

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

COPY OF OWNER NOTIFICATION FOR U.S. AND CANADIAN OWNERS

XYZ Corporation  
3240 Arrow Drive  
Anywhere, YZ 99999

SAFETY - RECALL - REPLACEMENT OF THE AFTERTREATMENT REGENERATION  
DEVICE EXTENSION PIPE OF CERTAIN C13 TRUCK ENGINES

MODELS INVOLVED - C13 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 2008 model year trucks equipped with certain Caterpillar C13 diesel engines.

The extension pipe attached to the Aftertreatment Regeneration Device (ARD) may develop a crack or hole and heat and flame may escape during a regeneration of the Diesel Particulate Filter, which may result in a fire hazard. As an interim remedy the exhaust extension pipe should be replaced every 1,000 hours or 15,000 miles. Do not perform this repair if the truck has not been in service yet or does not have at least 500 hours or 7,500 miles. When a final remedy is available, you will be notified. You will not be charged for the service performed.

If you no longer own the truck with this engine, please contact Caterpillar at this toll free number (800) 447-4986.

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

If the dealer is unable to have the inspection and 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 inspection and 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.

Please refer the dealer to their Service Letter dated 21Oct2008 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 21Oct2008 Service Letter

### **Rework Procedure**

- 1) Remove exhaust extension pipe from after treatment regeneration device outlet.
- 2) Remove heat shields from extension pipe removed from engine.
- 3) Install the parts removed parts in Step 2 on to the new replacement extension pipe, making sure the heat shielding is in the same location.

- 4) Install new extension pipe on engine. Reuse mounting hardware from Step 1.
- 5) Perform ARD ignition test in ET to insure no sensors were damaged during R&I of the extension pipe.
- 6) Return to service.

---

Copyright 1993 - 2008 Caterpillar Inc.  
All Rights Reserved.  
Private Network For SIS Licensees.

Tue Nov 4 16:59:15 CST 2008



[Previous Screen](#)

Product: NO EQUIPMENT SELECTED  
Model: NO EQUIPMENT SELECTED  
Configuration: NO EQUIPMENT SELECTED

## Service Letter

### PRODUCT IMPROVEMENT PROGRAM FOR REPLACING THE AFTERTREATMENT REGENERATION DEVICE (ARD) COMBUSTION BODY ON CERTAIN C15 ON-HIGHWAY TRUCK ENGINES

Media Number -REBE4750-01

Publication Date -2009/01/07

Date Updated -2009/01/28

**CONFIDENTIAL**

REBE4750-01



## SERVICE LETTER

07Jan2009

(Revised 28Jan2009)

U-4

A-4

O-4

TT-1

## Safety

**PRODUCT IMPROVEMENT PROGRAM FOR REPLACING THE  
AFTERTREATMENT REGENERATION DEVICE (ARD)  
COMBUSTION BODY ON CERTAIN C15 ON-HIGHWAY TRUCK  
ENGINES**

108B 108M 108E

PI10732

NOTE: This Program must be administered as soon as possible. When reporting the repair, use "PI10732" 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 "PI10732" 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 09Jan2009 Service Letter. Changes have been made to Service Claims Allowance.

## PROBLEM

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and the requirements of the Canadian Motor Vehicle Act. Caterpillar has decided that a defect which relates to motor vehicle safety exists in 2008 and 2009 model year trucks equipped with certain Caterpillar C15 diesel engines.

