

SB-10051019-1051



Service Information System

Shutdown SIS

Previous Screen

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

Service Letter

PRODUCT SUPPORT PROGRAM FOR INSTALLING PRODUCT LINK ON CERTAIN CT660 ON-HIGHWAY TRUCKS

Media Number -REBE8313-00

Publication Date -03/07/2012

Date Updated -03/07/2012

Caterpillar: Confidential Yellow

REBE8313-00



SERVICE LETTER

03Jul2012

U-353

Before/After

PRODUCT SUPPORT PROGRAM FOR INSTALLING PRODUCT LINK ON CERTAIN CT660 ON-HIGHWAY TRUCKS

7606 7000

PS43645

NOTE:

This Program must be administered either before or after failure. In either case the decision whether to apply the Program is made by the dealer. When reporting the repair, use "PS43645" as the Part Number and "7755" as the Group Number. If administered before failure, use "56" as the Warranty Claim Description Code and "T" as the SIMS Description code. If administered after failure, use "96" as the Warranty Claim Description Code, and "Z" as the SIMS Description Code.

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NOTE:

The information supplied in this service letter may not be valid after the termination date of this program. Do not perform the work outlined in this Service Letter after the termination date without first contacting your Caterpillar product analyst.

TERMINATION DATE

31Jul2014

PROBLEM

Certain CT660 On-Highway Trucks were built without Product Link installed.

AFFECTED PRODUCT

| Model | Identification Number |
|-------------------|--|
| *****Group 1***** | |
| CT660 | TKL00126, 137, 140-143, 146-148, 150-161, 164, 166-167, 178 TRK00218, 224-229, 232, 239-247, 256, 258-260, 267-274, 276-277, 279-284, 286-288, 290-319, 323-335, 338-369, 371-375, 377-387, 389-401, 403-404, 406, 408-412, 415-418, 421-443, 446, 474-475, 480, 533 |
| *****Group 2***** | |
| CT660 | TKL00104, 107-110, 112, 114-118, 120-125, 127-136, 138-139, 144-145, 149 TRK00108-00109, 111-117, 119-128, 130-131, 133-134, 136-137, 139-140, 142, 144-145, 148, 150-156, 158, 160-163, 165-167, 169-177, 179-205, 208-215, 217, 219-223, 231, 233-238, 248-255, 257, 261-266, 275, 278, 320-322, 336, 370 |

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PARTS NEEDED

| Qty | Part Number | Description |
|--|-------------|-------------|
| *****Group 1***** | | |
| 3 | #6_SCREWS | SCREW |
| 1 | 1_AMP_FUSE | FUSE |
| 1 | 3756374 | ANTENNA AS |
| 1 | 3779503 | CONT GP-B |
| 1 | 3839059 | FILM-WARN |
| 1 | 3902510 | HARNESS AS |
| 1 | VELCRO | VELCRO |
| <p>In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 32% 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.</p> | | |
| *****Group 2***** | | |
| 3 | #6_SCREWS | SCREW |
| 1 | 1_AMP_FUSE | FUSE |
| 1 | 3756374 | ANTENNA AS |
| 1 | 3779503 | CONT GP-B |
| 1 | 3839059 | FILM-WARN |
| 1 | 3871143 | HARNESS AS |
| 1 | VELCRO | VELCRO |

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In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 32% 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

The CT660 On-Highway Trucks need to be updated with Product Link.

Refer to the attached Rework Procedure.

SERVICE CLAIM ALLOWANCES

| Product smu/age whichever comes first | Caterpillar | | Dealer Suggested | | Customer Suggested | |
|--|-------------|---------------|------------------|---------------|--------------------|---------------|
| | Parts % | Labor Hrs% | Parts % | Labor Hrs% | Parts % | Labor Hrs% |
| *****Group 1***** | | | | | | |
| 0-20000 hrs, 0-48 mo | 100.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| NOTE: This is a 1.5-hour job for Group 1 | | | | | | |
| Note: Include outside expenses for the Velcro, #6 Screws, and 1 AMP Fuse at cost. Retain a copy of all invoices for outside expenses in the truck's folder for audit purposes. | | | | | | |

| Product smu/age whichever comes first | Caterpillar | | Dealer Suggested | | Customer Suggested | |
|--|-------------|---------------|------------------|---------------|--------------------|---------------|
| | Parts % | Labor Hrs% | Parts % | Labor Hrs% | Parts % | Labor Hrs% |
| *****Group 2***** | | | | | | |
| 0-20000 hrs, 0-48 mo | 100.0% | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% |

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NOTE: This is a 1.5-hour job for Group 2

Note: Include outside expenses for the Velcro, #6 Screws, and 1 AMP Fuse at cost. Retain a copy of all invoices for outside expenses in the truck's folder for audit purposes.

PARTS DISPOSITION

Handle the parts in accordance with your Warranty Bulletin on warranty parts handling.

Rework Procedure

The following instructions explain how to properly install the Product Link module in the CT660 On-Highway Trucks. Step by step instructions are listed below along with a recommended parts list.

Note: When taking components off and reinstalling the components on the vehicle, use caution not to damage, scratch or mar the components in any way!

1. Remove the fuse panel cover by using the handle behind the upper cross bar above the map pocket.
2. Remove the passenger side wing panel cover by removing the three screws near the base of the panel above the floor mat. Once the screws have been removed, carefully slide the panel rearward and out of the way. Set the panel aside carefully for reassembly later.
3. Once the panels are out of the way, drill three, 1/8 inch holes in the locations shown in Image1.3.1.

