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Roadranger
SUPPORT

Subject: Insufficient Clutch Departure May Cause Unintended Vehicle Movement, Software Update – Automated Transmissions

Document Number: CLIB-0033

Date: December 18, 2018   **Updated:** January 28, 2019

Issue Description:
Transmission Electronic Control Unit (TECU) software 5569997 has been released to mitigate the possibility of unintended vehicle movement due to insufficient clutch departure. This notification is associated to National Highway Traffic Safety Administration (NHTSA) Campaign Number: 18E-102.

Containment/Corrective Action:
If the installed clutch meets the Affected Models/Population requirements listed below, and the TECU software is less than 5569997, update software to 5569997 or greater.

Affected Models/Population:
- Clutches manufactured between 4/1/2017 through 6/5/2018
- Clutch Serial Numbers:
  - Start: AU1704010001 / SL1704010001 - 17(Year) 04(Month) 01(Day)
  - End: AU1806019999 / SL1806059999 - 18(Year) 06(Month) 01 or 05(Day)
- OEM vehicle build dates containing the above clutch serial numbers will vary due to OEM production build schedules.
- Automated transmission models:
  - UltraShift PLUS
  - Fuller Advantage
  - SmartAdvantage

Field Strategy:
TECU software 5569997 is available in ServiceRanger 1901-02-B-0001 Data release at a PRO license and above beginning on January 4, 2019.

1812-01-SCB-2682 Data release is required for an OEM and ENG license.

NOTICE: Ensure the computer with ServiceRanger is connected to the Internet after updating the TECU software to record the update event(s) in the ServiceRanger database.
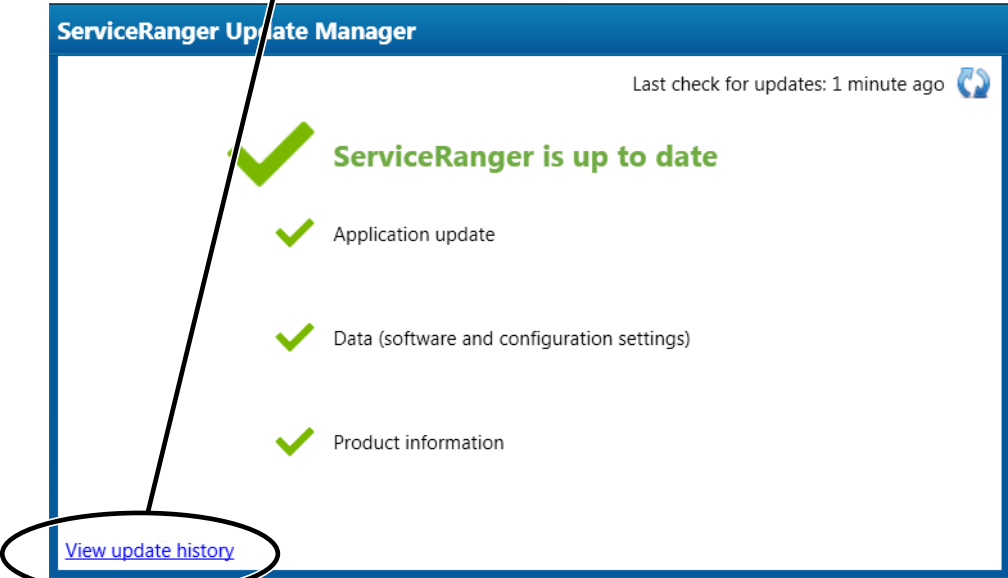
Warranty Information:
This service bulletin only applies to the Affected Models/Population outlined above.

