CATERPILLAR®

SERVICE LETTER

13Aug2007
(Revised 31Aug2007)

U-396
TT-25

Safety

PRODUCT IMPROVEMENT PROGRAM FOR INSPECTING AND/OR REPLACING THE FUEL INJECTION PUMPS ON CERTAIN C7 ON-HIGHWAY TRUCK ENGINES INSTALLED IN BLUEBIRD CHASSIS

1252 1714 **PI10618**

NOTE: This Program must be administered as soon as possible. When reporting the repair, use "PI10618" 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 "PI10618" as the Part Number, "7751" as the Group Number, "96" as the Warranty Claim Description Code, and "Z" as the SIMS Description Code.

NOTE: This Revised Service Letter replaces the 13Aug2007 Service Letter. Changes have been made to the Affected Population and the Service Claims Allowance.

PROBLEM

This Product Improvement Program is a Safety Recall in accordance with the US National Traffic and Motor Vehicle Safety Act and the Canadian Motor Vehicle Safety Act. A fuel pump failure will dilute the engine oil with fuel and may cause the turbocharger to fail and cause loss of throttle control and excessive smoke, both of which may result in a situation where a vehicle crash could occur. It is a violation of US Federal law for a dealer to deliver a new motor vehicle or new or used engine covered by this Safety PIP until the PIP has been completed.

AFFECTED PRODUCT

Model	**Identification Number**
*******Group 1*******	
C7	C7S01797, 1814, 1877, 1886, 1892, 1902, 1913, 1930, 1940-1942, 1946, 1948-1949, 1957, 1960, 1968, 1970, 1975, 1977, 2013, 2017, 2022, 2043, 2054, 2065-2066, 2081, 2083, 2094, 2109-2110, 2115, 2121-2126, 2128-2137, 2139, 2141-2144, 2147, 2149-2152, 2154-2155, 2157, 2159, 2161-2164, 2167-2169, 2173-2176, 2178, 2181, 2184-2189, 2192-2194, 2197, 2199-2200, 2203, 2205, 2211-2213, 2215, 2221, 2239, 2243, 2261, 2264-2265, 2274, 2283, 2290, 2293, 2296, 2303, 2305-2309, 2312-2316, 2318, 2322, 2324, 2326, 2328-2330, 2332, 2337-2341, 2344-2348, 2350, 2352-2354, 2356-2357, 2360, 2363-2364, 2367-2369, 2371-2372, 2374-2375, 2377-2378, 2382-2383, 2385-2386, 2389, 2391, 2400-2401, 2404-2413, 2415-2416, 2419, 2424-2427, 2433, 2439, 2443, 2445-2446, 2452-2454, 2456-2457, 2459, 2462, 2466, 2468, 2471, 2476-2477, 2481, 2488, 2491, 2493, 2495, 2497, 2500-2505, 2508-2509, 2513-2514, 2519, 2528, 2530-2531, 2533, 2539, 2541, 2543, 2545, 2547, 2551, 2553-2554, 2556-2559, 2561-2567, 2569-2573, 2575-2576, 2578-2579, 2581-2590, 2592-2594, 2600, 2605, 2608-2613, 2615-2617, 2622-2623, 2625-2629, 2633-2634, 2637-2638, 2640-2642, 2644, 2646-2650, 2652, 2654, 2656-2661, 2663, 2666-2671, 2675, 2679, 2684, 2688-2690, 2692, 2694-2696, 2702, 2706-2708, 2712-2713, 2715, 2717, 2720, 2723-2724, 2726, 2730-2732, 2735, 2737, 2740, 2743-2745, 2748, 2750, 2753-2755, 2760-2761, 2765, 2770-2771, 2776-2777, 2787, 2825, 2863, 2881, 2885, 2887, 2892, 2900, 2903, 2906, 2908-2911, 2916, 2918, 2921, 2923-

