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Service Letter

PRODUCT IMPROVEMENT PROGRAM FOR INSTALLING FMVSS MARKER LAMPS AND/OR REFLECTIVE TAPE ON CERTAIN CT660 ON HIGHWAY TRUCKS

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Caterpillar: Confidential Yellow

REBE9735-00



SERVICE LETTER

26Apr2013

U-175

Safety

PRODUCT IMPROVEMENT PROGRAM FOR INSTALLING FMVSS MARKER LAMPS AND/OR REFLECTIVE TAPE ON CERTAIN CT660 ON HIGHWAY TRUCKS

7000

PI10927

NOTE:

This Program must be administered as soon as possible. When reporting the repair, use "PI10927" as the Part Number and "7751" as the Group Number, "56" as the Warranty Claim Description Code and "T" as the SIMS Description Code.

Exception: If the repair is done after failure, use "PI10927" as the Part Number, "7751" as the Group Number, "96" as the Warranty Claim Description Code, and "Z" as the SIMS Description Code.

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PROBLEM

This Product Improvement Program is a Safety Recall in accordance with the US National Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act. Caterpillar has decided that a noncompliance exists on certain Caterpillar CT660 On Highway Trucks which have a length of 9.1m (30 feet) or longer. Certain side marker lamps and/or reflective tape were not applied to these vehicles, as required by the US Federal Motor Vehicle Safety Standard or the Canadian Motor Vehicle Safety Standard 108, 'Lamps, Reflective Devices, and Associated Equipment'. Missing side marker lamps and/or reflective tape reduces the visibility of the truck to others, which increases the risk of a vehicle crash.

It is a violation of US Federal law for a dealer to deliver a new motor vehicle covered by this Safety PIP until the PIP has been completed.

AFFECTED PRODUCT

Model	Identification Number
*****Group 1*****	
CT660	TKL00150, 153-154, 157, 200, 204-205, 211, 232-233, 235, 260, 302, 310, 312, 328, 338, 352-353, 355, 367, 437-438, 452, 479, 486, 500, 520 TRK00881-00882, 884, 887, 928, 948 TSY00108, 114-115
*****Group 2*****	
CT660	TKL00201, 267, 320, 365, 378, 462, 489, 491-494, 542 TSY00118

PARTS NEEDED

Qty	Part Number	Description
*****Group 1*****		
4	3791233	NUT-HEX MACHINE
4	3791477	SCREW
2	4171790	LIGHT-MARKER

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2	4405287	HARNESS AS
2	TAPE	3M REFLECTIVE
<p>In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 45% of dealership population. This is an initial order recommendation only, and the ultimate responsibility for ordering the total number of parts needed to satisfy the program lies with the dealer.</p>		
<p>*****Group 2*****</p>		
2	TAPE	3M REFLECTIVE
<p>In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 45% of dealership population. This is an initial order recommendation only, and the ultimate responsibility for ordering the total number of parts needed to satisfy the program lies with the dealer.</p>		

ACTION REQUIRED

Refer to the attached Rework Procedure.

OWNER NOTIFICATION

Owners in the following countries will receive the attached Owner Notification:
 US
 Canada

SERVICE CLAIM ALLOWANCES

Caterpillar		Dealer Suggested		Customer Suggested	
Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
100%	100%	0%	0%	0%	0%

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NOTE: This is a 2.0-hour job for Group 1
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Caterpillar		Dealer Suggested		Customer Suggested	
Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
100%	100%	0%	0%	0%	0%

NOTE: This is a 0.5-hour job for Group 2
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PARTS DISPOSITION

Handle the parts in accordance with your Warranty Bulletin on warranty parts handling.

MAKE EVERY EFFORT TO COMPLETE THIS PROGRAM AS SOON AS POSSIBLE.

NONCOMPLIANCE - RECALL - Side Marker Lamps and/or Tape

MODELS INVOLVED - CT660

Dear Caterpillar Product Owner:

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act. This notice is also in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Caterpillar has decided that a noncompliance exists on certain Caterpillar CT660 On Highway Trucks which have a length of 9.1m (30 feet) or longer. Certain side marker lamps and/or reflective tape were not applied to these vehicles, as required by the US Federal Motor Vehicle Safety Standard or the Canadian Motor Vehicle Safety Standard 108, "Lamps, Reflective Devices, and Associated Equipment".

