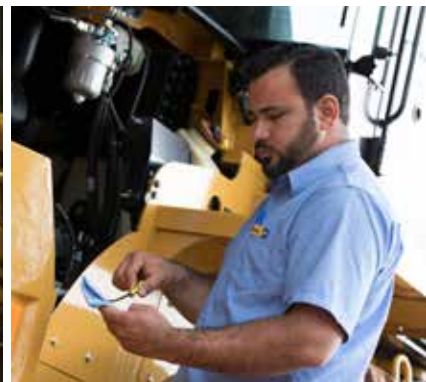


CATERPILLAR LATAM REGION

OUR SOLUTIONS HELP OUR CUSTOMERS BUILD A BETTER WORLD.



CATERPILLAR®





WELCOME TO THE LATAM REGION

The LATAM region (Mexico, Central America, Caribbean and South America) is leveraging current solutions & services to drive their economies towards sustainable growth. With a strong local footprint in Brazil and Mexico, Caterpillar has been key to the development of critical local infrastructure. These developing regions cover over 30 diverse countries and are home to 650 million people. These regions are expected to continue to recover after the deacceleration originated by the Covid-19 global pandemic. The projected GDP annual growth for the upcoming 5 years is in the range of 3% to 4%.

Construction is expected to grow above 5% in 2022, and mining remains as one of the most important economic sectors in Latin America, especially for Chile, Peru and Bolivia, whose economies are highly dependent on this sector.

China continues to be a top trade partner for Latam with direct investment increasing substantially and becoming more diversified from natural resources to other industries. The presence of Chinese contractors in this region is growing constantly with more and more projects being awarded to different State Owned Enterprises and private Chinese contractors. Caterpillar is proactively engaged in this historic collaboration and is well positioned with our global dealer network to add significant value for our customers.

Caterpillar appointed its first LATAM dealer in 1925. Now the local dealer network has over 30 dealers, 30,000 employees and 350 branches. These include almost 10,000 technicians and 12 Certified Rebuild Centers spread across the region. Cat® products were present in almost all the largest projects executed throughout the region, including road infrastructure, airports, hydroelectric projects, energy solutions, quarries, and numerous mining projects.

Skilled operators and technicians are at the center of enabling sustainable infrastructure projects which is why Caterpillar has launched "Technicians for the World", an online learning platform that teaches basic technical skills in Spanish, French, Portuguese, and English. The program is aimed at insuring trainees are prepared with the basic technical skills required to pursue a career in machinery maintenance, operation, or other roles in the infrastructure industry.



Pablo de la Iglesia
Vice President Distribution for LATAM Region

Our products, services, and solutions, together with the company values in action, are here to support your projects. That is why our brand promise is strong: "Our Solutions help our customer build a better world".



**Caterpillar in
LATAM Overview** **02**

**Caterpillar's Long
History in LATAM** **03**

Cat Products by Industry **05**

**SEM Footprint
in LATAM** **07**

**Diversified
Purchase Solutions** **09**

**After-sales Service
and Product Support** **15**

**Industry Solutions
Beyond Construction** **29**

Cat Dealer Footprint **40**

CATERPILLAR IN LATAM OVERVIEW



CATERPILLAR'S LONG HISTORY IN LATAM



Cat D9G track-type tractor building
a road, Colombia, undated



Our dealer network has the most extensive coverage in the region through almost a century of presence in LATAM.

Our 32 dealers have more than 30,000 employees, 350 branches, and 10,000 technicians ready to support any customer operation.

2007

Cat machines help widen sections of the Panama Canal, Panama



1968

Cat No. 12E Motor Grader, manufactured at the São Paulo, Brazil facility



1954

Piracicaba, Brazil facility

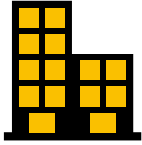


1923

Best 30 in Mexico



CAT PRODUCTS BY INDUSTRY



INDUSTRIES

**Building Construction
Roads and Highway
Construction
Infrastructure Projects
Ports, Logistics**



PRODUCTS

- Backhoe Loaders
- Compact, Small and Medium Wheel Loaders
- Small and Medium Track-Type Tractors
- Skid Steer Loaders
- Compact Track Loaders
- Small, Medium and Large Track Excavators
- Mini Excavators
- Wheel Excavators
- Motor Graders
- Select Work Tools
- Pipelayers
- Track-Type Loaders
- Compaction products
- Telehandlers
- Asphalt products



Wheel Loaders



Wheel Excavators



Track-Type Tractor



Motor Graders



Track Excavators



Pipelayers



Asphalt Compactors



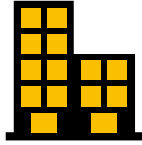
Track-Type Loaders



Skid Steer Loaders



Backhoe Loaders



INDUSTRIES



PRODUCTS

Mining Quarrying

- Large Mining Trucks
- Off-Highway Trucks
- Electric Rope Shovels
- Wheels Tractor Scrapers
- Hydraulic Shovels
- Large Track-Type Tractors
- Large Wheel Loaders
- Articulated Trucks
- Longwall Miners
- Draglines
- Wheel Dozers
- Drills
- Motor Graders
- Water Trucks
- Machinery Components
- Select Work Tools
- Electronic and Control Systems
- Minestar Solutions (Fleet, Terrain , Detect , Command , Health)
- Underground Hard Rock



Draglines



Backhoes / Hydraulic Shovels



Wheel Dozers



Mining Trucks

Oil & Gas Power Generation Marine Rail Industrial

- Reciprocating Engines
- Generator Sets
- Marine Propulsion Systems
- Gas Turbines
- Turbine-Related Services
- Diesel-Electric Locomotives



Generator Sets



Marine Propulsion Systems

SEM FOOTPRINT IN LATAM



Global Dealer Network

Caterpillar is dedicated to providing affordable, available and supported SEM products and services to serve the customers all over the world. In LATAM, SEM machines are sold through a network of over 23 SEM dealers, owned and operated by local entrepreneurs. In markets outside of LATAM, the products are sold through Cat dealerships with dedicated SEM channels, covering more than 90 countries. Key export markets for SEM machines include Asia Pacific, LATAM, Eurasia, and Africa and Middle East.



After-sales Service

SEM is committed to providing the support customers need before, during and after their equipment goes to work on the job site. We strive for first-class response speed, service skills and parts support. In addition, our after-market consulting services help sites address overall challenges beyond equipment management.



- Provide consistent technical support to dealers for returning customer machines to work quickly
- Pursue best-in-class response speed and the right solutions to maximize uptime for customer fleet
- Give access to customers on all needed technical and parts info via a digital platform to run their machine efficiently
- Incorporate SEM parts into the Caterpillar distribution centers, which will lead to shortened lead time and better parts availability for the international customers



About SEM Brand

Shandong Engineering Machinery Co. Ltd. manufactured SEM branded wheel loaders in China for more than 60 years and became a wholly-owned subsidiary of Caterpillar in 2008. In 2013, the Shandong Engineering Machinery Co. Ltd. transitioned to Caterpillar (Qingzhou) Ltd. and continues to produce SEM branded products.

As an important strategic brand of Caterpillar, SEM has its own brand proposition, distribution channels, marketing strategy and product support. The SEM brand of wheel loaders, soil compactors, motor graders and track-type tractors are targeted to meet customers' needs in China and overseas markets. SEM products meet or exceed regional industry requirements for quality and reliability.

Key Projects in LATAM

SEM branded equipment is playing important roles in many key construction projects in almost all the countries in the LATAM region.

SEM Product Portfolio

SEM is one of the key product brands of Caterpillar and its product portfolio includes wheel loaders, soil compactors, motor graders and track type tractor.



SEM Wheel Loader

7T : 676D
6T : 668D, 660D
5T : 658D, 656D, 655D, 653D
3T : 636D
< 2T : 618D



SEM Soil Compactor

522, 520, 518, 512, 510



SEM Motor Grader

922, 921, 919, 917, 915



SEM Track Type Tractor

832D (available in 2022), 822D, 816D
(Not available in Brazil)

Machine Application

SEM machines are designed for various applications, including

- Railway / highway / airport
- Port
- Quarry
- Municipal construction
- Agriculture

- Water conservancy / hydropower
- Waste
- Coal
- Forestry

- Log grapple
- Concrete
- Tunnel
- Iron and steel

DIVERSIFIED PURCHASE SOLUTIONS





Cat Rental


You put everything into making sure the quality of your work reflects your commitment to your communities and neighborhoods. That means jobs come in on time and on budget. Managing productivity, efficiency and the safety of your workforce is more than a full-time job. At The Cat Rental Store, we understand this. That's why when you rent with us, you get more than just access to world-class equipment.





From heavy equipment rental to power generation, trenching or shoring to scissor and telescopic boom lifts, we have the equipment you need to get the job done. Your local Cat dealer is here to serve your diverse heavy equipment needs across the Region. We offer highly trained rental specialists who have the knowledge and experience to help you make informed decisions on choosing the right models and related accessories. From flexible spending accounts, leasing and rent-to-own options to product delivery and available operator training, our dealers offer a variety of valuable products and services.

It's good to know that as your rental demands change, the Cat Rental Store has your back with all of the machines, power systems, lift trucks, tools, attachments and other types of equipment to help you get the job done.


MAKE YOUR JOB EASIER


- 


CONVENIENCE
Keeping your project on schedule is our priority. We're always ready to keep you moving with access to a wide range of machines and solutions, even at a moment's notice.
- 

EXPERTISE
We train all our people, so they can provide you expert advice, service and support. Our team makes sure to understand your job requirements and deliver the right machine when you need it.
- 

RELIABILITY
All products undergo a rigorous check, inside and out, after each rental to ensure safe and reliable performance.

