

**T680/T880 Eaton Endurant and PACCAR Transmission
Neutral Start Issue**

Author:

5/8/2018

Title	Recall 17KWF: T680/T880 Eaton Endurant and PACCAR Transmission Neutral Start Issue
Search Words	
Bulletin No.	17KWF
What's New Abstract	Safety Recall – Under certain conditions, the engine may be started with the transmission shift lever in the forward or reverse mode, which could result in unexpected movement causing a crash or injury. A transmission software update is available to remedy the defect. Dealers cannot sell or deliver chassis that are on the chassis list until after the software update has been installed.
Supplier	Eaton
Description	T680/T880 Eaton Endurant and PACCAR Transmission Neutral Start Issue
Release Date	
Introduction	<p>Certain 2018 and 2019 model year Kenworth T680 and T880 chassis do not conform with the standard in Federal Motor Vehicle Safety Standard (FMVSS) [Canada Motor Vehicle Safety Standard (CMVSS)]¹⁰² - Transmission shift position sequence, starter interlock, and transmission braking effect [Transmission Control Functions] that requires the engine starter to “be inoperative when the transmission shift position is in a forward or reverse drive position.”</p> <p>The vehicle may move without warning if the engine is started with the transmission shift lever in gear (Drive or Reverse) without the parking brake or service brake applied. Unexpected movement could result in a crash or injury.</p>
Situation	<p>565 chassis (546 US and 19 Canada) T680 and T880 chassis manufactured between June 19, 2017 and December 21, 2017 with either an Eaton Endurant or a PACCAR Transmission.</p> <p>This draft chassis list will be updated as more up to date information becomes available.</p>


Resolution	<p>Campaign</p> <p>Service all chassis affected that enter your dealership.</p> <ol style="list-style-type: none"> 1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. 2. Review the DWWC or SIR for “Complete” next to the “17KWF” campaign code prior to performing this repair. 3. Follow the procedures below to update the Transmission Control Module (TCM) transmission software.
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It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

Warranty	<p>There is no time or mileage limit for this recall. Kenworth will pay for labor:</p> <ul style="list-style-type: none"> • 0.5 hours labor to reprogram the Transmission Control Module (TCM). Use Quick Claim Code 17KWF. • File a long claim for extraordinary circumstances (which must be explained). <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="4">CLAIM CODING</th> </tr> </thead> <tbody> <tr> <td>Failure Location:</td> <td>026-015-012</td> <td>Work Accomplished:</td> <td>58</td> </tr> <tr> <td>Failure Type:</td> <td>363</td> <td>Responsibility Code:</td> <td>05</td> </tr> <tr> <td>SRT Code:</td> <td>026-500</td> <td>Claim Type:</td> <td>C</td> </tr> <tr> <td>Vendor Code:</td> <td>05679CA</td> <td></td> <td></td> </tr> </tbody> </table>	CLAIM CODING				Failure Location:	026-015-012	Work Accomplished:	58	Failure Type:	363	Responsibility Code:	05	SRT Code:	026-500	Claim Type:	C	Vendor Code:	05679CA		
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Parts	
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Labor	
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<p>Procedure</p>	<p>The National Traffic and Motor Vehicle Safety Act and Canadian Motor Vehicle Safety Act require dealers to ensure that all new and used vehicles are free of safety defects and comply with applicable safety standards at the time of delivery to the purchaser.</p> <p>See the attached repair procedure for instructions to update the TCM transmission software to version 5516004 using Eaton ServiceRanger.</p> <div data-bbox="380 434 1533 527" style="border: 1px solid black; padding: 5px;"> <p> NOTE</p> </div> <div data-bbox="380 527 1533 653" style="border: 1px solid black; padding: 5px;"> <p>DAVIE4 cannot be used to program the PACCAR Transmission at this time. Eaton ServiceRanger can be used to program the Eaton Endurant and PACCAR Transmission.</p> </div>
<p>Shipping</p>	
<p>Freight</p>	
<p>Contact</p>	
<p>Attachments</p>	<p>Dealer\Chassis List Transmission Programming Instruction Customer Letter</p>