



## Frequently Asked Questions (FAQ)

### SALES

#### **How can I add John Deere Protect to a Quote?**

To sell John Deere Protect, dealers must opt-in to the John Deere Protect program by using the opt-in form on the John Deere Extended Warranty website (<https://ew.deere.com>) and the dealer administrator must adopt the packages in SvAP. Once adopted, the John Deere Protect package options will be visible in the Value Added Services tab in JDQuote2 and can be added to quotes like any other value added service package.

#### **Can dealers change or modify the John Deere Protect offering?**

No, John Deere Protect is a Deere-sponsored offering and dealers cannot modify the offering or any of the terms and conditions. Note: SvAP's current functionality will permit dealers to modify the pilot John Deere Protect packages. We ask that dealers do not make any changes to the Deere-published packages.

#### **Are there options for other term lengths or additional engine hours?**

No, only the John Deere Protect packages published by Deere in SvAP are available at this time. Additional term lengths may be offered as the program grows.

#### **Is there a deductible for John Deere Protect?**

There is no deductible for John Deere Protect services and repairs. The customer is still responsible for the normal PowerGard™ deductible if a component covered by PowerGard™ fails due to a defect in materials or workmanship.

#### **Are services at the customer's location covered by John Deere Protect?**

Yes, however labor will be reimbursed at the dealer's registered shop labor rate and technician travel time and mileage is not covered. In most cases, John Deere Protect services are designed to be delivered at the dealership location. If onsite service is desired due to the customer's distance from a dealer location, consider selling a separate value-added service contract in addition to John Deere Protect that includes field labor and/or technician travel time and mileage.

#### **Can dealers still sell their own Value-Added Service (VAS) packages in addition to John Deere Protect?**

Yes. John Deere Protect packages can be considered as a foundation to build on. We encourage dealers to promote and sell their own value-added services as separate packages, over and above the John Deere Protect offering. Options include: Solution center access, machine transportation, operator training, in-field startup and optimization visits, crop changeovers, mid-season inspections, etc.

#### **Can dealers adjust the pricing of John Deere Protect?**

Yes. Dealers may adjust the pricing of John Deere Protect on individual quotes to achieve their sales objectives, however the dealer will still be charged the full price of the package from John Deere.

### **Will pricing change?**

Similar to PowerGard™ Protection Plans, John Deere Protect pricing will be reviewed and adjusted on an annual basis to reflect such things as service parts and dealer labor price changes.

### **What is the dealer sales margin for John Deere Protect?**

To remain price-competitive with customers' current operating expenses, there is no up-front sales margin for John Deere Protect. Dealers will be billed for the published price of the John Deere Protect contract but are free to mark it up or down and integrate it into the sales quote as desired. Dealers will receive the existing sales margin for the PowerGard™ contract they sell as a pre-requisite for John Deere Protect.

### **Can John Deere Protect be financed with the purchase of a new machine?**

Yes, John Deere Protect may be financed on leases and installment notes through John Deere Financial, subject to certain Loan-to-Value limits. Please review with your Territory Finance Manager.

### **Is John Deere Protect available for used machines?**

John Deere Protect is not available for used machines that are outside of the 95 day / 100 hour grace period that begins with the start of basic warranty coverage.

### **Can John Deere Protect be added to demo machines?**

Yes, John Deere Protect has a 95 day / 100 hour grace period and can be added to demo machines as long as it is purchased within the first 95 days and 100 hours of basic warranty registration. There is no "delayed purchase period" for John Deere Protect.

### **Are John Deere Protect machines eligible for Certified Pre-Owned (CPO) and/or PowerGard™ Certified Status?**

Yes, however, existing machine age and hour limits apply. Dealers will still need to submit evidence that the annual inspection has been performed and submit fluid analysis results, per existing processes. The John Deere Protect Expert Inspection can be substituted for the current CPO/PowerGard™ Certified inspection and the fluid analysis results must be normal. The costs of the fluid analysis kit, dealer labor, and the fluid analysis fee are not covered by John Deere Protect.