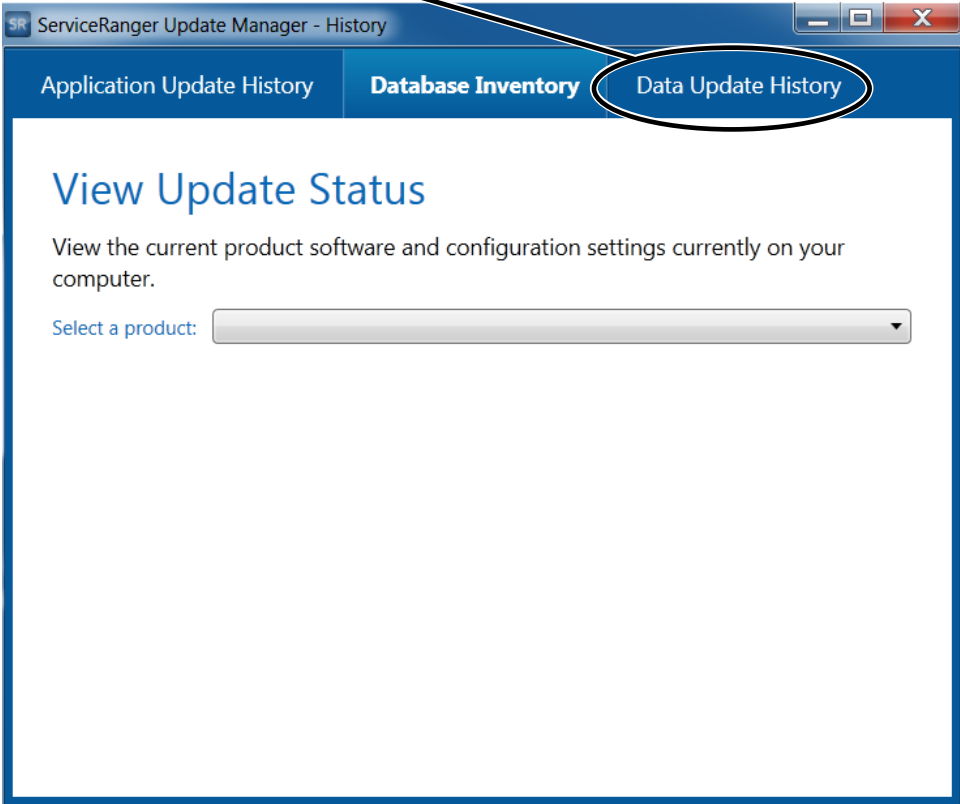**STEP A: Verify ServiceRanger Data release is at the latest version.**
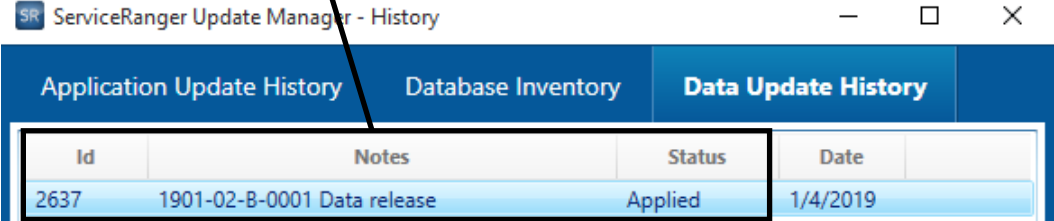1. Left click the "SR" icon to open the ServiceRanger Update Manager.

2. Select "View update history".

3. Select "Data Update History" tab.

4. Verify 1901-02-B-0001 Data release is Applied for a PRO license and above.
   a. If the latest Data release is **not** Applied, go to **STEP B**.
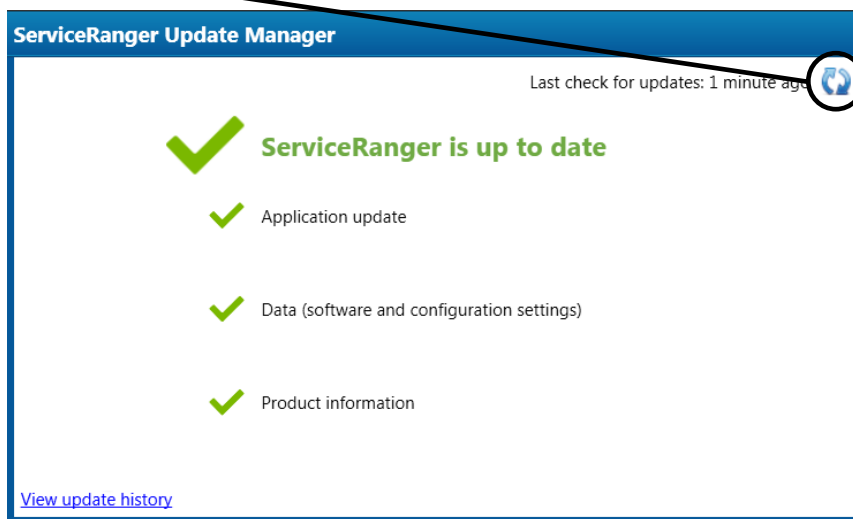   b. If the latest Data release is Applied, go to **STEP C**.

