



**Subject:** Heavy Duty Clutch May Not Achieve Full Departure – Mechanical and Automated



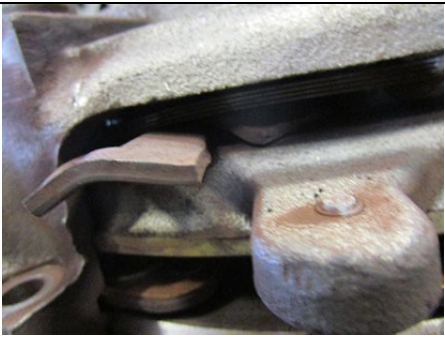
**Document Number:** CLIB-0035

**Date:** December 12, 2018

**Updated:** March 19, 2019

### Issue Description:

Customers may experience various fault codes and/or clutch release complaints due to broken clutch levers in self-adjust clutches used with automated and manual transmissions. Figures 1-3 below illustrate a failed clutch lever.

Figure 1: Broken Lever Pieces	Figure 2: Broken Lever found in Clutch Housing	Figure 3: Broken Lever found in Cover Assembly
		

### Automated Transmission Complaints:

- Transmission service lamp may or may not be illuminated.
- Active or Inactive fault codes may include:
  - 64/7, 27/7, 71/7, 71/11, 73/7, 45/7
  - Fault codes could be in various combinations, active or inactive, or no fault found.
- Transmission software 5569997 will address fault code 71/11 – reference Service Bulletin CLIB0033. NHTSA 18E-102 has been made public on the NHTSA web site: [www.nhtsa.gov/recalls](http://www.nhtsa.gov/recalls).

### Mechanical Transmission Complaints:

- Incomplete clutch departure
- Transmission may be difficult to shift:
  - Into gear position from Neutral
  - between gears
  - into Neutral from a gear position
- Harsh gear engagement
- Harsh launch
- Clutch slipping
- Clutch dragging

**NOTICE:** Refer to the Containment/Corrective Action section, Option 2 (Automated Transmission Complaints) of this Service Bulletin prior to troubleshooting fault codes.

### Containment/Corrective Action:

There are three clutch service strategy options:

1. If a vehicle is at a repair facility for any transmission or clutch related issue that requires transmission removal, record the installed clutch part number and serial number.
  - If the clutch serial number is between:
    - Start AU1704010001 / SL1704010001 – 17(Year) 04(Month) 01(Day)
    - End AU1806019999 / SL1806059999 – 18(Year) 06(Month) 01 or 05(Day), the repair facility is to replace the clutch using the standard warranty process.
2. Automated Transmission Complaints:
  1. Request and record the installed clutch part number and serial number.
  2. Download Service Activity Report (SAR) to Eaton ServiceRanger4 tool.  
**Note:** ServiceRanger must be connected to internet to successfully complete upload of the SAR.
  3. Call the Roadranger Call Center at 800-826-4357.
  4. Call Center Agent will review SAR Snapshot data and provide repair direction.

### 3. Mechanical Transmission Complaints:

- Record the installed clutch part number and serial number.
- Reference Mechanical Transmission Complaints in the Issue Description section, if complaint is confirmed refer to clutch serial numbers below.
- If the clutch serial number is between:
  - a. Start AU1704010001 / SL1704010001 – 17(Year) 04(Month) 01(Day)
  - b. End AU1806019999 / SL1806059999 – 18(Year) 06(Month) 01 or 05(Day), replace the clutch.

### Affected Models/Population:

- ECA Clutch - (122002-35/35A, 122003-42/42A)
- EverTough Self Adjust - (109701-XX)
- Advantage Self Adjust - (309701-XX, 309708-XX, 209701-XX, 209708-XX)
- Solo Reman - (109400-5MO, 109404-5MO, 109500-10MO, 109500-22MO, 109503-10MO, 109504-24MO, 109700-61MO, 109700-20MO, 109700-74MO, 109700-82MO)
- ECA Clutches manufactured between 4/1/2017 through 6/5/2018
- Clutch serial numbers between:
  - Start AU1704010001 / SL1704010001 – 17(Year) 04(Month) 01(Day)
  - End AU1806019999 / SL1806059999 – 18(Year) 06(Month) 01 or 05(Day)

### Field Strategy:

- Before the transmission is removed from the vehicle, record and verify the installed clutch part number and serial number is covered by this Service Bulletin.

