



Service Information System

Shutdown SIS

Previous Screen

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

Service Letter

PRODUCT IMPROVEMENT PROGRAM FOR REPLACING THE BENDIX ATR-6 VALVE ON CERTAIN CT660 ON HIGHWAY TRUCKS

Media Number -REBE8342-00

Publication Date -2012/05/30

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Caterpillar: Confidential Yellow

REBE8342-00



SERVICE LETTER

30May2012

U-283

Safety

PRODUCT IMPROVEMENT PROGRAM FOR REPLACING THE BENDIX ATR-6 VALVE ON CERTAIN CT660 ON HIGHWAY TRUCKS

7000

PI10890

NOTE:

This Program must be administered as soon as possible. When reporting the repair, use "PI10890" 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 "PI10890" 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. Bendix has determined that a design modification can cause internal leakage to potentially develop. In extremely cold conditions (at or below 0 degrees Fahrenheit / negative 18 degrees Celsius), this may result in intermittent or, in isolated cases, continuous service brake application. During such brake application, ABS will still be operational and additional service braking is still available. Unintended brake application, in conjunction with other factors or circumstances, may create the potential for a crash hazard.

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
CT660	TKL00103-00106, 123, 126, 140-143, 148, 150-151, 153-155, 157-159, 165-166, 170-171, 179, 181 TRK00100-00104, 131, 150, 167, 173, 178, 184-186, 202, 214, 221, 223, 226-227, 235, 241, 243, 246, 248-249, 251, 267, 271, 276, 283, 287-288, 290, 292, 299-300, 312, 317, 320, 324, 327, 331, 333-334, 342-343, 345-347, 350, 352, 357-358, 361, 375, 383, 385, 388-390, 401, 406, 421, 425, 437, 450, 452, 461-462, 470-472, 511-512, 520, 522, 532, 538-539, 544, 715

PARTS NEEDED

Qty	Part Number	Description
1	4162599	KIT-VALVE RECALL

In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 45% of dealership population.

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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 cover on the Bendix ATR-6 valve.

Refer to Special Instruction, REHS7688, "Procedure to Install Cover Assembly on Bendix ATR-6 Traction Relay Valve for Certain On Highway Trucks".

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					

PARTS DISPOSITION

Hold all parts for a Parts Return Request (PRR). A Parts Return Request (PRR) will be issued to you through the Send-It-Back process after the claim is submitted. Make sure to list the service letter program number on the packing slip and include the closed work order paperwork.

Handle the parts in accordance with your warranty bulletin on warranty parts handling.

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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

IMPORTANT: SAFETY NOTICE

SAFETY - PRODUCT IMPROVEMENT PROGRAM FOR REPLACING THE BENDIX ATR-6 VALVE ON CERTAIN CT660 ON HIGHWAY TRUCKS

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 defect, which relates to motor vehicle safety, exists in On-Highway Trucks equipped with the Bendix ATR-6 Braking System.

Bendix has determined that a design modification can cause internal leakage to potentially develop. In extremely cold conditions (at or below 0 degrees Fahrenheit / negative 18 degrees Celsius), this may result in intermittent or, in isolated cases, continuous service brake application. During such brake application, ABS will still be operational and additional service braking is still available. Unintended brake application, in conjunction with other factors or circumstances, may create the potential for a crash hazard.

Caterpillar will install a new ATR-6 valve cover kit. Caterpillar will perform this service for you free of charge.

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.

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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 if you experience 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 _____, 2012 Service Letter

Please refer the dealer to their Service Letter dated 30May2012 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)

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Attached to 30May2012 Service Letter

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