



Service Information System

[Previous Screen](#)

Welcome: lanets

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

Service Letter

PRODUCT SUPPORT PROGRAM FOR INSTALLING PRODUCT LINK PL542 OR PL240B CELLULAR RADIO SYSTEMS ON CERTAIN CATERPILLAR PRODUCTS

Media Number -UEBE0060-01

Publication Date -2019/12/02

Date Updated -2019/12/19

Caterpillar: Confidential Yellow

UEBE0060-01



SERVICE LETTER

02Dec2019
(Revised 19Dec2019)

U-724
A-572
D-628
O-629

Before/After

PRODUCT SUPPORT PROGRAM FOR INSTALLING PRODUCT LINK PL542 OR PL240B CELLULAR RADIO SYSTEMS ON CERTAIN CATERPILLAR PRODUCTS

7606 7610 7620

PS46505

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.

NOTE: This Program must be administered either before or after failure. In either case the decision whether to apply the Program is made by lanets
Caterpillar: Confidential Yellow

the dealer. When reporting the repair, use "PS46505" 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 02Dec2019 Service Letter. Changes have been made to the Title, Affected Product, and Action Required.

TERMINATION DATE

31Jul2020

PROBLEM

PL241/242 will stop sending data after April 6th, 2019. Date codes will appear as if coming from the past so the customer interface (UI) will not recognize those back dated messages and no data will appear in the UI.

AFFECTED PRODUCT

Model	Identification Number
*****Group 1*****	
C18	MDP01719, 1723-1724, 1726
C7	SAP08261
*****Group 2*****	
3508	3LS00212
3512	24Z07017
3512B	3ZW00986
	CMC00759
*****Group 3*****	
3306	64Z23427
3412C	DJN01141
3412E	BDT05134
C13	X3M00146
C15	C5H01650

	X4R00666
C18	WJH07944
C27	DWB00155
	GDS00447
C9	JSC21695, 22626, 25456
	X3R01414

*****Group 4*****

320D 3	ESX00101, 110, 117, 134, 138, 140, 142, 145-146, 153, 164, 184, 187, 191, 196, 201-203, 215, 223-224, 230, 236
330B	3YR00955
	5LS00317
5080	6XK00168
583K	78V00615
589	31Z00393
950F II	5SK02603
CB-334D	DCZ00231
CB-334E XW	C4X00147
CB-334EII	C3A00298
CB-534D	FGH00813
CB14B	47300892, 1065, 1077
CS-433E	BTT00382, 503
D6G	C6G01695
D6H XL	8SK00363
D8K	77V13565
PS-150B	3XR00745

*****Group 5*****

12H	12500163
140G	72V08420
140H	CCA03540
320C	PAB06056
	PAC00701
320D	CXY00216
	KGF00256
330D	LDR00304
365B L	9PZ00369
385B	ANS00251
621B	45P03913, 3917
657E	90Z00202
725	B1L01185

785	8GB00603
815F	BKL00922
980G II	AWH00691
988F	8YG76002
AP255E	D8A00327
AP300D	TEN00175
CB1.7	SA700127
CB2.5	R2B00270
CB2.7	R5200170, 236, 238, 242-243, 371, 445, 451
CB22B	41900135
CB22B LRC	LR200244, 279
CB24B	2X400731 46700231 J2T00426, 435
CB34B LRC	47000156
CB44B	NSL00113
CB64	DJM00399
CC2.6	SPX00114, 127, 140
CC24B	42100100
CC34B LRC	47100127
CD54B	GRT00111, 124, 135
CS54	C5R00609
CS66B	CS600259
D10N	2YD02064
D8N	9TC02411
D8T	KPZ01476
D9L	14Y02880
PS-150C	FPS01441
SEM919	S9R00509, 511, 704, 706-708, 725-726