- 

TECHNOLOGY
Our rental fleet comes with the latest technology to help you improve productivity, efficiency and financial results.
- 

PROFITABILITY
Renting high quality equipment that you can trust takes away the financial responsibility of owning equipment. It helps you control your project costs and improve cash flow.
- 

FLEXIBILITY
On-the-job needs can change quickly. We offer multiple options to fit your schedule and budget. We provide short-term and long-term rentals as well as rentals with purchase options. If we need to meet special requirements, count on us for that, too.

SHOPPING FOR USED EQUIPMENT?

CHOOSE A MACHINE THAT
PASSES OUR TOUGHEST TESTS.



Cat Certified Used Equipment

Cat Certified Used equipment includes a wide range of low hour, fully serviced machines that pass our rigorous inspection process. Cat Certified Used equipment includes articulated off-highway trucks, paving and utility rollers, soil compactors, motor graders, excavators, backhoes, skid steers, wheel loaders and more.

LIVING UP TO A HIGHER STANDARD

In order to be good enough to be Cat Certified Used, every used machine has to pass Caterpillar's detailed inspection program, and comes with a minimum 6-month powertrain warranty. We don't just check the oil and kick the tires. We analyze and rate every component of the machine, from the engine and hydraulics to the seat cushions and operator's manual. In some cases, that's up to 140 inspection points for each piece of machinery. And that's just the first step.



LOW WORK HOURS

All Cat Certified Used equipment is less than 5-years old and has low work hours.

LOW WEAR LEVELS

Cat Certified Used equipment features less than 50% wear on:

- Tires
- Undercarriage
- Ground Engaging Tools

UP-TO-DATE MAINTENANCE

You can be confident Cat Certified Used equipment is ready to work because all scheduled maintenance has been completed at a Cat dealer facility by factory-trained technicians using the latest tools and technology.

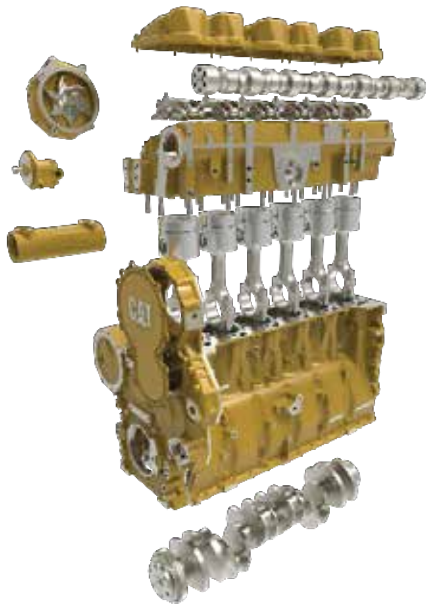
Cat Certified Used

HIGHER STANDARDS DON'T HAVE TO COME AT A GREATER COST.

Your Cat dealer also has competitive financial offers and interest rates to help with important topics such as cash flow and working capital. Please ask your local dealer for more details.



Cat Reman



SUSTAINABLE OPTIONS PROVIDING LIKE NEW PERFORMANCE AT A FRACTION OF THE PRICE

UP TO 60% OFF COST OF NEW

- Reduces customer's Total Cost of Ownership
- Cat Reman helps tailor repair options to customer need and budget
- Save valuable technician time to focus on more complex repairs

8000+ CAT REMAN COMPONENT OPTIONS

- 96% CCPA* off-the-shelf parts availability
- 21 Global Caterpillar Parts Distribution Centers & 2,300+ dealer branch locations facilitate parts availability
- Off-the-shelf availability minimizes downtime
- Same-as-new 12-month Caterpillar Parts Warranty**

**Customer-centric parts availability (2021)*

***Limitations may apply. For complete details about the applicable Caterpillar Limited Warranty, contact an authorized Cat dealer.*

61% LESS GREENHOUSE GAS EMISSIONS*

- Helps meet global customer demand for sustainability and transparency
- Cat Reman collected 131 million pounds of material through end-of-life returns in 2020
- 85% Less Water Used | 85% Less Energy Used | 85% Less Landfill Space | 85% Less Raw Material Used

** When compared to manufacture of new; based on 3412-cylinder head study*



Cat Financial Solutions

FOR THE LIFE OF YOUR BUSINESS

For more than 90 years, Caterpillar has been building the world's infrastructure and, in partnership with its independent dealers, driving positive and sustainable change around the world. Caterpillar is a technology leader and the world's largest maker of construction and mining equipment.

For over 40 years, 30 Cat Financial has been providing a wide range of Financial Solutions to Customers and Cat dealers for machines, engines, Cat parts and services.

IN LATAM

Caterpillar has had presence in LATAM since early 1950s, and Cat Financial offices opened in early 1990s. With the shift from large construction houses to small and medium size enterprises in our region, financing has become a key customer requirement, and Cat Financial is there to help.

THE ADVANTAGES OF CAT FINANCIAL

Whatever your equipment needs, Cat Financial can help you expedite your purchase quickly and get your equipment on the job and working. Here are the advantages you can count on from us:

- Finance your machine repairs and rebuilds
- Quick and convenient "one-stop shop"
- Competitive interest rates and programs tailored to your company's needs
- Dedicated, local territory managers to help you at every step
- A wide variety of financial and credit solutions
- EPP (Extended Protection Plan) and CVA (Customer Value Agreements) options available for your peace of mind



Our mission is to help customers succeed

by providing customized equipment and financial solutions. We understand the way you work and the day-to-day challenges you face competing in your industry. Whether you're just getting started or ready to grow, we can put together solutions that match your needs and your budget.

WE KNOW EVERY BUSINESS IS UNIQUE

Cat Financial territory managers know how important it is to understand your goals and challenges. Working with you and the dealers, we will find the right financial packages to fit your needs.

COUNT ON TERRITORY MANAGERS TO:

- Understand what is trending in your industry and how it affects your business
- Fast credit turnaround
- Support you on your application process



**MACHINES YOU NEED TO
GET THE WORK DONE**
WITH FINANCING THAT WORKS
FOR YOU.

FIND THE FINANCIAL AND EXTENDED PROTECTION SOLUTIONS THAT WORK FOR YOUR BUSINESS

- Comprehensive financial and extended protection solutions
- Exceptional service
- Competitive pricing



START WORKING WITH CAT FINANCIAL

Your business is important to us. We're eager to find out how we can help you reach your goals.

We can help you with:

- New business opportunities and inquiries
- Answer questions about financial products
- Tailor-made quotes

FOR CUSTOMER SUPPORT

Brazil

atendimento@cat.com
+55 11 2109 2213

Northern Region

servicioalcliente.mx@cat.com | servicioalcliente.cca@cat.com
+1 800 263 2250

South Cone:

serviciocliente@cat.com

Chile:

+600 363 0033

Peru:

servicioclienteperu@cat.com
+51 700 8988

Uruguay/Paraguay:

servicioclientecbl@cat.com
+56 97 155 4338

Support services we provide:

- Customer inquiries
- Settlements/terminations
- Agreement queries
- Payment changes/queries
- Restructures
- Modifications
- Balance requests
- End of contract options and queries