The Aftertreatment Regeneration Device (ARD) body may develop a hole and heat and flame may escape during a regeneration of the Diesel Particulate Filter, which may result in a fire hazard. The ARD body will be replaced and software updated. You will not be charged for the service performed. 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C15   | SDP00532-00533, 535, 546, 633, 638, 704, 778, 780, 860, 863, 869, 1113-1114, 1117-1118, 1134-1136, 1144, 1153, 1160, 1167, 1254, 1258, 1264, 1268, 1270, 1273, 1275-1277, 1282, 1285, 1293, 1300, 1312, 1320-1321, 1327, 1477, 1516, 1522, 1529, 1539, 1559, 1569, 1571, 1574, 1590, 1625-1626, 1769, 1785, 1808, 1878, 1976, 1989, 2051, 2068, 2083, 2085, 2095, 2108, 2120, 2134, 2146, 2186, 2194, 2198, 2211, 2339, 2350, 2496, 2580, 2670, 2840, 2877, 2885, 2887, 2901, 2903, 2905, 2909, 2916-2917, 2928, 2931, 2933-2934, 2936-2937, 2940, 2942-2945, 2947, 2949-2951, 2957, 2965, 2973, 2976, 2978-2980, 2982, 2988-2990, 2992, 3181, 3199, 3215, 3221, 3224-3225, 3383, 3425, 3428, 3466, 3470, 3482, 3516, 3524, 3536, 3543, 3565-3566, 3578, 3589, 3596, 3613, 3616, 3621, 3628, 3640, 3802, 3824, 3856, 3869, 3878, 3891, 3904-3905, 3911, 3917, 3921, 4465, 4823, 4937, 4942, 4985, 5000, 5022, 5024, 5112, 5156, 5193, 5262, 5278, 5287, 5292, 5294, 5305, 5318, 5381, 5383, 5405-5406, 5428, 5438, 5440-5441, 5470, 5473, 5478, 5488, |

5515, 5517, 5520, 5529, 5578, 5585, 5726, 5805, 5819,  
5824, 5832, 5837, 5878, 5886, 5890, 5911, 5924, 5929,  
5942, 5953, 5964-5965, 5967, 6183, 6214, 6304, 6536,  
6554-6555, 6557, 6610, 6792, 6833, 6836-6837, 6850,  
6854-6856, 6860, 6868-6870, 6881, 6885-6886, 6889,  
6892, 6895, 6900-6901, 6904, 6906, 6908, 6910, 6913,  
6916-6917, 6924, 6927-6928, 6931, 6940, 6944, 6948,  
6960, 7029, 7037, 7049, 7059, 7062, 7069, 7076, 7079,  
7090, 7100, 7114, 7117, 7130, 7151-7152, 7239, 7320,  
7326, 7379-7380, 7402, 7646, 7666, 7720, 7734, 7743,  
7745, 7756, 7759, 7765-7766, 7769, 7771, 7773, 7777,  
7781, 7784, 7788, 7792, 7795, 7800, 7806, 7808, 7812,  
7824, 7832, 7838, 7845, 7849, 7919, 8133, 8145, 8172,  
8185, 8191, 8209, 8213, 8215, 8226, 8248, 8250, 8262,  
8267, 8273, 8292, 8297, 8299, 8307, 8343, 8350, 8359,  
8371, 8376, 8385, 8389, 8408, 8419, 8440, 8470, 8489,  
8529, 8538, 8551, 8580, 8620, 8625, 8648, 8652, 8673,  
8683, 8688, 8691, 8701, 8709, 8711, 8718, 8727, 8729,  
8737, 8757, 8769, 8781, 8789, 8811, 8835-8836, 8841,  
8844-8845, 8847, 8852, 8857, 8865, 8870, 8874, 8925,  
8930, 8934-8936, 8951-8952, 8957, 8959, 8978, 8983,  
9001, 9007, 9014-9015, 9024-9026, 9032, 9040-9041,  
9046, 9149, 9155, 9159, 9163-9164, 9166-9167, 9174,  
9222, 9245, 9251, 9253, 9255-9256, 9263, 9278, 9287,  
9289, 9298, 9303-9304, 9307, 9313, 9321, 9324, 9331,  
9341, 9351, 9355, 9360-9361, 9369, 9378-9379, 9382,  
9389-9390, 9400, 9410, 9416, 9462, 9465, 9468-9469,  
9471-9472, 9474, 9476-9477, 9575, 9587, 9589-9590,  
9598, 9616, 9627, 9642, 9650, 9659, 9706, 9724, 9726,  
9737, 9745, 9754, 9769-9770, 9777, 9780, 9783, 9790-  
9791, 9805, 9816, 9828, 9841, 9860, 9863, 9865, 9877,  
9880, 9884, 9887, 9902, 9914, 9921, 9927, 9958, 9970,  
9982-9983, 9991, 9993, 10001, 10003, 10043, 10045-  
10047, 10061, 10068, 10078, 10083-10084, 10087-10088,  
10091, 10112, 10116-10117, 10121-10122, 10124, 10135,  
10207, 10237, 10271, 10273, 10275, 10308, 10312, 10322-  
10324, 10330, 10335, 10341, 10343, 10346-10348, 10351,  
10353-10354, 10356-10362, 10364-10366, 10368, 10371-  
10372, 10374-10375, 10378, 10384, 10388, 10390, 10392-  
10393, 10395, 10399, 10406, 10412, 10418-10419, 10421,  
10423, 10426, 10433, 10437, 10443, 10447-10448, 10450,  
10452-10453, 10459, 10462, 10466, 10470, 10472, 10475-  
10476, 10478, 10482-10484, 10486-10487, 10492, 10494-  
10495, 10499-10501, 10503, 10505, 10507, 10522-10523,  
10528-10530, 10532, 10537-10538, 10544-10546, 10548,  
10560-10562, 10572, 10576, 10580, 10587, 10592, 10594,  
10596-10601, 10604, 10608-10611, 10614, 10617-10618,  
10621-10624, 10626, 10629-10631, 10633, 10643, 10645,  
10652, 10656-10657, 10663, 10685, 10694, 10700, 10704-