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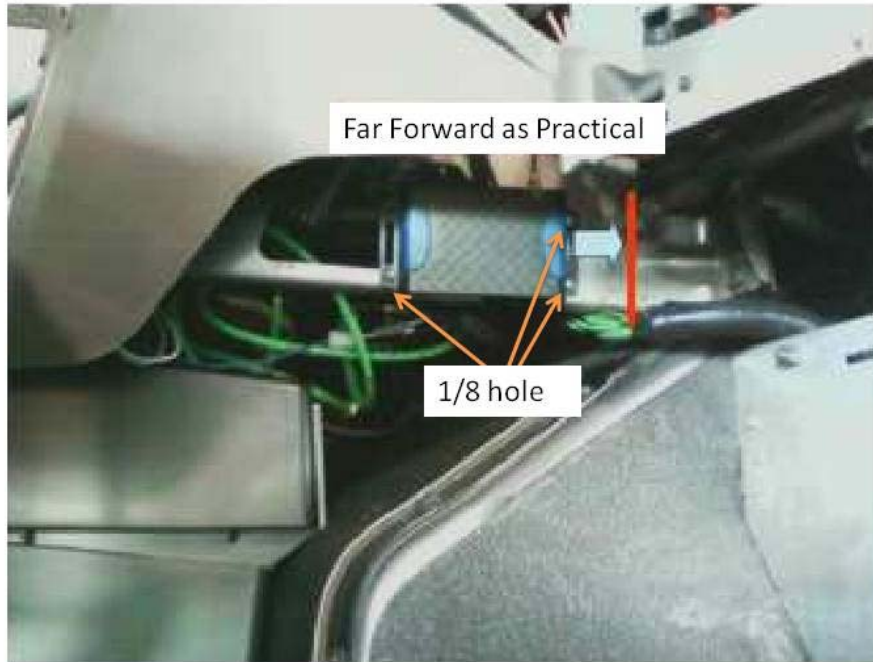


Image1.3.1

4. Install the GPS antenna by cleaning the area where the antenna mounts with an alcohol pad. Once the alcohol dries, use the industrial velcro with adhesive backing to mount antenna (1) as shown in Image1.4.1.

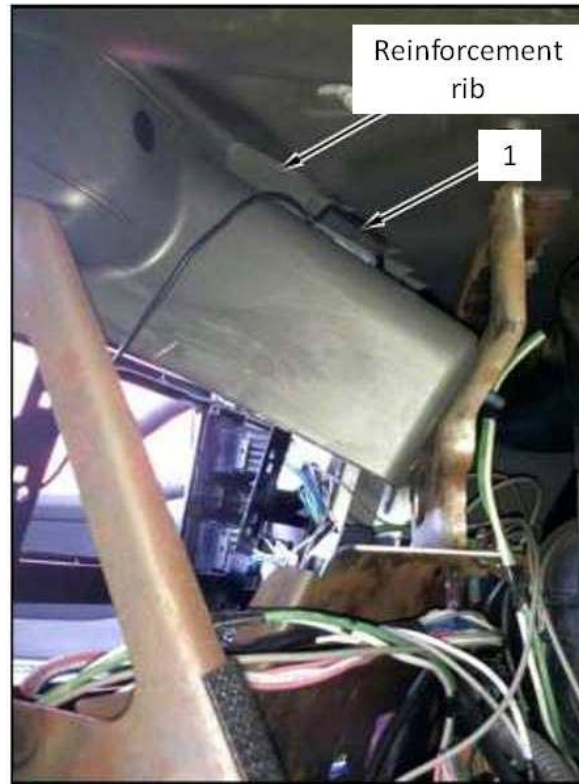


Image1.4.1

5. Verify that the PL420 internal battery is connected. Remove the back cover and inspect the battery connector. Insure that the battery is installed. Replace the cover and continue with the installation.
6. Install the module jumper harness connector into the module prior to installation into the vehicle. Ensure that the connector lock seats and locks.
7. Install the Product Link module using the 3 number 6 self tapping sheet metal screws. Install the module as shown with the GPS antenna connectors facing up as shown in Image1.3.1.
8. Connect the GPS antenna harness to the Product Link module. Finger tighten only.
9. Connect the vehicle harness connector to the module jumper harness, only after verifying the harness connector wiring for pin location 1 and 2 are the correct polarity. Pin 1 is (+ Batt) and Pin 2 is (GRD). Failure to verify will cause complete module failure. Ensure the harness connectors lock together and install 1 Amp fuse into the fuse holder.

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10. Use tie straps to tie back any excess harness to ensure a clean installation.

11. Prior to reinstalling the panels, ensure that all metal shavings from drilling the holes is cleaned up.

12. Reinstall the side panel by sliding it into the same position as it was prior to removal and install the screws. Use caution that all clips and retainers seat and that no damage is done to the panel or dash during reinstallation.

13. Install the fuse panel cover by snapping it in place.

14. If not already installed, install the warning label on the drivers side visor just to the right of the OEM Emission System Instruction Label.

15. Connect the truck to Cat ET. With key switch on and outside of shop select the PL420 ECM. Allow the PL420 to access satellites and cell phone towers. Access may take a few seconds.

16. Record screen shots of the ECM Summary and all three Status Screens. (Do not forget to expand "Value" column). All 15 digits of the equipment identification number must be visible. Paste screen shots into a Word file, along with VIN number and give info to your Dealer Product Link Administrator for activation.

For detailed instructions, refer to REHS5595, "Installation Procedure for Product Link PL420 Retrofit".