SAFETY RECALL

Volvo Trucks North America
Greensboro, NC USA

VOLVO

Transmission Electronic Control Unit (TECU), Software Update

VNL

SAFETY RECALL INFORMATION:

(January 2019)

Volvo Trucks has been informed by Eaton Corporation, plc (Eaton) that a defect which relates to motor vehicle safety may exist in certain automated manually shifted heavy duty vehicles equipped with an UltraShift PLUS, Fuller Advantage, or SmartAdvantage automated transmission model. The defect is a result of an internal component within the clutch assembly which may be out of specification and fail. In special circumstances this failure could cause the clutch component to inhibit clutch departure. If clutch departure becomes inhibited, unintended vehicle motion could occur causing a vehicle impact.

Eaton will remedy the defect by providing a software update. If the clutch assembly was produced between April 1, 2017 and June 5, 2018, and the Transmission Electronic Control Unit (TECU) software is less than 5569997, update the software to 5569997 (Date release version 1812-01-SCB-2682) or greater. The software update is available in ServiceRanger™ 4.

VEHICLES AFFECTED:

Certain Volvo VNL model trucks manufactured from April 03, 2017 through June 11, 2017.

QUANTITY of VEHICLES AFFECTED

The total number of vehicles affected by this recall is 1261 (USA 1219, and Canada 42).

REQUIRED SOFTWARE

- Eaton's ServiceRanger™ 4 software is required to enable an upgrade to the TECU software part number 556997 (Date release version 1812-01-SCB-2682)
- If Eaton's ServiceRanger™ 4 software is not installed on your PC, contact Eaton for this software @ www.roadranger.com or 1-800-826-HELP (4357)
- The software will be available with a PRO license after January 2, 2019

