



**Service Information System**

Shutdown SIS

Previous Screen

Welcome: chrismk2

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

**Service Letter**

**PRODUCT SUPPORT PROGRAM FOR INSTALLING A GROUND WIRE FOR THE AC COMPRESSOR CLUTCH SOLENOID ON CERTAIN CT660 ON HIGHWAY TRUCKS**

Media Number -REBE9970-00

Publication Date -01/08/2013

Date Updated -01/08/2013

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REBE9970-00



**SERVICE LETTER**

01Aug2013

U-345

*Before/After*

**PRODUCT SUPPORT PROGRAM FOR INSTALLING A GROUND WIRE FOR THE AC COMPRESSOR CLUTCH SOLENOID ON CERTAIN CT660 ON HIGHWAY TRUCKS**

7000

PS43978

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 "PS43978" 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

31Aug2016

## PROBLEM

There is not a ground wire to the AC relay coil. The deactivation of the AC compressor clutch solenoid will not work properly. Thermal switch and pressure switches will not work properly and on certain CT660 On Highway Trucks failure of the AC compressor can occur.

## AFFECTED PRODUCT

Model	Identification Number
CT660	TGA00001-00003, 5-6
	TGT00103-00107
	TJS00100
	TKL00432-00435, 446-449, 451-458, 461-462, 464-587, 589, 598
	TRK01236-01237, 1241-1249, 1256-1262, 1264-1361, 1363-1379, 1381-1425, 1428-1429, 1433-1454, 1456-1515, 1517-1520, 1522, 1524-1527, 1529-1553, 1555-1560
	TSY00116, 119-130, 132-133, 135-142

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## PARTS NEEDED

Qty	Part Number	Description
1	14AWG_WIRE	WIRE-WHITE 850mm
1	3962894	TERMINAL-CABLE
1	3962900	TERMINAL-CABLE
<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>		

## ACTION REQUIRED

Install a ground wire for AC relay inside of fuse/breaker panel of the truck. Refer to the attached Rework Procedure.

## 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 1.0-hour job						

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## **PARTS DISPOSITION**

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

### **Rework Procedure**

CT660 A/C COMPRESSOR GROUND REWORK

Issue: Missing ground wire to relay coil that activates/deactivates AC compressor clutch solenoid on CT660 On Highway Trucks built without APADS (Air Conditioning Protection and Diagnostic System).

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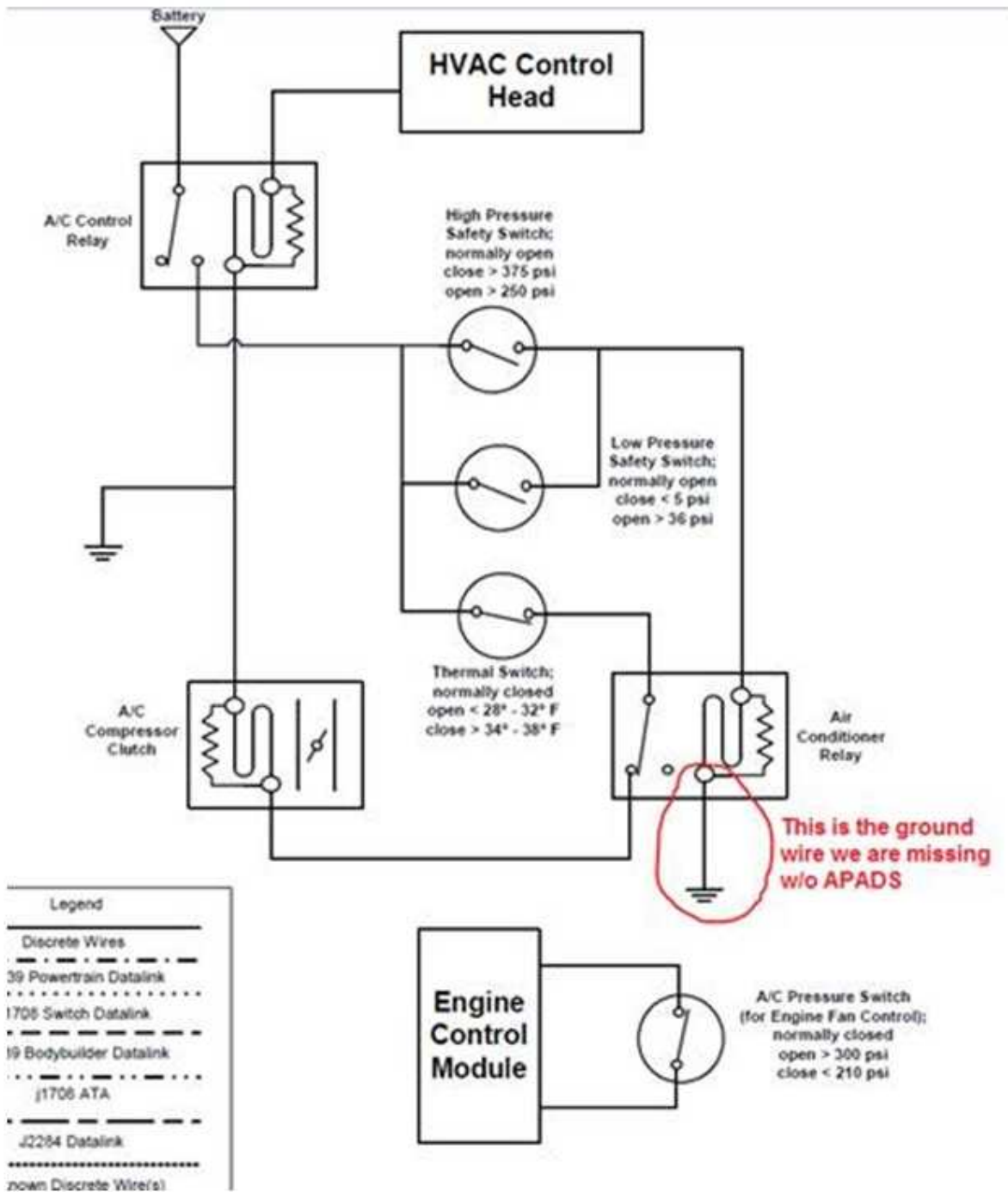