	2926, 2928-2929, 2931-2934, 2938-2939, 2941, 2943, 2946-2947, 2949-2952, 2956, 2959, 2961-2962, 2967, 2969-2970, 2973, 2976, 2978, 2980, 2982-2984, 2986, 2993, 2996-2997, 3001-3002, 3008, 3011, 3013, 3017, 3021-3022, 3031-3033, 3037, 3039-3040, 3042, 3045, 3048-3049, 3051-3052, 3054-3055, 3058, 3062, 3071-3072, 3077, 3080-3081, 3086-3087, 3089, 3091-3092, 3094, 3096, 3099-3101, 3103, 3105-3107, 3119, 3122, 3124-3125, 3127, 3129, 3132-3133, 3135-3137, 3139, 3142-3144, 3146-3150, 3155, 3158, 3162, 3165-3167, 3170, 3177, 3181, 3184-3186, 3190, 3192, 3195, 3199, 3204, 3206, 3209-3210, 3212, 3219, 3221, 3223-3224, 3226-3227, 3232-3234, 3237, 3241-3243, 3246, 3250-3251, 3253, 3256, 3261, 3266, 3269, 3276-3277, 3286, 3288, 3291, 3294, 3318, 3323, 3325, 3331, 3333, 3337, 3341, 3344-3345, 3349, 3352, 3356, 3360-3363, 3368, 3375, 3380, 3393, 3407, 3409-3411, 3414, 3420-3421, 3425-3426, 3434-3435, 3437-3438, 3442, 3447, 3449, 3464, 3466-3467, 3479-3480, 3483, 3485-3486, 3492, 3499, 3502, 3505-3506, 3536, 3539, 3688, 3889
*******Group 2*******	
C7	C7S01461, 1464-1465, 1467, 1472-1474, 1481, 1487, 1490, 1492, 1494, 1496-1497, 1500, 1502-1505, 1507, 1511, 1514, 1516, 1518, 1523, 1526, 1528, 1530, 1533, 1537, 1539-1540, 1547, 1549, 1553-1554, 1558-1559, 1562, 1564, 1566, 1571, 1575, 1577, 1579, 1581-1582, 1585-1586, 1588-1592, 1594-1597, 1599-1601, 1603-1605, 1607-1609, 1612, 1614, 1617-1626, 1628-1630, 1632-1633, 1635-1637, 1639-1642, 1644, 1646, 1648-1650, 1652, 1655, 1658, 1660-1661, 1664, 1666-1675, 1678-1680, 1682-1683, 1685-1687, 1689-1691, 1694-1709, 1711-1725, 1727-1733, 1735-1736, 1738-1740, 1742-1745, 1747-1762, 1764-1767, 1769-1771, 1774-1778, 1780, 1784-1789, 1791, 1795-1796, 1798, 1800-1802, 1805, 1810-1811, 1815, 1817, 1820-1827, 1830, 1832-1834, 1836, 1839, 1841-1843, 1845-1847, 1849-1851, 1853-1856, 1858, 1861, 1865, 1867, 1869-1870, 1872-1876, 1878-1881, 1883, 1887-1889, 1891, 1893, 1897-1899, 1901, 1904, 1906, 1910, 1912, 1917-1918, 1920, 1923, 1927-1929, 1932, 1936-1937, 1939, 1943-1944, 1951-1955, 1958-1959, 1961-1962, 1964-1966, 1969, 1973-1974, 1980, 1982-1983, 1985-1986, 1988-1991, 1993, 1995, 1999-2000, 2003, 2005-2007, 2009-2012, 2014, 2016, 2019-2021, 2025-2026, 2028, 2031, 2033-2034, 2036, 2038-2039, 2042, 2045-2047, 2057-2059, 2061-2064, 2067-2068, 2076-2078, 2080, 2082, 2084, 2087, 2089, 2091-2092, 2096, 2099, 2101,

	2103-2104, 2108, 2111-2112, 2116, 2118, 2153, 2279, 2387, 2403, 2532, 2544, 2681, 3128, 3215, 3252, 3354, 3373

PARTS NEEDED

Qty	Part Number	Description
*******Group 1*******		
2	6V8260	SEAL-O-RING
1	10R6350	PUMP GP-FUEL
1	2923739	TUBE AS-FUEL
*******Group 2*******		
2	6V8260	SEAL-O-RING
1	10R6350	PUMP GP-FUEL
1	2923739	TUBE AS-FUEL

