



An Oshkosh Truck Corporation Company

SERVICE LETTER

Reference: CAT0891

October 1, 2008

BEFORE FAILURE

PRODUCT SUPPORT PROGRAM FOR AXLE PINION FAILURES ON CERTAIN MODEL TL1055 AND TL1255 TELEHANDLERS

ATTENTION: *This program can be administered before this problem occurs. The decision to apply this program must be made by the Dealer prior to the referenced termination date. Do not perform the work outlined in this Service Letter after the termination date without first contacting your product support representative.*

PROGRAM TERMINATION DATE:

September 1, 2010

PROBLEM:

In continuous roading applications, the axles of certain Model TL1055 and TL1255 Telehandlers could develop a condition leading to insufficient lubrication at the pinion bearing. This lack of lubrication may ultimately lead to pinion bearing failure. To protect against this condition, update the axle in accordance with the enclosed instructions.

AFFECTED PRODUCTS:

This issue affects certain CAT Telehandlers manufactured by JLG Industries, Inc. The affected serial number range is as follows:

Model	Affected Serial Number Range
TL1055	TBM00100 to TBM00983
TL1255	TBN00100 to TBN00498

PARTS NEEDED:

To update the axle, the following parts must be ordered:

Models	Qty	Description	Part Number
TL1055, TL1255	1	Axle Update Kit	337-9292

ACTION REQUIRED:

To protect against pinion failure in roading applications, update the front axles at the next service interval in accordance with the enclosed Axle Update Procedure.

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, enter the axle serial number in the “Story” section of the warranty claim form. Use the following codes in the appropriate input fields:

Input Field	Before Failure Codes
Part Causing Failure	CAT0891
Group Number	3282
Warranty Claim Description	56
SIMS Description Code	T

IMPORTANT – The axle serial number is required on each claim prior to approval. Put this serial number in the “Story” section of the warranty claim form.

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 1.0 hour					

PARTS DISPOSITION:

Handle the parts in accordance with Warranty Bulletin No. 7.11.

Enclosures:

Axle Update Procedure

Axle Update Procedure for TL1055 and TL1255

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Parts Required:

Axle Update Kit - #337-9292, Qty. 1

IMPORTANT: Use all applicable safety precautions while working on machine.

Procedure:

1. Prepare machine for servicing. Park the machine on a firm, level surface with boom lowered and fully retracted. Place travel select lever in the (N) NEUTRAL position and engage the parking brake. Shut engine OFF and chock a wheel.
2. Identify the check level plug on the front of the front axle as shown below.
3. Remove the check level plug. Use a suitable container to capture any fluid.
4. Ensure copper washer is on the elbow fitting (#337-9292) and install the fitting into threaded hole from original check level plug. Tighten elbow fitting to 35-40 ft-lbs (47-54 N-m). Orient elbow with cap pointing upwards as shown below.
5. This elbow fitting is the new oil check level hole. Remove cap from the fitting.
6. Identify/remove the oil fill plug as shown below. Slowly add about 4 to 5 quarts (4-5 liters) of axle oil (type as specified in the Operation and Maintenance Manual) through the fill plug hole and wait several minutes for oil to settle.
7. Check the level of the oil through the new check level hole (fitting). Add oil through the fill plug hole until the oil level is even with top of the hole, as shown below. The new capacity is 21 quarts (20 liters).
8. Once the proper oil level is achieved, install and tighten both the oil fill plug and check level cap to 35-40 ft-lbs (47-54 N-m).