*****Group 6*****

CT660	TEJ00132 TEY00109 TKL00102, 136, 236, 385, 387, 397, 411, 431, 450, 506, 510, 512, 515, 554, 558, 560, 566 TRK00107, 112, 114, 190, 193, 195, 301, 332, 377, 445, 579, 586, 592, 594-595, 600, 611, 622, 630, 633, 695, 744, 751, 762, 780, 800, 815, 847, 940, 949, 1198, 1209, 1256, 1261, 1276, 1356, 1448, 1498, 1507, 1515, 1554 TSY00104, 106, 108, 113, 118
CT680 L	TRX00134

CT681 SG	TWJ00114, 156
*****Group 7*****	
CT660	TEP00418, 518, 525, 534, 577, 850, 942, 949-950, 1006, 1028, 1202, 1207, 1381-1382, 1384, 1682, 1716, 1743 TGA00047, 97-98, 107, 111, 113, 170, 185, 188, 192-193, 338
CT660 L ROLLER	TRR00126, 129
*****Group 8*****	
1103C	LEX00258
1104D- 44TAG1	SJX00160
*****Group 9*****	
1106CTAG4	12000641
C3.3	GT300141
C4.4	D4D00630, 2162-2163 GLE01204
*****Group 10*****	
300.9D	LJM00651, 1492, 1499, 1576, 1602, 1636, 1669, 1678, 1700, 1798, 1907, 2254, 2288, 2337, 2339
300.9D VPS	DW200155, 164, 166-167, 169-172, 174
301.4C	LJK00430, 524, 1094, 1405, 1695, 2078, 2263, 2268, 2270, 2341, 2414, 2450, 2560, 2562
301.5	RAA02041
301.7D	LJH01121, 1584, 2023, 2135, 2169-2170, 2185, 2263, 2501, 2538, 2599, 2637, 2651, 2749, 2914, 2930, 2936, 2998, 3012, 3023, 3037, 3040-3041, 3052, 3076, 3248, 3267, 3272, 3534, 3569, 3574, 3595, 3685, 3924, 3927, 4111, 4197, 4202, 4387
301.7D CR	LJ800535 LJD00158, 552, 707, 732, 742, 750, 845, 888, 927, 984, 986-987, 1114, 1205-1207, 1217, 1222, 1248-1249, 1253, 1324, 1328, 1333, 1336, 1348-1350, 1366, 1371, 1413, 1415, 1452, 1516, 1534, 1542, 1546, 1598, 1603, 1751, 1784, 1787, 1791, 2191-2192, 2644, 2646, 2720
301.8C	JSB01894, 2383, 3790, 3830, 5862, 5871, 6022, 6660, 6811
302.2D	LJG00260, 386
302.4D	LJN00602, 685, 840, 977
302.5C	GBB05148
302.7D	LJL01987, 2595, 2790, 2926, 2955, 3307, 3397, 3544, 3783, 3868, 3898, 4315
303.5D CR	RHP01827
303C CR	BXT02139, 2757
303E CR	HHM01380, 1795, 1990

	SGE00250
304D CR	TYK01454
305.5D	FLZ00387, 805, 1042
305.5E 2	WE201306, 1309-1310, 1313, 1315-1316, 1343-1344, 1347-1348, 1354, 1356-1357, 1388, 1391-1396, 1419-1420, 1427-1429, 1432, 1434-1435, 1818-1819
306E 2	E2W02469
901B	W7A01950
903C	MW400559, 567
908	TAR00395
910	29D00032
924F	5NN00477
*****Group 11*****	
216 B 3	CD300328 DSN01139 PWK01289, 1304, 1370, 1585, 1601
216B	RLI02484
226B	MJH12458
226B 3	MWD00506, 1855, 7428 SNA01922
226D	HRD00953, 1053
232D	KXC00175, 216
236D	MPW00368, 526 SEN00482, 525
239D	CD400241, 243, 287, 300
242B 3	SRS02595
242D	A9W00189, 221 DML00207, 261-262, 264-266, 274, 322 DZT00640, 1940
246C	JAY04307, 8948
246D	BYF01994 HMR00614, 886 JSL00192, 239, 305, 328, 351, 371
247B	MTL05894
247B 3	KB300269, 271-272
257D	FMR00227, 246-247
259B 3	YYZ02593-02594
259D	FTK00251, 296, 360, 438, 521, 523, 527, 558, 576, 885, 921

