



Countries: CANADA, UNITED STATES **Document ID:** IK1300163
Availability: ISIS, FleetISIS, NotSIR **Revision:** 0
Major System: TRANSMISSION **Created:** 11/21/2017
Current Language: English **Last Modified:** 12/19/2017
Other Languages: NONE **Author:** William Katschke
Viewed: 133

[Less Info](#)

Hide Details

Coding Information

Copy Link 	Copy Relative Link 	Bookmark View My Bookmarks	Add to Favorites 	Print 	Provide Feedback 	Helpful 3	Not Helpful 0
----------------------	-------------------------------	--	-----------------------------	------------------	-----------------------------	-------------------------	-----------------------------

Title: Eaton Transmission Stuck In Gear During 8 -7 Downshift

Applies To: LT/RH with A26 or X15 and Eaton AMT (Automated Manual Transmission)

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

12/19/2017 - Initial Article Release

DESCRIPTION

This document will guide the user through steps to take for trucks equipped with Eaton AMT losing vehicle speed while downshifting from 8th to 7th.

NOTE:
A normal 8-7 shift should take between 1.5 - 2.0 seconds without significant loss in vehicle speed.

SYMPTOM(s)

Truck losing vehicle speed while downshifting from 8th to 7th and/or Check Transmission light on

Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

DTC/Light	Eaton Fault Code	Description
781-7	FC73	Failed to Engage Gear

Customer Observations or Concerns:

Truck losing vehicle speed while downshifting from 8th to 7th and/or Check Transmission light on.


SPECIAL TOOL(s) / SOFTWARE


Tool Description	Tool Number	Comments	Instructions
Eaton ServiceRanger 4			

SERVICE PARTS INFORMATION


Kit Description	Part Number	Quantity Required
N/A	N/A	N/A

DIAGNOSTIC STEP(s)

 WARNING:
To prevent property damage, personal injury, and / or death, park vehicle on a hard, flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in either direction.

 WARNING:
To prevent property damage, personal injury, and / or death, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

 WARNING:
To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

 WARNING:
To prevent property damage, personal injury, and / or death, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

 WARNING:
To prevent property damage, personal injury, and / or death, remove the ground cable from the negative terminal of the battery box before disconnecting any electrical components. Always connect the ground cable last.

Step	Action	Decision
#1	DIAGNOSTIC:	Yes. Proceed to Step #2

	No. Disregard this article
Does the truck lose vehicle speed while downshifting from 8th to 7th gear?	

Step	Action	Decision
#2	DIAGNOSTIC: Is FC73 (781-7) present in the Health Report?	Yes. Follow Eaton Diagnostic Steps (Link below in Other Resources)
		No. Follow Repair Steps below

REPAIR STEP(s)

1. Connect EST, using ServiceRanger 4 verify TECM configuration is set to "Enhanced Gear Engagement 553528"
2. If not then update TECU configuration to "Enhanced Gear Engagement 5573528"
3. Test drive to verify proper operation

WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

OTHER RESOURCES

[Master Service Information Site](#)

[UltraShift PLUS Automated TRTS0940 EN US 0317](#)

 Hide Details

Feedback Information

Viewed: 132
 Helpful: 3
 Not Helpful: 0

No Feedback Found