

Eaton UltraShift Plus/Fuller Advantage Automated Transmissions Clutch Release Issue

Author:

2/18/2019

Title	18KWH: Eaton UltraShift Plus/Fuller Advantage Automated Transmissions Clutch Release Issue
Search Words	
Bulletin No.	18KWH
What's New Abstract	Safety Recall – Cummins X15 remedy is now available. An Eaton remedy for remaining Cummins powered chassis (non-X15) is still being developed. 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.
Supplier	Eaton
Description	Eaton UltraShift Plus and Fuller Advantage Automated Transmission Clutch may not release
Release Date	
Introduction	<p>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.</p> <p>The Eaton software update will stall the engine if the clutch does not fully release, preventing a shift into neutral and unintended vehicle movement.</p>

<p>Situation</p>	<p>15,012 chassis (13,515 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 and Cummins X15 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. The Cummins X15 Engine software may need to be updated to work with the transmission software update.</p> <p>This bulletin will be updated as an Eaton remedy is developed for Cummins engines, including PACCAR PX engines.</p>
<p>Resolution</p>	<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. 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, and if applicable, the engine software.
<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

There is no time or mileage limit for this recall. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.5 hours labor to update the transmission calibration software only. Use with PACCAR MX Engines. Use Quick Claim Code 18KWH.
- 1.0 hours labor for Cummins X15 powered chassis to update the Engine AND Transmission calibration software as directed by Eaton bulletin CLIB-0033. Use Quick Claim Code 18KWHB.
- 0.6 hours labor for Cummins X15 powered chassis to confirm the Engine software is already at minimum required version and then update Transmission calibration software as directed by Eaton bulletin CLIB-0033. Use Quick Claim code 18KWHC.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

Take-Off Parts Disposition: N/A

CLAIM CODING			
Failure Location:	026-015-021	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	05
SRT Code:	026-412 0.5 hrs. Transmission software update. 026-XXX 0.5 hours to update X15 engine software OR 0.1 hours to check X15 engine software	Claim Type:	C
Vendor Code:	18KWH		

Parts

No parts. Software update only.

Labor

Procedure	<p>Update the transmission software using Eaton ServiceRanger. ServiceRanger with a Professional level license is required to update transmission software.</p> <p>X15 engines may also require an Engine Software update based on Engine Serial Number. Refer to Eaton bulletin CLIB-0033 for details.</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>
Shipping	
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