Missing side marker lamps and/or reflective tape reduces the visibility of the truck to others, which increases the risk of a vehicle crash.

Caterpillar will install the required side marker lamps and/or reflective tape. Caterpillar will perform this service for you free of charge.

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Contact your local Caterpillar dealer immediately to schedule this service. The dealer will advise you of the time required to complete this service.

If you are a lessor of these vehicles, you must forward this letter to your lessee within ten days.

If you have had your vehicle repaired for this condition prior to receipt of this notice and incurred any costs, you may be eligible for reimbursement. Please contact Caterpillar at this toll free number 1-800-447-4986.

If you no longer own the vehicle, please contact Caterpillar at this toll free number 1-800-447-4986.

If you have any questions, please contact:

Caterpillar Inc.
Peoria, IL 61629-2490
Attn: Americas Distribution Services Division
Truck Call Center
Telephone: 1-800-447-4986

You may contact the following to submit a complaint:

In the U.S.
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590
Telephone: 1-888-327-4236 (TTY:1-800-424-9153) or go to
<http://www.safercar.gov>

In Canada
Transport Canada
Defects Investigations and Recalls
Telephone: 1-800-333-0510

We regret any inconvenience this may cause you.
Caterpillar Inc.

Identification #(s)
Attached to _____, 2013 Service Letter

Please refer the dealer to their Service Letter dated 26Apr2013 when scheduling this service.

We regret the inconvenience this may cause you, but urge you to have this service performed for your added safety and satisfaction.

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Identification #(s)

Attached to 26Apr2013 Service Letter

Rework Procedure

Group Number 1

- 1) Remove both left and right side modesty panel.
- 2) Drill 3 holes at the rearward end of each modesty panel to the following dimensions. See Image 1.1.1: The two lamp mounting holes are .250" or 6mm and the single hole for lamp wiring needs to be .750" or 19mm.

