



Service Information System

Shutdown SIS

Previous Screen

Welcome: chrismk2

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

Service Letter

PRODUCT SUPPORT PROGRAM FOR INSPECTING THE 396-3793 ENGINE WIRING HARNESS AND POSSIBLY REPAIRING THE ENGINE WIRING HARNESS ON CERTAIN CT660 ON HIGHWAY TRUCKS

Media Number -TEBE0185-00

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TEBE0185-00



SERVICE LETTER

27Aug2013

U-383
A-262

Before/After

PRODUCT SUPPORT PROGRAM FOR INSPECTING THE 396-3793 ENGINE WIRING HARNESS AND POSSIBLY REPAIRING THE ENGINE WIRING HARNESS ON CERTAIN CT660 ON HIGHWAY TRUCKS

7000

PS43996

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

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"PS43996" 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.

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

31Aug2014

PROBLEM

The existing 396-3793 Engine Wiring Harness can have several different routing and clipping problems causing rub points on the harness on certain CT660 On Highway Trucks. If the existing harness fails it can/will cause engine diagnostics and poor engine performance which will require servicing of the truck.

AFFECTED PRODUCT

Model	Identification Number
CT660	TKL00101-00103, 105, 109, 111, 122, 124-126, 128, 130, 132, 135-137, 142-143, 146, 150-152, 154, 160, 164-166, 170-171, 178-179, 181, 183, 185, 191, 193-194, 196-198, 200-201, 204, 215-217, 219, 221, 224, 226, 230-231, 235, 249, 251-252, 269, 271, 275, 278-279, 282, 284, 298, 303, 310, 327, 338, 346, 358, 364, 366-367, 390, 393, 400, 403-404, 414, 438, 447, 458, 472 TRK00107-00109, 111, 113-114, 117-118, 121-122, 126-128, 132-136, 138-141, 145-146, 150, 152-153, 157, 160, 162, 164, 167-171, 173, 176-177, 180, 183, 187, 189, 193-194, 196-197, 199-200, 204-206, 210, 212, 217, 219, 224-228, 230, 232-233, 239-244, 250, 252, 254, 257, 262-263, 265-266, 269-272, 279, 286, 288, 290, 293, 295, 297-298, 301-302, 304, 308, 311-314, 318, 321-323, 328-

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329, 332, 334, 337-340, 344, 347, 349-350, 358-359, 361, 363-369, 372-376, 379, 381-385, 390-397, 399-402, 406-411, 415-416, 418-419, 422-425, 427, 429-431, 434-435, 437-440, 442-443, 446, 449-450, 455-456, 460, 463, 467, 470, 478-479, 482, 484, 486-489, 493-498, 500-503, 510, 513, 515, 517, 522, 524, 527, 529, 533-535, 537-538, 540-542, 545, 547-549, 553, 566-567, 570, 576, 579-580, 582, 584, 587, 593-594, 596-600, 604, 610-611, 614-615, 617-621, 624, 626-627, 629-630, 633-635, 642, 644, 646, 649, 651, 655-661, 663, 670-671, 675, 679, 681, 686, 692, 696, 700-701, 704, 707-709, 711-712, 716, 719-720, 724, 730, 734, 737-739, 741, 745-746, 748, 752, 754-755, 757-759, 762, 769-770, 772, 778, 780-782, 784-786, 788, 791, 793-794, 797, 801, 805, 807, 810-814, 816, 824, 826-827, 829, 832, 839, 843, 845-846, 852, 855-858, 864, 866-867, 869, 873-875, 880-884, 887-891, 895-898, 901, 903-904, 907, 910, 913-914, 916, 919, 922, 928, 935, 942-943, 945-946, 948-949, 952-953, 955-957, 961, 966, 968, 973-977, 979, 985-986, 988, 992, 998, 1007-1008, 1016, 1026, 1029, 1031, 1036, 1049-1050, 1062, 1072-1073, 1087, 1099, 1120, 1126, 1135, 1146, 1150, 1161, 1174-1175, 1177, 1190, 1197-1199, 1201, 1236, 1249, 1264, 1276, 1280-1282, 1284, 1311, 1334, 1357, 1371-1372, 1388, 1390, 1393, 1408, 1436-1438, 1497, 1507, 1533, 1549