262B	PDT03769
262C	MST02769
262C 2	TMW01695, 1760
262D	KTS00289, 292, 298 LST00412
272D	B5W00680, 959 GSL00732
277C 2	MET00176
279D	RCX00339, 404, 423, 447, 558
287D	TLK00223
289C	JMP01858
289D	A9Z00451, 467, 472, 477, 547, 576, 592 TAW01430
297D	BE700243
299D	GTC00846
299D 2 XHP	DX200921, 923
299D XHP	JST01403
301.6C	JBB01796
302.5	4AZ06331
303	DMA02361
303.5E CR	JX200117 RKY02354, 4089, 4697, 4760, 4941, 6405, 6421, 6517-6518, 6524, 6527-6528, 6597-6598, 6604
304E 2	ME400598, 1469
305.5E 2	CR500163, 683, 774, 1439, 1457, 1655, 1669, 1673, 1718, 1984, 1987, 2513, 2522
305.5E CR	FKY01644, 2106, 2118, 2343, 3056
305E 2	H5M00787, 1588, 1593, 1807, 1811, 1817, 1829, 1832, 1886, 2324, 3216, 3297, 3551
305E 2 CR	DJX00655, 884, 1358, 1601, 1615
305E CR	XFA04182
308D CR	FYC00560
308E 2CR	FJX00411, 413, 747, 1313, 1320, 1333, 1374, 1377, 1387, 1517, 1530, 1535, 1546, 1609, 1709, 1711-1712, 1729, 1742, 2157, 2187, 2194, 2220-2221, 2226, 2229-2230, 2234, 2252-2253, 2333, 2405, 2660, 2672-2674, 2676, 3334, 4081, 4104-4105 TMX00297, 389, 1324, 1398
308E CR	GBJ01714
312C L	BWH01472
314E LCR	DKD00733, 737
318C	DAH01016

416E ST	LMS00432
420E	KMW01187
420F IT	JWJ01908
422E	HBE02519
427F 2	HWK00197
428E	DPH00662
	SNL05017
428F	RAK00471
432E	JBA00367
432F	SEJ00578
432F 2	HWP00225, 272, 520
434E	FSH01195
444E	LBE00756
444F	FBN00151, 162
444F 2	HWS00197, 215
906H	SDH00787, 1215, 1220, 1224, 1414
	TPE00875
906H 2	JRF00388, 394, 745, 1085, 1087, 1097, 1803, 1912, 1964, 2168, 2325, 3099, 3161
907H	SJM00638, 713
907H 2	JRS00935
908H	LMD02141
	MXF00209
908H 2	JRD01005, 1100-1101, 1103, 1715, 1780, 1785, 2169, 2838, 2865, 2952
908M	H8800613
910K	AY400890
914G	9WM01051
	PDF01242
914K	CD200253, 361
924K	HJF00621
	SNZ00604, 630, 657, 672, 742, 780, 784
930G	TWR00716
930K	FRK00534
	RHN00526
938K	REP00833
	SWL00406
D5G LGP	RKG03528
IT14G	ERP00400
IT28G	8CR01280

TH337C	DJB00429
TH407	TBY00217
TH407C	MLH00804, 1142, 1199
TH414C	KEK00203, 214, 276, 313, 342, 350, 354, 357, 362, 364, 368
TH414C GC	KRF00164, 180, 183, 187, 190-192, 197, 212, 214, 221, 237, 239, 278
TH417C	RRJ00187, 218, 253
TH417C GC	NAB00159, 174, 179, 190, 196, 224, 230, 266, 269
TH514C	KKW00178

