



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

Document Number: CLIB-0033

Date: December 18, 2018

Updated: December 21, 2018

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:
 - o UltraShift PLUS
 - o Fuller Advantage
 - o SmartAdvantage

Field Strategy:

TECU software 5569997 is available in ServiceRanger Data release version 1812-01-SCB-2682. The software will be available with a PRO license January 2, 2019.

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 Data release 1812-01-SCB-2682 or greater is Applied.
 - 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.

| ServiceRanger Update Manager - History - | | | | | |
|--|-----------------------|---------------------|---|--|--|
| Application Update Histo | ry Database Inventory | Data Update History | | | |
| Id Id | Sta | tus Date | ^ | | |
| 2341 1811-04-S-0001 Data | release Applied | 11/2//2018 | | | |

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.

- 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".
- Select Available Updates SW-18338-D (5569997) or greater.
 Note: If software is 5569997 or greater, no update is required. Go to Step 13.

| | Programming - Eaton ServiceRanger 4 | - 6 |
|------------------------------------|---|-------------------------|
| ⇒ උ⊀ Go To Disconnect | | Service Activity Report |
| Available Updates EC | J Recovery | |
| uller Advantage | Available Updates | |
| Software Information | | Show older software |
| TECU 5569848 | SW-17030-D | • |
| ECA 5532104 | A challebre for Fuller Advantage series heavy duty transmissions. | Release Date: 1/30/2017 |
| Hardware Information | The following software is included in this update: | |
| TECU 4306473 - Gen 3.7 ECU | ECA 5532204 TECU 5569973 | |
| ECA 125872C Gen2 | | |
| Other Information | | |
| TECU 0 0 | | |
| | | |
| | | |
| | | |
| | | |
| | | Confirm |
| onnections: Fuller Advantage (FAO) | A-xx810S-EC3) | Connected 🤇 |

- 6. Select "Confirm".
- 7. Select "Download".

| Programming - Eaton ServiceRanger 4 | _ 6 |
|--|---|
| | Service Activity Report |
| aliable Updates ECU Recovery | |
| onfirm and Start Download | |
| following updates will be performed: | |
| ECU Current version: 5569848 | Update to: 556997 |
| CA | No update required |
| in portant Information Software updates are a critical task. If an update fails, the ECU could become permanently damaged. Before starting the update ensure the secure, and this computer is fully powered for the duration of the update. | ehicle's vehicle battery voltage is at normal operating levels. all connections are |
| Important Information Software updates are a critical task. If an update fails the ECU could become permanently damaged. Before starting the update ensure the update. | ehicle's vehicle battery voltage is at normal operating levels, all connections are |
| Important Information Software updates are a critical task. If an update fails, the ECU could become permanently damaged. Before starting the update resure the v secure, and this computer is fully powered for the duration of the update. | ehicle's vehicle battery voltage is at normal operating levels. all connections are |
| Important Information Software updates are a critical task. If an update fails, the ECU could become permanently damaged. Before starting the update ensure the viscours, and this computer is fully powered for the duration of the update. | eticle's vehicle battery voltage is at normal operating levels. all connections are |
| Important Information Software updates are a critical task. If an update fails the ECU could become permanently damaged. Before starting the update neare the v secure, and this computer is fully powered for the duration of the update. | ehicle's vehicle battery voltage is at normal operating levels. all connections are |
| Important Information Software updates are a critical task. If an update fails the ECU could become permanently damaged. Before starting the update ensure the update. | ehicle's vehicle battery voltage is at normal operating levels. all connections are |

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.

| | Programming - Eaton ServiceRanger 4 | |
|--|-------------------------------------|------------------------------|
| Go To Disconnect | < | Service Activity Report Help |
| Available Updates ECU Recovery | | |
| Download Progress | | |
| Read Configurations | | × |
| Downloading Software Update | | × |
| TECU | | × |
| Write Configurations | | × |
| Redetect Product | | × |
| | | |
| Download Completed Successfully | | |
| All updates were applied to the vehicle. | | Finish |
| | | |
| | | |
| | | |
| | | |
| nections: Fuller Advantage (FAOM-xx810S-EC3) | | Connr |

13. Select "Disconnect".

| | Programming - Eaton ServiceRanger 4 - Simulation Mode | _ 6 ; |
|-------------------------------|---|-------------------------|
| | | Service Activity Report |
| Available Updates ECU Ret | overy | |
| UltraShift PLUS | Available Updates | |
| | | Show older software |
| Software Information | SW.10211.D | |
| ECA 5532019 V | AusTable for UtroShift BUIC haves dots transmissions | Release Date: 11/7/018 |
| Hardwara Information | The following software is included in this update: | |
| TECU 4306473 - Gen 3.7 FCU | TECU 5569996 | |
| ECA 4306483 Gen1 Rev 0.9 | | |
| Other Information | | |
| TECU 0 | | |
| Default | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | Confirm |
| | | |

14. Key off and allow 2-3 minutes for the TECU to perform a complete power-down. **15.** Process complete.

The material contained in this bulletin is product improvement information. Eaton Corporation is not committed to, or liable for, canvassing existing products. FSUD: 2018-FSUD-2680