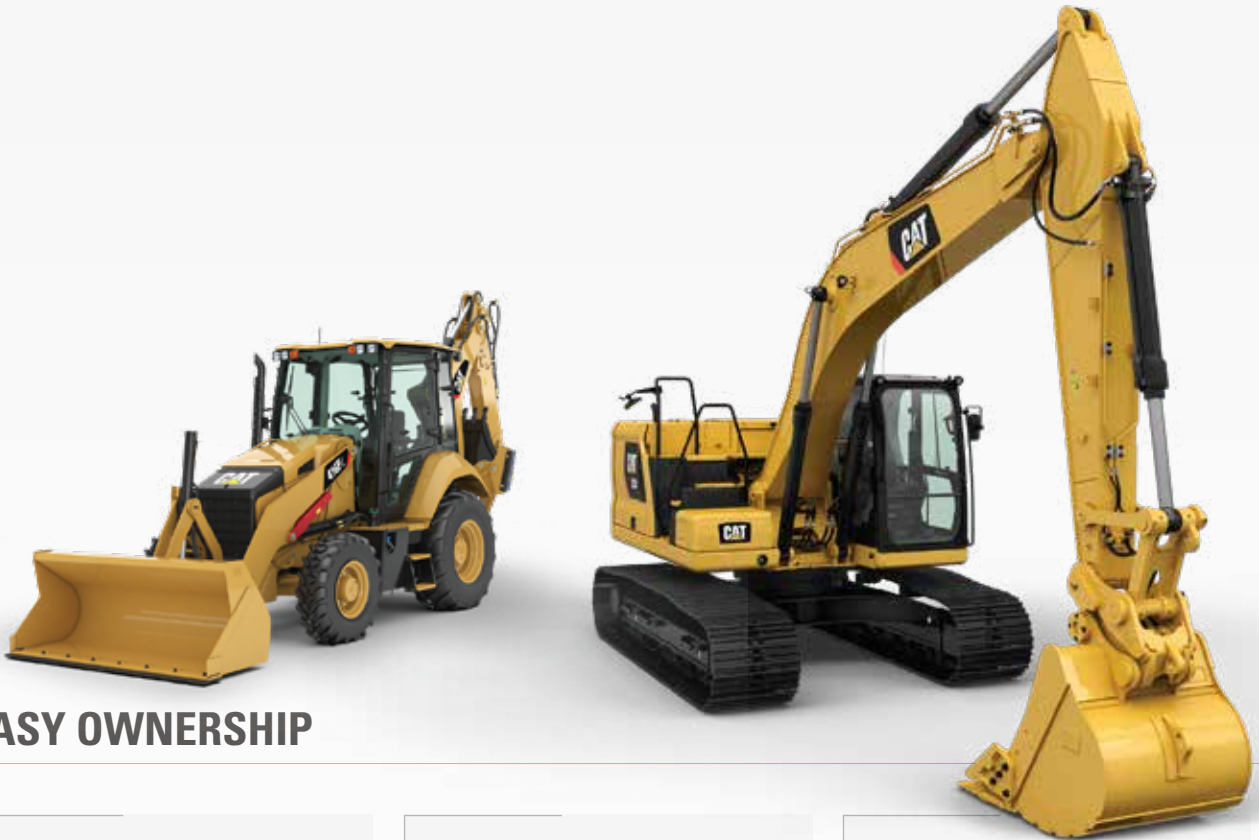
AFTER-SALES SERVICE AND PRODUCT SUPPORT



CVA

OVERVIEW AND BENEFITS

WHAT'S A CVA? Cat Customer Value Agreements (CVAs) help keep your Cat machine easy to own and ready to work. Every CVA starts with Hassle-Free Maintenance, featuring Genuine Cat Parts, delivered right on schedule, right to your location with step-by-step instructions. Security of Expert Dealer Support comes with Equipment Protection Plan (EPP) options to minimize surprise costs on covered repairs. Peace of Mind of Equipment Health Management provides you with machine alerts and information, as well as inspections and fluid health monitoring. Hassle-Free Ownership means all elements of your CVA are part of one agreement and include flexible payment options for your machine and maintenance.*



EASY OWNERSHIP

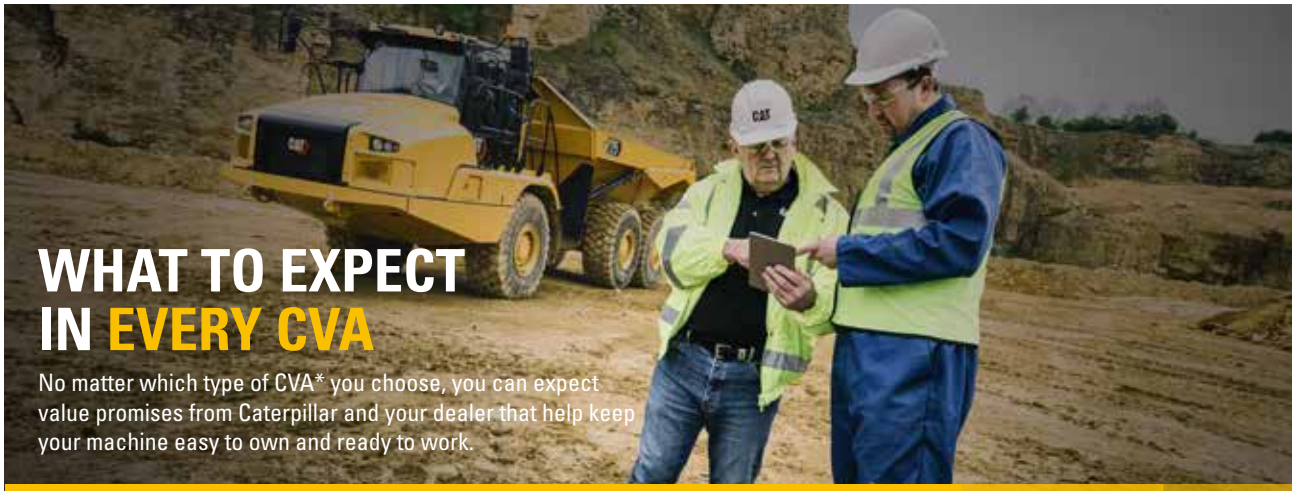
UP TO **50%**
LONGER COMPONENT
LIFE WITH **CAT FILTERS**

UP TO **2x**
LONGER ENGINE
WORKING LIFE
WITH **CAT FLUIDS**

UP TO **80%**
LOWER FUEL INJECTOR
COST PER HOUR
WITH **CAT FILTERS**

WE'VE GOT YOUR BACK

*CVA and financing are subject to restrictions and availability. Additional terms and conditions may apply. Contact your Cat dealer for more information.



WHAT TO EXPECT IN EVERY CVA

No matter which type of CVA* you choose, you can expect value promises from Caterpillar and your dealer that help keep your machine easy to own and ready to work.

01 HASSLE-FREE MAINTENANCE

unlocks planned maintenance efficiencies like never before. Genuine Cat Parts are delivered at your location or available at the dealer branch — right on schedule for maintenance. Optional dealer service includes trained professionals who can work with your schedule to minimize downtime. Plus, take advantage of dealer waste disposal for environmental-friendly filter and fluids waste disposal. No matter how you prefer to handle maintenance and service, your Genuine Cat Parts — optimized for the machine and application — can extend your component life by up to 50%.

02 SECURITY OF EXPERT DEALER SUPPORT

offers Equipment Protection Plan (EPP) options to minimize cost of potential machine defects under coverage. Your CVA can put you at ease with expert dealer troubleshooting, diagnostics and repairs with Genuine Cat Parts.

03 PEACE OF MIND FROM EQUIPMENT HEALTH MANAGEMENT

that lowers the risk of issues occurring at all. Through the Cat App, My.Cat.Com and Cat Inspect, you get access — any time — to key machine data like utilization, maintenance and location. Fluid health analysis tests the condition of your equipment's oil, fuel and coolant — giving you a look inside major systems to better prevent failures, downtime or loss of production.

04 HASSLE-FREE OWNERSHIP

keeps your equipment easy to own. You can include the cost of your CVA into your monthly machine payments at the same financing rate as the machine. Or, finance your CVA as a standalone product.*

CVA FEATURE		STANDARD	OPTIONAL
Hassle-Free Ownership	Flexible Payment Options	✓	
	Contract Auto-renewal		✓
Hassle-Free Maintenance	Genuine Cat® Parts	✓	
	Parts Delivered on Schedule to Your Location	✓	
	Genuine Cat fluids		✓
	Dealer Performed Maintenance By Trained Dealer Labor		✓
	Planned Repairs With Genuine Cat Parts		✓
Security of Expert Dealer Support	Powertrain + Hydraulics or Premier EPP (New and CCU Machines)	✓	
	Component Protection – Injectors (Aftermarket Machines)		✓
Peace of Mind from Equipment Health Management	Connectivity Via Product Link™	✓	
	My.Cat.Com / Cat App Access	✓	
	Equipment Inspections	✓	
	S•O•S Fluid Analysis		✓
	Condition Monitoring		✓

*CVA and financing are subject to restrictions and availability. Additional terms and conditions may apply. Contact your Cat dealer for more information.

CAT INSPECT

DAILY INSPECTIONS MADE DIGITAL

CAT EQUIPMENT MANAGEMENT

Cat Inspect takes inspection forms to an organized, easy-to-access digital platform. It integrates with other digital Cat services, like the Cat App, My.Cat.Com and VisionLink®, and is simple to set up – just log in with your standard credentials and start capturing your daily key inspection data.



WHAT CAN YOU DO WITH CAT INSPECT?

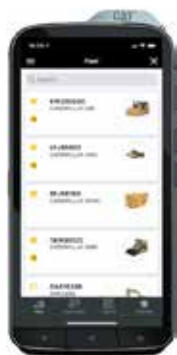
- SHARE MACHINE PHOTOS AND VIDEOS
- CAPTURE ON-THE-GO NOTES
- ASSIGN INSPECTIONS
- RATE NEEDED REPAIRS
- INTEGRATE WITH MY.CAT.COM AND THE CAT APP
- CREATE CUSTOM INSPECTION FORMS

DOWNLOAD AN EASIER WAY TO INSPECT

Simply visit your smart device's app store and search for "Cat Inspect." They can log in with their standard credentials, and be able to start viewing, completing and assigning inspections with ease.

CAT INSPECT TAKE BACK UPTIME

You put in work daily – and so does Cat Inspect. Take back uptime by streamlining your daily inspections from a smart device with Cat Inspect.



VIEW ALL ASSETS

You will see the Fleet menu upon opening Cat Inspect. From here, select your machine and go into its Asset page. View the machine's information and start on new inspections.



COMPLETE DAILY INSPECTIONS

After clicking "Start Daily Inspection" from the Asset page, you will see this screen. Click the sections to fill in inspection data, add comments and photos, and answer questions.



VIEW INSPECTION HISTORY

To keep complete track of essential daily inspections, the Inspection History page acts as a log of all submitted inspections. View and send completed reports of previous inspections from this page.



ORGANIZE YOUR INSPECTIONS

View In-Progress, Assigned and Submitted inspections all under the "Inspections Menu." Also search by form type, product family and name of inspection to find items with ease.



ACCESS REPORTS

The Reports menu allows you to search for and view the inspection reports submitted under their account, or forward a report with the Mail icon. This streamlines daily inspections from start to finish.



SET AND VIEW FAVORITES

For easy access to frequently used inspection forms and templates, set your own favorites. Favorited forms and templates can be accessed in offline mode as well, even if there is no connection to the internet.



Remote Service

Technology that reduces downtime and enables a more efficient jobsite.

Remote Services is a suite of cutting-edge technologies that significantly improve jobsite efficiency. Two of its key functions are Remote Troubleshoot and Remote Flash.