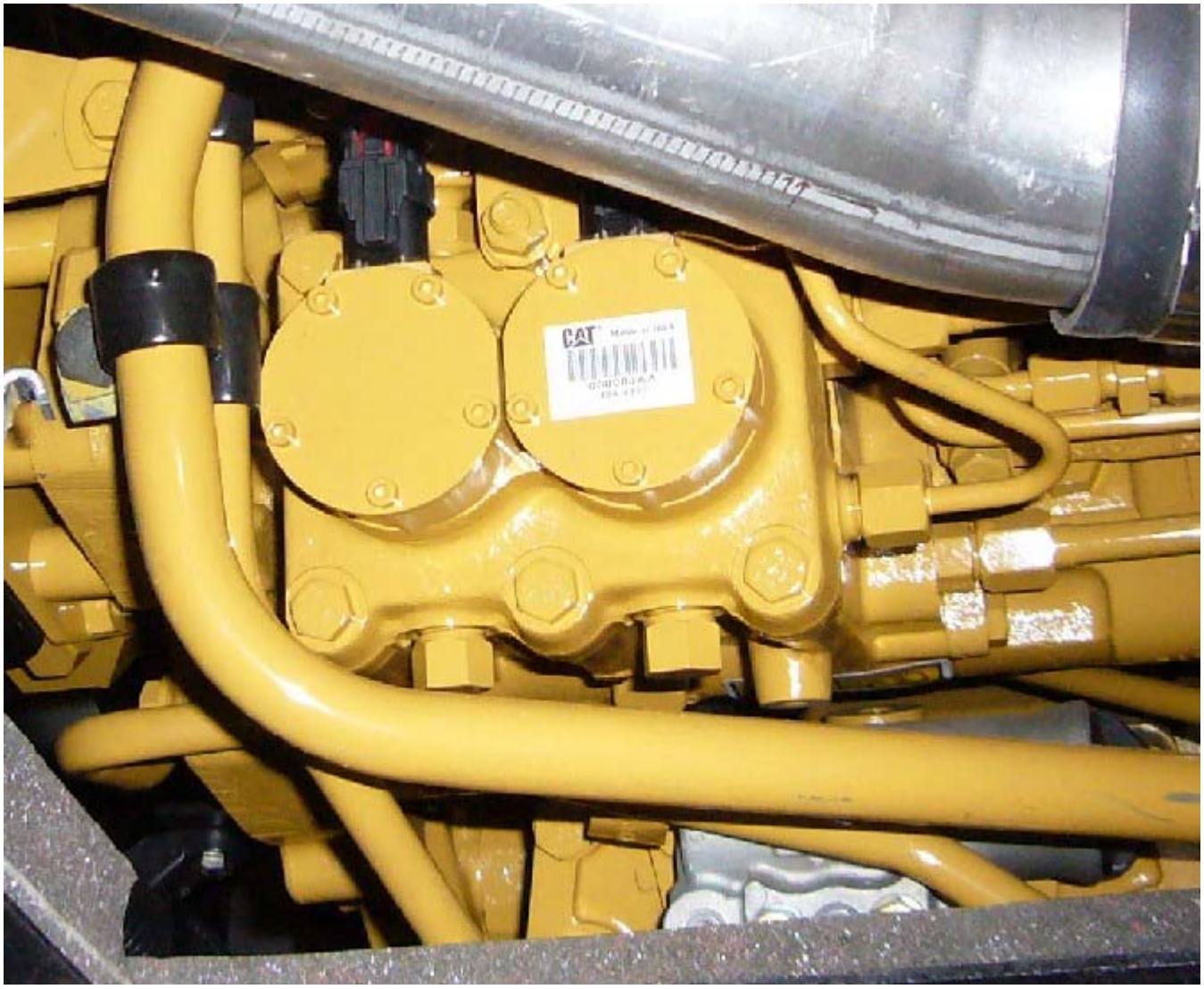
ACTION REQUIRED

Group 1
If engine serial number is listed replace high pressure fuel pump.

Group 2
Inspect fuel injection pump serial number located above the part number on the top of the fuel pump solenoid to see if pump needs replaced. (Refer to Image 1)

Refer to Image 2, Image 3, Image 4 and Image 5 for serial numbers of affected fuel injection pumps. Replace pump, tube assembly, and o-rings listed in Parts Needed if installed pump serial number is listed in Image2, Image3, Image4 or Image 5.

