar audits downtime records during warranty review.

---

62. Can dealers install non-CAT parts during warranty repairs?

No, only genuine CAT parts may be used on warranty claims. Use of third-party components may void the warranty unless pre-approved through a **Nonstandard Repair Authorization (NSRA)**.

---

63. What's the standard response time for warranty claim approval?

Typically 3–5 business days, depending on completeness and complexity. Claims missing failure photos or component analysis may take longer.

---

64. How do dealers dispose of failed components under warranty?

Retain all failed components for **Caterpillar Return Inspection (CRI)**. Parts flagged for return will appear in the **Parts Return Authorization (PRA)** system. Ship back within the specified timeframe.

---

65. Can a dealer perform warranty repairs on a different dealer's machine?

Yes, with cross-dealer authorization from **Caterpillar Warranty Administration**. The servicing dealer must include a **Cross Dealer Repair (CDR)** code in the claim.

---

66. How are reman parts handled in service jobs?

Reman (remanufactured) parts follow the **Core Return Policy**. The dealer must return the used core within 30 days to receive credit. Track returns through the **Core Management System (CMS)**.

---

67. How do I find equivalent Reman part numbers?

Use the **Reman Part Finder Tool** available in **Parts.Cat.Com** or **SIS2.0**. Enter the original part number to view the Reman equivalent, if available.

---

68. How often are technical bulletins updated?

Service Information Bulletins (SIBs) are released weekly. Dealers receive email notifications or can subscribe to automatic updates in **DSN/SIS**.

---

69. Where can I get hydraulic schematic diagrams?

In **SIS2.0**, open your model, go to "Schematics," and select "Hydraulic." Diagrams are downloadable in PDF or interactive SVG formats for easier zooming and layer filtering.

---

70. How to identify superseded part numbers?

Use **Parts.Cat.Com** or **SIS Part Supersession Tool**. Superseded parts are marked as "Replaced By" with the latest valid part number.

---

71. Can I perform a root cause analysis through Cat Inspect?

Cat Inspect allows fault tracking and condition reporting, but root cause analysis must be done manually using **Cat ET data**, **fluid analysis**, and physical inspection results.

---

72. What is the typical lead time for service parts?

Varies by region — typically 1–3 business days for standard parts, and 5–10 days for special orders. Critical downtime orders can be expedited under **Emergency Order (EO)** priority.

---

73. Can I request training for my service technicians?

Yes, training can be requested via **CAT University** or through your **Regional Dealer Learning Advisor**. Courses cover electrical diagnostics, hydraulics, emissions, and telematics.

---

74. What's the correct oil sampling frequency for high-hour machines?

Every 250 service hours for standard duty, or every 125 hours for severe duty. Oil analysis results should be uploaded to **S.O.S. Services** for trend analysis.

---

75. How to handle fluid contamination issues?

Immediately isolate the machine, collect samples for **S.O.S. analysis**, replace filters, and flush the system if contamination exceeds threshold. Update service logs in **DBS**.

---

76. Can dealers track warranty parts shipment status?

Yes, through **Dealer Warranty Portal → PRA → Shipment Tracking**, which integrates with FedEx/Caterpillar Logistics systems.

---

77. Are software licenses for Cat ET transferable between users?

No. Each license is tied to a specific user and workstation ID. To reassign, contact **Dealer Systems Admin** for a transfer request.

---

78. How to verify Product Link connectivity issues?

Check the antenna, SIM card, and GPS module power. Log in to **VisionLink → Asset Monitoring → Connectivity Report** to identify last communication timestamp.

---

79. What's the standard battery voltage for telematics modules?

Typically 9–32V DC input. A drop below 9V can cause intermittent connectivity or data loss.

---

80. How do I generate a service quotation for a customer?

Use **DBS Service Quoting Module**. Select labor operation codes, parts, and miscellaneous charges. Validate against **CAT Flat Rate (CFR)** guidelines before approval.

---

81. Can dealers integrate service data with CRM systems?

Yes, through APIs provided in **Dealer Integration Gateway (DIG)**, which allows CRM platforms to sync service orders, equipment details, and warranty claims.

---

82. How are customer satisfaction surveys handled?

Post-service, the system triggers an **NPS (Net Promoter Score)** survey via email or SMS. Dealer management monitors feedback dashboards in **Customer Experience Portal**.

---

83. Can warranty coverage be extended?

Yes. Customers can purchase **Extended Protection Plans (EPP)** before the standard warranty expires. Dealers must complete eligibility checks in **Warranty Administration System (WAS)**.