Remote Troubleshoot

Remote Troubleshoot enables your Cat dealer to run diagnostic testing on your connected machine, pinpointing potential issues while the machine is in operation. Dealer technicians can efficiently diagnose the cause of a fault code or alarm. If a repair is required, Remote Troubleshoot enables the technician to arrive with the correct parts, service tools, and instructions, allowing the repair to be completed correctly in a single visit. This helps your machine be back up and running as soon as possible, saving you time and money.

Benefits

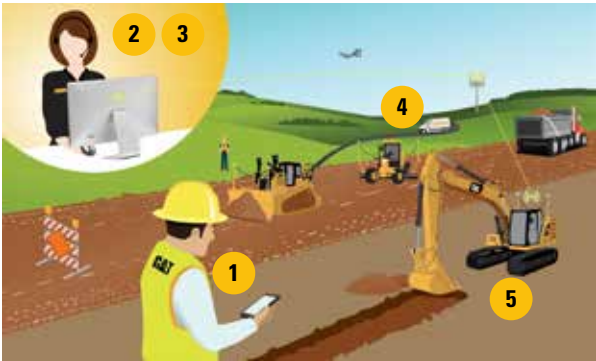
- Remote diagnostics testing on machines that are in operation
- Cat dealer receives vital machine information, allowing timely consultation on the best course of action
- Technicians are sent with the correct information, parts, tools, and instructions to perform repairs in the shortest time possible
- Issues are resolved more quickly with less downtime
- Improved jobsite efficiency, saving you time and money

Remote Flash

Remote Flash enables remote updates to the on-board software of connected machines without a technician being present. A notification from your Cat dealer will inform you that a new software update is available. The update can be deployed while the machine is on the jobsite without having to wait for a dealer technician to arrive. Remote Flash ensures your machines are always operating at their optimum performance levels, resulting in maximum efficiency with minimum downtime.

Benefits

- Reduce time taken for updating machine software by as much as 50%
- Potentially eliminate the wait for a dealer technician to arrive on site
- Ensures the benefits of software updates are gained as soon as possible, without the machine leaving the jobsite
- Updates can be installed when convenient to the operation
- Improved jobsite efficiency, saving you time and money



Remote Troubleshoot process

- 1 Customer calls the dealer to report an issue with the machine.
- 2 The dealer technician initiates a Remote Troubleshoot session, accessing live machine diagnostics information, and remotely identifies problems.
- 3 Dealer identifies any software updates required on the machine, and downloads latest version of software to the machine using Remote Flash.
- 4 If required, the technician arrives on site to carry out the repair, with the correct parts in hand.
- 5 Machine is operating at full efficiency with minimal downtime.



Excellence in Service



Service is the foundation on which all Cat dealers are built. Our independent dealers are devoted to supporting active Cat machines and equipment with the goal of reducing the cost per ton and improving our customers' competitiveness.

The dealers in LATAM are particularly cognizant of the importance of comprehensive service support for customers who often lack the in-house capabilities or are operating in new territories far away from their own support structures. Cat dealers in LATAM provide the most appropriate solution such as repair, rebuild, or reman in strategic geographic locations, where customers will find dependable quality repair and the response time required to optimize their operation. Fully equipped service vehicles or mobile workshops take solutions onto sites, no matter how remote, ensuring support for Cat customers everywhere.



Spare Parts, Components and Logistics



Dealer product support specialists provide wide ranging support for engines, hydraulics, undercarriage, ground engaging tools, fluids and filters as well as other Cat parts and consumables that have a direct bearing on the reliability, longevity and profitability of a Cat machine.

Fast and efficient parts delivery throughout the continent is the collective aim of all LATAM Cat dealers.

Comprehensive parts stores at all dealer facilities and on many major mining sites aim to achieve maximum off-the-shelf parts availability. Additional support is provided by parts facilities run by Caterpillar in USA, Mexico and Brazil. Excellent logistic capability is critical to the ability of LATAM Cat dealers to keep their customers' fleets active and healthy. All Cat dealers strive to maintain quick response and turnaround times despite major infrastructure challenges.



Cat S•O•SSM Services Fluid Analysis

The Cat S•O•S Services Fluid Analysis program reduces owning and operating costs by leveraging Caterpillar branded proprietary processes that turn fluid analysis data into valuable information. The Cat S•O•S Services program focuses on the analysis of 3 system fluids - oil, coolant, and diesel fuel - which have a direct effect on the health of your machine.

Four methods are used to analyze system fluids: Wear Metal Rate Analysis, Condition Analysis, Contamination Analysis, and Correct Fluid Identification. With 50 years of sampling experience, our scientists and engineers can establish fluid quality and trends to proactively identify potential problems.

The S•O•S Services program is not a solution to equipment problems, but a tool for detecting problems early. By monitoring your equipment throughout its life, you can optimize performance, maximize productivity, and save money.



Benefits of S•O•S Fluid Analysis

- Lowers owning and operating costs
- Helps avoid costly failures
- Be more productive and profitable
 - Manage equipment maintenance with abnormal wear indicators, fluid trends, scheduled downtime flexibility
 - Shortens down time by detecting problems early allowing for repair before failure
 - Identifying oil drain interval extension opportunities
- Complete fleet fluids analysis – regardless of manufacturer




Through the global Cat dealer network, Cat customers have access to one of the world's largest and best fluids analysis program – Cat S•O•S Services. Caterpillar and its dealers have over 90 global labs, which process over 8,000,000 samples each year. The Caterpillar lab that supports LATAM customers is located in Peoria, IL.



Cat Certified Rebuild

You invested in Cat quality when you bought your machine. With a Cat Certified Rebuild you can recover all the performance and productivity of your original machine, and capture the benefits of the latest engineering updates, too.

Your rebuilt machine will generate information you can use to boost productivity, reduce costs and manage risks. Cat Product Link™ is standard on all Certified Machine Rebuilds.

Rebuild with the latest updates	350	7000			
With the Cat Certified Rebuild program, you get the latest engineering updates at a fraction of the cost of buying new. Complete machine rebuilds include:	More than 350 tests and inspections	The automatic replacement of approximately 7,000 parts	Like-new machine warranty	Work by trained dealer service professionals	Genuine Cat original equipment parts

Choose the program that's right for you

CERTIFIED MACHINE REBUILD	The entire machine
CERTIFIED POWER TRAIN	The full power train
CERTIFIED POWER TRAIN PLUS HYDRAULICS	The full power train and all hydraulics
CERTIFIED HYDRAULIC REBUILD	An excavator's hydraulic system
CERTIFIED COMPONENT REBUILD	Engines, transmissions and torque converters, drive axles, differentials and final drives
CERTIFIED ENGINE REBUILD	Marine propulsion, generator sets, pumps, locomotives and other power applications

Value beyond the rebuild

The rebuild process extends beyond a piece of rebuilt equipment. The value of your equipment increases with warranties and coverage from Caterpillar and the support of the largest dealer and parts distribution network in the world.

Certified Rebuild

Like-new warranty and the option to participate in the Equipment Protection Plan, which includes:

- 12 to 60 months
- 3000 to 10,000 hours

Machines • Power Train • Engines • Hydraulics • Components

Rebuild part or all of your equipment- for maximum life and maximum value.



Learning and Development

LATAM dealers are supported by various learning and demonstration centers in USA and Brasil Learning Center. This facility is equipped with the latest technology that enables to offer expert and advanced dealer and customer training in Electric Power, Marine, Oil & Gas, Mining, general and building construction industries.

Throughout LATAM, dealers also have the ability to conduct in-house training programs for their technicians to support their customers. Many customers in these regions choose Cat products because they can rely on the backing of sound technical skills.

Where possible, dealers align their training programs with the requirements of the relevant country. This means that technicians at all levels receive national recognition for their training. Caterpillar provides excellent training material that can be used by dealers. Dealers also offer operator and technical training for customer employees. Those with strong training capabilities generally also offer training assistance to other dealers.

Technicians for LATAM Program

Caterpillar has launched Technicians for LATAM, which is a free online program available for students in LATAM respectively who want to develop careers as heavy equipment technicians. The curriculum consists of 18 courses available in English, French and Portuguese. Once completed, certificate recipients are invited by the local dealership in the different countries. The visit provides a better understanding of how dealership operate and establishes an opportunity for future apprenticeships and careers.

Career Development Process (CDP)

The Caterpillar Career Development Process (CDP) is a blended learning program provided for Cat dealers service, sales and leadership personnel. It is undertaken in different stages from foundational through to expert and aims to ensure that dealer personnel are proficient and professional.

All of dealers in LATAM are taking advantage of this program, with exceptional results. Dealer employees at all levels also take advantage of a wide range of other blended learning opportunities offered through comprehensive Caterpillar learning management system called Dealer Performance Center (DPC).



Digital as an Enabler

Our Vision

Our customers operating in LATAM have a rich, digitally enabled customer experience.

Our Mission

Execute the Global Caterpillar Digital Model for our customers operating in LATAM.

Our digital model is simple: We want to connect our customers' equipment. We strive to connect more new and existing Cat assets, as well as entire fleets because digital solutions enable us to offer customer-focused solutions.

The data generated helps to run advanced analytics, materialize services, and transform data into customer-centric applications. Our digital team combines this data with all other data sources from Caterpillar into one location, which includes data security and data integrity. This is where we start applying data analytics and machine learning to support our digital applications to serve our customers better.

Applications can be described in several ways, from applications that help our dealers provide the best service, to mobile apps (Cat App) and eCommerce platforms (Parts.Cat.Com and Cat IP) that make it easier for customers to own and operate our equipment. Our model represents technology across the digital spectrum to help our customers succeed.