PARTS NEEDED

Qty	Part Number	Description
*****Group 1*****		
1	5323753	Cable As - 14-pin Svc Port (Alternate to 532-3754)
1	5323754	Cable As - 9-pin Svc Port
1	5325452	Cable As - 14-Pin Y-Harness (Optional)
1	5360072	Harness As - 9-Pin Y-Harness (Optional)
1	5368838	Cable As - 8-pin PL-Ready (Alternate to 532-3754)
1	5429452	Cable As - 14-Pin Y-Harness (Optional)
1	5818919	PL542v2 Cellular Radio Software
1	5900178	PL542 Cellular Radio Software
In order to allow equitable parts		

availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 2*****

1	5323753	Cable As - 14-pin Svc Port (Alternate to 532-3754)
1	5323754	Cable As - 9-pin Svc Port
1	5325452	Cable As - 14-Pin Y-Harness (Optional)
1	5360072	Harness As - 9-Pin Y-Harness (Optional)
1	5368838	Cable As - 8-pin PL-Ready (Alternate to 532-3754)
1	5429452	Cable As - 14-Pin Y-Harness (Optional)
1	5818919	PL542v2 Cellular Radio Software
1	5900178	PL542 Cellular Radio Software

In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 3*****		
1	5323753	Cable As - 14-pin Svc Port (Alternate to 532-3754)
1	5323754	Cable As - 9-pin Svc Port
1	5325452	Cable As - 14-Pin Y-Harness (Optional)
1	5360072	Harness As - 9-Pin Y-Harness (Optional)
1	5368838	Cable As - 8-pin PL-Ready (Alternate to 532-3754)
1	5429452	Cable As - 14-Pin Y-Harness (Optional)
1	5818919	PL542v2 Cellular Radio Software
1	5900178	PL542 Cellular Radio Software

In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 4*****

1	5263054	PL240B Cell Radio Field Install Kit
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In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 5*****

1	5323753	Cable As - 14-pin Svc Port (Alternate to 532-3754)
1	5323754	Cable As - 9-pin Svc Port
1	5325452	Cable As - 14-Pin Y-Harness (Optional)
1	5360072	Harness As - 9-Pin Y-Harness (Optional)
1	5368838	Cable As - 8-pin PL-Ready (Alternate to 532-3754)
1	5429452	Cable As - 14-Pin Y-Harness (Optional)
1	5818919	PL542v2 Cellular Radio Software
1	5900178	PL542 Cellular Radio Software

In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 6*****

1	5263054	PL240B Cell Radio Field Install Kit
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In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 7*****

1	5323753	Cable As - 14-pin Svc Port (Alternate to 532-3754)
1	5323754	Cable As - 9-pin Svc Port
1	5325452	Cable As - 14-Pin Y-Harness (Optional)
1	5360072	Harness As - 9-Pin Y-Harness (Optional)
1	5368838	Cable As - 8-pin PL-Ready (Alternate to 532-3754)
1	5429452	Cable As - 14-Pin Y-Harness (Optional)
1	5818919	PL542v2 Cellular Radio Software
1	5900178	PL542 Cellular Radio Software

In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 8*****

1	5263054	PL240B Cell Radio Field Install Kit
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In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 9*****

1	5323753	Cable As - 14-pin Svc Port (Alternate to 532-3754)
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1	5323754	Cable As - 9-pin Svc Port
---	---------	------------------------------

1	5325452	Cable As - 14-Pin Y-Harness (Optional)
---	---------	--

1	5360072	Harness As - 9-Pin Y-Harness (Optional)
---	---------	---

1	5368838	Cable As - 8-pin PL-Ready (Alternate to 532-3754)
---	---------	---

1	5429452	Cable As - 14-Pin Y-Harness (Optional)
---	---------	--

1	5818919	PL542v2 Cellular Radio Software
---	---------	------------------------------------

1	5900178	PL542 Cellular Radio Software
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In order to allow equitable parts availability to all participating dealers,

please limit your initial parts order to not exceed 7% 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.

*****Group 10*****

1	5263054	PL240B Cell Radio Field Install Kit
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In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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.

