

# CPI: 397779 C9.3, PUMP GP-WATER-Gp, PUMP GP-WATER -B, LEAKS WATER, (3381148 & 20R0953)

**(Status Updated: 26Apr2018)**

**CPI Number:** 397779  
**Status:** Open , Active  
**6 Sigma Phase:** Improve  
**Commercial Impact:**  
**Initial Project Activation Date:** 07Aug2017  
**Target Completion Date:** 19Jul2018

## Models: [\(More...\)](#)

(12M 2),	(12M 3),	(140),	(140 AWD),	(140M 2),	(140M 3),	(160M 2),	(160M 3),
(1706),	(336),	(336E),	(336E H),	(336E L),	(336E L H),	(336E L OEM),	(336E LN),
(336E LN H),	(336E OEM),	(336F),	(336F L),	(336F L H),	(336F L OEM),	(336F LN),	(336F LN H),
(336F LNxE),	(336F LXE),	(336F OEM),	(336F XE),	(336F XE OEM),	(340),	(568 GF),	(568 LL),
(627H),	(627K),	(637K),	(725C 2),	(966K),	(966K XE),	(966L),	(966M),

## Symptom/Description:

Water pump leaks Through the Weep hole Leaking water pumps through the weep hole on certain machines Forestry, Wheel Tractor Scrapers, Motor Graders & Medium Wheel Loader

## Part Number:

20R-0953 (PUMP GP-WATER) 338-1148 (PUMP GP-WATER -B) 350-5417 (SEAL AS-WTR PUMP)  
 397-1832 (SHAFT AS) 557-9567 (PUMP GP-WATER -B)

## Dealer Status:

A PCA solution has been developed and CPI team is working with pump supplier to confirm PCA pumps availability & with PCA production pump implementation planned for maid July 2018 and Parts Service available shortly thereafter. Please tune back for more update.

## Interim Action Info:

**Repair Type:** Field

**Repair Action:** Caterpillar is aware of this problem, but an Interim Repair has not been defined. Please replace with same part.

**Repair Eff S/N:** 3ZR[00001-99999],5MR[00001-99999],5PR[00001-99999],6FR[00001-99999],A8P[00394-99999],AFD[00001-99999],BMK[00001-99999],BNL[00001-99999],BPK[00001-99999],BRB[00345-99999],D7R[00001-99999],DBW[00001-99999],DSH[00001-99999],DYC[00446-99999],EDW[00213-99999],EMM[00001-99999],F9B[00001-99999],F9M[00001-99999],JPR[00325-99999],KJP[00724-99999],LAZ[00001-99999],LCT[00001-99999],M9D[00001-99999],M9J[02399-99999],N9D[00261-99999],N9F[00185-