Cat Digital Model



Customer



Dealer



Enterprise

VALUE TO



Applications
Helios
Connectivity

Online Experience | Applications | APIs
Data Gateways | Date Hub | Common Services
Product Data | Connectivity Hardware | Communications Carriers



SUPPORTED BY TALENT, STRUCTURE AND GOVERNANCE

Connectivity

Connected Assets = Connected Customers

Caterpillar's Connectivity strategy focuses on capturing data, generating insights, and offering customer-focused solutions.

Why?

Connectivity is important as it enables Caterpillar and its dealers to connect to customers, helping them understand what is happening with their fleet. By connecting the entire fleet, not only will customers be able to remotely access vital information on the equipment's performance, but dealers can help customers get the most out their equipment and anticipate their needs, keeping the jobsite running. The distance between a dealer, the customer, and their asset is no longer important with the help of connectivity.

How?

With easy-install Product Link hardware and Cat Connect technology, we can provide large (fleet) and small (retail) customers with high-value, digitally enabled services, e.g., Cat App, My.Cat.Com and VisionLink. These solutions offer customers, Cat dealerships and Caterpillar, line-of-sight to machine operation and performance data, including information on maintenance, utilization, fuel consumption, up/downtime, failures, alerts and much more. Plus, based on alerts and service history, connectivity can point customers to the right Cat parts for immediate purchase.

Benefits of Connectivity

- Managing maintenance correctly and on schedule
- Avoiding downtime leading to lost productivity
- Preventing safety issues and acting on machine health concerns
- Analyzing operator performance to save fuel and protect machine performance

Connectivity in Numbers | LATAM

- Over 95,000 connected assets in LATAM, over a Million Globally.

Platform and Data

Why?

For Caterpillar, driving customer loyalty is of utmost importance, and the telematics solutions available on our assets play critical roles. The information and insights they provide help our customers make smarter operational, maintenance and repair decisions, so they can work more productively and efficiently with less downtime. That same data supports Caterpillar and dealers in offering timely and effective recommendations for parts and services so that the customers have hassle-free operations.

How?

To collect telematics data and then make it available for use at Caterpillar, at dealerships and back to our customers through various applications, we must first obtain explicit authorization from customers. Providing customers the ability to choose digital authorization is Caterpillar's commitment to transparency and allows Caterpillar to continue to provide the product and services that support our service and sales strategy. We also want to be in the best position to comply with evolving data regulations across the world, including laws pertaining to the collection, use and retention of telematics data. Doing our part will ensure the connectivity of customer assets, which contributes to customer success with Caterpillar.



Applications

Why?

Caterpillar remains focused on providing our customers with ease of use and accessibility through our online parts ordering channels. The eCommerce platforms provide 24/7 access to information on parts, availability and pricing through delivering eCommerce solutions tailored to our customers on Cat IP (Integrated procurement) and PCC (Parts.Cat.Com)

How?

Customers can buy parts online through the eCommerce platform called PCC. Also, Caterpillar provides a service called Cat IP to enable automated e-business (B2B) between Cat dealers and their customers.

Cat IP:

A service provided by Caterpillar to enable automated e-business between Cat dealers and their customers, originally built for parts info and transactions. Enables B2B – business to business – system transactions

Benefits for the customer:

- Caterpillar's distribution network (Cat dealers, Cat distribution centers)
- Cat Dealer Business System (DBS)
- PartStore Web
- SIS (Service Information System) Parts Books and Parts Search

Parts.Cat.Com (PCC):

Parts.cat.com enables any customer, regardless of whether they have an account with the dealer, to find their part and order it from their local dealer

Benefits for the customer:

- Ease of doing business
- Intuitive order process
- Real-time price and availability
- Access to place orders 24 x 7
- Easier customer interface to look up parts info from SIS
- Help finding their local dealer
- Previous parts.cat.com sales history
- Easy order entry – load part numbers from list
- Customer-specific pricing
- Accessible on mobile devices

- Planned Maintenance (PM) Checklists and other parts information
- Electronic exchange of parts inquiries, orders, invoices, and other docs

Industry Applications

Why?

Industry applications are built to help customers better manage their assets, increase up-time and lower owning and operating costs.

Using a computer, tablet or smartphone, they can access asset data of all their connected equipment - including location, health, maintenance, performance and more - to manage their fleet more efficiently, control cost and improve asset utilization as well as productivity.

Best of all, they can connect with their dealership and equipment on their schedule, 24/7

How?

Cat provides digital channels to engage with customers, such as mobile applications and web-based interfaces. My.Cat.Com, Cat App, VisionLink, MineStar, Remote Fleet Vision (RFV), and Remote Asset Management (RAM) are several examples.

Construction Equipment | [My.Cat.Com](#), [VisionLink](#), [Cat App](#)

Mining | [MineStar](#)

Engine, Gensets, Vessels | [RAM](#), [RFV](#)



MY.CAT.COM | connect everywhere 24/7

My.Cat.Com Web Application is an online hub for equipment management that empowers customers with cost, utilization, reliability and age information that helps them run their business more efficiently and effectively.

Key Features

- Full-fleet view (connected and non-connected)
- Monitor location, hours, faults and fuel consumption on units subscribed to Cat Daily, VisionLink, PLWeb and more
- View operational expenses, including work order invoices
- Track rental contract spend
- Manage preventative maintenance
- Deep eCommerce integration with SSO to PCC
- Contact dealer via 'Schedule Service', 'Request a Quote'
- Manage Cat Rewards and Fuel Guarantee Programs



CAT APP | connect everywhere 24/7

The new Cat App is the companion app for the My.Cat.Com web portal. Designed to be a lightweight telematics tool, the Cat App displays basic equipment information, asset hours and location at your fingertips.

Key Features

- Manage preventative maintenance
- Monitor location, hours, critical faults and fuel level on units subscribed to Cat Daily or VisionLink - ability to add non-Cat machines
- Customize push notifications (low utilization, low fuel, critical faults)
- Link out to PCC via 'Order Parts'
- Contact dealer via 'Request Service'
- Order and activate Product Link hardware (PL542)



VisionLink | connect to optimize

VisionLink is a dedicated fleet management tool which connects customers with a holistic view of their fleet to optimize performance. It turns data into insights.



Key Features

- Track hours, location, fuel and utilization
- Schedule customized reports and notifications
- Get access to your data through an API
- Mine rich data history for fleet and machine insights

INDUSTRY SOLUTIONS BEYOND CONSTRUCTION



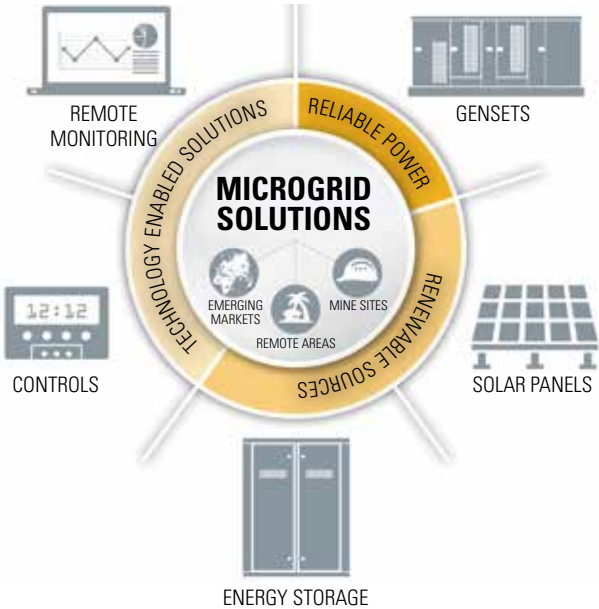


Your Cat dealer can work with you to create a fully customizable and scalable renewable system to meet your power needs today and for future expansions. Providing clean, cost-effective electricity to keep your industries producing, communities developing, and people connected.

From accessing a mine or industrial site – building and operating it, the need for reliable on site power is essential. Cat Hybrid Microgrid Solutions offer reliable off-grid power that are fully customized and scalable to meet your site requirements today and for future expansions.

With renewable energy storage and state-of-the-art technology displacing fuel and logistics costs, Cat Hybrid Microgrid Solutions offer affordable power that is designed to enable improved productivity across all site operations.

Powering Sustainable Progress. Everywhere. All the time.



Cat renewable microgrids are designed to significantly:

- Reduce your fuel expenses
- Decrease carbon emissions
- Lower your total cost of ownership
- Achieve favorable payback periods



Electric Power Generation



Cat's dealer network across LATAM provides proven reliable electric power solutions supporting economic activity and growth across all business sectors. With the largest range of products from a single trusted supplier; 5 kWe units up to stand-alone electric power plants up to 70 MWe or more, we power datacenters, telecom networks, schools, universities, healthcare, airports, mass transit, infrastructure projects, commercial businesses and industrial installations of all sizes.

For construction power, our robust and durable Cat electric power solutions offer exceptional fuel efficiency and low cost of ownership, while delivering reliable power you can depend on.

Our dealers have industry leading in-house electrical, mechanical and civil design and engineering capabilities enabling them to offer turnkey power solutions to even the most complex/challenging power requirement, including mining applications, small and large projects to supplement grid power including hybrid, PV and power conditioning / storage. We have the capability to support everything from basic genset supply to complete balance of plant turnkey power solutions, with in-house project management ensuring fast and reliable power solutions start-up to minimize risk and unforeseen expense.