*****Group 11*****

1	5323753	Cable As - 14-pin Svc Port (Alternate to 532-3754)
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1	5323754	Cable As - 9-pin Svc Port
---	---------	------------------------------

1	5325452	Cable As - 14-Pin Y-Harness (Optional)
---	---------	--

1	5360072	Harness As - 9-Pin Y-Harness (Optional)
---	---------	---

1	5368838	Cable As - 8-pin PL-Ready (Alternate to 532-3754)
---	---------	---

1	5429452	Cable As - 14-Pin Y-Harness (Optional)
---	---------	--

1	5818919	PL542v2 Cellular Radio Software
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1	5900178	PL542 Cellular Radio Software
In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 7% 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 attached Rework Procedure for the Affected Product.

In addition to the products called out in the Affected Product, an additional list of Caterpillar product and non-Caterpillar product are attached below.

NOTE: Refer to Image 1 and Image 2 below for a list of additional products that may have a Product Link PL241 or PL421 radio system installed. If a product in question is on the list, this program applies. Follow the Parts Needed, Service Claim Allowances, and Rework Procedure associated with Group 1.

NOTE: Refer to Image 3 below for a list of additional products that may have a Product Link PL241 or PL421 radio system installed. If a product in question is on the list, this program applies. Follow the Parts Needed, Service Claim Allowances, and Rework Procedure associated with Group 2.

NOTE: For product in Image 1 through Image 3, file the warranty claim using 99Z00015 as the serial number. Ensure that the Machine Make, Machine Model, and Machine Serial Number are included in the Service Letter claim story. Failure to provide this information in the claim story will result in the claim getting rejected.

Manufacturer	Make Code	Serial Number
ALLMAND	ALM	0174MXH15
ALLMAND	ALM	0545MLV12
ALLMAND	ALM	0244MXH14
ALLMAND	ALM	0650MLV12
ALLMAND	ALM	0175MXH15
ALLMAND	ALM	0655MLV12
ALLMAND	ALM	0242MXH14
ALLMAND	ALM	0651MLV12
ALLMAND	ALM	0091PRO2V12
ALLMAND	ALM	0554ML2V15
ALLMAND	ALM	11-000113
ALLMAND	ALM	0251ML2V13
ALLMAND	ALM	11-000110
ALLMAND	ALM	0077PRO2V12
ALLMAND	ALM	11-000115
BITELLI S.P.A.	BIT	117040511
BITELLI S.P.A.	BIT	B2K00103
BOMAG	BOG	101870511040
CASE/NEW HOLLAND	JIC	NCLM04326
CASE/NEW HOLLAND	JIC	NCLM04343
CMI PAVING	CMI	68011568
DEERE & CO.	DEE	FF225DXKA0501508
Endress	EN1	PEE2572498
EUROCOMACH	E14	C2002132
EUROCOMACH	NEU	AL00602
FORD / NEW HOLLAND	FOR	1FTFX1CF9CFA97177
FORD TRUCK	F51	1FTRX12W88FC13314
FORD TRUCK	F51	1FD0X56T1CEB75899
FORD TRUCK	F51	1FTFXCF2CFC62583
GECO Steel	G60	E4161370
GECO Steel	G60	PB9436