Refer to RENR9707 Dissasembly & Assembly guide for proper replacement of fuel injection pump.



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Image1

Affected Fuel Pump Serial Numbers					
000001a	001224AA	001381AA	001519AA	001622AA	001677AA
000072AA	001226AA	001384AA	001530AA	001623AA	001679AA
000420AA	001229AA	001394AA	001545AA	001627AA	001681AA
000440AA	001230AA	001397AA	001546AA	001628AA	001682AA
000659AA	001233AA	001415AA	001547AA	001629AA	001683AA
000672AA	001234AA	001422AA	001550AA	001630AA	001684AA
000684AA	001235AA	001425AA	001552AA	001631AA	001685AA
000748AA	001241AA	001431AA	001553AA	001632AA	001686AA
000763AA	001242AA	001437AA	001554AA	001633AA	001687AA
000810AA	001243AA	001439AA	001555AA	001634AA	001690AA
000857AA	001244AA	001441AA	001556AA	001635AA	001691AA
000858AA	0012459aa	001442AA	001557AA	001636AA	001692AA
000863AA	001246AA	001443AA	001562AA	001637AA	001707AA
000865AA	001248AA	001444AA	001563AA	001638AA	001709AA
000905AA	001256AA	001445AA	001564AA	001639AA	001710AA
000925AA	001267AA	001446AA	001565AA	001640AA	001711AA
000952AA	001292AA	001450AA	001566AA	001641AA	001718AA
001011AA	001293AA	001452AA	001567AA	001642AA	001725AA
001051AA	001294AA	001454AA	001568AA	001643AA	001770AA
001058AA	001298AA	001456AA	001569AA	001646AA	001774AA
001101AA	001316AA	001459AA	001570AA	001647AA	001777AA
001130AA	001319AA	001462AA	001571AA	001648AA	001779AA
001157AA	001322AA	001466AA	001572AA	001649AA	001780AA
001168AA	001329AA	001468AA	001573AA	001653AA	001781AA
001170AA	001345AA	0-01468aa	00157AA	001656AA	001782AA
001171AA	001352AA	001498AA	001590AA	001657AA	001784AA
001173AA	001355AA	001499AA	001592AA	001658AA	001785AA
001174AA	001358AA	001501AA	001596AA	001664AA	001786AA
001177AA	001359AA	001502AA	001598AA	001665AA	001787AA
001180AA	001360AA	001503AA	001602AA	001666AA	001788AA
001182AA	001361AA	001505AA	001605AA	001667AA	001789AA
001186AA	001362AA	001506AA	001606AA	001668AA	001790AA
001190AA	001363AA	001510AA	001607AA	001669AA	001791AA
001192AA	001367AA	001511AA	001610AA	001670AA	001792AA
001194AA	001368AA	001512AA	001616AA	001671AA	001795AA
001195AA	001370AA	001513AA	001617AA	001672AA	001796AA
001196AA	001372AA	001514AA	001618AA	001673AA	001797AA
001198AA	001376AA	001515AA	001619AA	001674AA	001798AA
001222AA	001377AA	001516AA	001620AA	001675AA	001799AA
001223AA	001380AA	001518AA	001621AA	001676AA	001802AA