Cat dealers operate some of the largest rental fleets available in LATAM, where dependability and reliability is required for power integrity, suitable for short or long term rental / lease for airports, industrial, commercial and entertainment sectors for total peace of mind and security of power.

Fuel options include heavy fuel oil, diesel or gas (incl. dual fuel), renewable liquid fuels as well as Hydrogen gas and blends. Whether containerized power modules or open units, fixed site installation or temporary power, Caterpillar has the flexibility to offer plug and play power solutions to meet your needs.

Our commitment goes beyond the sale and installation. Caterpillar and your Cat dealer are dedicated to making sure you get the most from your equipment with outstanding service and support. From extended warranty offerings to tailored customer value agreements, remote monitoring and control, your local Cat dealer is on hand to ensure optimum performance and maximize the longevity of your power solution.



Mining



Caterpillar and Cat dealers in LATAM are the number 1 provider of mining equipment and support solutions in the region. We are deeply ingrained in the success of our mining customers, from Junior to Mid-tier miners, mining contractors, and international mining firms, Caterpillar and its dealer network deliver and support the broadest range of mining machines and technology in the industry. Our dealers are capable of providing a range of site solutions, from simple labor-hire to full maintenance and repair contracts. We provide customer's access to Caterpillar certified Component Rebuild Centers and a wide range of remanufactured products, allowing us to provide the lowest Total Operating Cost. On the surface and underground, in hard rock and in coal, our product line spans from massive draglines, to ultraclass mining trucks, across to large hydraulic mining shovels, to rotary drills, wheel loaders, track and wheel dozers, and other world class products.

WHAT WE DO

- We build quality products
- We invest in research and development
- We lead the way in mining technologies
- We have the world's best support network
- We partner at the site
- We support safety and sustainability initiatives
- We are focused on the mining industry

Caterpillar and Cat dealers partner with our customers to provide technology solutions which allow them to move material more efficiently and safely, in order to drive down their cost per tonne. Machine awareness, machine condition monitoring, fleet management, precision drilling and loading, and full surface and underground machine autonomy are just some of the technology solutions where we are leading the field.

Finally, we work closely with our customers to find the best option for putting Cat machines on their mine sites, through financing options, rental, and via Job Site Solutions, our team that can do everything from operating your equipment to managing your entire fleet.



Oil & Gas

Caterpillar has been helping customers with their Oil & Gas power solutions for more than 80 years. Cat dealers in LATAM have a wide range of durable and reliable products to meet the demands of your specific application.

From design experts who get your operation up and running to the local teams who are there to help you maintain it, our Cat dealers in the region provide our customers with world-class products, unparalleled services and innovative technology solutions.



Our extensive dealer network ensures close proximity to our customers, and with daily shipments of spare parts dedicated to rotating our parts stock between branches, we provide superior parts solutions anywhere, anytime.

Caterpillar Oil & Gas meets our customers' diverse needs, including OEMs, rental fleet operators, and end users, with products such as engines, generator sets, transmissions, and well-stimulation pumps. Cat diesel and gas engines are hard at work on many oil and gas fields across the LATAM region. Their robust design, fuel economy and low operating costs make them the industry's top choice for onshore and offshore power. We provide a full range of parts and services for all of our engines, including our rapidly growing Cat Connect business that consists of remote condition monitoring and productivity optimization. From inspections and maintenance contracts, to oil analysis and full fleet management — our team of experts is here to help you manage your equipment leaving you free to focus on your core activity.





Headquartered in San Diego, California, USA, Solar Turbines, a subsidiary of Caterpillar Inc., is one of the world’s leading manufacturers of industrial gas turbines and compressors, with approximately 16,000 units sold and more than 3 billion operating hours in more than 100 countries.

Solar offers gas turbine packages from 1-39 MW. These products play an important role in the development of oil, natural gas and power generation projects around the world, both onshore and offshore. Our products include gas turbines, gas compressors, gas turbine-powered compressor, mechanical-drive and generator set packages.

Solar Turbines have been present in LATAM since the 1960s, with an installed fleet of more than 1,100 gas turbine packages. Our equipment is at work in more than 20 nations from Algeria to South Africa. Our facilities and local support team are available to customers 24/7. Recent successful projects are paving the way for a brilliant future serving our customers in LATAM.

Solar Digital is responsible for InSight Platform™ technology and the relentless innovation of the entire ecosystem, capabilities and customer user experience. With deep expertise in machine data acquisition, cyber security, software development, OEM product knowledge, and big data analytics, our global teams deliver digital technology solutions that enable customer success.

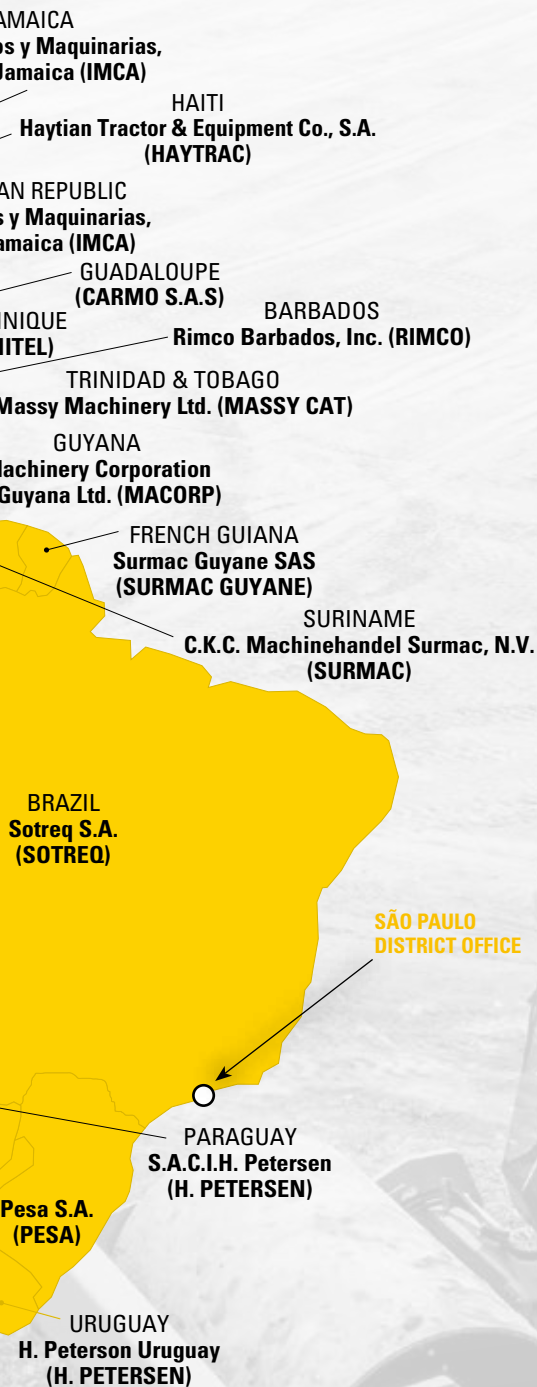
Our customers put Solar products to work in many places, including production, processing and pipeline transmission of natural gas and crude oil and generation of electricity and thermal energy for processing applications, such as manufacturing chemicals, pharmaceuticals and food products. Our customers also use sustainable fuels such as hydrogen and biomethane based on our decades of experience using mixed gas fuel in a variety of applications.

Please contact us:
 Web: www.solarturbines.com
 Email: infocorp@solarturbines.com
 Phone: +1-619-544-5352



CAT® LATAM REGION DISTRICT OFFICE AND DEALERS





- The Cat dealer network in LATAM is supported by Caterpillar from 4 main District Offices across the region. Mexico City, Panama City, Santiago, and São Paulo. At those offices, we have operational and commercial representatives that work on strengthening our dealer capabilities and leading our customer strategy.

The interaction between Caterpillar and dealers create solutions that add value to our customers.

Dealer Search Index

Countries/Districts	Cat Dealer	Dealer Website
Argentina	Finning	www.finning.com/es_ar
Aruba, Bonaire, Curacao	M&E ABC	www.meabccat.com
Belize	General Equipment Co.	www.gentracbelize.com
Bolivia	Finning	www.finning.com/es_bo
Brazil	Pesa Cat - Parana Equipamentos	www.pesa.com.br
Brazil	Sotreq	www.sotreq.com.br
Chile	Finning	www.finning.com/es_cl
Colombia	Gecolsa	www.gecolsa.com.co
Costa Rica	Maquinaria Y Tractores Limitada (Matra)	www.matra.co.cr
Dominican Republic	Imca	www.imcacat.imcadom.com
Ecuador	Iasa	www.iasaglobal.com
El Salvador	Compañía General De Equipos	www.generaldeequipos.com
French Guiana	Surmac Guyane	www.surmac-guyane.fr
Guadeloupe	Carmo Pro	www.carmopro-guadeloupe.fr
Guatemala	Gentrac	www.gentrac.com.gt
Guyana	Macorp - Machinery Corporation of Guyana Limited	www.macorpcat.com
Haiti	Haytrac	www.haytrac.com
Honduras	Cemcol	www.cemcolcat.com
Jamaica	Imca Jamaica	www.imcajam.com
Martinique	Bamitel	www.bamitel.com/
Mexico	Madisa Cat	www.madisa.com
Mexico	Matco	www.matco.com.mx
Mexico	Tracsa Sapi	www.tracsa.com.mx
Nicaragua	Nimac	www.nimac.com.ni
Panamá	Iasa Panama	www.iasaglobal.com
Paraguay	H. Petersen	www.hpetersen.com.py
Perú	Ferreiros	www.ferreiros.com.pe
Puerto Rico, Barbados and Cuba	Rimco	www.rimcocat.com
Suriname	CKC Surmac	www.surmaccat.sr
The Bahamas, Turks And Caicos Islands, And Cayman Islands	Machinery And Energy Limited	www.me-ltd.com
Trinidad & Tobago	Massy Machinery (Massy Cat)	www.massycat.com
Uruguay	H. Petersen	www.hpetersen.com.uy



ARGENTINA

FINNING



Contact Information

+0 800 555 0832

contacto@finningsudamerica.com

Website

www.finning.com/es_AR

Since: 1933

General Information

14 branches

546 employees

243 Technicians

Key Facts

- Finning is Argentina's official distributor of Caterpillar machinery and is the largest Caterpillar distributor in the world.
- Finning stands out in Argentina with a reputation for innovation, quality of service and ethical practices.
- Finning Argentina supplies the mining, construction, forestry, energy, marine and oil & gas industries with new, used and rental Cat equipment, as well as maintenance and repair services, genuine Cat parts sales, and technology to improved productivity.