**Step A: Verify ServiceRanger™ 4 Data release is at the latest version.**

1. Left click on the **"SR"** icon to open the **ServiceRanger™ 4 Update Manager**.

2. Select **"View update history"**.
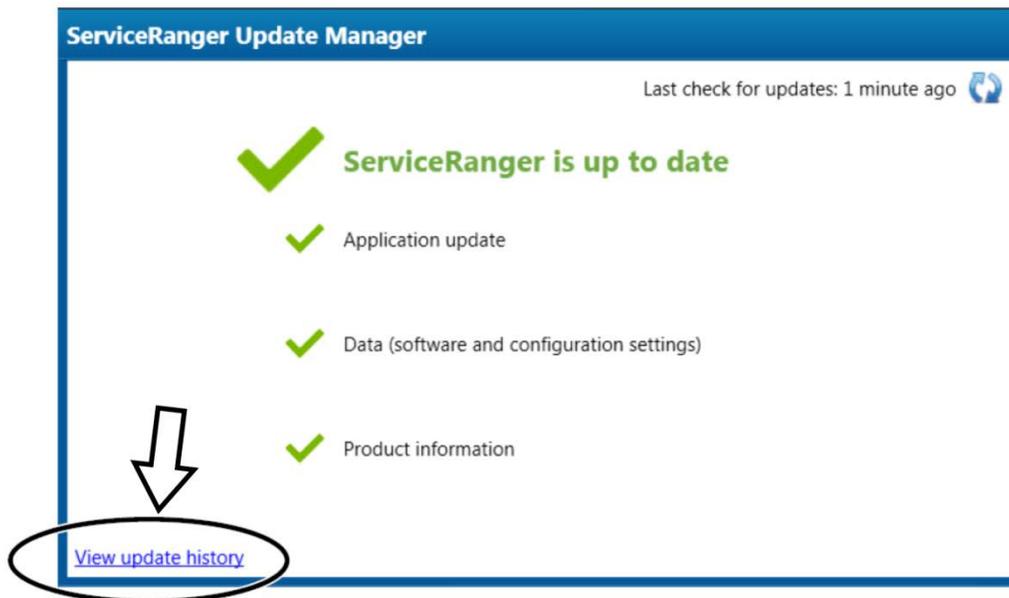
3. Select **"Data Update History"** tab.

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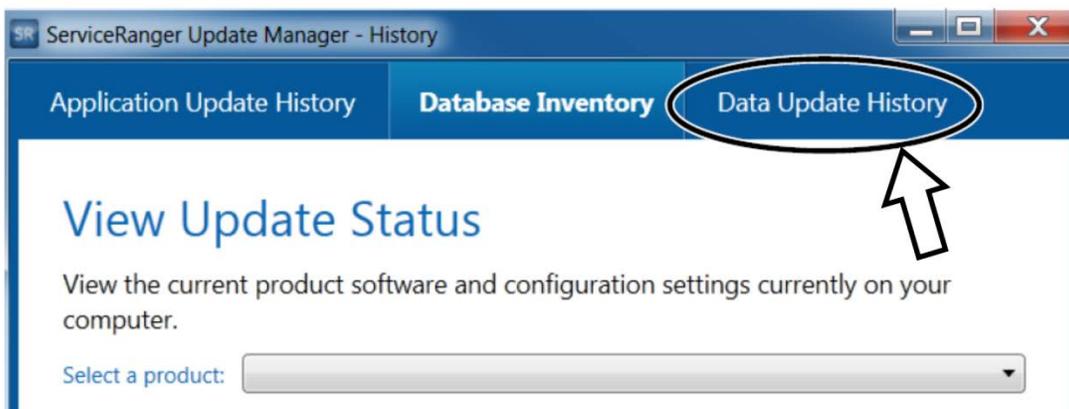
4. Verify Data release **1812-01-SCB-2682** or greater is applied.

    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**.
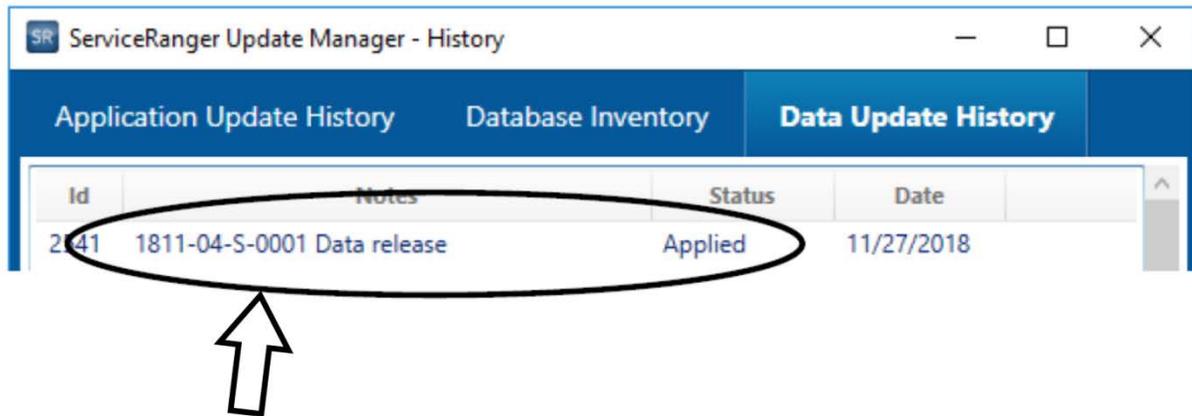
STEP B: Update ServiceRanger™ 4 Data release to latest version.