99999],N9J[00165-99999],N9R[00101-99999],NGX[00001-99999],P6C[00318-99999],PBG[00001-99999],PEM[00001-99999],R7B[00001-99999],R7S[00001-99999],R9G[00356-99999],R9L[00252-99999],R9M[00538-99999],R9P[00195-99999],R9S[00351-99999],R9T[00344-99999],RHT[00001-99999],SSS[00001-99999],TFS[01341-99999],YJX[00129-99999],Z4W[00734-99999],BMH[00001-99999],A78[00001-99999],NGK[00001-99999],T3Z[00001-99999],N9K[00001-99999],GNY[00001-99999],HKA[00001-99999],JEA[00001-99999],KSB[00001-99999],M8W[00001-99999],N9M[00001-99999],RA9[00001-99999],YJW[00001-99999],DPX[00001-99999],AG9[00001-99999],BZD[00001-99999],MDB[00001-99999],HR9[00001-99999],N9L[00001-99999],WCF[00001-99999],RAD[00001-99999],HFE[00001-99999],NBS[00001-99999],B8P[00001-99999],CMR[00001-99999],C93[00001-99999],NGL[00001-99999],STE[00001-99999],CA9[00001-99999],TSM[00001-99999],99Z[00001-99999],NJ9[00001-99999],RCW[00001-99999],B35[00001-99999],LF9[00001-99999],TMZ[00001-99999],SGA[00001-99999],FJH[00001-99999],NDY[00001-99999],SGT[00001-99999],EJJ[00001-99999],LNC[00001-99999],C9S[00001-99999],XCR[00001-99999],WTX[00001-99999],SA9[00001-99999],RRK[00001-99999],YCE[00001-99999],LTT[00001-99999],KTW[00001-99999],HDW[00001-99999],KZA[00001-99999],DFY[00001-99999],L68[00001-99999],M5S[00001-99999],KGH[00001-99999],KED[00001-99999],N94[00001-99999],SSL[00001-99999],LJY[00001-99999],GF8[00001-99999],WTT[00001-99999],NBL[00001-99999],PLR[00001-99999],HZL[00001-99999],RFB[00001-99999],DZL[00001-99999],GDY[00001-99999],A5S[00001-99999],MTT[00001-99999],TPL[00001-99999],JRW[00001-99999],GMS[00001-99999],NGH[00001-99999],SG7[00001-99999],MKL[00001-99999],N1F[00001-99999],LA9[00001-99999],NA9[00001-99999],FL2[00001-99999],GZ9[00001-99999],N9P[00001-99999],TAN[00001-99999],WES[00001-99999],GGN[00001-99999],L8E[00001-99999],HLY[00001-99999],AN3[00001-99999],L9S[00001-99999],2T3[00001-99999],KFT[00001-99999],NAJ[00001-99999],MH7[00001-99999],WGF[00001-99999],KMT[00001-99999],NGW[00001-99999],CS9[00001-99999],N9T[00001-99999],DSZ[00001-99999],WTZ[00001-99999],MEL[00001-99999],J3T[00001-99999],WTC[00001-99999],CP9[00001-99999],PFL[00001-99999],RBC[00001-99999],SLJ[00001-99999],L8R[00001-99999],7C9[00001-99999],LTW[00001-99999],DKF[00001-99999],N9G[00001-99999],PAY[00001-99999],M9M[00001-99999],DKS[00001-99999],NMA[00001-99999],K2R[00001-99999],WLM[00001-99999],YBH[00001-99999],MBS[00001-99999],YBN[00001-99999],JH9[00001-99999],TMK[00001-99999],LMM[00001-99999],EJA[00001-99999],NEC[00001-99999],KWA[00001-99999],JHD[00001-99999],YEP[00001-99999],GTJ[00001-99999],FRS[00001-99999],MTW[00001-99999],JNM[00001-99999],DPW[00001-99999],GMK[00001-99999],D9N[00001-99999],WDN[00001-99999],WGN[00001-99999],P73[00001-99999],MD7[00001-99999],DTD[00001-99999],SG8[00001-99999],C9N[00001-99999],2L6[00001-99999],N9B[00001-99999],R8D[00001-99999],ZJB[00001-99999],B34[00001-99999],DK9[00001-99999],SSN[00001-99999],TJA[00001-99999],JDP[00001-99999],LSJ[00001-99999],WTN[00001-99999],FSL[00001-99999],JML[00001-99999],JRJ[00001-99999],SSH[00001-99999],LRG[00001-99999],WRN[00001-99999],KTM[00001-99999],KMR[00001-99999],KCS[00001-99999],YFD[00001-99999],DSW[00001-99999],KDL[00001-99999],JZC[00001-99999],RZA[00001-99999],SCG[00001-99999],N95[00001-99999],BZY[00001-99999],LTP[00001-99999],WTS[00001-99999],D5M[00001-99999],WGY[00001-99999],SG5[00001-99999],PWB[00001-99999],LCL[00001-99999],WTY[00001-99999],CR3[00001-99999],CG8[00001-99999],G42[00001-99999],XEC[00001-99999],N9E[00001-99999],HYT[00001-99999],B39[00001-99999],TPN[00001-99999],TEG[00001-99999],SGZ[00001-99999],P72[00001-99999],FEL[00001-99999],HTZ[00001-99999],AK7[00001-99999],RKB[00001-99999],ZBJ[00001-99999],TJE[00001-99999],TZA[00001-99999],R1Z[00001-99999],TMY[00001-99999],M9G[00001-99999],K1R[00001-99999],ES9[00001-99999]