10707, 10711, 10725, 10743, 10747, 10749, 10760, 10762,  
10766, 10769, 10777, 10788, 10792-10793, 10821, 10837,  
10840, 10847, 10850, 10852, 10854, 10858-10859, 10861,  
10868, 10879, 10882, 10885-10889, 10894-10895, 10899,  
10903-10904, 10907, 10910-10911, 10917-10918, 10921,  
10925, 10930, 10945, 10952, 10955, 10971, 10984-10985,  
10987, 10990, 10993, 10998, 11018, 11020, 11022, 11025-  
11026, 11028, 11031, 11037, 11046-11047, 11057, 11065,  
11067, 11090-11091, 11094, 11098-11101, 11103, 11105-  
11108, 11110-11111, 11116, 11118-11119, 11121, 11123,  
11143, 11161, 11203, 11217, 11231, 11234, 11245, 11594,  
11634, 11643-11645, 11650, 11658, 11665-11666, 11672,  
11687-11688, 11694-11695, 11697, 11700, 11731, 11760-  
11762, 11764, 11771, 11774, 11785-11786, 11805, 11809-  
11810, 11816, 11819, 11839, 11900, 11902, 11904, 11909,  
11912, 11918, 11923, 11925, 11927, 11930, 11990, 11992,  
12036, 12046, 12137, 12142, 12145, 12171, 12173, 12179-  
12180, 12230, 12247, 12258, 12284, 12313, 12329, 12575,  
12595, 12732, 12824, 12852, 12855, 12868, 12895-12896,  
12898-12899, 12901, 12931, 12936, 12939-12940, 12944-  
12945, 12954, 12971, 12975, 12986, 12998, 13012-13013,  
13016, 13040, 13056, 13060, 13064, 13100, 13106, 13144,  
13325, 13373, 13384, 13393, 13445, 13453, 13472, 13486,  
13501, 13505, 13510, 13561, 13565, 13595, 13644, 13683,  
13689, 13697, 13707, 13717, 13723, 13725-13726, 13736,  
13738, 13744, 13746, 13748, 13752, 13771, 13775, 13785-  
13786, 13812, 13819, 13821, 13826-13827, 13832-13833,  
13865, 13883, 13905, 13936, 13942, 13954, 13962, 13965,  
13977, 13981, 13986, 13989, 14001, 14047, 14059, 14063,  
14079, 14087, 14120, 14141, 14148, 14157, 14217, 14219,  
14224, 14255, 14293, 14302, 14312, 14319-14320, 14327,  
14355, 14381, 14399, 14403-14404, 14409, 14427, 14430-  
14431, 14456, 14487, 14501, 14536, 14840, 14870, 14923,  
14976, 15008, 15261, 15322, 15398, 15401, 15410, 15418,  
15424, 15442, 15444, 15450, 15464, 15466, 15494, 15590,  
15617, 15622, 15642, 15693, 15698, 15717, 15725, 15728,  
15742, 15745-15746, 15758, 15792, 15806, 15817, 15863,  
15877, 15881, 15891, 15898, 15902, 15983, 16131, 16249,  
16307, 16384, 16406, 16447, 16469, 16482, 16487, 16516,  
16539, 16557, 16595, 16605, 16607, 16613, 16624, 16664,  
16690, 16694, 16701, 16738, 16750, 16757, 16788-16790,  
16795, 16798-16800, 16802, 16806, 16808, 16811-16813,  
16815, 16819, 16821, 16823, 16827, 16830-16833, 16835-  
16836, 16838, 16845-16846, 16849, 16851, 16854-16855,  
16896-16897, 16904, 16945, 16949, 17002, 17005, 17009,  
17014, 17059, 17062-17063, 17067-17068, 17079, 17098,  
17116, 17134, 17148, 17167, 17241, 17318, 17452, 17516,  
17582, 17836, 17838, 17878, 17904, 18099, 18110, 18123,  
18135, 18156, 18159, 18188, 18222, 18263, 18271, 18273,

