

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.

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