



Service Information System

Shutdown SIS

Previous Screen

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

Service Letter

PRODUCT SUPPORT PROGRAM FOR REWORKING THE AIR CONTROL VALVE (ACV) CONNECTOR ON CERTAIN CT660 ON HIGHWAY TRUCKS

Media Number -REBE9773-00

Publication Date -10/06/2013

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SERVICE LETTER

10Jun2013

U-245
A-164

Before/After

PRODUCT SUPPORT PROGRAM FOR REWORKING THE AIR CONTROL VALVE (ACV) CONNECTOR ON CERTAIN CT660 ON HIGHWAY TRUCKS

7000

PS43926

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 "PS43926" 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

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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

30Jun2015

PROBLEM

Some ACV connectors were produced with plugs installed backwards in empty connector cavities. This could permit water intrusion, which could short the terminals. This may lead to ACV failure or EGR cooler plugging. This repair will involve reinstalling the plugs in the correct orientation to ensure the connector is tightly sealed.

AFFECTED PRODUCT

Model	Identification Number
CT660	TGT00100-00102 TKL00197-00199, 204-206, 208, 210-213, 215-216, 219-220, 224-227, 232-233, 241-243, 255, 257-258, 261, 264-265, 268-269, 274, 277, 282-283, 285, 287, 289-291, 293-295, 298-299, 301, 304, 323, 339, 378 TRK00810, 812-816, 818-826, 829-836, 840-841, 843-872, 874-904, 906-1121, 1123-1194

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PARTS NEEDED

Qty	Part Number	Description
10	3580269	STRAP-CABLE LOCK
<p>In order to allow equitable parts availability to all participating dealers, please limit your initial parts order to not exceed 32% 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

Refer to Special instruction, REHS8421, "Air Control Valve (ACV) Connector with Plugs Installed Backwards in Empty Connector Cavities".

SERVICE CLAIM ALLOWANCES

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
0-250000 miles, 0-24 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%

NOTE: This is a 0.5-hour job

If there has been a previous repair, part age/hours will apply. Retain a copy of the previous repair invoice in the dealer's records for audit purposes, and specify repair date and machine hours in the "Additional Comments" section of the warranty claim.

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PARTS DISPOSITION

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

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