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Image2

Affected Fuel Pump Serial Numbers					
001804AA	001855AA	001911AA	001976AA	100029AA	100076AA
001806AA	001856AA	001912AA	001977AA	100030AA	100077AA
001807AA	001857AA	001913AA	001978AA	100031AA	100078AA
001812AA	001861AA	001914AA	001979AA	100032AA	100079AA
001813AA	001862AA	001918AA	001980AA	100033AA	100080AA
001815AA	001863AA	001919AA	001981AA	100034AA	100081AA
001816AA	001864AA	001920AA	001983AA	100035AA	101769AA
001817AA	001865AA	001921AA	001984AA	100036AA	101771AA
001819AA	001866AA	001922AA	001986AA	100037AA	101772AA
001820AA	001867AA	001923AA	001988AA	100042AA	101775AA
001821AA	001868AA	001926AA	001994AA	100043AA	101776AA
001822AA	001870AA	001927AA	001995AA	100044AA	101778AA
001823AA	001871AA	001928AA	001996AA	100045AA	1077101
001824AA	001872AA	001930AA	001997AA	100046AA	1077102
001825AA	001873AA	001932AA	001998AA	100047AA	1077105
001826AA	001875AA	001933AA	001999AA	100048AA	1077106
001827AA	001876AA	001935AA	002000AA	100049AA	1077108
001828AA	001880AA	001936AA	002759AA	100050AA	1077109
001829AA	001881AA	001937AA	003388AA	100051AA	1077111
001830AA	001883AA	001938AA	003957AA	100052AA	1077113
001831AA	001884AA	001940AA	100009AA	100053AA	1077114
001832AA	001885AA	001941AA	100010AA	100054AA	1077116
001833AA	001887AA	001942AA	100011AA	100055AA	1077118
001834AA	001888AA	001943AA	100012AA	100056AA	1077120
001835AA	001889AA	001944AA	100013AA	100057AA	1077204
001836AA	001890AA	001945AA	100014AA	100058AA	1077206
001837AA	001891AA	001946AA	100015AA	100060AA	1077213
001838AA	001892AA	001950AA	100016AA	100061AA	1077215
001840AA	001893AA	001951AA	100017AA	100062AA	1077216
001841AA	001894AA	001952AA	100018AA	100063AA	1077217
001842AA	001895AA	001954AA	100019AA	100064AA	1077218
001843AA	001896AA	001955AA	100020AA	100065AA	1077219
001845AA	001899AA	001957AA	100021AA	100067AA	1077221
001846AA	001903AA	001958AA	100022AA	100068AA	1077222
001847AA	001905AA	001960AA	100023AA	100070AA	1077226
001849AA	001906AA	001964AA	100024AA	100071AA	1077229
001850AA	001907AA	001965AA	100025AA	100072AA	1087108
001851AA	001908AA	001966AA	100026AA	100073AA	1087118
001853AA	001909AA	001971AA	100027AA	100074AA	1087119
001854AA	001910AA	001973AA	100028AA	100075AA	1087121