1. Connect computer to the internet.
2. Left click the **"SR"** icon to open the **ServiceRanger™ 4 Update Manager**.
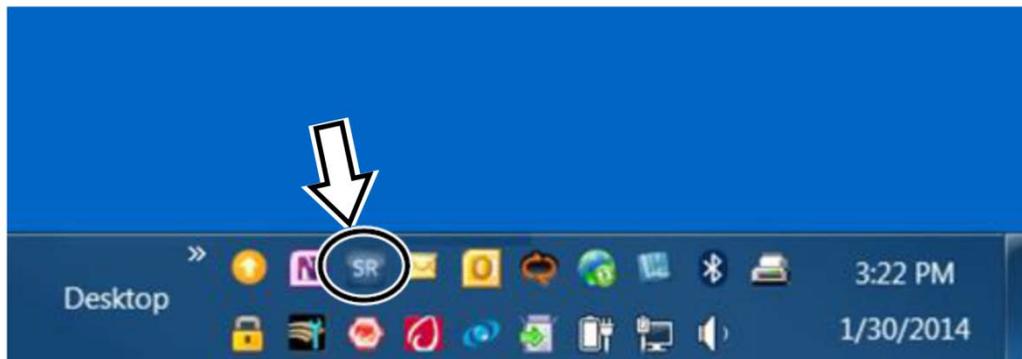
3. Select the **"REFRESH"** icon to "Check for updates".
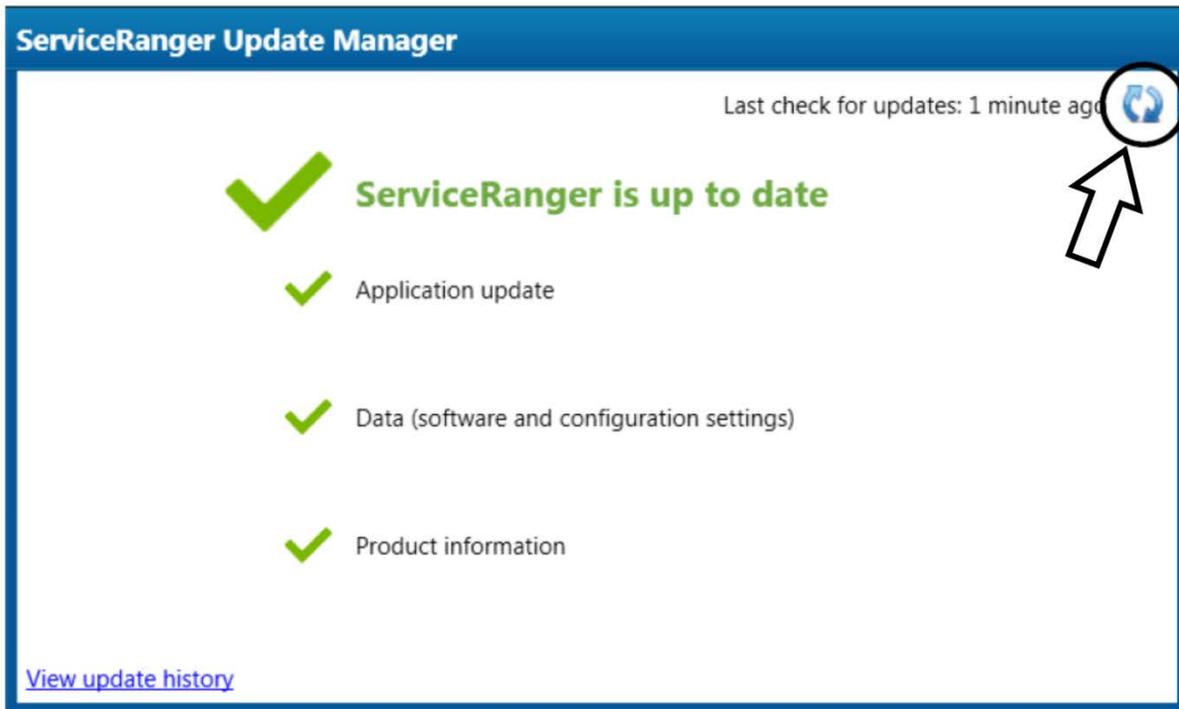
4. After the update is complete, go to **Step A**.

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 to **ServiceRanger™ 4**.
4. Go To **"Programming"**.

