



Service Information System

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Model: NO EQUIPMENT SELECTED
Configuration: NO EQUIPMENT SELECTED

Service Letter

PRODUCT SUPPORT PROGRAM FOR REPLACING THE EXHAUST FLEX PIPE ON CERTAIN CT660, CT680, AND CT681 ON-HIGHWAY TRUCKS

Media Number -TEBE5242-00

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Caterpillar: Confidential Yellow

TEBE5242-00



SERVICE LETTER

08Nov2016

U-591

After Failure Only

PRODUCT SUPPORT PROGRAM FOR REPLACING THE
EXHAUST FLEX PIPE ON CERTAIN CT660, CT680, AND
CT681 **ON-HIGHWAY TRUCKS**

7000 7200 1061

PS53340

NOTE:

Caterpillar's obligations under this Service Letter are subject to, and shall not apply in contravention of, the laws, rules, regulations, directives, ordinances, orders, or statutes of the United States, or of any other applicable jurisdiction, without recourse or liability with respect to Caterpillar.

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NOTE: This Program can only be administered after a failure occurs. The decision whether to apply the Program is made by the dealer. When reporting the repair, use "PS53340" as the Part Number and "7755" as the Group Number. Use "96" as the Warranty Claim Description Code and use "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

30Nov2017

PROBLEM

The existing exhaust flex pipe can crack on certain CT660, CT680, and CT681 **On-Highway Trucks**. If the existing exhaust flex pipe cracks it can/will result in an exhaust leak after the aftertreatment system but before the vertical stack.

AFFECTED PRODUCT

Model	Identification Number
*****Group	1*****
CT660	TEJ00106, 110-112, 119, 122-126, 131, 148, 167-168, 170, 172-182, 185, 193, 202, 223, 230, 262-263, 265-266, 269-273 TEM00101, 109-112 TEP00101-00106, 108-129, 131-170, 173-177, 181-188, 190-192, 194-199, 202-205, 207, 209-210, 212-217, 219-222, 224-227, 229-258, 260-311, 313-319, 323-350, 352-360, 363-372, 374-377, 379-395, 398-411, 414-415, 417-420, 422-426, 428-435, 437-438, 445-449, 451, 456-457, 462-469, 473, 477-484, 486-487, 491-492, 494-495, 498-505, 507-508, 510, 514-515, 518, 520, 523-525, 527, 531, 533-534, 538-550, 552-554, 561-564, 566-568, 574-594, 596-613, 615, 617, 620-621, 623-647, 649-668, 671-678, 681-

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	686, 688, 695-696, 698-699, 701, 706-707, 709-710, 712-715, 720-727, 729-775, 778-785, 787-788, 790-796, 798-826, 829, 831-842, 844-848, 852-857, 860-868, 870-882, 886-898, 900, 902-908, 910-913, 916-922, 924-925, 929-932, 934-936, 939-945, 947, 949, 952-955, 957-963, 965-985, 987-988, 992-998, 1000-1002, 1004-1012, 1014-1024, 1028-1030, 1032-1034, 1036-1045, 1047, 1049-1074, 1084-1109, 1113-1114, 1116-1120, 1122-1132, 1134-1140, 1146, 1149-1154, 1156-1158, 1160-1182, 1189, 1193, 1196, 1202-1236, 1238, 1241-1244, 1248-1254, 1256-1257, 1261, 1263-1267, 1269, 1271-1272, 1274-1282, 1285, 1287-1292, 1294, 1296, 1298-1314, 1316-1331, 1333-1385, 1387-1420, 1422, 1424-1433, 1435-1436, 1438-1440, 1442-1445, 1447, 1450-1457, 1460, 1462-1472, 1474, 1478, 1486-1491, 1493-1501, 1503-1586, 1588-1590, 1592, 1594-1606, 1608-1614, 1616-1624, 1627-1628, 1630-1635, 1638-1643, 1645, 1648-1695, 1697-1698, 1701-1718, 1720-1722, 1724-1733 TEZ00100 TJD00100-00104
CT680 L	TRX00120, 128-129
CT680 LG	TWT00104, 106
CT681 SG	TWJ00100-00111, 113-204
*****Group 2*****	
CT660	TEJ00100-00105, 107-109, 113-114, 117-118, 120-121, 132-147, 149-166, 169, 171, 183-184, 186-192, 194-201, 203-222, 224-229, 231-261, 264, 267-268, 274-286 TEM00100, 105-108 TEP00100, 107, 130, 171-172, 189, 200-201, 206, 208, 223, 259, 312, 322, 361-362, 373, 378, 397, 412-413, 427, 436, 440-441, 443-444, 450, 452-455, 458-461, 485, 488-490, 496-497, 506, 509, 511-513, 519, 521-522, 526, 528-530, 532, 565, 572, 614, 616, 618, 669-670, 689-694, 697, 700, 702-703, 708, 711, 716-719, 728, 776, 843, 849-851, 858, 869, 899, 901, 909, 914-915, 923, 937-938, 946, 948, 951, 956, 964, 989-991, 999, 1003, 1013, 1025-1027, 1035, 1046, 1048, 1075-1083, 1115, 1121, 1133, 1141-1145, 1147-1148, 1155, 1159, 1237, 1239-1240, 1245-1247, 1255, 1258-1260, 1262, 1268, 1270, 1273, 1283-1284, 1286, 1386, 1421, 1423, 1434, 1437, 1441, 1446, 1448, 1458-1459, 1461, 1473, 1475, 1479-1480, 1482, 1484-1485, 1615, 1626, 1629, 1636-1637, 1644, 1646-1647, 1696, 1699-1700, 1723, 1735-1736 TEY00100-00183
CT680 L	TRX00100-00119, 121-127, 130-133

CT680 LG	TWT00100-00101, 105, 107
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PARTS NEEDED

Qty	Part Number	Description
*****Group 1*****		
2	5053131	ABSORBER-SHOCK
1	5069083	PIPE AS-INTMD
<p>In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 20% 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*****		
1	4516024	PIPE AS
2	5053131	ABSORBER-SHOCK
<p>In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 20% 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

Replace the exhaust flex pipe and both cab shocks.

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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*****						
0-500000 miles, 0-60 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.5-hour job for Group 1						
This program may be applied multiple times.						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 2*****						
0-500000 miles, 0-60 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.5-hour job for Group 2						
This program may be applied multiple times.						

PARTS DISPOSITION

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