### Warranty Information:

#### Claim Inclusion:

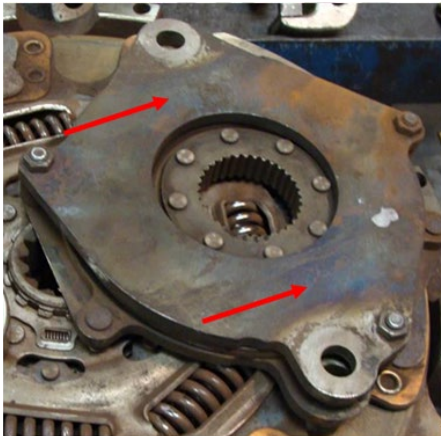
- Claim must include both old and new clutch serial numbers.
- Claim must include both old and new installed clutch part numbers.
- If installed original clutch is still within OEM warranty, a claim must be filed through the OEM.
- If the installed original clutch is outside of OEM warranty, a claim must be filed directly to Eaton.
- Any clutch outside of OEM or Eaton warranty or Purchased Extended Protection Plan coverage that has exhibited a clutch lever failure and is between the Start and End range previously indicated, will be covered under warranty.
- Claim may include parts and labor associated with progressive damage limited to ECA, Clutch Housing, Speed Sensors, Engine flywheel housings, and Flywheel resurfacing.
- All clutches and approved progressive damaged parts claimed are to be returned to the Eaton Warranty Return Center (Auburn, IN.) “Collect” by LTL Carrier listed per TMIB0129. Follow packaging instructions per TCWY0060.

#### Warranty Parts:

- ECA Clutch Kit Part Number – 122002-35EX (1850 ft-lbs) or 122003-42 (2250 ft-lbs) minus LCIB should be utilized. Inspect LCIB for excessive heat, if heat is present use 122002-35A or 122003-42A, see Figure 4.

**Note:** If 122002-35EX is not available use 122002-35A.

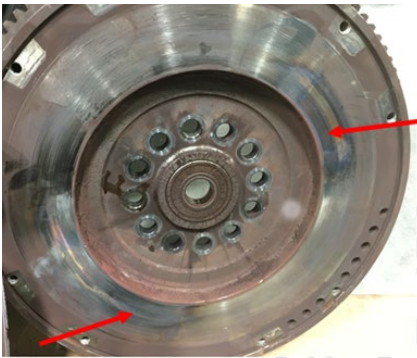
**Figure 4.**



- Clutch Kit Part Numbers as listed in Affected Models/Population section.
- Progressive damage is limited to the ECA, Clutch Housing, Speed Sensors, Engine flywheel housing.
  - Specific flywheel mounting bolts (torque to yield fasteners), rear crankshaft seal, and engine flywheel housing gaskets will be covered.

- Parts outside of the above listed are not covered under this document. Example: oil pan gaskets, engine mounts, release bearing/cross shaft grease tubes, crank sensor, or u-joints.
- One 1 u-joint strap kit will be covered.
- Pilot Bearings will be covered. Replace with OEM recommended pilot bearing or Reference CLTS1271 for recommended pilot bearings.
- Gaskets related to exhaust and PTO removal/installation will be covered.
- If hot spots are identified (Figure 5), Flywheel resurfacing will be covered up to a maximum \$130 USD charge.