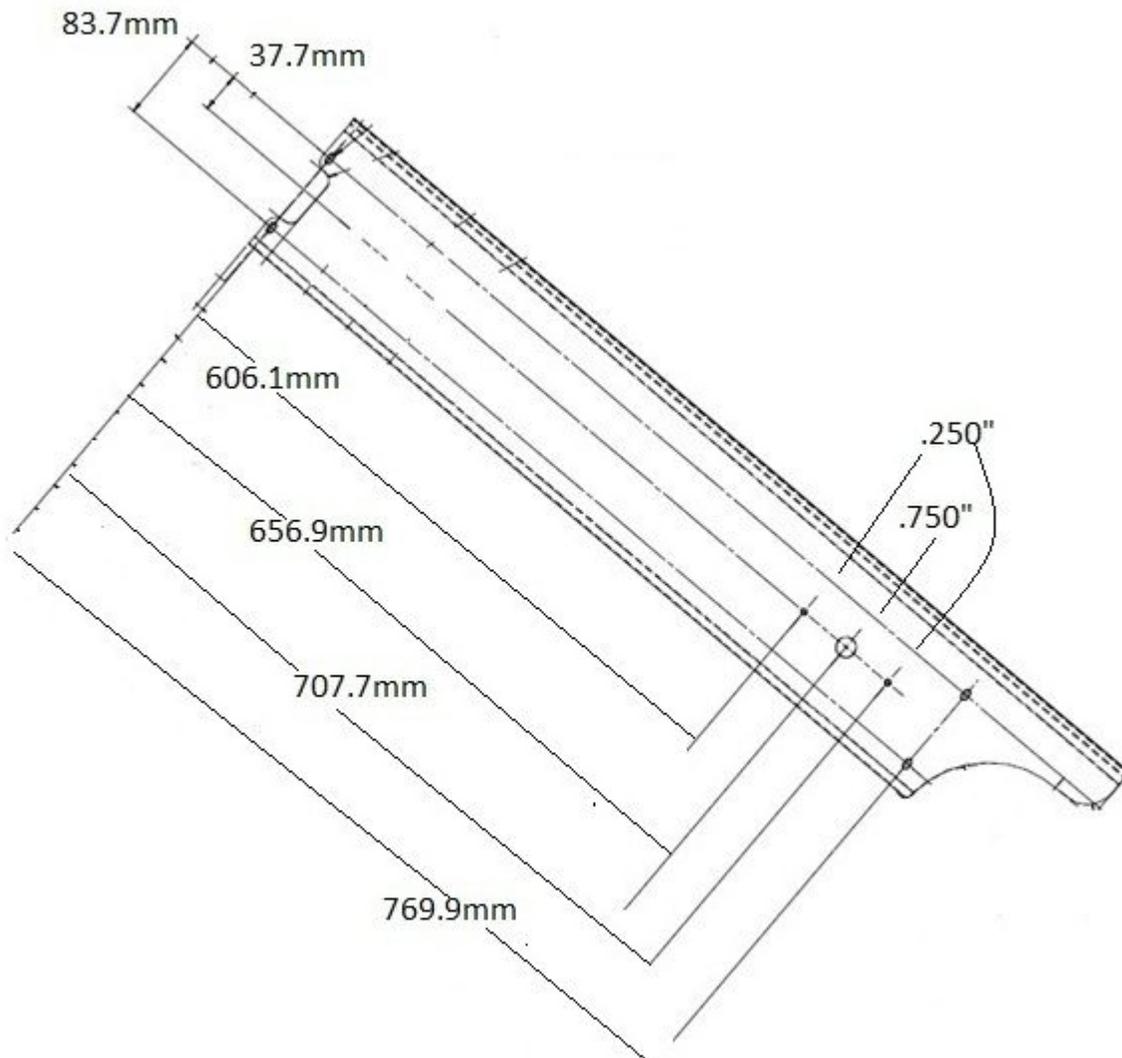


Image1.1.1

3) Attach ground ring terminal from each aftermarket harness to the existing ground stud on each side of the firewall. On passenger side of firewall splice power wire to existing circuit K (54R). See Image 1.2.1:
On drivers side of firewall splice power wire to existing circuit K (54L). See Image 1.2.2:

