

Eaton UltraShift/Fuller Advantage D-N-R display may not match Gear Selection

Author:

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Title	18KWA: Eaton UltraShift/Fuller Advantage D-N-R display may not match Gear Selection
Search Words	
Bulletin No.	
What's New Abstract	Safety Recall - The D-N-R Display May Not Match the Gear Selection on the Right Hand Stalk Shifter with Eaton UltraShift PLUS or Fuller Advantage Transmissions. A calibration update is available to resolve the issue.
Supplier	Eaton
Description	Recall 18KWA: The D-N-R (Drive-Neutral-Reverse) Display May Not Match the Gear Selection on the Right Hand (RH) Stalk Shifter with Eaton UltraShift PLUS and Fuller Advantage Transmissions.
Release Date	
Introduction	<p>Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain T680 and T880 chassis manufactured from November 16, 2016 through December 22, 2017 with an Eaton UltraShift PLUS or Fuller Advantage transmission.</p> <p>The transmission fails to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 102 , "Transmission Shift Lever Sequence/Starter Interlock/Transmission Braking Effect," and number 101, "Control and Displays." The D-N-R dash display may not match the gear selected on the RH Stalk Shifter.</p> <p>In the situation described above, the transmission itself will remain in neutral until the service brake (i.e. foot valve) is applied and the RH Stalk Shifter is cycled through the "N" (neutral) position and then back into gear (i.e. "D" or "R").</p> <p>There is NOT a risk of unintended movement of the vehicle. If the vehicle does not move when expected, there may be an increased risk of a crash.</p>
Situation	1396 chassis (1293 U.S. and 103 Canada)T680 and T880 built from 11/16/2016 through 12/22/2017 equipped with an Eaton UltraShift PLUS or Fuller Advantage transmission.

Resolution	<p>Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.</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 “18KWA” campaign code prior to performing this repair. 3. Follow the procedures below to reprogram the Transmission Control Module (TCM). 																				
<p>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.</p>																					
Warranty	<p>There is no time or mileage limit for this recall. Kenworth will pay for labor:</p> <ul style="list-style-type: none"> • 0.50 hours labor to reprogram the Transmission Control Module (TCM). Use Quick Claim Code 18KWA. • File a long claim for extraordinary circumstances (which must be explained). <p>Take-Off Parts Disposition: N/A For the claim coding table: does Jay still want 05 even though Eaton does not accept responsibility?</p> <table border="1" data-bbox="456 915 1369 1203"> <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	<p>No parts required, software only</p>																				
Labor																					
Procedure	<ol style="list-style-type: none"> 1. Ensure Eaton ServiceRanger is up-to-date. 2. Connect Eaton ServiceRanger to the vehicle; follow the prompts to update the transmission software to the latest available version. 																				
Shipping																					
Freight																					

Contact	
Attachments	Dealer\Chassis List Customer Letter <P> <HR> Authored by: [initials] </P>