

PARTS DISPOSITION **CSC-10036912-8234**

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 - PRODUCT IMPROVEMENT PROGRAM FOR INSTALLING ENGINE SOFTWARE

MODELS INVOLVED - C9 Engines installed in Pierce Manufactured Fire Trucks

Dear Caterpillar Product Owner:

The engine needs to be reworked on the products listed below. The existing software could cause the engine RPM's to surge while in PTO (pump mode). The reported surge could cause a fluctuation in water pressure that is being used to fight fires which may, in conjunction with other factors or circumstances, result in a risk of personal injury or death. You will not be charged for the service performed.

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 dated 18Aug2010 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 18Aug2010 Service Letter

