

**Service Information System**

Shutdown SIS

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

Service Letter**PRODUCT IMPROVEMENT PROGRAM FOR REWORKING FUEL LINES 5 AND 6 ON CERTAIN C7 ON-HIGHWAY ENGINES**

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CONFIDENTIAL**REBE6391-00****SERVICE LETTER**

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 A-287
 D-312
 O-317
 TT-17

Safety**PRODUCT IMPROVEMENT PROGRAM FOR REWORKING FUEL LINES 5 AND 6 ON CERTAIN C7 ON-HIGHWAY ENGINES****1252 1254****PI10820**

NOTE: This Program must be administered as soon as possible. When reporting the repair, use "PI10820" 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 "PI10820" as the Part Number, "7751" as the Group Number, "96" as the Warranty Claim Description Code, and "Z" as the SIMS Description Code.

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. The number 5 and number 6 fuel lines on certain C7 truck and bus engines may crack at the fastening point to the common rail and cause a fuel leak. A fuel leak, in the presence of an ignition source, may result in a fire hazard.

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	C7S00001-00015, 121-123, 125-137, 202-208, 210-214, 216-217, 225-252, 255-257, 260-271, 300-328, 331-341, 343, 346-356, 400, 403, 405-416, 423, 500, 514-515, 520-527, 531, 534, 536-537, 543, 548, 553, 557-721, 723-725, 727-980, 982-997, 999-1002, 1004-1375, 1377-1379, 1382-1383, 1385, 1387-1396, 1398-1407, 1409-1459, 1462-1463, 1466, 1469-1471, 1479, 1482-1483, 1485, 1488-1489, 1491, 1493, 1501, 1506, 1508, 1512-1513, 1515, 1517, 1519-1522, 1524-1525, 1527, 1529, 1531-1532, 1534-1536, 1538, 1541-1542, 1544-1546, 1548, 1550-1552, 1555-1557, 1560-1561, 1563, 1565, 1568-1570, 1572-1574, 1576, 1578, 1580, 1583-1584, 1587, 1602, 1606, 1610, 1613, 1615, 1643, 1647, 1651, 1653, 1656-1657, 1665, 1676, 1684, 1692, 1726, 1734, 1737, 1741, 1746, 1768, 1772-1773, 1779, 1781, 1790, 1793, 1799, 1803, 1809, 1812-1813, 1816, 1819, 1828, 1835, 1837, 1859, 1862, 1868, 1905, 1908, 1915, 1919, 1921, 1926, 1931, 1933-1935, 1938, 1956, 1967, 1972, 1981, 1996-1998, 2002, 2004, 2018, 2023-2024, 2032, 2040, 2070, 2072, 2075, 2086, 2088, 2102, 2106-2107, 2113, 2119, 2138, 2140, 2146, 2156, 2158, 2165-2166, 2172, 2177, 2182, 2196, 2201-2202, 2217-2218, 2220, 2222, 2252, 2262, 2266, 2285, 2289, 2301-2302, 2304, 2317, 2321, 2325, 2327, 2333, 2335, 2380, 2384, 2417-2418, 2428, 2430, 2435-2438, 2440-2442, 2444, 2448-2451, 2458, 2461, 2464-2465, 2469-2470, 2473-2474, 2479-2480, 2483-2484, 2487, 2489, 2492, 2494, 2496, 2499, 2506-2507, 2511-2512, 2516, 2520, 2522, 2525, 2534-2537, 2540, 2542, 2549-2550, 2552, 2555, 2577, 2595, 2601, 2607, 2651, 2673, 2676-2678, 2680, 2683, 2685, 2687, 2691, 2693, 2697-2698, 2704-2705, 2709, 2711, 2714, 2716, 2718, 2721, 2725, 2727, 2741, 2752, 2758, 2768, 2782, 2789-2792, 2794-2796, 2799-2800, 2802, 2804-2806, 2808-

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PARTS NEEDED

Qty	Part Number	Description
*****Group 1*****		
1	3475556	KIT-F INJ LINE
1	3528532	KIT-F INJ LINE
1	3528533	KIT-F INJ LINE
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.		
*****Group 2*****		
1	3475556	KIT-F INJ LINE
1	3528532	KIT-F INJ LINE
1	3528533	KIT-F INJ LINE
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.

ACTION REQUIRED

Replace fuel lines number 5 and number 6, and the support bracket and clamps.

Refer to Special Instruction, REHS3842 for removal and assembly. REHS3842 is included in the lines kits for removal and assembly and is also available in SISWeb.

If engine has previously been updated under PI31708. No further repairs are needed. However, a SIMS entry must be entered to show this update has been performed.

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 1.0-hour job for Group 1					
If this has been updated under PI31708, 1.0 hours will be allowed for updating SIMS.					

Caterpillar		Dealer Suggested		Customer Suggested	
Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
100%	100%	0%	0%	0%	0%
NOTE: This is a 2.5-hour job for Group 2					
If this has been updated under PI31708, 1.0 hours will be allowed for updating SIMS.					

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.

IMPORTANT: SAFETY NOTICE

SAFETY - RECALL - PROGRAM FOR REPLACING THE CYLINDERS 5 AND 6 FUEL LINES

MODELS INVOLVED - CERTAIN 2007-2009 C7 TRUCK AND BUS ENGINES

Dear Caterpillar Product Owner:

This notice is sent to you in accordance with the requirements of the US 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 and buses equipped with certain Caterpillar C7 engines.

The number 5 and number 6 fuel lines may crack at the fastening point to the common rail and cause a fuel leak. A fuel leak, in the presence of an ignition source, may result in a fire hazard. 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 or bus 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.

Peoria, IL 61629-2490
Attn: Americas Distribution Services 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.

Please refer the dealer to their Service Letter dated 08Sep2010 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 08Sep2010 Service Letter

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