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 18285, 18296, 18307, 18312, 18323, 18329, 18334, 18339,<br>18384, 18387, 18407, 18411, 18436, 18457, 18462, 18500,<br>18528, 18532, 18535-18536, 18539, 18541, 18549, 18551,<br>18586, 18591, 18593, 18602, 18651, 18678, 18844, 18914,<br>18974, 19008, 19019, 19057, 19068, 19125, 19145, 19159,<br>19174, 19190, 19220, 19226, 19256, 19275, 19279, 19285,<br>19288, 19297, 19312, 19316, 19319, 19334, 19336, 19368,<br>19384, 19387, 19397, 19402, 19410, 19517, 19522, 19524,<br>19526, 19528, 19534, 19539, 19541, 19554, 19645-19646,<br>19648, 19650-19651, 19653-19660, 19663-19664, 19666-<br>19667, 19673-19674, 19676, 19679, 19701, 19746, 19780,<br>19793-19794, 19822, 19835-19836, 19839, 19843-19844,<br>19846, 19848, 19850, 19857-19859, 19861, 19866, 19870,<br>19878, 19887, 19890, 19899, 19908, 19913, 19928, 19941,<br>19943, 20114, 20132, 20141, 20212, 20243, 20251-20252,<br>20380, 20506, 20508, 20511, 20546, 20558, 20744, 20757,<br>20784, 20835, 20959, 21009, 22068, 22427-22428, 22472,<br>22491 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## PARTS NEEDED

| Qty | Part Number | Description   |
|-----|-------------|---------------|
| 1   | 2886036     | TUBE AS.-AIR  |
| 1   | 2893107     | GASKET        |
| 2   | 2967780     | GASKET        |
| 1   | 3239486     | BODY-MACHINED |

In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 40% 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.

## ACTION REQUIRED

Replace the Aftertreatment Regeneration Device (ARD) body.

Refer to the attached Rework Procedure.

## 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 3.8-hour job

| Description              | SMCS Code | Hours |
|--------------------------|-----------|-------|
| Wash                     | 108B-074  | 0.3   |
| Perform rework procedure | 108B-010  | 3.2   |
| Test after repair        | 108B-030  | 0.3   |

Exception may be allowed depending on chassis type.

## 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.

COPY OF OWNER NOTIFICATION FOR U.S. AND CANADIAN OWNERS

XYZ Corporation  
3240 Arrow Drive  
Anywhere, YZ 99999

SAFETY - RECALL- REPLACEMENT OF THE AFTERTREATMENT REGENERATION  
DEVICE BODY

MODELS INVOLVED - C15 On-Highway 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 2008 & 2009 model year trucks equipped with certain Caterpillar C15 truck engines.

The Aftertreatment Regeneration Device (ARD) body may develop a hole and heat and flame may escape during a regeneration of the Diesel Particulate Filter, which may result in a fire hazard. The ARD body will be replaced and the software updated. You will not be charged for the service performed.

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 (800) 447-4986.

If you no longer own the truck with this engine, please contact Caterpillar at this toll free number (800) 447-4986.

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

If the dealer is unable to have the inspection and 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 inspection and 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.

Please refer the dealer to their Service Letter dated 07Jan2009 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 07Jan2009 Service Letter

#### **Rework Procedure**

1. Perform an ECM warranty download using Cat ET.
2. Remove combustion head group (ARD). Refer to RENR9706 "Combustion Head Group (ARD) - Removal Procedure".
3. Loosen the OEM band clamp at the bottom of the combustion body and remove the extension pipe attached to the combustion body.
4. Disconnect the temperature sensor located at the bottom of the combustion body. Refer to Image 1.1.1.