Manufacturer	Make Code	Serial Number
GECO Steel	G60	E4161206
GEHIL COMPANY	GEH	H00041637
GOMACO	GOM	FE51784
HAMM	HAM	H1860359
Haulotte	HA1	CD118013
Haulotte	HA1	CD703219
Haulotte	HA1	CD117579
Haulotte	HA1	AE701763
Haulotte	HA1	2010584
Haulotte	HA1	AE703224
HITACHI	HLL	HCMDEB90H00080608
HYDREMA	HYD	11566
HYDREMA	HYD	11476
JCB	JCB	91612483
JLG INDUSTRIES, INC	J82	0300209713
JLG INDUSTRIES, INC	J82	E300001748
KOMATSU LTD.	KDC	K35186
KOMATSU LTD.	KDC	2203
Kramer	KRA	351030326
KUBOTA CORPORATION	KUD	17363
MAGNUM	M41	173523
MANITOU BF S.A.	MTU	796362
MERCEDES	M18	WDB9062531N578496
MISCELLANEOUS MFGRS	Z99	12-102997-03
MISCELLANEOUS MFGRS	Z99	FIN1TEST
MISCELLANEOUS MFGRS	Z99	CA131226002
MISCELLANEOUS MFGRS	Z99	12-102997-07
MISCELLANEOUS MFGRS	Z99	SW2949-009
MISCELLANEOUS MFGRS	Z99	12-A0076
MISCELLANEOUS MFGRS	Z99	082067
MISCELLANEOUS MFGRS	Z99	817097

Image1

Manufacturer	Make Code	Serial Number
MISCELLANEOUS MFGRS	Z99	RL411-3837
MISCELLANEOUS MFGRS	Z99	N2916
MISCELLANEOUS MFGRS	Z99	393614
MISCELLANEOUS MFGRS	Z99	RL412-140C
MISCELLANEOUS MFGRS	Z99	805714
MISCELLANEOUS MFGRS	Z99	RL411-3796
MISCELLANEOUS MFGRS	Z99	RL411-3812
MISCELLANEOUS MFGRS	Z99	N7574
MISCELLANEOUS MFGRS	Z99	N7860
NEUSON ECOTEC	NEU	2503
NEUSON ECOTEC	NEU	3823
NEUSON ECOTEC	NEU	AL00613
OLYMPIAN	O80	X4P00331
PERKINS	P60	737702S
PETERBILT	P34	1XP5DB9X84D826856
TAKEUCHI MFG. CO. LTD.	TAH	190300038
TEREX CORPORATION	TGE	TW00850841
TEREX CORPORATION	TGE	200076
TEREX CORPORATION	TGE	72896
TEREX CORPORATION	TGE	007000400
THWAITES	THW	SLCM444Z1511D0313
THWAITES	THW	SLCM477Z1408C6975
THWAITES	THW	SLCM477Z1408C6684
THWAITES	THW	SLCM444Z1108C0557
THWAITES	THW	SLCM443Z1703E0316
THWAITES	THW	SLCM444Z1107C0020
THWAITES	THW	SLCM443Z1703E0933
THWAITES	THW	SLCM444Z1411C8409
THWAITES	THW	SLCM444Z1107C0217
THWAITES	THW	SLCM443Z1803E2252
THWAITES	THW	SLCM203Z1708E0326

Manufacturer	Make Code	Serial Number
THWAITES	THW	SLCM444Z1108C0668
THWAITES	THW	SLCM444Z1107C0019
THWAITES	THW	SLCM477Z1408C6866
THWAITES	THW	SLCM203Z1608D6684
THWAITES	THW	SLCM444Z1411C7677
THWAITES	THW	SLCM477Z1508D0556
THWAITES	THW	SLCM444Z1007B9174
THWAITES	THW	SLCM763Z1401C6863
THWAITES	THW	SLCM444Z1311C4706
THWAITES	THW	SLCM444Z1107B9762
THWAITES	THW	SLCM443Z1501D0974
THWAITES	THW	SLCM763Z1503D1394
THWAITES	THW	SLCM443Z1803E2883
UTILEV	YM2	A285J03035M
UTILEV	YM2	A285J03033M
VERMEER	VER	G1000118
VOEGELE AMERICA	V05	8831247
VOEGELE AMERICA	V05	07901721
VOEGELE AMERICA	V05	07901038
VOLVO CONSTRUCTION EQ.	VMG	VCE0A40EC00013027
VOLVO CONSTRUCTION EQ.	VMG	VCE0A30F00082144
VOLVO CONSTRUCTION EQ.	VMG	11284
WACKER CORPORATION	WAC	5088924
WIRTGEN GROUP	WRT	05130297
WIRTGEN GROUP	WRT	140219790644
YANMAR	YAN	50701
ZEPPELIN	ZEa	S5151289