STEP B: Update ServiceRanger Data release to latest version.
1. Connect computer to the internet.
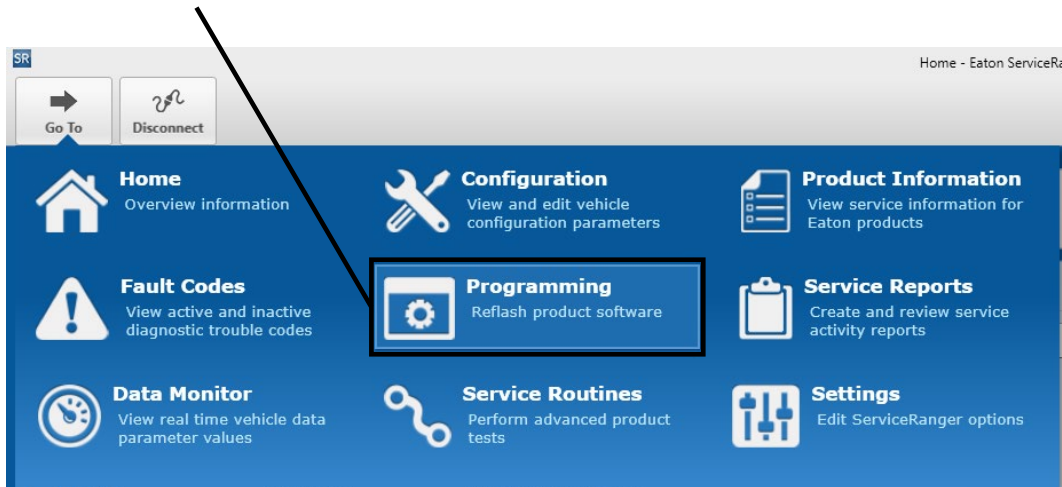2. Left click the "SR" icon to open the ServiceRanger Update Manager.

3. Select ⟳ icon to "Check for updates".

4. After the update is complete, go to **Step A**.

**STEP C: Update Transmission Software to 5569997 or greater.**

1. Close vehicle cab doors.

   Note: This limits activity of vehicle/component modules on the vehicle data link.