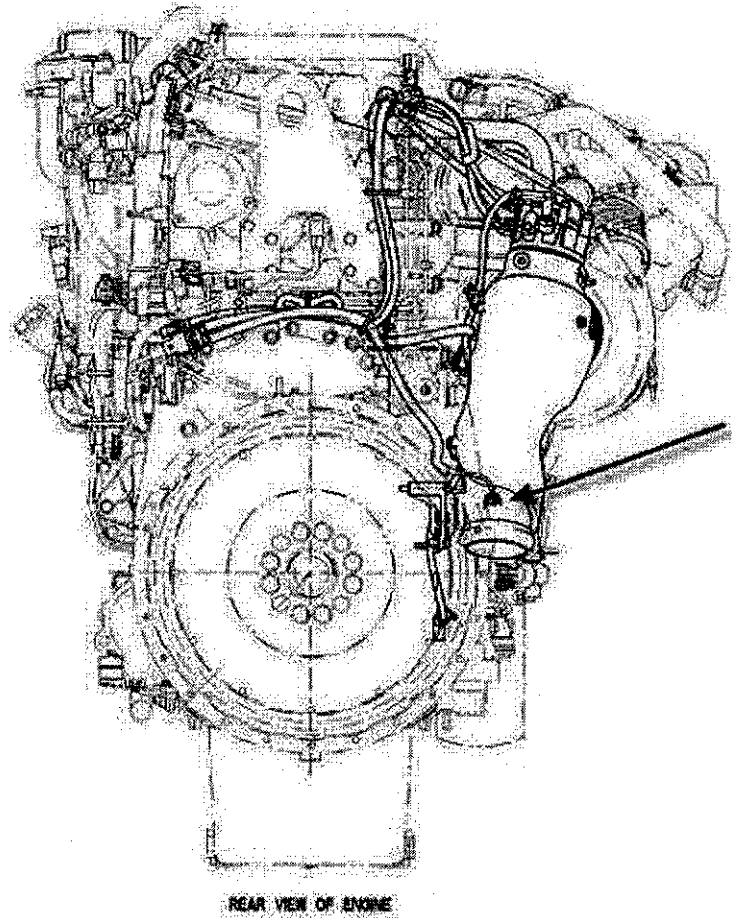


Image1.1.1

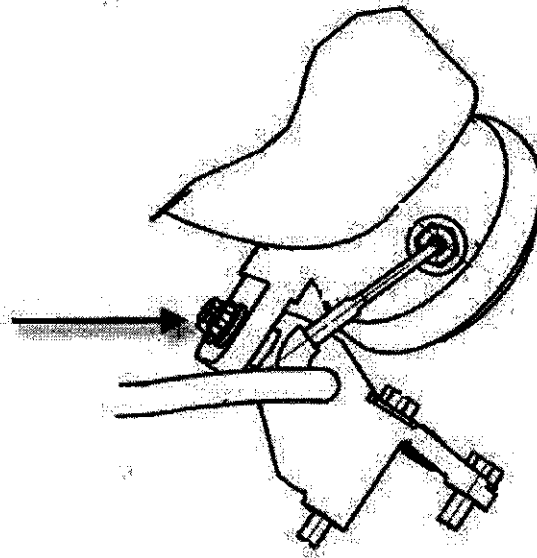


Image1.1.2

5. Remove the two bolts that attach the combustion body to the support bracket. Refer to Image 1.1.2
6. Disconnect the temperature sensor located on the back of the combustion body near the top.
7. Remove the clamp that attaches the combustion body to the turbocharger and remove the combustion body.
8. Remove the bolts and washer used to attach heat shield to the combustion body, and remove heat shield. Retain hardware for reuse.
9. Use the hardware retained from Step 8 to attach the heat shield removed in Step 8 to the new combustion body.
10. Install the new combustion body. Apply anti-seize compound to the threads of the clamp assembly. Position combustion body and tighten clamp assembly to a torque of 11 +/- 2 N.m (98 +/- 18 lb in).
11. Install the two bolts that attach the combustion body to the support bracket. Refer to Image 1.2.1
12. Apply anti-seize compound to the threads of the temperature sensor located at the bottom of the combustion body and install. Refer to Image 1.1.1

13. Attach the OEM extension pipe to the bottom of the combustion body and tighten the band clamp.

14. Apply anti-seize compound onto the threads of the temperature sensor located on the back of the combustion body near the top. Tighten sensor to a torque of 45 +/- 5 N.m (33 +/- 4 lb ft).