TSY00113, 137

PARTS NEEDED

Qty	Part Number	Description
2	3580175	LOCKWASHER
2	3580236	CLAMP-SADDLE
2	3580248	BOLT-HEX HEAD
2	3580249	NUT-HEX
2	3580996	STRAP-CABLE LOCK
1	3581026	NUT-HEX FLANGE
2	3581100	MOUNT-CABLE TIE

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1	3608393	BOLT-HEX FLG HD
1	3695079	SEAT-AXIAL MOUNT
1	3785254	EXTENSION-CLIP
1	3791420	EXTENSION-CLIP

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.

ACTION REQUIRED

Inspect the engine wiring harness for all possible rub points and verify the harness routing and clipping. If necessary, make any and all repairs to engine wiring harness. 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%
0-70000 miles, 0-12 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%

NOTE: This is a 1.5-hour job

1.5 hours is allowed to inspect the engine wiring harness.

If necessary, an additional 1.0 hour is allowed to repair the engine wiring harness.

A maximum of \$50 is allowed for parts to repair the engine wiring harness.

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PARTS DISPOSITION

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

Rework Procedure

Confirm the harness support hardware from Fig:1 and Fig:2 in Image 1.1.1 is installed on the engine. If the engine is not equipped with the harness support hardware, refer to the Parts Needed for the parts. Install as necessary. View common rub points especially on early built trucks that do not have these supports.

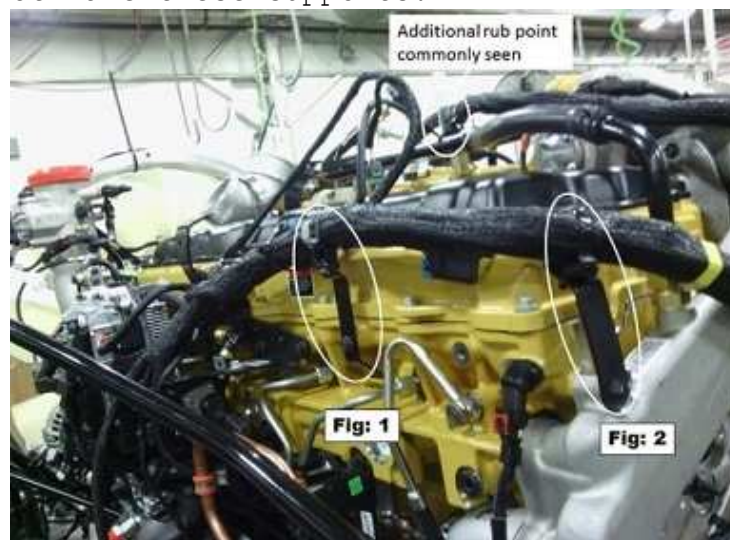


Image1.1.1

Also seen is this style of tie down. In Image 1.2.1 the wire is not laying in the saddle/clip correctly and will rub.

