



Technical Service Bulletin

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Vehicle Performance Issues with Eaton™ Automated Manual Transmission	

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Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- ISX12 G CM2180 EJ

Issue

Symptom:

- Intermittent poor acceleration.
- Harsh or extended shifts.
- Engine lugging to near stall condition during launch.
- Stuck in gear (Eaton™ transmission fault code 74).
- Poor low speed maneuverability in "Reverse" or "R."

Root Cause:

- Multiple enhancements have been implemented in both the engine and transmission calibrations to improve drivability.

Verification

- Verify the vehicle is equipped with an Eaton™ UltraShift® PLUS or Fuller Advantage® Automated transmission.
- Verify the engine control module (ECM) has a calibration code installed with a revision date of 02 July 2019 or later.
- Verify the transmission control unit has the latest software and is properly configured for ISX12 G CM2180 EJ. Reference Eaton TAIB-0879.

Resolution

Cummins Inc. and Eaton™ have developed and released calibration improvements for the ISX12 G CM2180 and Eaton™ UltraShift® PLUS and Fuller Advantage® Automated transmissions.

- If the engine ECM calibration code has a revision date prior to 02 July 2019, update the engine ECM calibration code to the latest revision.
- Configure the Transmission Control Unit with the latest software and ensure the software is properly configured for ISX12 G CM2180 EJ. Reference Eaton™ TAIB-0879.
- Calibration of both the engine and transmission to the latest revisions is recommended but **not** required.

Document History

Date	Details
2019-11-4	Module Created

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