BAHAMAS

M&E LIMITED



Contact Information

+1 242 323 5701
me@me-ltd.com

Website

www.me-ltd.com

Since: 2002

General Information

3 branches

75 employees

26 Technicians

Key Facts

- M&E has the largest industry participation of construction equipment in the world.
- M&E Limited's branch locations cover over 90% of its territory's population.
- M&E Limited employs a diverse workforce that's made of up 85% Bahamians and 15% foreign nationals from five different countries.

BARBADOS

RIMCO



Contact Information

+1 787 792 4300
info@rimcocat.com

Website

www.rimcocat.com

Since: 1980

General Information

3 branches

200 employees

61 Technicians

Key Facts

- Rimco covers more than 20 different Caribbean islands.
- This includes the highly regulated areas of Puerto Rico and the US Virgin Islands, as well as minimally regulated areas
- Rimco is the first US company ever established in Mariel, Cuba.



BELIZE



Contact Information
gentrac@gentracbelize.com

Website
www.gentracbelize.com Since: 1998

General Information
1 branch 31 employees 6 Technicians

- Key Facts**
- Gentrac Belize covers 8,867 square miles of service territory.
 - In 2021, Gentrac Belize’s service shop earned a three-star bronze rating.
 - In 2018, Gentrac Belize supplied equipment to mitigate flooding through the Belize government’s Flood Mitigation Project.



Over the last couple of years, Finning has begun a path of evolution of its culture towards a more efficient, agile, and innovative company, becoming a reliable partner for the success of our client's objectives, and investing in digital and technological capabilities.

BOLIVIA



Contact Information
+591 3 342 9468
contacto@finningsudamerica.com

Website

www.finning.com/es_BO

Since: 1933

General Information

5 branches 150 employees 39 Technicians

Key Facts

- Finning is Bolivia's official Cat Dealer, and the largest Cat Dealer in the world.
- Finning stands out in Bolivia with a reputation for innovation, quality of service and ethical practices.
- Finning Bolivia supplies the mining, construction, forestry, energy, marine and oil & gas industries with new, used and rental Cat equipment, as well as maintenance and repair services, genuine Cat parts sales, and technology to improved productivity.

BRAZIL



Contact Information
+55 41 2103 2211

Website

www.pesa.com.br

Since: 1947

General Information

10 branches

900 employees

120 Technicians

Key Facts

- In the 1970s and 1980s, Pesa supplied equipment for the construction of one of the biggest power plants in the world located between Brazil and Paraguay.
- From 2012 to 2014, Pesa was involved in the renewal of Curitiba's main link to its airport, Av. Das Torres, in preparation for the World Cup.
- In 2022, Pesa rented amphibious excavators to the Lagoa dos Patos infrastructure site in Rio Grande do Sul.



SOTREQ



Contact Information

+55 0800 940 1920

+55 3003 1920

marketing.relacionamento@sotreq.com.br

Capitals and surrounding cities /

WHATSAPP: +55 11 3003 1920

Website

www.sotreq.com.br

Since: 1941

General Information

47 branches

5,781 employees

216 Technicians

Key Facts

- Sotreq's social institute, iSSO, invests in social projects to help provide professional training, social assistance and environmental preservation to communities and individuals.
- Sotreq has created a software called Sotreq Link to help customers monitor their machines and increase productivity.
- In 2021, Sotreq was voted one of the best places to work by Great Place to Work® Brazil.



CHILE

FINNING



Contact Information

+56 2 292 77 000

contacto@finningsudamerica.com

Website

www.finning.com/es_CL

Since: 1933

General Information

9 branches

546 employees

243 Technicians

Key Facts

- Finning is Chile's official distributor of Caterpillar machinery and is the largest Cat dealer in the world.
- Finning stands out in Chile with a reputation for innovation, quality of service and ethical practices.
- Finning Chile supplies the mining, construction, forestry, energy, marine and oil & gas industries with new, used and rental Cat equipment, as well as maintenance and repair services, genuine Cat parts sales, and technology to improved productivity.



COLOMBIA

GECOLSA



Contact Information

+57 601 405 55 54

atencionalcliente@gecolsa.com.co

Website

www.gecolsa.com.co

Since: 1927

General Information

13 branches

610 employees

177 Technicians

Key Facts

- Gecolsa is one of the top 12 Cat dealers in South America.
- Through its 13 branches, Gecolsa covers the construction and power generation market throughout Colombia.
- Gecolsa is the main supplier of machinery for the government sector in Colombia.

COSTA RICA

MATRA



Contact Information

+50 62 205 0000

servicioalcliente@matraco.cr

Website

www.matra.co.cr

Since: 1951

General Information

17 branches

400 employees

96 Technicians

Key Facts

- Matra is the only Heavy Equipment dealer in Costa Rica with full coverage of the entire country.
- Matra is the oldest Cat dealer in Costa Rica.
- In 2018, Matra supplied excavators for the expansion of Ruta 32 by CHEC (China Harbour Engineering Company).

CUBA

RIMCO



Contact Information

+1 787 792 4300
info@rimcocat.com

Website

www.rimcocat.com

Since: 1980

General Information

3 branches

200 employees

61 Technicians

Key Facts

- Rimco covers more than 20 different Caribbean islands.
- This includes the highly regulated areas of Puerto Rico and the US Virgin Islands, as well as minimally regulated areas.
- Rimco is the first US company ever established in Mariel, Cuba.

CURACAO

M&E ABC



Contact Information

+599 9691 2228

Website

www.meabccat.com

Since: 1951

General Information

2 branches

10 employees

2 Technicians

Key Facts

- M&E ABC was founded in 2020 by GECOLSA, a well-known Cat dealer in South America with operations in Colombia, Guyana, Bahamas, Turks & Caicos, Cayman Islands, as well as other countries.
- M&E ABC was awarded by Caterpillar as the only Authorized Cat dealer in Aruba, Bonaire and Curacao in 2019.
- For this bid, M&E ABC was selected from several other companies with long and proven experience as Cat dealers.

DOMINICAN REPUBLIC



Contact Information
+809 560 4622
info@imcadom.com
WhatsApp 809 841 4622

Website
www.imcacat.imcadom.com Since: 1945

General Information
3 branches 432 employees 115 Technicians

- Key Facts**
- IMCA is the oldest construction machine dealer in the market and has been owned by the same family since its inception.
 - Cat is the leading brand within the mining and construction industries in the Dominican Republic.
 - IMCA and Caterpillar operate a technical vocational school called the ABC Program (Accelerated Basic Course) that has provided technical training to more than 4,200 people.



ECUADOR

IASA



Contact Information

+00 593 373 1777
(Contact Center)
info@iasaglobal.com

Website

www.iasaglobal.com

Since: 1924

General Information

4 branches

763 employees

200 Technicians

Key Facts

- IASA is the oldest Cat dealer in the Americas, including the U.S. territory.
- In 2011, IASA acquired the operation of the Cat dealer in Panama.
- Also in 2011, IASA supplied Cat equipment for Sinohydro's Coca Codo Sinclair, the biggest hydroelectric project in Ecuador.

EL SALVADOR

COGESA



Contact Information

cogesa.redsocial@
generaldeequipos.com

Website

www.generaldeequipos.com

Since: 1926

General Information

3 branches

200 employees

70 Technicians

Key Facts

- COGESA started representing the Caterpillar brand in 1930.
- Currently they have 3 branches, San Salvador, San Miguel and Sonsonate.
- Since 2010, General de Equipos and its sister companies in Central America have become part of the Ferreycorp Group, which for decades has owned Caterpillar distribution in Peru, the country where it has its corporate headquarters.

FRENCH GUIANA

**SURMAC
GUYANE**



Contact Information

+00 594 594 35 04 30
+05 94 35 04 30
info@surmac-guyane.fr

Website

www.surmac-guyane.fr

Since: 2015

General Information

1 branch

16 employees

6 Technicians

Key Facts

- In 2019, Cat supplied parts and equipment for the construction of the Ariane 6 rocket launchpad.
- In 2022, Surmac implemented systematic inspections for the largest operator in French Guiana.
- In 2022, Surmac supplied Cat equipment for the high-speed bus project in Cayenne.

GUADELOUPE

CARMO



Contact Information

+590 690 49 55 63
laurent.alexis@gbh.fr
machines: Laurent ALEXIS

Website

www.carmopro-guadeloupe.fr

Since: 1987

General Information

2 branches

75 employees

20 Technicians

Key Facts

- In 2012, CARMO acquired its first Cat dealership and created the CARMO PRO branch, dedicated to the distribution of Cat equipment.
- Part of a large group (GBH-Groupe Bernard HAYOT) present in many French overseas countries. With 11,000 employees. This group exists since 1960.
- Largest dealer of heavy equipment that sells to quarries and earthmoving and construction companies on the island of Guadeloupe.