---

84. How do dealers handle software obsolescence?

Dealers receive obsolescence notifications in **Dealer Flash File Portal** and must upgrade service laptops with the latest CAT ET versions within 30 days.

---

85. What's the retention period for service job documentation?

Typically 7 years, but warranty-related documents must be retained for at least 10 years as per **CAT Policy GP220**.

---

86. How to validate calibration certificates for torque tools?

Certificates must be renewed annually and stored in **Dealer Quality Assurance (DQA) system**. Field technicians should verify calibration status before use.

---

87. How are service KPIs tracked?

KPIs such as **First-Time Fix Rate**, **Mean Time to Repair (MTTR)**, and **Customer Uptime** are automatically computed in the **Dealer Performance Dashboard (DPD)**.

---

88. What is the process to handle environmental spills during service?

Immediately report via **Environmental Incident Form (EIF)**, contain the spill, and dispose of contaminated materials following local regulations and **CAT EH&S standards**.

---

89. Can mobile service units be tracked?

Yes, using **VisionLink Fleet Management**. It monitors technician vehicles for job scheduling, GPS tracking, and idle time analysis.

---

90. How to verify technician certification levels?

Use **Dealer Technician Qualification Database (DTQD)**. Certifications are categorized as Level 1 (Basic), Level 2 (Advanced), and Level 3 (Master Tech).

---

91. What is the CAT standard for customer response time?

Field service response should occur within 4 hours for critical breakdowns and within 24 hours for normal service requests.

---

92. Can a dealer view competitor part substitutions?

No, Caterpillar restricts competitor cross-references. Only validated CAT or Reman part supersessions are available through authorized systems.

---

93. How are claims audited by Caterpillar?

Warranty audits are conducted annually. Dealers are evaluated on accuracy, timeliness, and adherence to **Service Letter (SL) compliance**.

---

94. How to request product training materials for new launches?

Available in **Dealer Launch Portal (DLP)** under “Product Support Resources.” Dealers can download presentation kits, video tutorials, and quick-start guides.

---

95. Can dealers submit feedback on diagnostic tools?

Yes, through the **Dealer Feedback Program (DFP)**. Submissions are reviewed by Caterpillar's Tooling & Diagnostics engineering team.

---

96. What's the typical turnaround for oil analysis reports?

24–48 hours after sample receipt. Critical results trigger automatic email alerts to the service manager.

---

97. How are safety recalls communicated to dealers?

Caterpillar issues a **Product Safety Bulletin (PSB)** and updates **SIS2.0 → Product Notices**. Dealers must acknowledge receipt and confirm completion.

---

98. Can I access customer equipment utilization reports?

Yes, through **VisionLink → Productivity Dashboard**, showing idle vs. work hours, fuel consumption, and production metrics.

---

99. How often should telematics firmware be updated?

At least once per quarter or as per the **Product Link Software Bulletin**. Automatic OTA (Over-The-Air) updates can be configured for active devices.

---

100. How are unresolved dealer disputes handled?

Escalate via **Dealer Support Network (DSN)** to the **Regional Dealer Manager (RDM)**. If unresolved, cases can be reviewed under **Dealer Governance Council (DGC)**.

101. What diagnostic tools support predictive maintenance for Cat equipment?

Predictive maintenance integrates **Cat Asset Intelligence**, **Product Link™**, and **VisionLink Predictive**. These systems use telematics and fluid-analysis data to forecast component wear and automatically generate work orders in **Dealer Business System (DBS)** once thresholds are exceeded.

---

102. How is machine health score calculated in VisionLink?

The health score combines sensor data (temperature, pressure, duty-cycle), event severity, open fault codes, and overdue maintenance hours. The algorithm assigns weighted values and generates a percentage score that technicians use to prioritize service.

---

103. Can AI help detect early failure patterns?

Yes. **Caterpillar Analytics Hub** runs ML models on historical service and S.O.S. data to identify failure precursors (e.g., injector imbalance, turbo speed deviation). Dealers can subscribe to proactive alert feeds through **Dealer Integration Gateway (DIG)** APIs.

---

104. How does Cat Inspect use AI image recognition?

When technicians upload photos, Cat Inspect's vision model checks for surface cracks, leaks, or corrosion patterns, flags anomalies, and pre-fills defect categories in the inspection report—reducing manual entry time by 40 %.

