



An Oshkosh Truck Corporation Company

SERVICE LETTER

Reference: CAT0902

April 1, 2009

BEFORE/AFTER FAILURE

PRODUCT SUPPORT PROGRAM FOR UPDATE OF LIFTING HOOK LOAD CHARTS FOR CERTAIN MODEL TL642, TL943, AND TL1255 TELEHANDLERS

ATTENTION: *The decision to apply this program must be made by the Dealer prior to the referenced termination date. Do not perform this program after the termination date without first contacting your product support representative.*

PROGRAM TERMINATION DATE:

October 1, 2009

PROBLEM:

The original load charts on certain Model TL642, TL943, and TL1255 Telehandlers improperly reflected a maximum lifting capacity of 2000 lb (or 907 kg) for the lifting hook attachment. This capacity rating is lower than the allowable amount for this attachment. An updated load chart is available with a revised and upgraded lifting capacity for each of the affected telehandler models.

APPLICABLE PRODUCTS:

This issue affects certain CAT Telehandlers manufactured by JLG Industries, Inc. The affected serial numbers are as follows:

Model	Serial Numbers
TL642	TBK00100 to TBK01087
TL943	TBL00100 to TBL01463
TL1255	TBN00100 to TBN00550

PARTS NEEDED:

Order the appropriate load charts, based upon whether the unit is equipped with outriggers. The part numbers for the replacement load charts are listed below:

Model	Qty.	<u>With</u> Outriggers		<u>Without</u> Outriggers	
		Standard*	Metric*	Standard*	Metric*
TL642	1	339-9603 and 339-9594	339-9604 and 339-9596	339-9620	339-9595
TL943	1	339-9605 and 339-9598	339-9606 and 339-9600	339-9597	339-9599
TL1255	1	339-9607 and 339-9601	339-9608 and 339-9602	N/A	N/A

** IMPORTANT – Order either “Standard” or “Metric”, not both.*

ACTION REQUIRED:

Remove the existing load charts from the holder. Remove the existing lifting hook attachment load chart and replace with the referenced updated charts. Render the original load charts illegible and discard to prevent further use.

SERVICE CLAIM ALLOWANCES:

To receive reimbursement, file a service claim through the normal CAT service claims process. When filing this claim through the CAT system, use the following codes in the appropriate input fields:

Input Field	Before Failure	After Failure
Part Causing Failure	CAT0902	CAT0902
Group Number	7405	7405
Warranty Claim Description	56	96
SIMS Description Code	T	Z

The reimbursement terms of this program are as follows:

JLG		Dealer Suggested		Customer Suggested	
Parts %	Labor Hrs %	Parts %	Labor Hrs %	Parts %	Labor Hrs %
100%	100%	0%	0%	0%	0%
Labor Time - up to 0.2 hours					