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Image3

Affected Fuel Pump Serial Numbers					
1087201	8258P001348D7	8258P00181042	8258P0020320D	8258P00213573	9809P00103238
1087203	8258P001349D0	8258P0018377D	8258P00204957	8258P0021367A	9809p0010323b
1087205	8258p001349do	8258P00183850	8258P00205566	8258P0021377D	9809P0010342A
1087208	8258P001354E6	8258P0018420D	8258P0020645E	8258P00213850	9809P00103624
1087210	8258P001360C5	8258P00184518	8258P00208781	8258P0021441F	9809P0010380E
1087212	8258P001362CB	8258P00185016	8258P002088AC	8258P00214518	9809P00103909
1087215	8258P001363CC	8258P00185218	8258P00209081	8258P00214611	9809P0010405D
1087217	8258P001364D9	8258P0018531F	8258P00209186	8258P00214716	9809P0010415A
1087218	8258P001365DE	8258P0018540A	8258P0020928F	8258P0021483B	9809P00104354
1087219	8258P001366D7	8258P00185929	8258P00209388	8258P0021493C	9809P00104441
1097211	8258P001367D0	8258P0018612E	8258P0020949D	8258P00215016	9809P00104546
1097217	8258P001368FD	8258P0018673C	8258P0020959A	8258P00215218	9809P00104748
1097218	8258P001369FA	8258P0018703C	8258P00209693	8258P0021531F	9809P00104865
1097220	8258P001370D0	8258P00192016	8258P00209794	825p0018540a	9809P00105048
1097222	8258P001372DE	8258P00192111	8258P002098B9	8588p00158cf	9809P0010514F
1097224	8258P001373D9	8258P00192218	8258P002099BE	9089p105870	9809P00105341
8258P00100208	8258P001374CC	8258P00194850	8258P00210057	98009P001502C7	9809P00105454
8258P0010182B	8258P001375CB	8258P00194957	8258P00210150	9808p00138400	9809P00105553
8258P00117208	8258P001377C5	8258P0019507D	8258P00210259	9809P00100207	9809P0010565A
8258P0011730F	8258P001379EF	8258P0019517A	8258P0021035E	9809P00100300	9809p00105750
8258P001219FA	8258P00138013	8258P00195273	8258P0021044B	9809P00100415	9809P0010575D
8258P001220FA	8258P00138114	8258P00195374	8258P0021054C	9809P0010071C	9809P00105870
8258P001221FD	8258P0013821D	8258P00195461	8258P00210645	9809P00100831	9809P00105977
8258P001222F4	8258P0013831A	8258P00195566	8258P00210742	9809P00100936	9809P00106279
8258P001223F3	8258P0013840F	8258P0019566F	8258P0021086F	9809P0010101C	9809P00106948
8258P001224E6	8258P001417AD	8258P00195768	8258P00210968	9809P0010111B	9809p0010735a
8258P001225E1	8258P001459D3	8258P00195845	8258P00211042	9809P00101212	9809P0010736B
8258P001226E8	8258P00148102	8258P00195942	8258P00211145	9809P00101315	9809P001076B3
8258P001227EF	8258P001506D4	8258P00196042	8258P0021134B	9809P00101507	9809P0010785A
8258P001228C2	8258P001519EC	8258P0019624C	8258P00212461	9809P0010160E	9809P001084BD
8258P001229C5	8258P001534E5	8258P00196650	8258P00212566	9809P00101709	9809P001086B3
8258P001230EF	8258P00156987	8258P0019697D	8258P0021266F	9809P00101923	9809P0010899E
8258P001231E8	8258P00157992	8258P00197150	8258P00212768	9809P00102023	9809P001090B4
8258P001233E6	8258P00159467	8258P0019735E	8258P00212845	9809P0010222D	9809P001092BA
8258P001234F3	8258P0016017C	8258P0019754C	8258P00212942	9809P0010232A	9809P001096A6
8258P001277AE	8258P00161856	8258P00198781	8258P00213068	9809P0010243F	9809P001097A1
8258P0012866A	8258P00164128	8258P001988AC	8258P0021316F	9809P00102538	9809P0010998B
8258P001316BC	8258P001681D4	8258P00199186	8258P00213266	9809P0010281B	9809P00110165
8258P001341E8	8258P00176169	8258P0019928F	8258P00213361	9809P0010291C	9809P0011026C
8258P001347FA	8258P0018054C	8258P0020240A	8258P00213474	9809P00103036	9809P0011036B

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Image4

Affected Fuel Pump Serial Numbers					
9809P00110579	9809p001263ab	9809P001505D2	9809p9912568c		
9809P00110670	9809P001267B4	9809P001506DB	h258p00148102		
9809P00110777	9809P001277A1	9809P001509F6			
9809P0011085A	9809P00128077	9809P001510DC			
9809P0011095D	9809p0012870	9809P001512D2			
9809P00111077	9809P00132199	9809P001513D5			
9809P0011156C	9809P0013308B	9809P001514C0			
9809P00111665	9809P00138400	9809P0015468F			
9809P00111948	9809P001450E3	9809P001548A5			
9809P00112048	9809P001451E4	9809P001549A2			
9809P00112246	9809P001452ED	9809P00155088			
9809P00112341	9809P001453EA	9809P00155286			
9809P00112553	9809P001454FF	9809P00155381			
9809P0011265A	9809P001455F8	9809P00155494			
9809P0011275D	9809P001456F1	9809P00155593			
9809P00112870	9809P001457F6	9809P0015569A			
9809P0011305D	9809P001458DB	9809P0015579D			
9809P0011315A	9809P001459DC	9809P001558B0			
9809P00113253	9809P001460DC	9809P001559B7			
9809P00113354	9809P001461DB	9809P001560B7			
9809P0011364F	9809P001462D2	9809P001561B0			
9809P00113865	9809P001463D5	9809P001562B9			
9809P00114238	9809P001464C0	9809P001563BE			
9809P0011433F	9809P001465C7	9809P001564AB			
9809P0011442A	9809P001466CE	9809P001570A2			
9809P0011480E	9809P001467C9	9809P0016157A			
9809P00114909	9809P001468E4	9809p00161774			
9809P00115023	9809P001469E3	9809P0016264C			
9809P0011522D	9809P00147OC9	9809P00164020			
9809p00115231	9809P001471CE	9809P00164127			
9809P00115538	9809P001472C7	9809P0016422E			
9809P00115631	9809P001473C0	9809P0016523B			
9809P0011710E	9809P001474D5	9809P0016533C			
9809P001232EE	9809P001475D2	9809P00165429			
9809P001239DF	9809P001476DB	9809P0016552E			
9809P001248B3	9809P0014800A	9809P00165627			
9809P00125482	9809P00148832	9809P00165720			
9809P0012568C	9809P00149827	9809P0016580D			
9809P001261A6	9809P001502C7	9809P0016590A			
9809P001263A8	9809P001504D5	9809p0017710e			