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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**.
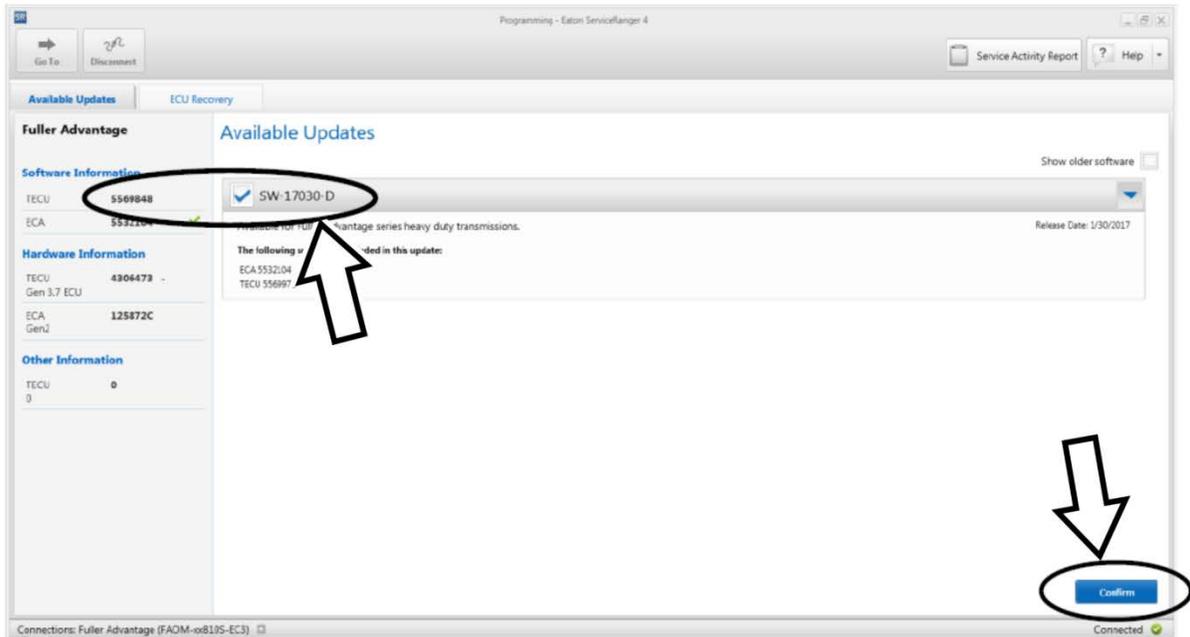
6. Select **"Confirm"**.

7. Select **"Download"**.
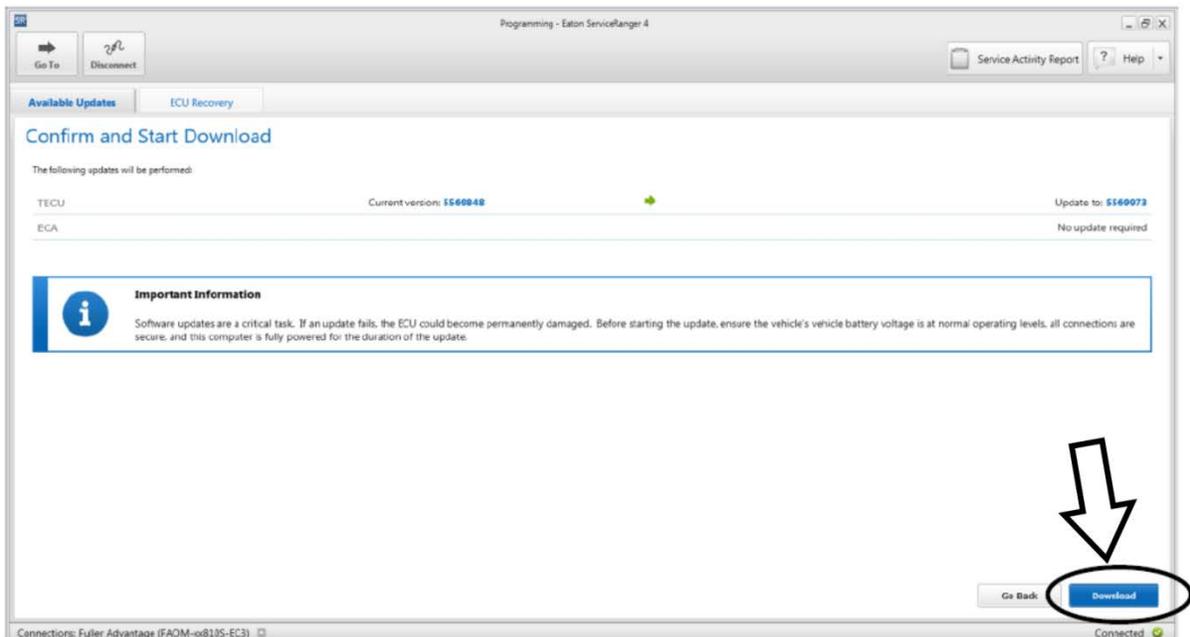
8. Turn Ignition Off when prompted and wait 2 minutes.