GUATEMALA

GENTRAC



Contact Information

ventas@gentrac.com.gt

Website

www.gentrac.com.gt

Since: 1998

General Information

10 branch

316 employees

79 Technicians

Key Facts

- 2010 - First dealer in Central America authorized to perform Caterpillar Certified Rebuilds CCR.
- 2010 - Gentrac become part of "Grupo Ferreycorp" which has presence in America.
- Gentrac runs a Maintenance And Repair Contract for the largest cement company in Guatemala with 29 machines enrolled. The first MARC with Cementos Progreso was signed in 2003.
- Gentrac has successfully performed 65 Caterpillar Certified Rebuilds (CCR) since 2010, for Mining, Aggregate Quarry and construction customers.2010, for Mining, Aggregate Quarry and construction customers.

GUYANA

MACORP



Contact Information

+592 2657315 13 17 18

MacorpPartsDept@macorpgy.com

Sales@macorpgy.com

MacorpServiceDept@macorpgy.com

Website

www.macorpcat.com

Since: 1993

General Information

3 branches

183 employees

51 Technicians

Key Facts

- In 2020, MACORP was certified ISO 9001-2015 Sales and Service Maintenance of Industrial Machinery and Equipment Solutions.
- In 2004, MACORP opened its second branch in Guyana at Bartica.
- In 2013, MACORP opened its third branch in Guyana at Port Kaituma.

HAITI

HAYTRAC



Contact Information

+509 3448 1533
Haytrac@haytrac.com

Website

www.haytrac.com

Since: 1950

General Information

2 branches

224 employees

46 Technicians

Key Facts

- HAYTRAC has been engaged in the Haitian community since 1950 with the focus of reconstruction, growth and development of Haiti.
- HAYTRAC'S slogan "l'esprit bâtisseur" is its driving force, a source of motivation for HAYTRAC to keep its leading position on the market in which it operates.
- In 2010, HAYTRAC used Cat equipment to help with the cleanup effort after a major earthquake struck Haiti.

HONDURAS

CEMCOL



Contact Information

+504 25595899

Website

www.cemcolcat.com

Since: 1949

General Information

10 branches

600+ employees

60 Technicians

Key Facts

- Since Cemcol was once a customer of Caterpillar, the dealer has a deep understand of customer needs and priorities.
- Cemcol is family owned with the second generation of the family currently in leadership.
- Cemcol supplied Cat equipment for a Brazilian company that was awarded the Canal Seco Project in Honduras.

JAMAICA

IMCA



Contact Information

+876 923 7190 or
+876 937 4229

Website

www.imcajam.com

Since: 2008

General Information

1 branch 82 employees 16 Technicians

Key Facts

- IMCA, a 76-year-old company from the Dominican Republic, took over operations of the Cat dealership in Jamaica in 2008.
- IMCA Jamaica is heavily involved in supplying service, equipment and parts to the bauxite, construction and quarry markets in the area.
- IMCA is currently building its new corporate headquarters in Kingston, Jamaica, which will allow the dealer to better serve its customers and better position the IMCA for growth.

MARTINIQUE

BAMITEL



Contact Information

+59 659 657 0170

Website

www.bamitel.com

Since: 2002

General Information

1 branch 47 employees 18 Technicians

Key Facts

- In 2014, Bamitel became the first and only company in the industry to earn Security and Environmental certifications.
- Bamitel is part of GBH group, which was founded in 1960.
- Bamitel has four technicians who are dedicated solely to servicing Cat equipment.

MEXICO

MADISA



Contact Information

+52 800 926 2347
centrodecontacto@madisa.com

Website

www.madisa.com

Since: 1946

General Information

73 branches 3,700+ employees 1,000+ Technicians

Key Facts

- Madisa serves over 28,000 customers every year.
- In 2019, Madisa supplied Cat machinery to the Dos Bocas Refinery in southeast Mexico.
- In 2020, Madisa supplied Cat equipment for the construction of Libertad Dam in northeast Mexico.

MATCO



Contact Information

800 22 MATCO
info@matco.com.mx

Website

www.matco.com.mx

Since: 1929

General Information

14 Branches 2,350 employees 1,100 Technicians

Key Facts

- In addition to its 14 full-service branches, MATCO also has 25 warehouses, 10 rental store branches, 13 agriculture branches and a field office.
- MATCO offers the region a wide range of Cat solutions, including new, used and rental equipment, technology, parts, and trained technicians.
- MATCO has more than 225,000 available part numbers (in 27 warehouses) to provide Customer Support, maximizing uptime / minimizing cost.

TRACSA



Website

www.tracsa.com.mx

Since: 1974

General Information

26 branches

2,500 employees

590 Technicians

Key Facts

- TRACSA has achieved Gold status in Caterpillar Excellence.
- TRACSA has been recognized as the best grade in the world in Service.
- TRACSA is ISO 9002 certified in Service.

Contact Information

+52 800 5614944

atencionclientes@tracsa.com.mx





NICARAGUA

NIMAC



Contact Information

+505 2263 1151
info@nimac.com.ni

Website

www.nimac.com.ni

Since: 1944

General Information

3 branches

310 employees

105 Technicians

Key Facts

- One of NIMAC's training centers is 4-star certified by Caterpillar.
- NIMAC is the main supplier to mining contractors in Nicaragua and was the main supplier to the country's sports infrastructure between 2013 and 2016.
- NIMAC is the #1 renter of machinery for road infrastructure and hydroelectric projects in Nicaragua.

PANAMA

IASA



Contact Information

+00 507 275 9000
(Contact Center)
info@iasaglobal.com

Website

www.iasaglobal.com

Since: 2011

General Information

5 branches

435 employees

150 Technicians

Key Facts

- IASA is the oldest Cat dealer in the Americas, excluding the U.S.
- IASA began in Ecuador and expanded operations to Panama in 2011, moving its headquarters to Panama.
- IASA is home to two of the 21 Caterpillar ThinkBIG technician training programs.

PARAGUAY

H. PETERSEN



Contact Information

hpetersen@hpetersen.com.py

Website

www.hpetersen.com.py

Since: 1931

General Information

5 branches

271 employees

108 Technicians

Key Facts

- H. Petersen has taken a strategic approach to product support over the past 75 years to achieve the highest possible customer standards.
- In 1994, H. Petersen supplied Cat equipment and product support for the construction of the Yacyreta Dam in Paraguay and Argentina.
- In 2017, H. Petersen supplied Cat equipment and product support for Paraguay's Highway 2 and 7 duplication and construction project.

PUERTO RICO

RIMCO



Contact Information

+1 787 792 4300

info@rimcocat.com

Website

www.rimcocat.com

Since: 1980

General Information

3 branches

200 employees

61 Technicians

Key Facts

- Rimco covers more than 20 different Caribbean islands.
- This includes the highly regulated areas of Puerto Rico and the US Virgin Islands, as well as minimally regulated areas.
- Rimco is the first US company ever established in Mariel, Cuba.

PERU

FERREYROS S.A. 



Website

www.ferreyros.com.pe

Since: 1922

General Information

16 branches 3,976 employees 2,112 Technicians

Key Facts

- Ferreyros is currently celebrating its 100th anniversary.
- Ferreyros is publicly owned, as opposed to the bulk of Cat dealers, which are family owned.
- Ferreyros implemented the first mining truck autonomy project in the Americas in partnership with AgloAmerican's Quellaveco.

Contact Information

+511 626 4000

clientes@ferreyros.com.pe



SURINAME

SURMAC



Contact Information

+597 404 111
marketing@surmaccat.sr

Website

www.surmaccat.sr

Since: 1957

General Information

3 branches

350 employees

125 Technicians

Key Facts

- Caterpillar began in Suriname in 1941 and the Surmac dealer was opened in 1957.
- In 2016, Surmac Guyane was opened in French Guiana.
- Also in 2016, Surmac's lab became fully SOS certified.

TRINIDAD-TOBAGO

MASSY



Contact Information

+868 665 5555
info@massycat.com

Website

www.massycat.com

Since: 1928

General Information

1 branch

216 employees

32 Technicians

Key Facts

- Massy covers 1,981 square miles in Trinidad & Tobago and is owned by the Massy Group, which began 100 years ago.
- Massy has an extensive field sales force that covers the primary market segments of construction, marine & energy, oil & gas and power generation, with a market share of over 60%.
- Massy's reach across Trinidad & Tobago includes engine, customer machine repairs, undercarriage, rentals and power systems workshops spanning 44,000 square feet, as well as warehouses with a 30,000+ parts inventory.

URUGUAY

H. PETERSEN



Contact Information

+598 9813 3857

Website

www.hpetersen.com.uy

Since: 1931

General Information

4 branches

100 employees

28 Technicians

Key Facts

- Dealer has a great reputation in Uruguay, as one of the top sellers.
- Dealer with the largest number of technicians in Uruguay.
- One of the only dealers of premium brand machines in the country.





VisionLink is a trademark of VirtualSite Solutions LLC, registered in the United States and in other countries.

© 2022 Caterpillar. All Rights Reserved. CAT, CATERPILLAR, LET'S DO THE WORK, their respective logos, "Caterpillar Corporate Yellow", the "Power Edge" and Cat "Modern Hex" trade dress as well as corporate and product identity used herein, are trademarks of Caterpillar and may not be used without permission.