Image2

*****Group 2*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 2						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 3*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 3						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 4*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 4						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 5*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 5						

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

*****Group 6*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 6						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 7*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 7						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 8*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 8						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 9*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 9						

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

*****Group 10*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 10						

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
*****Group 11*****						
0-500000 hrs, 0-720 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.3-hour job for Group 11						

PARTS DISPOSITION

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

Rework Procedure


WARNING

Do not operate or work on this product unless you have read and understood the instruction and warnings in the relevant Operation and Maintenance Manuals and relevant service literature. Failure to follow the instructions or heed the warnings could result in injury or death. Proper care is your responsibility.

Group Number 1 Group Number 2 Group Number 3 Group Number 5 Group Number 7 Group Number 9
Group Number 11

1. Prior to any work on suspected assets visit, log into the Asset in the appropriate UI (VisionLink or My.cat.com) and verify that the RED "Impacted by GPS rollover" banner or Popup is still present on this device. Machines WITH this notice in place Proceed to Step 2. Machines WITHOUT this notice have been remotely updated and should not need further work. They should be reporting properly.

2. Refer to M0077632 installation instructions for all tools required to perform the radio installation, as well as familiarity with the installation process.

3. Work with your PL Admin to unsubscribe the PL421 thru VisionLink store prior to visiting the asset.

Note: The PL542 radio requires a harness to complete the installation. Check the service port in the machine schematic to determine if a 9-pin service connector or a 14-pin service connector is installed on the machine. Some machines may have a 12-Pin Product Link Ready Connector in the machine harness. Select the proper harness assembly for that machine installation as shown in Image 1.1.1.

Note: If using the Cat 12-Pin Product Link Ready connector harness option note that some machines do not follow the Product Link Ready Standard pinout. Compare the pinouts between the machine schematic and the harness pinout as shown in Image 1.1.2. If any differences are noticed then move sockets in the machine harness plug as needed in order to make the proper connections.

Note: A "Product Link(TM) Pro Series PL542 Machine Compatibility Reference" is available showing for most machine models the necessary harness used for a PL542 installation. The web link is:

"<https://dealer.cat.com/PL/PL542InstallationRef>". This link is case sensitive so you will need to type in the link exactly as shown.

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Connector Type	Part Number	Optional Y-Harness
Cat 9-Pin Service Connector	532-3754	536-0072
Cat 14-pin Service Connector	532-3753	542-9452
Cat 12-Pin Product Link Ready Connector	532-5452	N/A
Cat 8-Pin Product Link Ready Connector	536-8838	N/A

Image1.1.1

532-5452 Harness Receptacle Pin Position	Wire Number (Color)	Description
1	118 (RD)	Unswitched Power
2	200 (BK)	Ground
3	---	---
4	---	---
5	893 (GN)	CDL+
6	892 (BU)	CDL-
7	F712 (GN)	CAN/J1939 Low
8	F711 (YL)	CAN/J1939 High
9	---	---
10	---	---
11	---	---
12	---	---

Image1.1.2

At the machine:

4. Locate the existing Product Link PL421 device and completely remove prior to installing the Product Link PL542 radio system.

Note: Complete removal of an existing PL421 is required along with properly sealing and securing unused wiring. If the PL421 is left on-board and accidentally re-enabled by the customer, or another service technician, then conflicting information will get sent from both the old and newly installed device to the back office.

Note: If assistance is needed to locate, remove, or install the Product Link device, contact the Product Link Hardware Support Hotline. Dial the DSN phone number at 309-636-8500 (Americas - North & South), 65-6828-7080 (EAME, APD), 61-738-03-8160 (Australia) 44-33-40-3660 (India) and select Prompt #2.

5. Perform M0077632 installation instructions in full for the Product Link radio system.

6. Make sure to follow the entire process until the device performs a successful communication check.

7. If the device is not communicating, refer to M0079294 to troubleshoot the PL542 installation. Please complete a successful communication check before leaving the machine.