### **Are John Deere Protect machines eligible for the 2% lease residual increase? – U.S. Dealers Only**

John Deere Protect does not affect eligibility for the 2% lease residual increase allowed by John Deere Financial for U.S. machines with remaining PowerGard™ coverage. The appropriate term length of PowerGard™ Limited or Comprehensive coverage must be selected at time of lease initiation in order to qualify for the 2% lease residual increase.

### **Where can I find more information?**

All John Deere Protect documentation from marketing materials to contract information can be found on the John Deere Protect side of the Extended Warranty website: <https://ew.deere.com>. We encourage you to read the Customer Contract and Dealer Administration document to become more familiar with the terms and conditions of the program.

## **Combine Sales FAQs**

### **What combine model years are eligible for John Deere Protect?**

New, unsold Model Year 2020 and newer S Series combines and new, unsold Model Year 2021 and newer X Series combines are eligible for John Deere Protect.

### **Are headers (front end equipment) covered by John Deere Protect?**

No. John Deere Protect covers the combine only. Starting with Model Year 2021, PowerGard™ coverage is available for select header models with hour meter controllers.

### **Is John Deere Protect appropriate for combines operating with non-John Deere headers (front end equipment)?**

Yes, John Deere Protect will cover combine claims for machines operating with non-John Deere headers. Third party headers must be sized appropriately for the combine they are attached to and the combine must be properly equipped and ballasted for the third-party header. John Deere Protect will not cover excessive wear or damage to the combine due to the use of improperly sized header equipment, and John Deere Protect will not cover claims on the header for any reason.

## **Tractor Sales FAQs**

### **What tractor model years are eligible for John Deere Protect?**

New, unsold Model Year 2020 and newer 6R, and Model Year 2020.2 7R, 8R, 8RT, 8RX tractors are eligible for John Deere Protect.

### **Are loaders covered by John Deere Protect?**

No. John Deere Protect covers the tractor only.

## **POWERGARD™**

### **Does the PowerGard™ contract term need to match the John Deere Protect contract term?**

The PowerGard™ contract term must be at least as long as the John Deere Protect contract term but may be longer. Dealers are encouraged to use longer contracts to meet the needs of the first and/or second owners.

### **Can PowerGard™ plans be “stacked” at time of purchase?**

No, it is not possible to “stack” Comprehensive and Limited PowerGard™ plans at the time of purchase.

### **Can PowerGard™ plans be extended after the original purchase?**

Yes, PowerGard™ plans can be extended at current Plan A pricing as long as the original contract has not expired. The coverage type cannot be changed (example: A PowerGard™ Comprehensive plan originally purchased with the machine cannot be “extended” with additional months/hours of a PowerGard™ Limited plan.

## ADMINISTRATION

### **If a dealer is already opted-in to John Deere Protect for combines, is it necessary to opt-in again for tractors and other product lines in the future?**

No, dealers only need to opt-in to John Deere Protect once. The SvAP packages for other product lines will be pushed to dealers as they become available, however, we recommend you understand the details of the new offers before adopting and publishing the latest packages.

### **When opting-in, can I only opt-in for a specific product line (for example: tractors)?**

No, when a dealer opts-in to John Deere Protect, all available SvAP packages will be pushed to the dealer. Dealers may decline to adopt any packages they do not wish to sell.

### **Where can I find help with the IT applications needed for John Deere Protect?**

There are no new IT applications for John Deere Protect. A series of short IT user guides have been created to step users through common John Deere Protect tasks. Navigate to “Help & Support” >> “Training” on the John Deere Protect side of the Extended Warranty website: <https://ew.deere.com>. If additional help is needed, please submit a Service Now support incident.

### **Is SvAP required to sell and administer John Deere Protect?**

No, but it is strongly recommended. The Deere-sponsored John Deere Protect packages and pricing are housed in SvAP and all dealer service notifications are generated by SvAP. Dealers may sell John Deere Protect manually through JDQuote2 and purchase the contract via the “Purchase Contract” function in the Extended Warranty application, but execution and delivery of services must be tracked and managed manually.