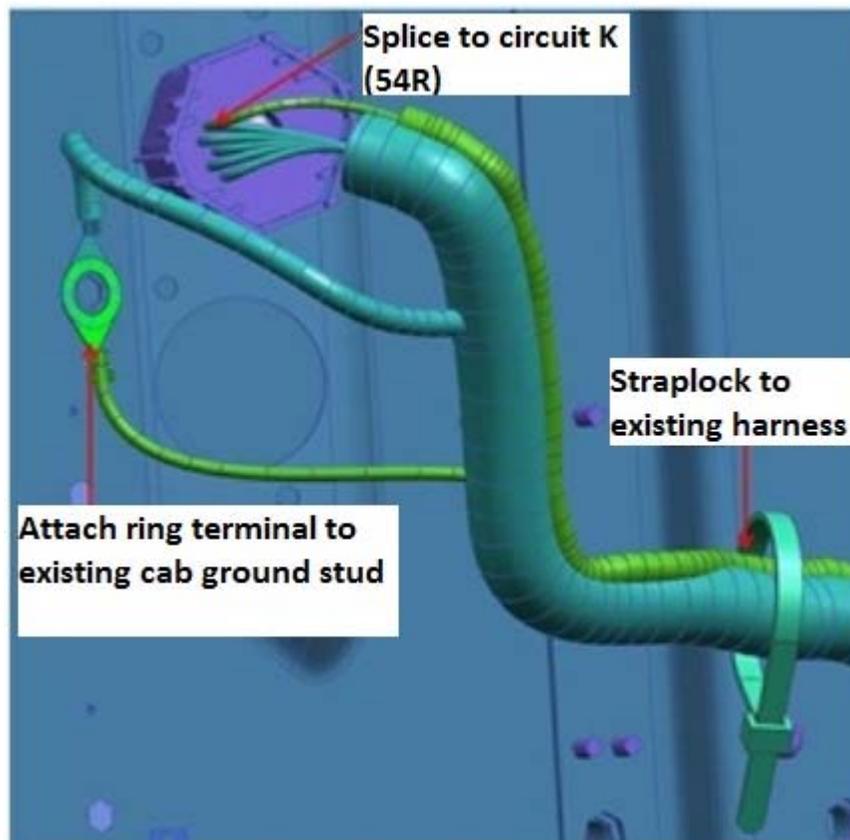


Image1.2.1

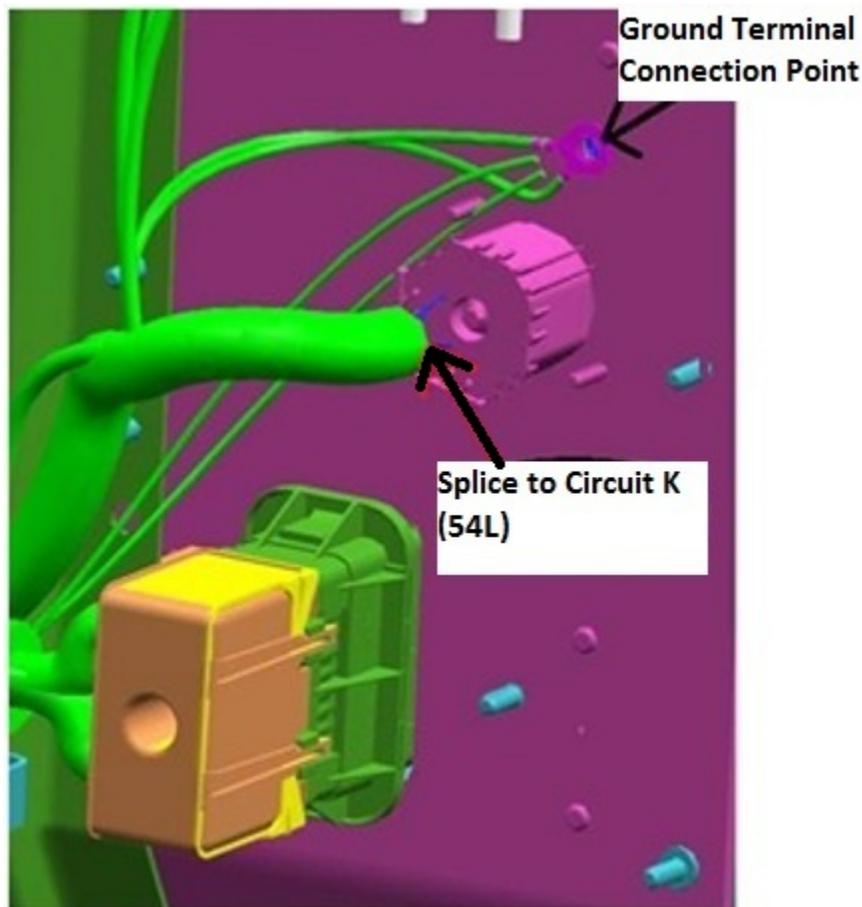


Image1.2.2

- 4) Route each aftermarket harness down along existing harness to the rearward end of each modesty panel and secure with plastic wire ties.
- 5) Reinstall each modesty panel to the appropriate side and connect marker lamp to newly installed harness.
- 6) Install the 1" x 6" reflective stripping to each side of truck in the following locations. (rearward and outward facing of top step)
Purchase Locally.
See Image 1.3.1:

STRIPING, REFLECTIVE, 3M FLUORESCENT DIAMOND GRADE 1 IN WD YL

Install as shown:

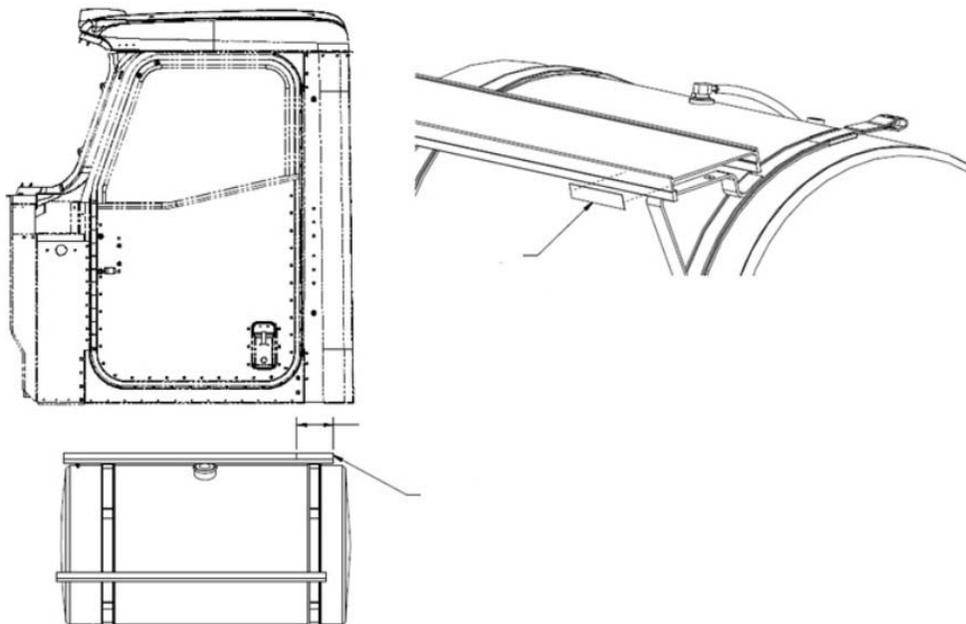


Image1.3.1

Group Number 2

1) Install the 1" x 6" reflective striping to each side of truck in the following locations. (rearward and outward facing of top step)

Purchase Locally.

See Image 2.1.1:

STRIPING, REFLECTIVE, 3M FLUORESCENT DIAMOND GRADE 1 IN WD YL

Install as shown:

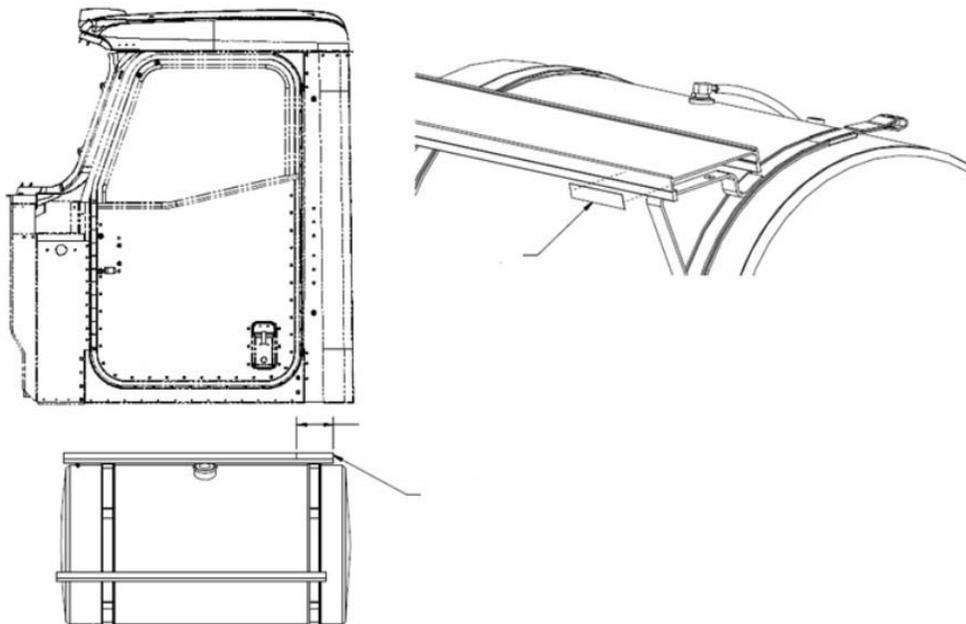


Image2.1.1

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