



Service Information System

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

Service Letter

PRODUCT IMPROVEMENT PROGRAM FOR INSPECTING AND POSSIBLY REMOVING CERTAIN 10R5645, 10R5647, 10R5648, 10R5649, AND 20R1834 REMAN ELECTRONIC CONTROL UNITS FROM DEALER PARTS STOCK

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Caterpillar: Confidential Yellow

TEBE7967-00



SERVICE LETTER

16Jul2018

U-414
A-304
D-363
O-372

Parts stock action only

PRODUCT IMPROVEMENT PROGRAM FOR INSPECTING AND POSSIBLY REMOVING CERTAIN 10R5645, 10R5647, 10R5648, 10R5649, AND 20R1834 REMAN ELECTRONIC CONTROL UNITS FROM DEALER PARTS STOCK

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PI70712

NOTE :

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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.

NOTE:

When submitting claim for Parts Stock Action, Use the appropriate 99Z as the s/n, the appropriate Service Letter Program Number as the Part number in the Part Causing Failure field, "7751" as the Group Number, "56" as the 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

31oct2018

PROBLEM

Certain 10R5645, 10R5647, 10R5648, 10R5649, and 20R1834 Reman ECU's were assembled with incorrect parts causing calibration failures and/or issues with not retaining parameters.

ACTION REQUIRED

Inspect serial numbers on the following ECU part numbers in dealer part stock.

10R5645
10R5647
10R5648
10R5649
20R1834

If any of the serial numbers listed in Image 1 through Image 5 are on the ECU, then remove the ECU from dealer parts stock.

If any of the serial numbers listed in Image 1 through Image 5 are not ^{lanets} ~~on the ECU~~, then remove the ECU from dealer parts stock.

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on the ECU, then mark the packaging as inspected per this program and place the part back into dealer parts stock.

10R5645
0588L203JV
1208L241JV

Image1

10R5647
0438L259JL
1298L225JL
1308L204JL

Image2

10R5648
0388L257JM
0478L202JM
1488L284JM
1348L228JM

Image3

10R5649		
0488L163JX	0448L241JX	1228L195JX
0328L217JX	0478L173JX	1278L178JX
0368L241JX	0478L174JX	1278L198JX
0368L214JX	0468L246JX	1278L194JX
0388L258JX	0718L215JX	1278L247JX
0378L224JX	1208L185JX	1278L246JX
0378L217JX	1248L185JX	1288L201JX
0378L238JX	1188L188JX	1288L220JX
0378L221JX	1188L187JX	1318L190JX
0718L158JX	1238L235JX	1578L230JX

Image4

20R1834
0528L184QM

Image5

SERVICE CLAIM ALLOWANCES

Submit one claim for all parts removed from dealer parts stock.

PARTS DISPOSITION

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

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