**Figure 5.**



- Environmental and Shop supplies are not covered by this campaign

### **Warranty Labor:**

- If transmission is out of the truck for another repair:
  - OEM SRT for Clutch R&R or Transmission R&R OEM SRTs + 1 hour for clutch R&R if an Eaton issue is being addressed. If an Eaton issue is not being addressed Eaton will only pay + 1 hour for clutch R&R. Example: Engine rear main seal – transmission R&R will not be covered.
  - OEM installed obstructions will be an additional OEM SRT.
    - Examples: Y-Exhaust, PTO, Air Tanks
  - If flywheel resurfacing required, follow Engine Mfg.'s SRT for Flywheel R&R (with transmission and clutch removed) 0.5hr max.
  - Any Progressive Damage components referenced in the Warranty Parts section will follow OEM or Engine Mfg.'s SRT Time.
- If transmission has not been removed:
  - Clutch R&R OEM SRTs (includes transmission R&R)
  - OEM installed obstructions will be an additional OEM SRT. Examples: Y-Exhaust, PTO, Air Tanks.

- If flywheel resurfacing required, follow Engine MFG's SRT for Flywheel R&R (with transmission and clutch removed) 0.5hr max.
- Any Progressive Damage components referenced in the Warranty Parts section will follow OEM or Engine Mfg.'s SRT Time unless indicated below:
  - Engine flywheel housing 6.0hr max.
  - Examples of labor items not covered: Oil pan gaskets, Front axle, Engine mounts, Crank sensor, Starter, Install Driveline, Front suspension, front bumper, or relocation of vehicle in service provider premises.
- Automated transmission add:
  - Diagnostic time 1.0 hour
  - Clutch Calibration 0.3 hour

### **General Claim Coding:**

- Claim Type: Warranty or Parts Warranty (Aftermarket)
- Primary Causal Part #: 173C147
- Complaint Code: Based on driver complaint if failed
- Failure Mode Description: LEVER BROKEN (TFM-1017)
- Part Return Instructions: All clutches and approved progressive damaged parts claimed are to be returned to the Eaton Warranty Return Center (Auburn, IN.) "Collect" by LTL Carrier listed per TMIB0129. Follow packaging instructions per TCWY0060.
- Aftermarket stock Non-conformance clutch return: Aftermarket Non-conformance returns are to follow Service Bulletin CLIB0034.

### **Warranty Coverage:**

- Replacement clutches for United States and Canada population stated within (production built and aftermarket installed) will have a warranty coverage reissued for 3yr/350,000 mile commencing from failed date on the claim which includes Aftermarket Clutches.
- Replacement clutches for Mexico, Latin America, and Rest of World will continue with the original warranty period / OEM warranty period or standard Aftermarket service part warranty for the designated region.
- All clutches that are registered for Extended Protection Plan that have a longer warranty period than 3yr/350 mileage will continue with the purchased extended protection plans original coverage.

### Frequently Asked Questions:

**Does the service provider need to call the Roadranger Call Center for a claim number to guarantee claim payment?**

The service provider only needs to contact the Roadranger Call Center for troubleshooting or technical support not outlined in this document.

**If the original installed clutch is within the OEM Warranty period does the claim get filed to Eaton or the OEM?**

If the original installed clutch is within the OEM warranty period the claim will get filed to the OEM nameplate. If the clutch is outside of the OEM warranty period the claim will get filed direct to Eaton.

**Does this document cover towing to the service provider location?**

Towing is not covered under this document. Contact the local Eaton Representative for direction.

**Does the failed clutch and any progressive components need to be returned to Eaton?**

Yes, all clutches and approved progressive damaged parts claimed are to be returned to the Eaton Warranty Return Center (Auburn, IN.) “Collect” by LTL Carrier listed per TMIB0129.

**What type of information needs to be supplied with the returned parts?**

Claim documentation needs to be included in the returned clutch box i.e. Eaton Authorization number and Repair order number must be included on the Bill of Lading. A copy of claim or repair order (for direct pay) must be in or attached to the shipping container/box. The documents must be protected from any contaminants.  
(TCWY0600)

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