

Eaton UltraShift Plus/Fuller Advantage Automated Transmissions Clutch Release Issue

Author:

6/18/2019

Title	18KWH: Eaton UltraShift Plus/Fuller Advantage Automated Transmissions Clutch Release Issue
Search Words	
Bulletin No.	18KWH
What's New Abstract	Safety Recall - When certain clutches do not fully release, the transmission could remain in gear and overcome the park brake, allowing the vehicle to move unexpectedly. For MX powered vehicles, an Eaton software update will be installed, which will stall the engine when incomplete clutch release is detected, preventing unintended vehicle movement. An Eaton remedy for Cummins powered chassis is being developed.
Supplier	Eaton
Description	Recall 18KWH: Eaton UltraShift Plus/Fuller Advantage Automated Transmissions Clutch Release Issue
Release Date	
Introduction	Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain model year 2018-2019 C500, T270, T370, T440, T660, T680, T800, T880, and W900 vehicles manufactured from 04/05/2017 through 06/20/2018.
Situation	<p>15,013 chassis (13,516 U.S. and 1497 Canada) C500, T270, T370, T440, T660, T680, T800, T880, W900 built from 04/05/2017 through 06/20/2018 equipped with Eaton UltraShift Plus or the Advantage transmissions.</p> <p>A repair is only available for chassis with PACCAR MX engines at this time. An Eaton transmission software update will be installed, which will stall the engine when incomplete clutch release is detected, preventing unintended vehicle movement..</p> <p>This bulletin will be updated as an Eaton remedy is developed for Cummins engines, including PACCAR PX engines.</p>

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, <i>filtered for MX Engines</i>, for your dealer code and schedule your customer(s) for service if their chassis is on the list. 2. If you are not using Service Management to start repair orders, review DWWC or SIR for “Complete” next to the “18KWH” campaign code prior to performing this repair. 3. Follow the procedures below to update the transmission software for PACCAR MX-11/13 powered chassis.
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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 applicable labor:</p> <ul style="list-style-type: none"> • 0.5 hours labor to update the transmission calibration software for PACCAR MX engines. Use Quick Claim Code 18KWHA. • There is currently not an Eaton remedy for Cummins engines, including PACCAR PX engines, available at this time. • File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first. <p>Take-Off Parts Disposition: N/A</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4">CLAIM CODING</th> </tr> </thead> <tbody> <tr> <td>Failure Location:</td> <td>026-015-021</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>026-412</td> <td>Claim Type:</td> <td>N</td> </tr> <tr> <td>Vendor Code:</td> <td>XXXXX</td> <td></td> <td></td> </tr> </tbody> </table>	CLAIM CODING				Failure Location:	026-015-021	Work Accomplished:	58	Failure Type:	363	Responsibility Code:	05	SRT Code:	026-412	Claim Type:	N	Vendor Code:	XXXXX		
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Parts	No parts. Software update only.
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Labor	
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Procedure	<p>For PACCAR MX ENGINES ONLY</p> <p>Update the transmission software using Eaton ServiceRanger. ServiceRanger with a Professional level license is required to update transmission software.</p> <p>For software update instructions, see Eaton bulletin CLIB-0033 at http://www.roadranger.com/rr/CustomerSupport/Support/LiteratureCenter/index.htm?litlibtarget=1162919212789</p>
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Shipping	
Freight	
Contact	
Attachments	Chassis List U.S. Customer Letter Canada Customer Letter