---

105. What's the correct workflow for emission-related diagnostics?

Use **Cat ET v2024 or later** with the **Emissions Tool Pack**. Capture DPF soot load, NOx conversion efficiency, and DEF quality. Upload logs to **Caterpillar Emissions Portal (CEP)** for validation against EPA Tier 4/Stage V parameters.

---

106. How do I handle DPF regeneration failures?

Verify temperature sensors and differential-pressure sensor health, perform a manual regeneration via Cat ET, then submit results to CEP. Persistent failures require ECM flash-update using the latest emission-calibrated file.

---

107. Can remote technicians initiate service diagnostics?

Yes. **Remote Troubleshoot (RTS)** lets certified technicians connect securely to the machine's ECM through Product Link, read codes, and perform parameter overrides without dispatching a field tech.

---

108. What is the latency of remote diagnostics?

Average 5–20 seconds per command depending on cellular coverage and VPN latency. RTS encrypts data using TLS 1.3 with CAT PKI certificates to maintain end-to-end security.

---

109. How are firmware updates pushed remotely?

Through **Remote Flash Service** in VisionLink. Machines receive the flash file over the air once connected to Product Link; progress is logged in **Dealer Fleet Monitor (DFM)**.

---

110. How to verify successful remote flash?

After completion, RTS auto-generates a checksum verification and posts the hash in **Service History Record (SHR)** within DBS. Technicians must review and mark "Verified OK."

---

111. What's the role of the Dealer Integration Gateway (DIG)?

DIG provides REST APIs allowing external CRM, ERP, or predictive-analytics tools to interact with Caterpillar systems—enabling automatic work-order creation, part availability checks, and telematics data streaming.

---

112. Can I integrate dealer mobile apps with DIG?

Yes, provided apps implement OAuth 2.0 authorization and comply with CAT's API Security Policy. Developers obtain credentials through **Developer.Cat.Com Portal**.

---

113. How does Caterpillar secure telematics data?

Data in transit uses TLS 1.3; at rest, AES-256 encryption. Product Link devices employ hardware TPM modules for device authentication and cryptographic key storage.

---

114. What's the typical telematics data refresh rate?

Standard subscription: 15-minute intervals. Premium: 1-minute. Dealers can modify reporting frequency in **VisionLink Configuration Manager**.

---

115. Can a customer export telematics data to third-party systems?

Yes, via VisionLink API or CSV scheduler. Exports must honor Caterpillar's Data Use Agreement (DUA) ensuring privacy and data-ownership rights.

---

116. How do dealers analyze machine fuel efficiency trends?

VisionLink Performance Dashboard aggregates fuel consumption (L/h) vs. work hours, compares similar models, and highlights variance beyond ±10 %. Reports can be exported monthly to the dealer portal.

---

117. What ML techniques are used for failure prediction?

Gradient-boosting ensembles and temporal CNNs trained on event sequences detect deviations in vibration, load, and pressure signals. Confidence > 0.8 triggers a proactive maintenance alert.

---

118. How are over-the-air (OTA) updates validated?

Each OTA package carries a digital signature verified by the device TPM before installation. Invalid or tampered packages are automatically quarantined.

---

119. How to manage user access to dealer systems?

Access is governed by **Identity and Access Management (IAM)** integrated with **Cat Dealer Single Sign-On (SSO)**. Roles include Service Tech, Warranty Admin, Parts Analyst, and Manager.

---

120. What's the password policy for SSO accounts?

Minimum 12 characters, mixed case, digit, symbol; expires every 90 days. MFA via mobile app or FIDO2 key is mandatory for admin roles.

---

121. How frequently should IAM access reviews occur?

Quarterly reviews required under Caterpillar Security Directive ISD-001 (Access Control). Managers must certify or revoke inactive accounts in the **Access Review Portal**.

---

122. What audit logs are retained?

Dealer System Audit Logs (DAL) capture user logins, configuration changes, warranty claim edits, and API access events. Logs retained 7 years for compliance.

---

123. How does Caterpillar detect system anomalies?

Security Operations Center (SOC) runs UEBA models correlating dealer logins, geography, and access patterns. Unusual behavior triggers multi-factor challenge and alert.

---

124. What backup policy applies to dealer databases?

Daily incremental and weekly full backups encrypted with AES-256 stored in dual cloud regions. Recovery Time Objective (RTO): 8 hours; Recovery Point Objective (RPO): 4 hours.

---

125. How is data privacy ensured for customer information?

All personal data is tagged under **Data Classification ISD-014**. Access restricted to “Need to Know.” Transmission uses tokenized IDs to prevent PII exposure.