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Image5

OWNER NOTIFICATION

U.S. and Canadian owners will receive the attached Owner Notification.

SERVICE CLAIM ALLOWANCES

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

NOTE: This is a 4.7-hour job for Group 1

Dealer to perform most economical repair.

Description	SMCS CODE	Hours
Pump Replacement		
Engine Wash	1251-074	0.3
R&I Pump	1251-010	4.1
Minor Road Test	1000-530	0.3

Exception maybe considered and claimed depending on chassis type. Please list chassis type.

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

NOTE: This is a 0.6-hour job for Group 2

Dealer to perform most economical repair.

Option 1:
0.6 hours will be allowed to inspect the pump when the inspection determines pump serial number is not listed and pump replacement is not necessary.

Description	SMCS CODE	Hours
Inspect Serial Number	1251-035	0.6

Option 2 Pump Replacement:
4.7 Hours will be allowed to inspect and replace the pump when the inspection determines the pump serial number is listed and pump replacement is performed.

Description	SMCS CODE	Hours
Engine Wash	1251-074	0.3
R&I Pump	1251-010	4.1
Minor Road Test	1000-530	0.3

Exception maybe considered and claimed depending on chassis type.

PARTS DISPOSITION

***** U.S. and Canadian Dealers *****
NOTE: Make sure the outside of the shipping
container is marked PI10618.
Return all Fuel Injection Pumps that are replaced and a copy of the claim to:
Caterpillar Inc.
Attn: PI10618
BUILDING DD DOCK 8
ROUTE 29 OLD GALENA ROAD
MOSSIVILLE, IL 61552

***** All Other Dealers *****
Handle the parts in accordance with your Warranty Bulletin on warranty parts handling.
Attach. (1-Owner Notification)

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

IMPORTANT: SAFETY NOTICE

SAFETY – RECALL FOR REPLACING THE FUEL PUMP

MODELS INVOLVED - CERTAIN C7 & C9 TRUCK ENGINES

Dear Caterpillar Product Owner:
This notice is sent to you in accordance with the requirements of the 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 defect which relates to motor vehicle safety exists in trucks equipped with certain Caterpillar C7 & C9 engines.

A fuel pump failure will dilute the engine oil with fuel and may cause the turbocharger to fail and cause loss of throttle control and excessive smoke, both of which may result in a situation where a vehicle crash could occur. A new fuel pump will be installed on the engine. You will not be charged for the service performed.

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

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

If you no longer own vehicle with this engine, please contact Caterpillar at this toll free number (800) 321-7332.

If the dealer is unable to have the repair made, please contact:

Caterpillar Inc.
PO Box 610
Mossville, IL 61552-610
Attn: Engine Products Division
Truck Engine Call Center
Telephone: (800) 447-4986

If you are unable to have the repair made within 60 days or without charge, you may submit a complaint to:

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
Road Safety and Motor Vehicle Regulation
Ottawa, Ontario KIA 0N5
Telephone: (613) 993-9851
Caterpillar Inc.

Contact your local Caterpillar dealer immediately to schedule this service. The dealer will advise you of the time required to complete this service. Please refer the dealer to their Service Letter 31August2007 when scheduling this service.

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

Identification #(s)
Attached to 31Aug2007 Service Letter

Please refer the dealer to their Service Letter dated 13Aug2007 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.

Caterpillar Inc.

Identification #(s)

Attached to 13Aug2007 Service Letter