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

9. After waiting 2 minutes, select **"OK"**.
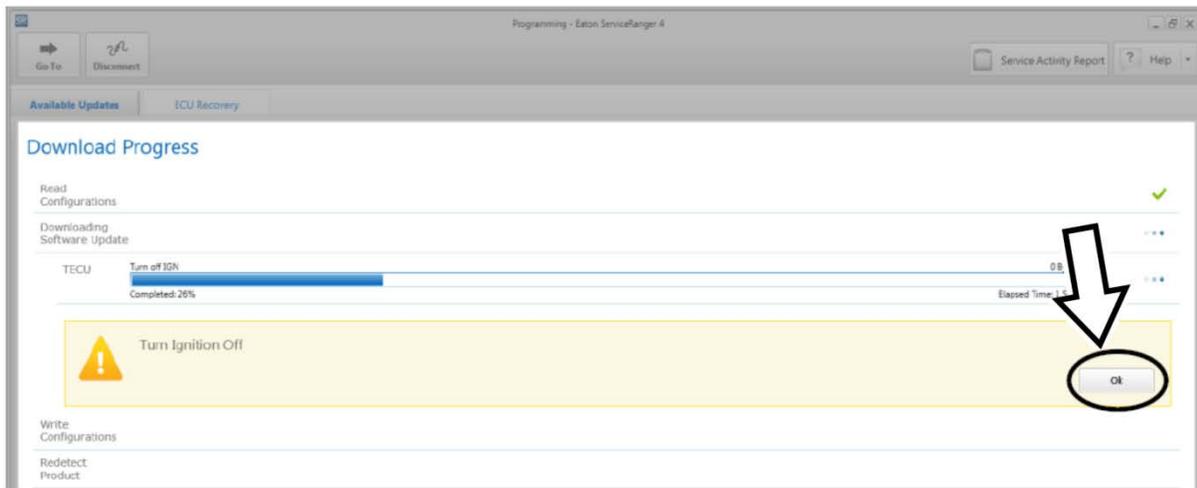
10. Turn Ignition On when prompted.
11. Select **"OK"**.