**Pub Type:** No Data Available.

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[00001-99999],WTX[00001-99999],SA9[00001-99999],RRK[00001-99999],YCE[00001-99999],LTT[00001-99999],KTW[00001-99999],HDW[00001-99999],KZA[00001-99999],DFY[00001-99999],L68[00001-99999],M5S[00001-99999],KGH[00001-99999],KED[00001-99999],N94[00001-99999],SSL[00001-99999],LJY[00001-99999],GF8[00001-99999],WTT[00001-99999],NBL[00001-99999],PLR[00001-99999],HZL[00001-99999],RFB[00001-99999],DZL[00001-99999],GDY[00001-99999],A5S[00001-99999],MTT[00001-99999],TPL[00001-99999],JRW[00001-99999],GMS[00001-99999],NGH[00001-99999],SG7[00001-99999],MKL[00001-99999],N1F[00001-99999],LA9[00001-99999],NA9[00001-99999],FL2[00001-99999],GZ9[00001-99999],N9P[00001-99999],TAN[00001-99999],WES[00001-99999],GGN[00001-99999],L8E[00001-99999],HLY[00001-99999],AN3[00001-99999],L9S[00001-99999],2T3[00001-99999],KFT[00001-99999],NAJ[00001-99999],MH7[00001-99999],WGF[00001-99999],KMT[00001-99999],NGW[00001-99999],CS9[00001-99999],N9T[00001-99999],DSZ[00001-99999],WTZ[00001-99999],MEL[00001-99999],J3T[00001-99999],WTC[00001-99999],CP9[00001-99999],PFL[00001-99999],RBC[00001-99999],SLJ[00001-99999],L8R[00001-99999],7C9[00001-99999],LTW[00001-99999],DKF[00001-99999],N9G[00001-99999],PAY[00001-99999],M9M[00001-99999],DKS[00001-99999],NMA[00001-99999],K2R[00001-99999],WLM[00001-99999],YBH[00001-99999],MB5[00001-99999],YBN[00001-99999],JH9[00001-99999],TMK[00001-99999],LMM[00001-99999],EJA[00001-99999],NEC[00001-99999],KWA[00001-99999],JHD[00001-99999],YEP[00001-99999],GTJ[00001-99999],FRS[00001-99999],MTW[00001-99999],JNM[00001-99999],DPW[00001-99999],GMK[00001-99999],D9N[00001-99999],WDN[00001-99999],WGN[00001-99999],P73[00001-99999],MD7[00001-99999],DTD[00001-99999],SG8[00001-99999],C9N[00001-99999],2L6[00001-99999],N9B[00001-99999],R8D[00001-99999],ZJB[00001-99999],B34[00001-99999],DK9[00001-99999],SSN[00001-99999],TJA[00001-99999],JDP[00001-99999],LSJ[00001-99999],WTN[00001-99999],FSL[00001-99999],JML[00001-99999],JRJ[00001-99999],SSH[00001-99999],LRG[00001-99999],WRN[00001-99999],KTM[00001-99999],KMR[00001-99999],KCS[00001-99999],YFD[00001-99999],DSW[00001-99999],KDL[00001-99999],JZC[00001-99999],RZA[00001-99999],SCG[00001-99999],N95[00001-99999],BZY[00001-99999],LTP[00001-99999],WTS[00001-99999],D5M[00001-99999],WGY[00001-99999],SG5[00001-99999],PWB[00001-99999],LCL[00001-99999],WTY[00001-99999],CR3[00001-99999],CG8[00001-99999],G42[00001-99999],XEC[00001-99999],N9E[00001-99999],HYT[00001-99999],B39[00001-99999],TPN[00001-99999],TEG[00001-99999],SGZ[00001-99999],P72[00001-99999],FEL[00001-99999],HTZ[00001-99999],AK7[00001-99999],RKB[00001-99999],ZBJ[00001-99999],TJE[00001-99999],TZA[00001-99999],R1Z[00001-99999],TMY[00001-99999],M9G[00001-99999],K1R[00001-99999],ES9[00001-99999]

**Pub Type:** No Data Available.

**Pub Number:** No Data Available.

**Pub Date:** No Data Available.

## Root Cause:

1: Internal Pump housing feature causing water to pool in pump housing cavity which leads to bearing damage and ultimately water Pump Seal damage

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**Caterpillar Confidential:** Yellow

[CPI IT Help Desk](#)

[Data Privacy](#)

**Last Updated:** Thu May 3 11:22:41 CDT 2018

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