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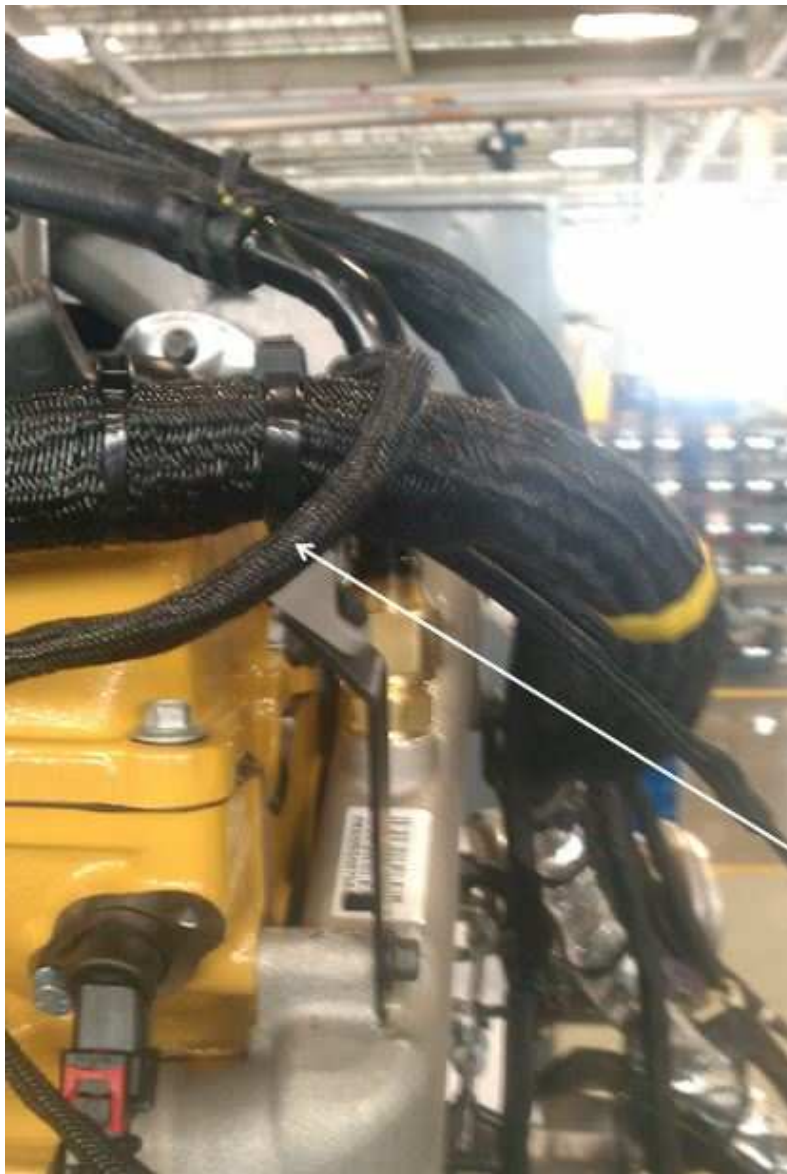


Image1.2.1

Common rub location. In Image 1.3.1 the wire is not laying in the saddle/clip correctly and will rub.

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Image1.3.1

Refer to Image 1.4.1. Common rub locations at the back of the engine. Make sure the oxygen sensor wiring is not rubbing the coolant crossover pipe as seen here (white circle). Make sure the wiring was not smashed during cab install and is not rubbing on the floor boards/access panel.

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Image1.4.1

Refer to Image 1.5.1. Close up of oxygen sensor wiring. Make sure the oxygen sensor wiring is not rubbing the coolant crossover pipe as seen here.



Image1.5.1

Refer to Image 1.6.1. If the rub point is identified at wiring mount (circled in white) of the ECM bracket and wiring harness please remove. This wire mount has been known to rub the harness. Inspect the harness in this area. Remove the mount by carefully cutting the mount off with a die grinder cutoff tool and deburr the area. The mount can be carefully removed while ECM and bracket are still bolted to engine.

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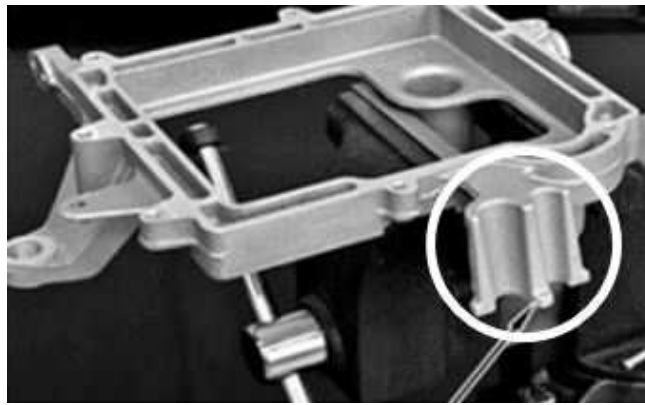


Image1.6.1

After inspection of the wire harness has been completed for all possible rub points and verify harness routing and clipping. Make any and all repairs to harness. Refer to Special Instruction, REHS7215.

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