

SB-10051602-8367



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 A POWER WIRE FOR THE AIR DRYER HEATER ON CERTAIN CT660 ON HIGHWAY TRUCKS

Media Number -REBE9198-01

Publication Date -23/11/2012

Date Updated -28/11/2012

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REBE9198-01



SERVICE LETTER

23Nov2012
(Revised 28Nov2012)

U-628

Before/After

PRODUCT SUPPORT PROGRAM FOR INSTALLING A POWER WIRE FOR THE AIR DRYER HEATER ON CERTAIN CT660 ON HIGHWAY TRUCKS

7000

PS43767

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 "PS43767" 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

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administered after failure, use "96" as the Warranty Claim Description Code, and "Z" as the SIMS Description Code.

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.

NOTE:

This Revised Service Letter replaces the 23Nov2012 Service Letter. A change has been made to the Service Claim Allowances.

TERMINATION DATE

30Nov2014

PROBLEM

The existing air dryer heater is missing a power wire in the fuse panel on certain CT660 On Highway Trucks. If the existing air dryer heater is not functional in cold ambient temperatures, the air dryer could possibly freeze.

AFFECTED PRODUCT

Model	Identification Number
CT660	TKL00101, 103, 106-161, 164-168, 170-171, 178-181, 188-190
	TRK00108, 110-284, 286-288, 290-419, 421-427, 429-508, 510-512, 514-519, 521-531, 533-542, 544-549, 551-557, 559-591, 593-600, 602-613, 615-616, 618-638, 640-645, 647, 649-654, 656-660, 662-663, 668, 670-671, 674-676, 678-683, 685, 687, 689, 692-693, 696, 698-700, 702-704, 706, 708-710, 712-713, 715-717, 720, 722-723, 725, 727-728, 730, 732-734, 741, 743-744, 746-749, 753, 756-759, 762-764, 766, 768-769, 805-806, 837-838
	TSW00100

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	TSY00100
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PARTS NEEDED

Qty	Part Number	Description
1	18AWG_WIRE	WIRE (1 ft)
1	3851625	BREAKER-CKT 5A
2	3962899	TERMINAL-CABLE
<p>In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 23% 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>		

ACTION REQUIRED

Install a power wire for the air dryer heater.

Refer to Special Instruction, REHS7749.

SERVICE CLAIM ALLOWANCES

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
0-250000 miles, 0-24 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%

NOTE: This is a 1.0-hour job

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PARTS DISPOSITION

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

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