



Service Bulletin

23-003

Section

23 - Clutch

Description

Clutch lever repair for issues with certain vehicles equipped with Eaton UltraShift Plus or Fuller Advantage Automated transmissions.

Release Date

7/22/2019

Introduction

Peterbilt has determined that certain vehicles built from 04/05/2017 through 06/20/2018, equipped with PACCAR MX-11, PACCAR MX-13, or Cummins X15 engines and Eaton UltraShift Plus or Fuller Advantage Automated transmissions, may display fault codes and/or have clutch release problems due to broken clutch levers.

Resolution

FIX-AS-FAIL

If you receive complaints from a customer as described above, use the Eaton bulletins referenced below to inspect the clutch and replace broken or damaged components as necessary. Authorization for the repair must be granted as described in the Eaton bulletins.

Refer to the following Eaton bulletins for troubleshooting guidance and repair direction.

- [CLIB-0035](#) Heavy Duty Clutch May Not Achieve Full Departure. See the **Containment/Corrective Actions** section.
 - [CLIB-0034](#) Non-Conforming Clutch Inventory – **for dealership “in stock” parts**.
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Warranty

Through Standard Warranty (includes Extended Warranty) Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 7.0 hours labor to replace the clutch assembly.
- Refer to Eaton bulletin [CLIB-0035](#) Warranty Labor section for labor claim guidance. See Table 1 below for related SRTs.
- See Parts section for applicable replacement clutch part information.
- The warranty claim must include details as described in Eaton bulletin CLIB-0035 Warranty Information: Claim Inclusion section.
- For non-original (replacement) clutches installed under warranty, file a long form claim.
- For non-original (replacement) clutches installed as a retail job, claims must be filed through PPD.
- Eaton requires clutch serial numbers to be provided for **both** take-off and installed clutches to maintain clutch warranty coverage. Add the serial numbers to the CCC field.

- File an additional claim for extraordinary circumstances, referencing 23003 in the CCC. A claim for standard labor must be filed first.

For Field...	Enter...
Failure Location	023-002-013
Failure Type	700
Claim Type	N
SRT 023-020	7.0 hours to remove and replace the clutch

Table 1 Commonly associated SRTs if additional repairs are required

SRT	Description	Time
026-450	Diagnostic time for Eaton Automated Transmissions	1.0
056-001	Power Take Off, Side or Bottom Mount - R & R. Includes: Disconnect u-joint, controls, & components for access. Drain & refill	1.5
056-002	Power Take Off, Top Mount - R & R. Includes: Disconnect u-joint, controls, & components for access. Drain & refill	2.0
	Machine flywheel covered up to \$130.	
045-404	R&R flywheel and Pilot bearing	0.6
045-444	Flywheel housing R&R - includes engine R&R for access. (MX engines only)	22.1

Parts

Parts are available through PACCAR Parts and/or Cummins. When clutches are ordered through DSP, the minimum quantity is 8 and this part number can be included in Mix and Match clutch orders.

Refer to WebECAT for clutch applicability.

If WebECAT shows clutch part number 122002-35 as applicable to the chassis, then the 122002-35EX part number must be ordered. For this issue, the 122002-35A p/n can only be used if the 122002-35EX p/n is unavailable. If you use p/n 122002-35A for this repair, you must provide documentation that 122002-35EX was unavailable. Per CLIB-0035, p/n 12003-42 can be used. However, this p/n is not available for after sales.

Repair authorization must be obtained through Eaton as described in the following Eaton bulletins:

- Eaton bulletin [CLIB-0035](#) Heavy Duty Clutch May Not Achieve Full Departure
- Eaton bulletin [CLIB-0034](#) Nonconforming Clutch Inventory

Quantity	Part Number	Description
1	122002-35EX	Clutch Assembly
1	122003-42A	Clutch Assembly

Take off parts disposition: Return parts as described in Eaton Bulletin [CLIB-0035](#).

Procedure

Refer to the following two Eaton bulletins for diagnosis and repair:

- Eaton bulletin [CLIB-0035](#) Heavy Duty Clutch May Not Achieve Full Departure.
- Eaton bulletin [CLIB-0034](#) Nonconforming Clutch Inventory

If the clutch in the vehicle is a replacement clutch, confirm whether or not the replacement clutch assembly is within the affected serial number range described in CLIB-0034.

If the flywheel housing is damaged, PACCAR MX engines need to be removed to replace it. For Cummins engines, refer to Cummins Quick Serve for instructions.

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