



BACKED BY
Roadranger
SUPPORT

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



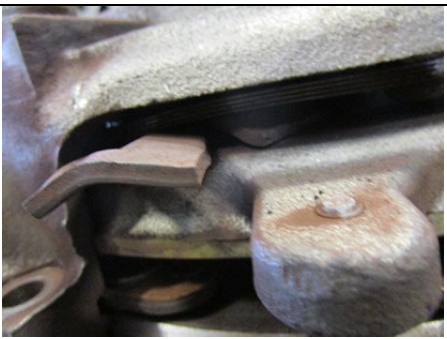
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Issue Description:

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. See Figures 1-3 below.

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 or no fault found
- Transmission software 5569997 will address fault code 71/11 – reference 2018-FSUD-2680 and Service Bulletin CLIB0033
- NHTSA recall notice 18E-102 has been made public on the NHTSA web site: 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, request and record the installed clutch part number and serial number.
 - If the clutch serial number is between the Start and End indicated below, the repair facility is to replace the clutch using the standard warranty process.
 - Start: AU1704010001 / SL1704010001 – 17(Year) 04(Month) 01(Day)
 - End: AU1806019999 / SL1806059999 – 18(Year) 06(Month) 01 or 05(Day).
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
 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 Complaints:
 - Request and 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 the Start and End range, replace the clutch using the standard warranty process.

Affected Models/Population:

- ECA Clutch - (122002-35/35A, 122003-42/42A)
- EverTough Self Adjust - (109701-XX)
- Advantage Self Adjust - (309701-XX, 309708-XX)
- Solo Reman - (109400-5MO, 109404-5MO, 109500-10MO, 109500-22MO, 109503-10MO, 109504-24MO, 109700-61MO, 109700-20MO, 109700-74MO, 109700-82MO)
- 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:

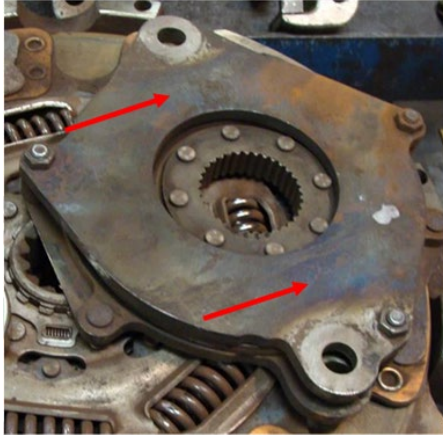
Claim Inclusion:

- 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 claims are to be returned to the Eaton Warranty Return Center “Collect” by LTL Carrier listed per TMIB0129.

Warranty Parts:

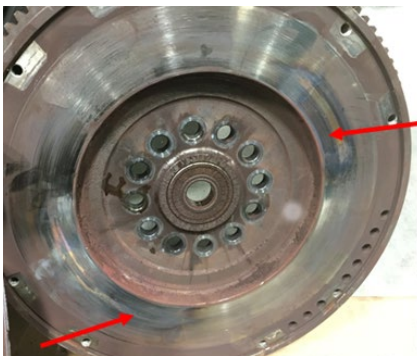
- Clutch Kit Part Number – ECA clutch kits 122002-35 or 122003-42 minus LCIB should be utilized – inspect LCIB for excessive heat, if heat is present use 122002-35A or 122003-42A. See Figure 4. If 122002-35 or 122003-42 is unavailable use 122002-35A or 122003-42A.

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 housings.
- One 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).
 - 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).
 - Any Progressive Damage components referenced in the Warranty Parts section will follow OEM or Engine Mfg.'s SRT Time.
- 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 (LTL Carrier per TMIB0129).
- Aftermarket stock Non-conformance clutch return: Aftermarket Non-conformance returns are to follow Service Bulletin CLIB0034

Warranty Coverage:

- Replacement clutches, including Aftermarket clutches, will carry 3yr/350,000 mile warranty.
- 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.
- All clutches that are registered for Extended Protection Plan that have a longer warranty period than 3yr/350,000 mile will continue with the purchased extended protection plans original coverage.
- 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.

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