



# Service Letter

**Service Letter No. 408R  
August, 1995**

**SUBJECT: Housing Exchange Program #CAT0194  
(revises Service Letter No. 408 dated October, 1994)**

**MODELS AFFECTED: 310A with Housing Serial Numbers  
AF001000 to AF009102**

During the course of our continuous testing and monitoring of our products, Jacobs has discovered that some users may have received Jake Brake® Model 310A retarders which do not deliver advertised maximum retarding power. Testing of these early units indicate performance of 275 retarding horsepower at 2100 rpm, while our published performance is 320 retarding horsepower at 2100 rpm (per SAE standard J1621). The affected housings have serial numbers between AF001000 and AF009102, and are on Caterpillar® 3176B engines with serial numbers 9CK1822 to 9CK6627.

Although we have not had unusual performance complaints nor inquiries from Model 310A owners, Jacobs feels that we have not met our performance commitment to the customer. Therefore, we have instituted a rework program to allow the exchange of these Model 310A housing assemblies for those that provide full retarding performance.

This situation affects performance only and not reliability. We have applied our standard endurance test to these early kits, and they passed without any failure. Therefore, we expect no changes in the reliability or durability of these kits.

The Jacobs Regional Sales Managers are working through a list of known customers to make arrangements for the exchange. However, since the returned housings are needed for future exchanges, it will take several months to schedule each customer. The specifics of the exchange program are detailed in a letter sent to the Jacobs Warehouse Distributors. Note that the exchange program only applies to the engine serial numbers **9CK1822 to 9CK6627** and the rework kit is only to be used for this program.

**NOTE:**

HOUSINGS WHICH HAVE NOT BEEN REWORKED (WITH SERIAL NUMBERS AF001000 TO AF009102) ON CATERPILLAR 3176B ENGINES (SERIAL NUMBERS 9CK1822 TO 9CK6627) WILL HAVE AN UNUSUAL AMOUNT OF OIL DISCHARGED FROM THE CONTROL VALVES ONTO THE TOP OF THE HOUSING DURING OPERATION. THIS IN ITSELF DOES NOT INDICATE A CONTROL VALVE OR HOUSING PROBLEM. HOUSINGS IN THIS SERIAL NUMBER RANGE RETURNED FOR CONTROL VALVE LEAKAGE AND NO OTHER IDENTIFIABLE FAILURE MODE WILL NOT BE REPLACED UNDER WARRANTY, AND CLAIMS FOR CONTROL VALVE LEAKAGE WILL BE DENIED.

Housings which have been reworked will have an "R" stamped after the housing serial number. The customer's warranty period and date in service will remain the same.

Please contact your Jacobs Warehouse Distributor or Regional Sales Manager if you need more information on the exchange program.

**THE HOUSING EXCHANGE PROGRAM #CAT0194  
HAS BEEN EXTENDED.  
THE NEW END DATE FOR THIS PROGRAM  
WILL BE JANUARY 1, 1996.**