



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 REPLACING ENGINE CONTROL MODULE ON CERTAIN C9 ON-HIGHWAY ENGINES

Media Number -TEBE9359-00

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Date Updated -2019/06/25

Caterpillar: Confidential Yellow

TEBE9359-00



SERVICE LETTER

25Jun2019

N020

Before/After
(Limited distribution)

PRODUCT SUPPORT PROGRAM FOR REPLACING ENGINE CONTROL MODULE ON CERTAIN C9 **ON-HIGHWAY** ENGINES

1920 1901

PS46303

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.

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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 "PS46303" 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.

TERMINATION DATE

30Jun2021

PROBLEM

The existing engine control module can cause engine stumble during warm up on certain C9 **On-highway** Engines. If the existing ECM Fails it can/will cause an issue with the alternator elevated speed operations and speed drop out during cold warm up.

AFFECTED PRODUCT

Model	Identification Number
C9	LFE04310-04316, 4383-4384, 4387-4390, 4392-4395, 4398-4403, 4405-4407, 4409-4443, 4445-4532

PARTS NEEDED

Qty	Part Number	Description
1	5220297	ENGINE SOFTWARE

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1	ENGINEECM	ENGINE ECM (See Action Required)
<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

The engine ECM should have already been provided to the dealer. If a dealer does not have the engine ECM, have the Dealer Technical Communicator (TC) submit a request for the engine ECM to CPI number 447588 through CPI Feedback within the Service Information Management System (SIMSi).

Replace existing engine ECM with the new engine ECM. Once the engine ECM is installed, then flash the engine ECM with the software listed in the Parts Needed or the latest available on SIS Web.

SERVICE CLAIM ALLOWANCES

Product smu/age whichever comes first	Caterpillar		Dealer Suggested		Customer Suggested	
	Parts %	Labor Hrs%	Parts %	Labor Hrs%	Parts %	Labor Hrs%
0-7000 hrs, 0-34 mo	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
NOTE: This is a 1.0-hour job						
Reasonable travel time and mileage is allowed.						

PARTS DISPOSITION

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

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