



Repair Notice

56-003

Section

56 - PTO

Description

567/579 VECU Eaton Endurant Transmission PTO Does Not Function

Release Date

12/6/2019

Introduction

Certain Model 567 and 579 vehicles, built between 4/03/2018 and 12/21/2018, and equipped with Cummins engines and Eaton Endurant transmissions had the Enable PTO parameter incorrectly set. Fault code 900 may present and the PTO does not function as intended.

Resolution

CAMPAIGN

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
 2. If you are not using SmartLINQ Service Management to start repair orders, review SIR for "Complete" next to the "56003" campaign code prior to performing this repair.
 3. Follow the procedures below to update the VECU and configure the Eaton Endurant PTO option.
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Warranty

Through Standard Warranty or for repairs completed by 1/01/2021, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.5 hours labor to update VECU software and enable the Endurant PTO 1 1939 parameter. Use Quick Claim Code 56003.
 - File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
 - Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting for repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the Fleet will be denied as pricing is incorrect on quick claims.
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Parts

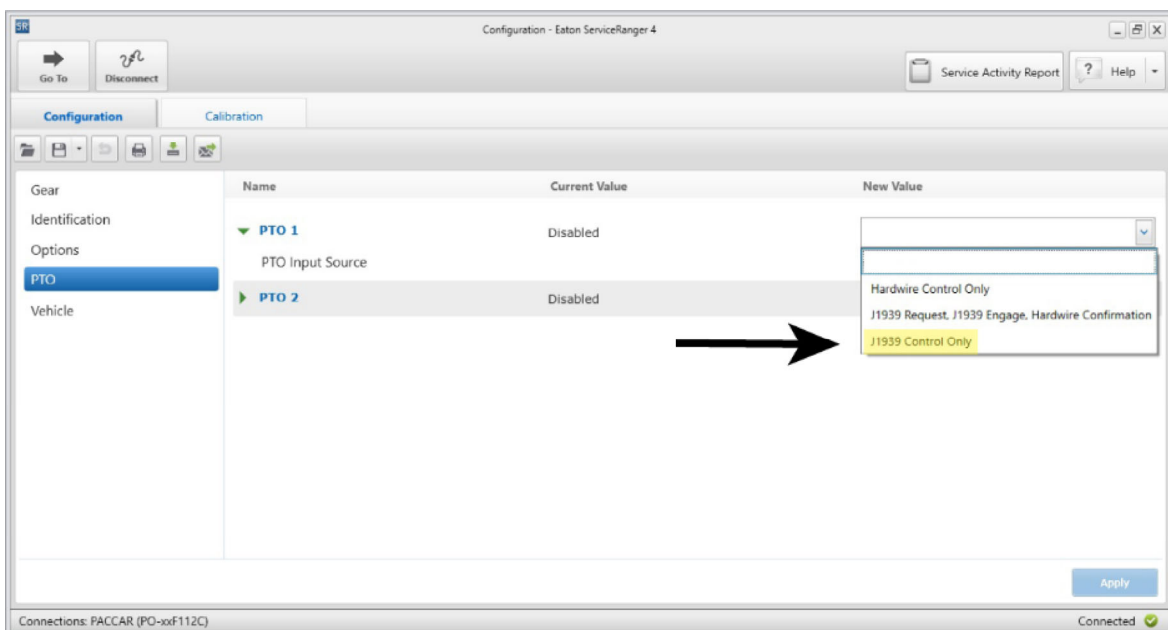
No parts required.

Procedure

1. Confirm DAVIE4 and Eaton Service Ranger have the latest available updates installed.
2. Update the VECU software.
3. Connect to the transmission with Eaton Service Ranger.
4. Select **Configuration** from the navigation menu.



5. Select the **PTO** configuration group.



6. In the PTO 1 **New Value** drop down menu, select J1939 Control Only.
7. Select **Apply**.
8. Review and confirm the new configuration settings and then select **Apply**.
9. Confirm the PTO functions.

Attachments

[Chassis List](#)
[Customer Letter - English](#)
[Customer Letter - French](#)

Authored by: PR

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Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: 56-003 – 567/579 VECU Eaton Endurant Transmission PTO Does Not Function.

Dear Peterbilt Customer,

Your vehicle is eligible for a campaign to update the Vehicle Electronic Control Unit (VECU) software and configure the Eaton Endurant transmission software to work with a PTO. Without this update, the PTO will not function as expected.

<i>The problem is...</i>	The VECU software and the Eaton Endurant transmission software configuration was not set correctly to function with a PTO.
<i>Correction...</i>	Dealers will update the VECU software and configure the Eaton Endurant transmission software.
<i>What you must do ...</i>	Contact your Peterbilt Dealer to schedule an appointment for repair.

Please contact a Peterbilt dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code.

When contacting your Peterbilt dealership, refer to campaign 56-003 along with the VIN(s) listed on this letter. This update will take approximately 1.0 hour, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by 01/01/2021, whichever is later. If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

We look forward to the opportunity to deliver this product improvement as part of our effort to provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Thank you,

Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the Peterbilt Dealer Locator.