Image1.1.1

Tools/Parts Required:

- 1) Needle-Nose pliers (or equivalent extraction tool)
- 2) Socket tool
- 3) White 14AWG, 850mm wire (Terminated on both ends)
- 4) Fuse Panel 396-2900 Terminal
- 5) Splice Pack 396-2894 Terminal
- 6) Cutter/wire ties for IP harness routing/de-routing

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Rework:

- 1) Construct terminated wire by terminated one end with 396-2900 Terminal and the other end with 396-2894 Terminal.
- 2) Locate empty cavity in FB09, cavity M1-G1. Refer to Image1.3.1 and Image1.3.2.

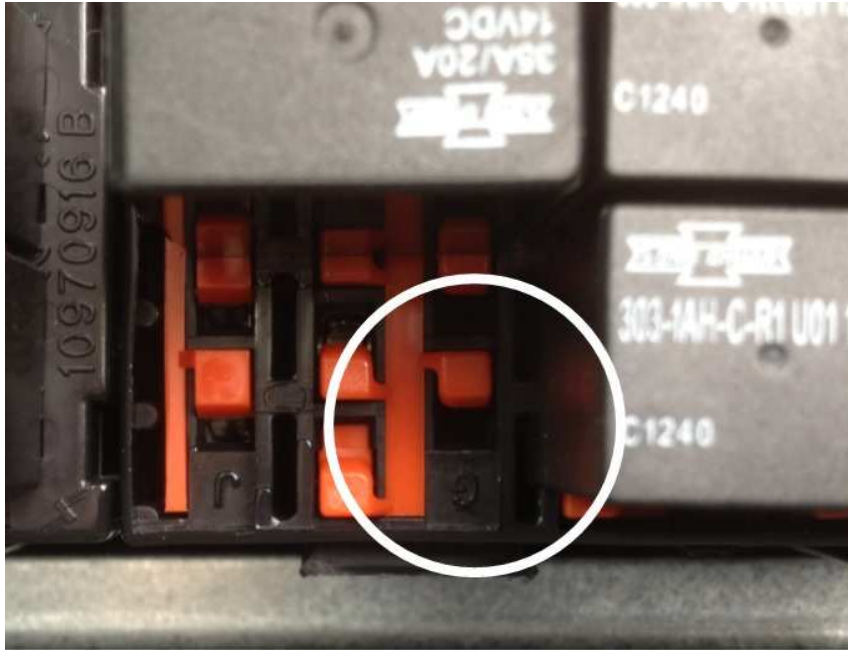


Image1.3.1



Image1.3.2

- 3) Remove the orange lock with a set of needle-nose pliers or similar from the front.
- 4) Remove the fuse panel mounting bolts from the feet using a socket tool.

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- 5) Cut away tie straps that may prevent the fuse panel from easily being removed from inside the trim panels.
- 6) Carefully fold the fuse panel out so the missing wire location is visible and can be worked on.
- 7) Insert a white 14awg wire into cavity M1-G1. Refer to Image1.4.1.



Image1.4.1

- 8) Insert the other end of the white wire to either Ground Splice Pack 453M or 456M (whichever one has a cavity available). Reference Schematic, UNER1839.
- 9) Re-strap the IP harness as it was before rework (unless no tie straps we cut).
- 10) Carefully reinstall fuse panel bolts to the feet of the fuse panel using the socket wrench.
- 11) Re-insert the orange terminal lock to the front of the fuse panel.
- 12) Verify correct operation of the AC compressor system.