Unfortunately, we have recently learned about an issue impacting software inside certain Cat Product Link™ devices in relation to GPS time rollover occurrences. There is a problem with the time conversion software inside certain Product Link devices. Product Link devices use GPS satellites to provide both location and time. Without intervention, when this happens, the Product Link software will not correctly interpret the timestamp. The effects to you could range from devices sending messages stamped with an incorrect date to not sending a GPS locations or other data at all. Product Link devices might also fail to provide geo-fence alters, appear as non-reporting, show improper asset utilization, or not provide a location. **No impact to machine operation, grade control, or payload functionality is expected as a result of the GPS Time Rollover Occurrence.**

**THE FOLLOWING PRODUCT LINK MODELS WILL BE AFFECTED**

- PL121
- PL321
- PL241
- PL420/421
- PL641

Your Product Link device will need to be given a software flash over that air update or replaced as a software flash may not successfully resolve the issue. Caterpillar will release a software update for the Product Link devices installed on your equipment. This will only update your Product Link device. Your equipment will continue to run as normal during this process. Our Product Link Administrator or Field Service Department will contact you in the very near future to schedule the replacement (if needed).


If you have any questions, please contact

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