8. Register the device using CAT Activate Phone application. Open Cat Activate and Scan the QR code or search the radio SN. Follow the setup steps on the CAT activate app to set Product ID and Subscription level. For additional instruction on using the CAT activate app please refer to M0077270.

Note: If the Product ID or the Machine SN is not set on the device, the device will register as its own Serial number.

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Caterpillar: Confidential Yellow

Note: If subscription assistance is needed, the PL administrator may leverage Cat Connect Support services to subscribe assets. Please submit assets to be subscribed via email using the template below. The template is available for download at "https://dealer.cat.com/connectivityoffer" under the Dealer Toolkit tab. Cat Connect Support can be reached via phone (866 228 2111 - toll free US & Canada or +1 513 830 1809 - international) or email (CatConnectSupport@cat.com).

9. The PL542 radio device may not have the latest software on-board. Please use Caterpillar's Product Support Customer Relations Management (PSCRM) system to create a "System Technology" event type service request (SR). The Inquiry Type needs to be Product Technologies with the Workgroup/Subsystem = Product Link. In the description field, please use "FOTA Request" and the PL542 software needs to be updated. This will require acknowledgment of Customer consent to proceed with the FOTA prior to submitting to Caterpillar.

Group Number 4 Group Number 6 Group Number 8 Group Number 10

Before going to the Customer Site:

1. Prior to any work on suspected assets visit, log into the Asset in the appropriate UI (VisionLink or My.cat.com) and verify that the RED "Impacted by GPS rollover" banner or Popup is still present on this device. Machines WITH this notice in place Proceed to Step 2. Machines WITHOUT this notice have been remotely updated and do not need repair.

2. Refer to M0081260 installation instructions for all tools required to perform the radio installation, as well as familiarity with the installation process.

At the machine:

3. Connect to the device with Cat Electronic Technician (ET) over RS232 connection and set the Product ID of the PL241 to default (CAT00000).

4. Locate the existing Product Link PL241 device and completely remove prior to installing the Product Link PL240B radio system.

Note: Complete removal of an existing PL241 is required along with properly sealing and securing unused wiring. If the PL241 is left on-board and accidentally re-enabled by the customer, or another service technician, then conflicting information will get sent from both the old and newly installed device to the back office.

Note: If assistance is needed to locate, remove, or install the Product Link device, contact the Product Link Hardware Support Hotline. Dial the DSN phone number at 309-636-8500 (Americas - North & South), 65-6828-7080 (EAME, APD), 61-738-03-8160 (Australia) 44-33-40-3660 (India) and select Prompt #2.

5. Perform M0081260 installation instructions in full for the Product Link

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radio system.

Note: R-term is not an acceptable engine running signal for the PL240B. Please source an alternate engine running input as outlined in special instruction M0081260, section "PL240B Engine Running Input", for detailed information on an acceptable engine running signal.

6. Make sure to follow the entire process until the device performs a successful communication check.

NOTE: The comm check will have to be performed from the back office through the Dealer Service Portal, as it cannot be done from the machine.

7. If the device is not communicating, refer to UENR6983 to troubleshoot the PL240B installation. Please complete a successful communication check before leaving the machine.

8. Power Up the machine and let it run. Registration can be done remotely using CAT Activate Phone application. Open Cat Activate and Scan the QR code or search the radio SN. Follow the setup steps on the CAT activate app to set Product ID and Subscription level. For additional instruction on using the CAT activate app please refer to M0077270.

Note: If subscription assistance is needed, the PL administrator may leverage Cat Connect Support services to subscribe assets. Please submit assets to be subscribed via email using the template below. The template is available for download at <https://dealer.cat.com/connectivityoffer> under the Dealer Toolkit tab. Cat Connect Support can be reached via phone (866 228 2111 - toll free US & Canada or +1 513 830 1809 - international) or email (CatConnectSupport@cat.com).