15. Apply anti-seize compound to the threads of studs (19). Install studs (19) with the end that is marked "X" in the Up position. Tighten studs (19) to a torque of 17 +/- 2 N.m (12.5 +/- 1.5 lb ft). Install tube (18). Refer to Image 1.2.1 and Image 1.2.2

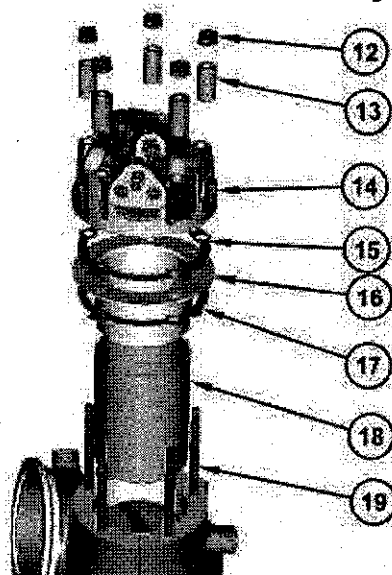


Image1.2.1

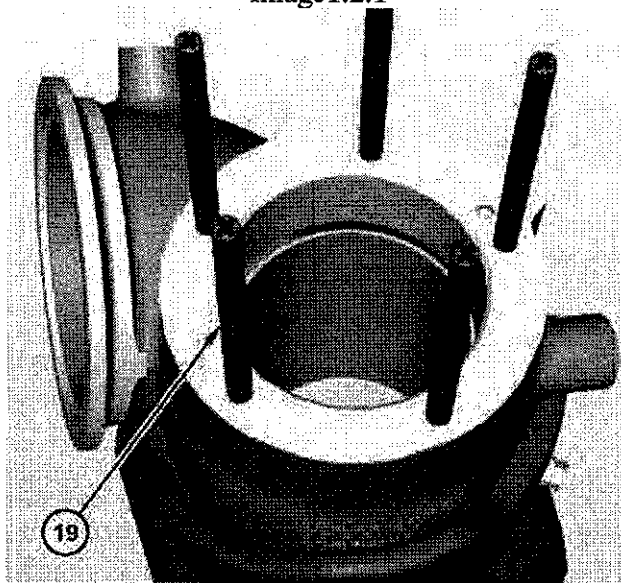


Image1.2.2

16. Install combustion head group (ARD). Refer to RENR9706

"Combustion Head Group (ARD) - Installation Procedure".

17. Install a new 289-3107 gasket (not pictured) between the 288-6036 tube assembly (1) and ARD Head. Tighten clamp (6). Refer to Image 1.3.1

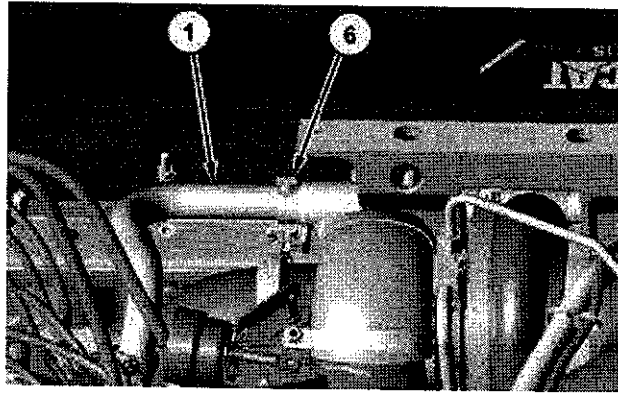


Image1.3.1

18. Fill the cooling system with coolant. Refer to Operation and Maintenance, "Refill Capacities" for the cooling system capacity.

19. Perform the ARD ignition test. Refer to Troubleshooting Manual, "ARD Ignition - Test".

20. Perform an after repair ECM warranty report.