

Turin, April 26<sup>th</sup>, 2023

**Subject: CNHi Harvest Season**

Dear Supplier,

Over the last couple of years, companies across the globe have been going through challenging times due to the Supply Chain disruption but working together we have been able to overcome most hurdles.

As the Harvesting Season is now ahead of us and will spread across a few months in EMEA, we want to maximize machine uptime for our customers, who will work tirelessly 24/7 over a period of 1 or 2 weeks. For them to see the full benefit of months of field preparation, it is of paramount importance that we offer a best-in-class aftersales support. This is valid at any time during the year, but it is crucial, during the harvesting season, that we must provide outstanding back-up, react fast and fix potential machine downtime in just few hours.

Our commitment to our customers is to provide them with a solution within 24 hours of the breakdown of their brand new machines. ("Uptime Support see below")

We believe that with your full cooperation we can jointly deliver on the CNH Industrial ambition and ensure you full support to our spare part flow by committing to the following:

- On time deliveries for the planned orders,
- flexible reaction to anticipation request for unforeseen requirements,
- preventive management and resolution proposals for potential bottlenecks or capacity constraints you might face, as well as continuous support during the traditional vacation period.

We need your maximum cooperation to solve potential customer backorders on the spot.

**Your response time is fundamental.**

On our side, we have dedicated staff that will contact you:

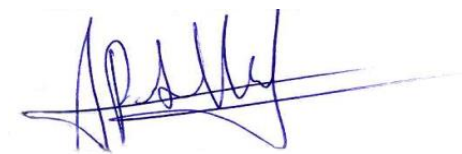
- **WINDELIVERY Team**: to support the Uptime service (former BDA), this team has the absolute priority within CNHi to get the pieces needed as they call you for a machine down in the field
- **Backorder Taskforce Team**: team calling to solve Critical Backorders
- **FAST Team**: to ensure availability on our high selling parts
- **Your Regular Expediting Contact**

We look forward to your pro-active feedback.

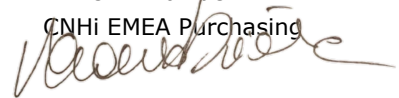
To confirm your reliable delivery promises use CSCN or contact your Regular Expediting contact as soon as possible.

Trusting on your full cooperation,

REBILLARD Antoine  
CNHi EMEA Parts Commercial & Operations



VERONA Davide  
CNHi EMEA Purchasing





**SUCCESSFUL HARVESTING.  
IT'S ALL A MATTER OF TIME.**



- 3 YEARS EXTENDED WARRANTY**
- TIMELY AND DEDICATED FIELD SERVICE TEAM**
- 24/7 UPTIME SUPPORT**

*let's get it done.*

**SOLUTION IN 24 HOURS**

## UPTIME SUPPORT

### THE PRIORITY COMBINE SERVICE SUPPORT OFFERED BY NEW HOLLAND



Uptime Support service can be activated both through MyNewHolland App and through the dedicated Top Service phone number.

A large team of experts, working 24/7, manages all your service requests in priority, minimizing or avoiding machine downtime.

If the machine is not back to work in 24h we supply a back up unit or alternative solution