2. Key on.

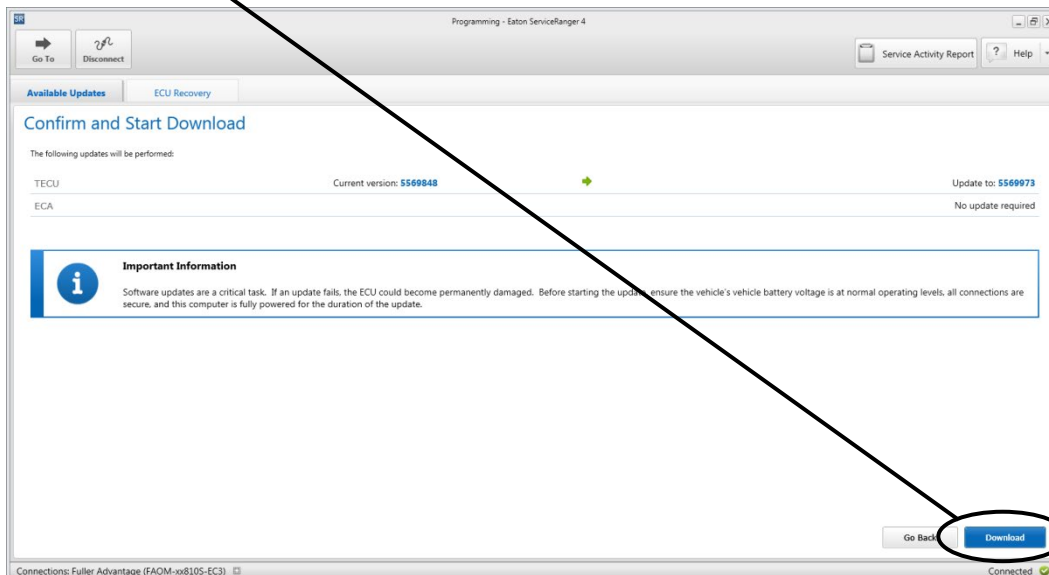3. Connect ServiceRanger.