---

126. Are dealers required to comply with GDPR or CCPA?

Yes, depending on operating region. Dealer Legal Compliance Team reviews data handling processes annually and ensures opt-out mechanisms are functional.

---

127. What’s the policy for storing diagnostic data on laptops?

Local storage must be encrypted using **BitLocker (AES-256)** and auto-delete logs after 30 days. Data should sync to **Dealer Central Repository (DCR)** nightly.

---

128. Can dealers use cloud storage for service photos?

Yes, only Caterpillar-approved cloud (e.g., Azure CAT Tenant). Public cloud folders like Dropbox or Google Drive are prohibited per ISD-032.

---

129. How are firmware signing keys protected?

Keys reside in **Hardware Security Modules (HSMs)** within Caterpillar PKI infrastructure; only the release manager can sign flash files after QA validation.

---

130. What risk exists if IAM reviews are skipped?

Unauthorized or dormant accounts may be exploited, leading to data breach. Risk rating: High. Mitigation: Automated quarterly access certification and periodic penetration tests.

---

131. How are API keys rotated?

Every 90 days automatically through DIG Key Lifecycle Manager. Expired keys block API traffic until new keys are issued.

---

132. Can technicians use personal devices for diagnostics?

No. Only dealer-issued, encrypted devices with CAT Endpoint Protection (EPP) are allowed. Personal devices violate ISD-021 (Mobile Device Control).

---

133. What network segmentation rules apply in workshops?

Operational Technology (OT) networks for machines are segmented from IT business networks using firewalls and VLAN policies per ISD-009 (Network Security).

---

134. How are service laptops patched?

Via **Dealer WSUS Server** synced weekly to Microsoft Update. Missing patches older than 30 days trigger non-compliance alerts.

---

135. What vulnerability scanning tools are approved?

Qualys Cloud Agent and **CAT Internal Scanner (CIS)** must run monthly to detect outdated software, unencrypted volumes, and open ports.

---

136. How are phishing risks mitigated?

Quarterly awareness campaigns, simulated phishing emails, and enforced MFA. Dealer Security Teams track click-through rates and conduct follow-up training.

---

137. What's the escalation path for detected malware?

Isolate endpoint → Run EPP scan → Report incident to Dealer SOC → Submit IOC hash to Caterpillar Cyber Threat Intelligence (CTI) for analysis.

---

138. Can dealers run penetration tests?

Yes, with prior authorization from Caterpillar Cybersecurity Office. Results must be submitted within 10 days for remediation review.

---

139. How to manage remote access vendors?

Third-party access requires short-lived VPN credentials and session recording per ISD-045 (Remote Vendor Management). Access expires after 72 hours.

---

140. What controls apply to configuration management?

Changes must be logged in **Configuration Control System (CCS)**. All production config changes require dual approval and rollback plan.

---

141. How are audit results documented?

Each control review is logged in **Compliance Evidence Register (CER)** with "Compliant / Non-compliant" status and associated evidence files (e.g., screenshots, logs).

---

142. What's the retention for audit evidence?

Minimum 7 years or per contractual obligation. Backed up in read-only format with SHA-256 integrity checks.

---

143. How do dealers report cybersecurity incidents?

Through **Incident Response Portal (IRP)** within 1 hour of discovery. Severity 1 events require immediate phone notification to CAT SOC Hotline.

---

144. What's the average incident response time?

Severity 1: 4 hrs; Severity 2: 24 hrs; Severity 3: 72 hrs. Metrics tracked under ISD-060 (Incident Management Standard).

---

145. How does Caterpillar validate dealer security maturity?

Annual Dealer Cyber Maturity Assessment (DCMA) scores controls across Identity, Network, Endpoint, and Governance domains.

---

146. Can dealers benchmark their performance regionally?

Yes. DCMA dashboard shows comparative scores vs. regional and global averages to identify improvement areas.

---

147. How are outdated diagnostic tools handled?

End-of-Life (EOL) notices are published six months prior. Dealers must migrate to approved versions and dispose of legacy hardware through secure recycling channels.

---

148. What's the policy for retaining machine data post-sale?

Machine data is retained for five years after equipment decommission unless customer requests deletion per Data Retention Directive ISD-050.

---

149. How is dealer compliance verified?

Quarterly self-assessments + annual third-party audits by Caterpillar Compliance Office. Findings are tracked to closure in **Remediation Tracker (RT)**.

---

150. Where can dealers access all current ISD directives?

Through the **Caterpillar Information Security Repository (CISR)**. Each directive has a summary, implementation guide, and evidence template for compliance validation.