

Eaton UltraShift Plus/Fuller Advantage Automated Transmissions Clutch Release Issue

Author:

7/18/2019

Title	18KWH: Eaton UltraShift Plus/Fuller Advantage Automated Transmissions Clutch Release Issue
Search Words	
Bulletin No.	18KWH
What's New Abstract	Safety Recall – Remedies are available for all engines. When certain clutches do not fully release, the transmission could remain in gear and overcome the park brake, allowing the vehicle to move unexpectedly.
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>Revision Notes</p> <p>MM/DD/2019: Added repair procedures for ISX12 and PX9 powered chassis.</p> <p>03/22/2019: Added clarifying note that PACCAR MX-13/MX-11 engines do not require an engine software update to work with the Eaton Transmission Recall Software Update.</p> <p>03/01/2019: Updated Quick Claim Code 18KWH to 18KWA.</p> <p>02/18/2019: Cummins X15 remedy is available.</p> <p>02/11/2019: Updated Vendor Code and Claim Type</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 Fuller Advantage Automated transmissions.</p> <p>For PACCAR MX-11/13 and Cummins X15 engines, an Eaton software update will stall the engine if the clutch does not fully release, preventing a shift into neutral and unintended vehicle movement. Cummins X15 engines may also require an engine software update.</p> <p>For Cummins ISX12 and PX9 engines, the clutch assembly must be replaced.</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 perform the appropriate remedy. <ul style="list-style-type: none"> • For Cummins ISX-12 and PX-9 powered chassis, clutches are available via DSP. Please order parts and schedule repairs accordingly.
<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 18KWA.
- 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.
- 0.3 hours labor for Cummins ISX12 and PX9 powered chassis to inspect the clutch serial number and determine the clutch serial number is NOT included in the recall population. File a long form claim.
 - The serial number must be included in the C/C/C field.
 - This time cannot be included with claims for clutch replacement.
- 7.0 hours labor for Cummins ISX12 and PX9 powered chassis to replace the clutch. The claim **MUST** include the following information:
 - ***Claim must be filled out as shown in the table below or it will be returned to you***
 - Eaton requires clutch serial numbers to be provided for **both** take-off and replacement clutches to maintain clutch warranty coverage.
 - Serial number of removed clutch recorded in the C/C/C field.
 - Serial number of installed clutch recorded in the C/C/C field.
 - If 122002-35EX is unavailable, then part number 122002-35A can be used. Documentation that the 122002-35EX was unavailable must be included with the claim.
 - File an additional claim for extraordinary circumstances, including consequential damage caused by a failed clutch. A quick claim for standard labor must be filed first for PACCAR MX and Cummins X15 engines. For Cummins ISX12 and PX9 engines, refer to the table below for common related SRTs.

Take-Off Parts Disposition: Return the core through EZtrac

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 hrs. to	Claim Type:	C

Parts	<p>Parts are available through DSP. The minimum order quantity is 8. Part number 122002-35EX. MUST be ordered for this issue. P/n 122002-35A p/n can only be used if the 122002-35EX p/n is unavailable. If you use p/n 122002-35A for this repair, you must provide documentation that 122002-35EX was unavailable or your claim will be adjusted for the cost of the 122002-35EX p/n. IF needed due to consequential damage, Cummins parts may need to be ordered through Cummins.</p> <table border="1" data-bbox="391 491 1105 604"><thead><tr><th data-bbox="391 491 548 548">Quantity</th><th data-bbox="548 491 797 548">Part Number</th><th data-bbox="797 491 1105 548">Description</th></tr></thead><tbody><tr><td data-bbox="391 548 548 604">1</td><td data-bbox="548 548 797 604">122002-35EX</td><td data-bbox="797 548 1105 604">Clutch assembly</td></tr></tbody></table>	Quantity	Part Number	Description	1	122002-35EX	Clutch assembly
Quantity	Part Number	Description					
1	122002-35EX	Clutch assembly					
Labor							

<p>Procedure</p>	<p>For PACCAR MX-11/13 engines Update the transmission software using Eaton ServiceRanger. ServiceRanger with a Professional level license is required to update transmission software.</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p> NOTE</p> </div> <p>If prompted to update the PACCAR MX-13/MX-11 engine software, the update is unrelated to the Eaton transmission Recall software update. Do not file a claim against 18KWH for this issue.</p> <p>For Cummins X15 engines 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 Cummins PX9 and ISX12N engines Remove the inspection plate and verify that the clutch serial number is within the range listed on Eaton bulletin CLIB-0033.</p> <ul style="list-style-type: none"> • If the clutch is not within the serial number range, record the serial number and file a long form claim as described in the Warranty section. Refer to Eaton bulletin CLIB-0033 for details. • If the clutch is within the serial number range, replace the clutch assembly. Refer to Eaton bulletin CLIB-0033 for details. <p>For software update instructions, see Eaton bulletin CLIB-0033 at http://www.roadranger.com/rr/Customersupport/Support/LiteratureCenter/index.htm?litlibtarget=1162919212789</p>
<p>Shipping</p>	
<p>Freight</p>	
<p>Contact</p>	
<p>Attachments</p>	<p>Dealer\Chassis List Customer Letter</p>