4. Go To "Programming".

5. Select Available Updates – SW-18338-D (5569997) or greater.

   Note: If software is 5569997 or greater, no update is required. Go to **Step 13**.
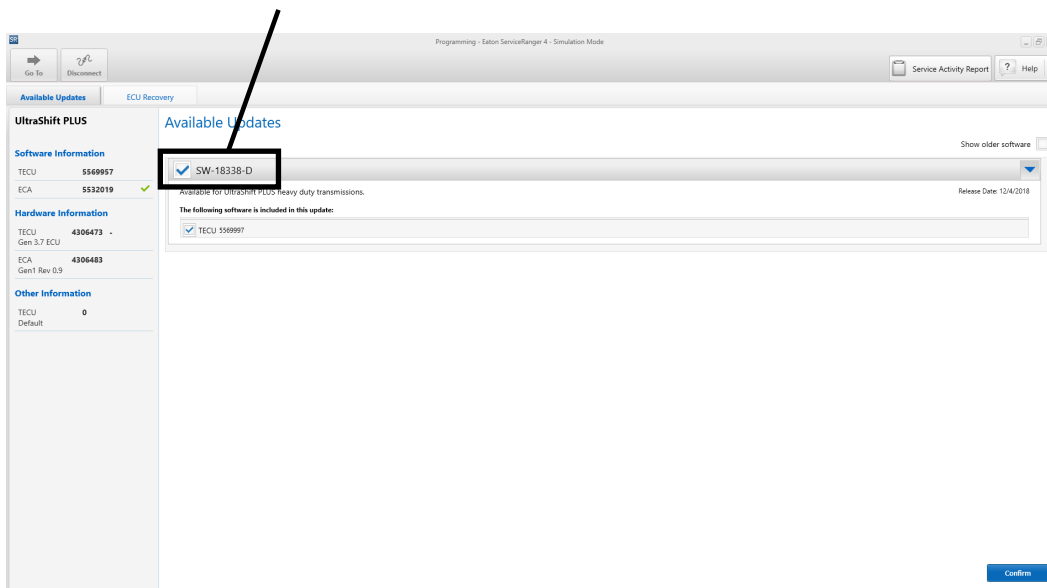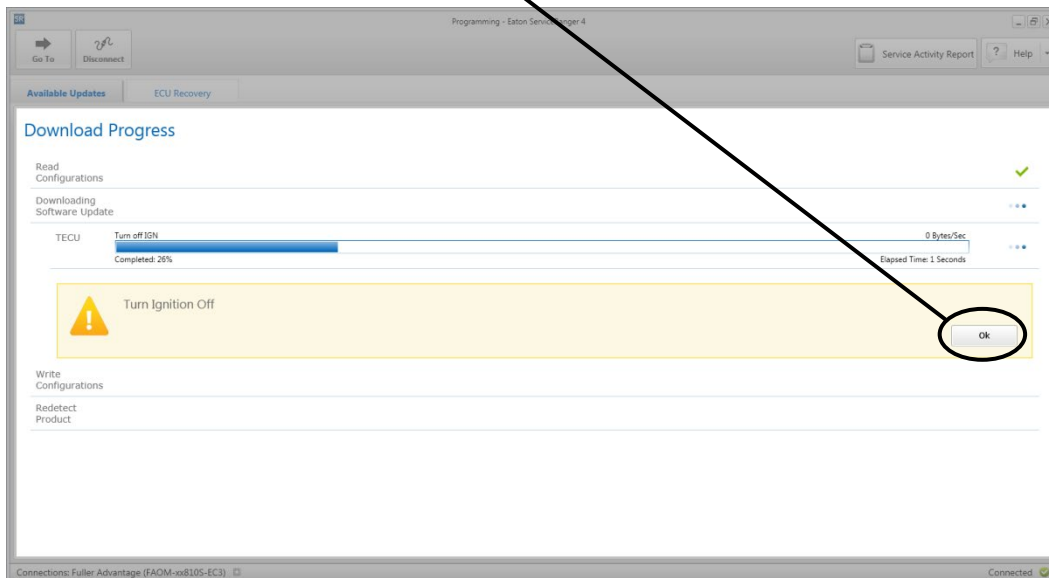
6. Select "Confirm".
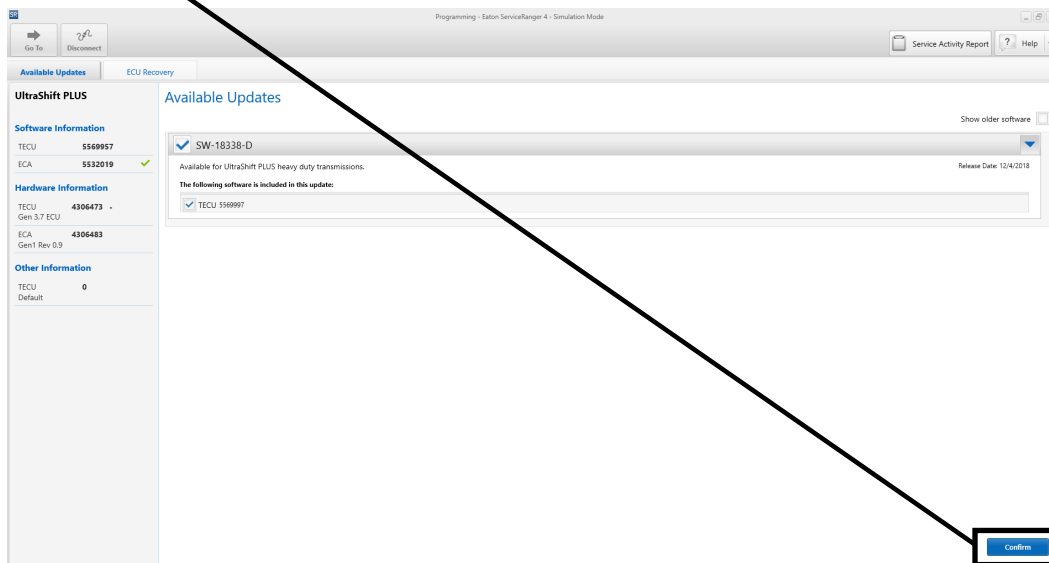
7. Select "Download".