### **If a dealer has not been onboarded to use Expert Services, can they sell John Deere Protect?**

Yes. All pre-scheduled inspections and maintenance intervals have been loaded to the John Deere Warranty System. For downloadable inspection and maintenance checklists, navigate to “Help & Support” >> “Service” on the John Deere Protect side of the Extended Warranty website: <https://ew.deere.com>. Short user guides can be found under the “Help & Support” >> “Training” menu. Uptime and Wear Parts Claims (if covered) can be submitted directly via the John Deere Warranty System portal.

### **How are John Deere Protect Services reimbursed?**

All reimbursements for John Deere Protect services will be paid via the John Deere Warranty System (JDWS). Details can be found in the John Deere Protect Dealer Administration Document, available on the John Deere Protect website: <https://ew.deere.com>

### **Can the John Deere Expert Inspection be changed?**

The John Deere Expert Inspection is the minimum requirement for John Deere Protect. Dealers may change the John Deere Expert Inspection, but we ask that inspection points only be added, and not taken away. Dealers will be reimbursed for the John Deere Expert Inspection only at the rates specified in the Dealer Administration Document.

### **Can the John Deere Protect Preventative Maintenance intervals be changed?**

No, the items included in each preventative maintenance interval are based on the operator’s manual maintenance requirements and all items in the maintenance interval should be completed. Additional maintenance items, if completed, will not be covered by the John Deere Protect plan.

**What happens if a dealer does not have a replacement rental machine to provide to a John Deere Protect customer? – Maintenance Plus and Maintenance Plus Wear Plans Only**

The 24-hour uptime assurance element of John Deere Protect is “subject to availability.”

Dealers must maintain an appropriate number of replacement rental machines in their inventory to provide to John Deere Protect customers in the event of a qualifying downtime event. The number of machines will depend on the number of plans sold and the dealer’s experience and judgement.

Certain situations may arise where the dealer does not have a rental machine available to provide to a customer who has purchased John Deere Protect. In these situations, dealers must make every effort to ensure the customer’s down machine is restored to service as quickly as possible. In no case will a refund or cash payment be made directly to a customer to cover the cost of a replacement rental machine.

**Will wear parts claims be audited? – Maintenance Plus Wear Plans Only**

Yes, wear parts claims will be monitored by John Deere. Audits for wear parts replacement claims will be treated the same as Basic and Extended Warranty claims, per section 90 of the Warranty Administration Manual. Wear parts replaced under the John Deere Protect plan must be held for TCSM disposition for 30 days, per section 70.32 of the Warranty Administration Manual.

**If a wear part fails due to a defect in material and workmanship, should the claim be submitted as a John Deere Protect claim? – Maintenance Plus Wear Plans Only**

No, wear parts failures due to defects in material and workmanship during the basic warranty period should be submitted as a normal Basic Warranty claim. It is important that these failures get communicated to the factory for problem resolution. Only wear parts failures due to normal wear and use should be submitted as John Deere Protect wear parts claim.

**Are software updates covered by John Deere Protect?**

No, if software update coverage is desired by a customer, consider selling that coverage as a dealer-sponsored Value Added Service.

**Are John Deere Protect plans transferable from customer to customer?**

Yes, John Deere Protect coverage is assigned to the machine PIN, like basic warranty and PowerGard™ extended warranty. Follow the same process as PowerGard™ to transfer John Deere Protect by submitting a “Second Owner Delivery Receipt.” The John Deere Protect customer information in SvAP will need to be updated manually by the dealer.

**Can John Deere Protect Services be claimed at other John Deere dealers?**

Any dealer who is opted-in to the John Deere Protect program may submit John Deere Warranty System claims for inspections, preventative maintenance events, and wear parts coverage (if applicable).

Due to the need to maintain rental machine inventory to support uptime assurance claims, uptime assurance reimbursements are **NOT** portable to other dealers without following the established processes for changing responsible dealers. Both the original selling dealer and new receiving dealer must consent to the change.

SvAP notifications will only be sent to the original selling dealer unless John Deere is notified of a responsible dealer change via ServiceNow.