



Service Information System

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Welcome: lanets

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

Service Letter

PRODUCT IMPROVEMENT PROGRAM FOR REMOVING 3866732, 3884380, AND 4325262 GAUGE CLUSTERS FROM DEALER PARTS STOCK

Media Number -TEBE1219-00

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Caterpillar: Confidential Yellow

TEBE1219-00



SERVICE LETTER

08Apr2014

U-188
A-141
D-173
O-163

Parts stock action only

PRODUCT IMPROVEMENT PROGRAM FOR REMOVING 3866732, 3884380, AND 4325262 GAUGE CLUSTERS FROM DEALER PARTS STOCK

7750

PI70515

NOTE:

When submitting claim for Parts Stock Action, Use the appropriate 99Z as the s/n, the appropriate Service Letter. lanets
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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

31Jul2014

PROBLEM

The existing 3866732, 3884380, and 4325262 Gauge Clusters can have the needles stick.

ACTION REQUIRED

Remove 3866732, 3884380, and 4325262 Gauge Clusters from dealer parts stock. Refer to the Parts Disposition.

SERVICE CLAIM ALLOWANCES

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

PARTS DISPOSITION

NACD:

Hold all 3866732, 3884380, and 4325262 Gauge Clusters for a Parts Return Request (PRR). A Parts Return Request (PRR) will be issued to you through the Send-It-Back process after the claim is submitted. Make sure to list the service letter program number on the packing slip and include the closed work order paperwork.

EAME, LACD, and APD:

Hold all 3866732, 3884380, and 4325262 Gauge Clusters for 30 days for a possible Parts Return Request (PRR). Make sure to list the service letter program number on the packing slip and include the closed work order paperwork.

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letter program number on the packing slip and include the closed work order paperwork.

If a Parts Return Request (PRR) is not issued to you after 30 days through the Send-It-Back process, handle the parts in accordance with your warranty bulletin on warranty parts handling.

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