



Jacobs Engine Brake™ Service Letter E463

SUBJECT: Caterpillar Model 349A Extended Coverage.

MODELS AFFECTED: Model 349A

DATE: June 20, 1997

Situation _____

At Jacobs Vehicle Systems, we strive to provide the highest quality, best performance, and best value for our customers. Despite our best efforts, we feel we were unable to maintain these high standards on some of the components used in our model 349A Engine Brakes. Some of the earlier brakes are also now nearing the end of the standard warranty period.

We have made significant strides in increasing the reliability and durability of these components, however we are concerned that housing assemblies made before serial number J25759 may not contain the latest parts. As a result of this situation, we have elected to provide extended coverage on these housings and their components. This extension provides coverage out to 5 years / 500,000 Miles.

Impact _____

The housing assemblies and internal components of model 349A engine brakes below serial number J25759 are now covered for up to 5 Years / 500,000 miles. Please note the conditions and limitations listed below.

Models Affected:	Model 349A engine brake housing assemblies below Serial Number J25759.
Parties Covered:	First retail buyers of model 349A engine brakes.
Coverage Extension:	From 3 years/300,000 miles to 5 years/500,000 miles from the first retail installations of the engine brake for both "New Truck" and "Used Truck" installations.

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Components Covered: Housing assemblies, including all internal components, such as: control valves, control valve springs, covers, spacers, retaining rings, check valves, delay pistons, delay piston caps, plugs, seal rings, springs, master pistons, master piston springs, screws, slave pistons, slave piston springs, retainers, retaining rings, adjusting screws, trigger valves, trigger springs, caps, and solenoids.

Components Not Covered: All components not contained in the housing, including attaching parts, rocker adjusting screws, hold down bolts, supports, spacers, controls, wiring, switches, terminals, etc.

Coverage Applications: Applicable upon failure of any of the covered components in 349A engine brakes below serial number J25759.

Previous Communications: Service Letters 440, 420, 414, 411, 398, 389, 369, and 368R, are now obsolete, and the information they contain should be disregarded.

Service Information

Replacement Quantity: If a part fails, replace every like part on the engine. However, if a component of the control valve system fails, install a P/N 024640 Control Valve Spring Group. For example, if an engine brake experiences a check valve failure, all six check valves must be replaced. If a control valve spring fails, a P/N 024640 Control Valve Spring Group must be installed.

Replacement Parts: Parts manual 018311 B, revised 5/97, contains the latest parts information as of the date of this letter. The latest parts must be used to qualify for this program. Any changes to this parts manual will be addressed by service letter, or subsequent revision of the parts manual.

Warranty

How to file: Reimbursement for repairs made under this extended coverage will be made through the Jacobs Warranty System following normal warranty claim submittal and processing procedures. The following critical data must be included on the claim forms for extended coverage reimbursement:

Required Comments:

"Repaired per #CAT0197"