

**Milton** **CAT**

# Customer Training Catalog

## 2020 (January - December)





## CAT ET for Customers

### Course Description:

The focus of this course is to teach students how to communicate with CAT electronic engines and machines using the Caterpillar Electronic Technician service tool. Enrollees will learn how to fully utilize this service tool and all its functions, utilizing keystrokes and the mouse to access pull-down menus, special tests and stored data.

### Skills Taught:

- ✓ Navigating within CAT Electronic Technician to access diagnostic tests, information, operational data and customer parameters
- ✓ File management procedures: saving test results, printing reports and documenting repair procedures
- ✓ Creating Product Status Reports and ECM Replacement Files
- ✓ Programming Injector E-trim Files
- ✓ Programming customer parameters

### Prerequisites:

Attendees **MUST** be proficient using Microsoft Windows based programs.

**Class length:** 2 days (8:00 am – 4:30 pm both days)

**Cost:** \$700.00 per person

# Customer Tier 4

## **Course Description:**

The Milton CAT Customer Tier 4 class will provide technicians with the knowledge base and skills to diagnose, repair, maintain and assist operators of CAT Tier 4 Interim and Final engines. The class is a blend of class room presentations and hands on troubleshooting using running engines. Participants will be provided with handouts and flash drives loaded with information they can use in class and on the job.

Class topics include:

- Systems operation of air, fuel, electronic, regeneration (regen) and selective catalytic reduction (SCR) systems
- Diagnosing and troubleshooting regen and SCR systems
- Diesel Exhaust Fluid (DEF)
- CAT Electronic Technician (CAT ET) and SIS web navigation as it relates to Tier 4
- Operator Interface, Warning, Derate, and Inducement Strategy
- Engine maintenance and operation concerns

**Prerequisites:** Participants should be proficient in basic CAT ET and SIS operations. Enrollment preference will be given to candidates who have attended CAT ET for Customers training.

**Instructor:** Bob Beaudry

**Class length:** 2 days (8:00 am – 4:30 pm both days)

**Cost:** \$700.00 per person

# Parts.Cat.Com Training

## Description

This course is designed to illustrate the features and benefits of using parts.cat.com. We will cover the steps required to complete a simple order, setting up user preferences on pcc, check on price and availability, explain replacement and alternative parts, remanufactured products and core tracking, planned maintenance checklist, cross-referencing part numbers to a serial number, and ordering Cat technical literature (parts books, OMM's, etc.).

## Learning Objectives

After completing this course you will be able to:

- Check Price and Availability.
- Place an order using parts.cat.com.
- Adjust user and order preferences
- Check on outstanding cores.
- Review parts.cat.com activity.
- Understand the importance of a serial number break when looking up and ordering parts.
- Research and become familiar with a product quickly using the Parts Index and Product Structure.
- Navigate SIS using links and the Go-To Menu.
- Search for parts and service information using multiple methods available on PCC.
- Zoom, pan, and print parts graphics.
- Create parts lists and integrate the list into parts.cat.com.
- Create Frequent Order Lists for common jobs.

## Class Length:

1 day limited to 6 students per class offering