



Shutdown SIS

Previous Screen

Welcome: chrismk2

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

SB-10054884-7736

Service Letter

PRODUCT SUPPORT PROGRAM FOR REPLACING THE THERMOSTAT HOUSING AND THERMOSTATS ON CERTAIN CT660 ON HIGHWAY TRUCKS EQUIPPED WITH A CT15 ENGINE

Media Number -TEBE0758-02

Publication Date -10/01/2014

Date Updated -03/02/2014

Caterpillar: Confidential Yellow

TEBE0758-02



SERVICE LETTER

10Jan2014
(Revised 03Feb2014)

U-20

Before/After

PRODUCT SUPPORT PROGRAM FOR REPLACING THE THERMOSTAT HOUSING AND THERMOSTATS ON CERTAIN CT660 ON HIGHWAY TRUCKS EQUIPPED WITH A CT15 ENGINE

7000

PS44158

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 "PS44158" 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.

NOTE: This Revised Service Letter replaces the 10Jan2014 (Revised 15Jan2014) Service Letter. Changes have been made to the Affected Product, Parts Needed, and Service Claim Allowances.

TERMINATION DATE

31Jan2015

PROBLEM

In cold weather applications, there is a chance for the high temp radiator to fail due to thermal shock load on certain CT660 On Highway Trucks equipped with a CT15 Engine.

AFFECTED PRODUCT

Model	Identification Number
*****Group 1*****	
CT660	TKL00184-00186, 200-202, 207, 209, 214, 222-223, 228-231, 234-236, 239-240, 245, 256, 259-260, 262-263, 266-267, 270-272, 275-276, 278-281, 286, 288, 292, 296-297, 300, 303, 305-306, 308-312, 314-319, 324-327, 329-335, 337, 340, 342-349, 351, 354, 356-362, 364, 366, 368-377, 380-387, 391, 395, 397-398, 400-402, 404, 406-419, 421-422, 424, 426, 428-429, 432-433, 436, 439-445, 448, 451, 453-455, 459, 464, 466-467, 469-470, 472-476, 479-484, 486-488, 490-492, 495-496, 499-501, 504, 506-512, 514-515, 517-530, 532-541, 544, 550-553, 555-560, 562, 564-565, 567-568, 572, 593 TSY00102, 104-107, 109-113, 115, 119-121, 124-125, 127-131, 134-135, 137
*****Group 2*****	

CT660	TKL00187, 203, 217-218, 221, 237-238, 244, 246-254, 273, 284, 302, 307, 313, 320-322, 328, 336, 338, 341, 350, 352-353, 355, 363, 365, 367, 379, 388-390, 392-394, 396, 403, 405, 423, 431, 437-438, 447, 449-450, 458, 460, 462, 468, 477, 485, 489, 493-494, 497-498, 503, 505, 513, 516, 531, 542, 554, 561, 563
	TSY00103, 108, 114, 116-118, 122-123, 126, 132-133, 136, 138-143

PARTS NEEDED

Qty	Part Number	Description
*****Group 1*****		
2	3762440	BOLT-HEX
4	3762489	BOLT-HEX FLNG
1	3939711	RING-O
1	3940119	GASKET-THERMO
2	4213173	THERMOSTAT-ENG
1	4510833	HOUSING-THERMO
1	4510834	COVER-THERMOSTAT
<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>		
*****Group 2*****		
2	3762440	BOLT-HEX
4	3762489	BOLT-HEX FLNG

1	3939711	RING-O
1	3940119	GASKET-THERMO
2	4213173	THERMOSTAT-ENG
1	4510833	HOUSING-THERMO
1	4510834	COVER-THERMOSTAT

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

Refer to the service manual if/as necessary.
 Replace the thermostat housing and thermostats with the parts listed in the Parts Needed.

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*****						
0-300000 miles, 0-12 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.5-hour job for Group 1						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%

*****Group 2*****						
0-300000 miles, 0-24 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.5-hour job for Group 2						

PARTS DISPOSITION

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