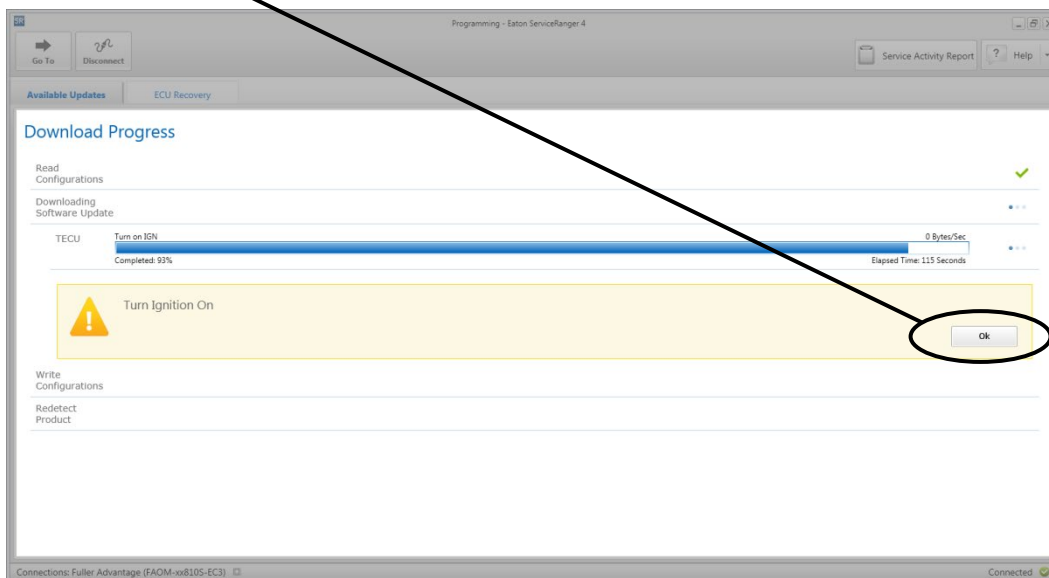**8.** Turn Ignition Off when prompted and wait 2 minutes.
Note: This limits activity of vehicle/component modules on the vehicle data link.
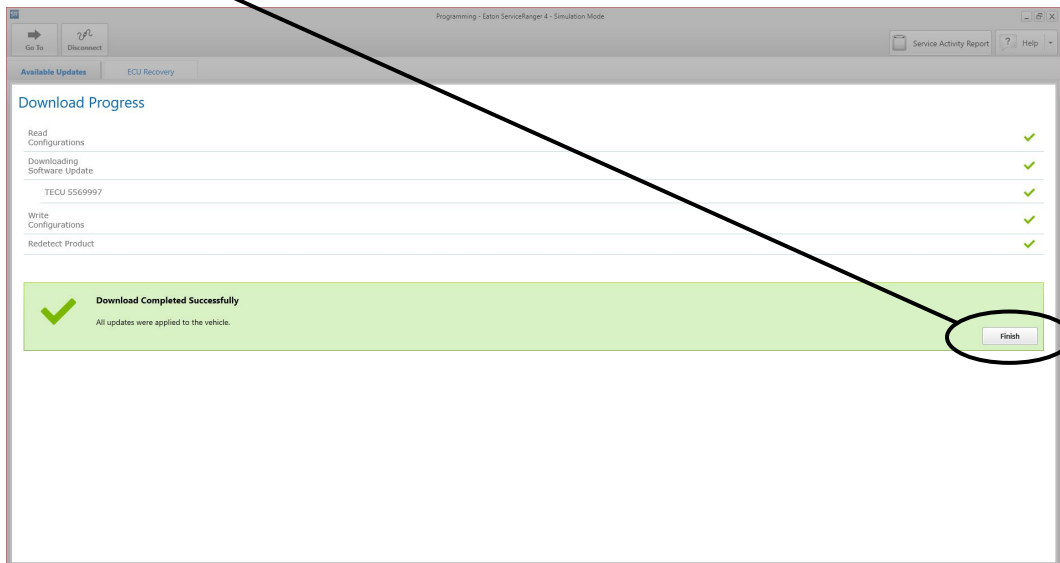
9. After waiting 2 minutes, select "OK".

10. Turn Ignition On when prompted.
11. Select "OK".

12. Select "Finish" when prompted.

13. Select "Disconnect".
14. Key off and allow 2-3 minutes for the TECU to perform a complete power-down.
15. Process complete.
    NOTICE: Ensure the computer with ServiceRanger is connected to the Internet after updating the TECU software to record the update event(s) in the ServiceRanger database.

The material contained in this bulletin is product improvement information. Eaton is not committed to, or liable for, canvassing existing products.