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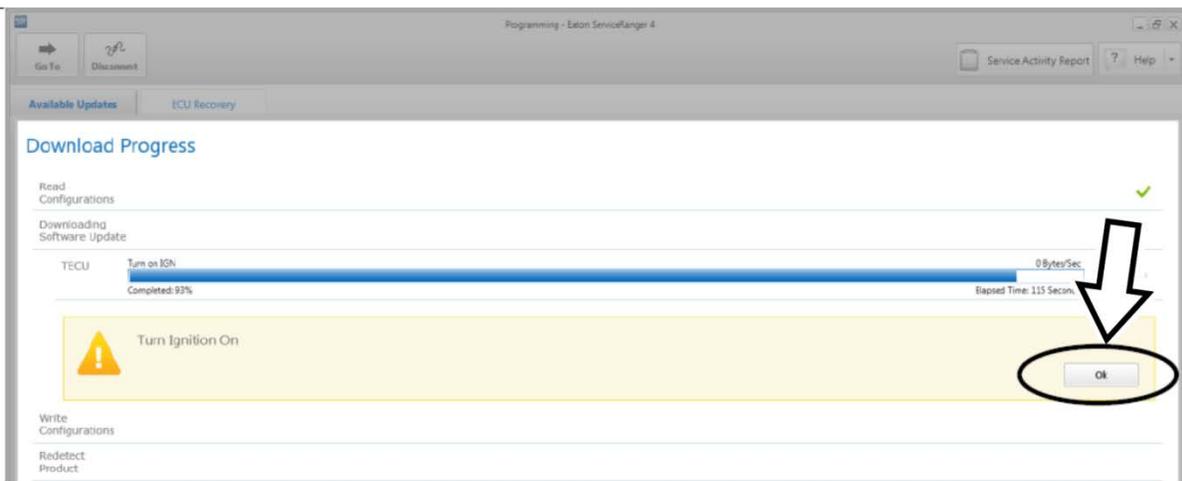
12. Select **"Finish"** when prompted.
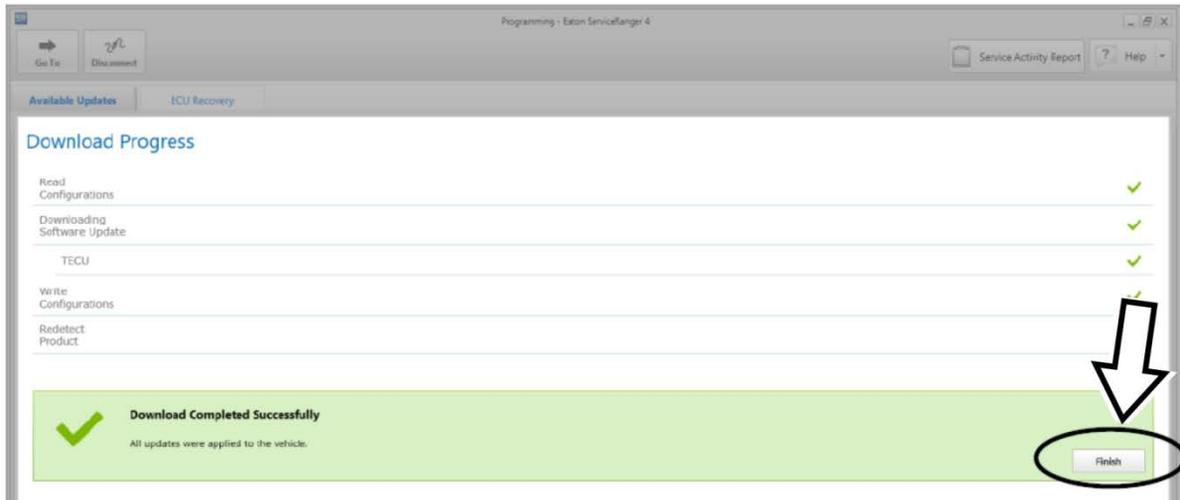
13. Select **"Disconnect"**.
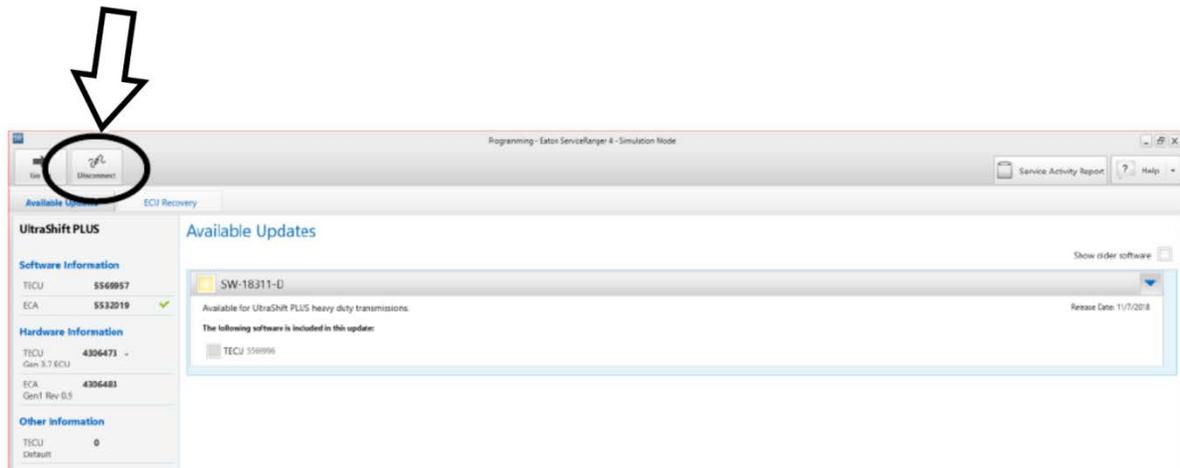
14. Key off and allow 2-3 minutes for the TECU to perform a complete power-down.

15. Process complete.

Reimbursement:

This repair is covered by an authorized Safety Recall campaign. Reimbursement is obtained through the normal claim handling process.	
	UCHP Reimbursement
Claim Type (used only when uploading from the Dealer Business System)	40
Recall Status	
Vehicle repaired per instructions	1-Modified per instructions
Labor Codes	
Primary Labor Code Transmission Electronic Control Unit (TECU), Software Update	4376-22-09-02 (0.5 hrs)
Causal Part	21649090
Authorization Number	C6602