



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

Scan this QR code to open
the Kenworth Dealer Locator.



[First VIN]
Customer Name
Address
City, State Zip

Subject: TIB T010 or 26-035 - PACCAR Transmission and Eaton Endurant Transmission Software and Shift Calibration update
Expiration Date: 01/01/2022

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to update the transmission software and shift calibration. Some vehicles may experience a transmission service lamp, no gear engagement from neutral, and Diagnostic Troubleshooting Codes (DTC) due to the Linear Clutch Actuator not being able to achieve the desired position. A transmission software and calibration update is available to resolve this issue.

The problem is...	Linear Clutch Actuator not being able to achieve desired position.
What your dealer will do...	Dealers will update the transmission software and shift calibration.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair.

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to campaign **TIB T010 or 26-035** and the VIN listed on this letter. The work will take approximately **4.0 hours**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed by **01/01/2022**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this campaign. Please contact your Kenworth dealer for more information.

If you require further information about this campaign or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question using one of the following:

Email: Kenworth.Campaigns@paccar.com with the bulletin number in the subject line

or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

or

Phone: 425-828-5888

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]



Technical Information Bulletin

T010



Section

Transmission - 26

Subject

PACCAR Transmission Software and Calibration Update

Release Date

12/18/2020

Revision

12/23/2020: Changed PRWS Claim Coding table Supplier Code from 21888AA to 21888AB.

Condition

Customers may experience transmission service lamp activation, no gear engagement from neutral, and/or DTC 511 FMI 7 or 10 is set.

Chassis Affected

10,405 (U.S.: 9,745; Canada: 660) T680/T880/W990 chassis built from 05/01/2017 through 05/08/2019 with a PACCAR transmission, serial number of less than or equal to Z0057102. See the attached chassis list for specific chassis.

Action

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. Confirm with the customer that the calibration is suitable for their intended service before starting the updates. (See background section for the different calibrations).
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "T010" campaign code prior to performing this repair.
4. Follow the procedures below to update the software and the shift calibrations.

**CAUTION**

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

For repairs completed by 01/01/2022, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

For Trucks with software equal to or greater than 2149629:


- 0.6 hours labor if no symptoms present, update to the latest available transmission software and shift calibration. File a quick claim T010A.
- 2.1 hours labor to clear DTC 511 and to update to the latest available transmission software and shift calibration, record and clear DTC 511 and test drive. File a quick claim T010B.


For Trucks with software lower than 2149629:

- All of the software versions lower than 2149629 require a ServiceRanger update to allow communication via DAVIE4 to update the transmission.
- Reference [T008](#) to update to the TCM with ServiceRanger to software level version 2149629, which will allow DAVIE4 to communicate to the PACCAR Transmission.

Kenworth dealers may perform T010 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form in DWWC selecting "Draft/Offline Claims", the "General" tab, and in the "Type of Claim" drop down box, select "PACCAR Engine Claim," then manually enter claim codes (Campaign #, Failure type, and SRT).

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	T010	Campaign Type	Field Repair
Claim Category:	PACCAR Transmission	Repair Type	Proactive
Customer Concern Code	173	Causal Code	95
Corrective Action Code	12	Responsibility Code:	CampSupp
Supplier Code	21888AB	Causal Part	E27-1000
Failure Location	026-015-021	SRT Code	See the  Quick Claim table

DWC CLAIM CODING			
Failure Location:	026-015-021	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	05
SRT Code:	See the  Quick Claim table	Claim Type:	9
Vendor Code:	T010	Campaign Field:	T010

Background

The information below describes the different shift calibrations available.

Economy

- Optimized for fuel economy and drivability in line haul applications
- Smooth shifts to minimize cab rock
- Shift points keep engine speed low to match the PACCAR MX's torque curve
- At full torque, the engine can run as low as 1050 RPM before downshifting
- Skip shifting will occur in lower gears unless very light on accelerator pedal
- Single shifts will occur in upper gears

Performance

- Intended for drivers wanting faster and more aggressive shifts
- Torque ramps in/out quickly to improve shift time which increases cab rock in lower gears
- Downshifts approximately 100 RPM sooner when climbing grades to hold engine speed higher
- Holds gears longer while turning to improve time through intersections
- Faster flat ground acceleration
- At full torque, the engine can run as low as 1150 RPM before downshifting
- Skip shifting will occur in lower gears unless very light on accelerator pedal
- Single shifts will occur in upper gears

Tanker

- Intended for non-baffled fluid tankers
- Clutch engagement is slower during launches
- Skip upshifts are disabled to maximize torque on time, reducing tank slosh
- Upshifts at higher engine speed than Economy calibration
- After upshifting, if tank slosh pulls the engine speed down, the transmission is less likely to immediately downshift
- Downshift points with engine brake are less aggressive in Drive Mode, no change for Max Mode

In order to change the shift calibration in a PACCAR Transmission, a TCS365 case must be opened. For instructions on how to open and process a case, see below.

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

If a vehicle comes into your dealership with a Cummins Engine and an Eaton Endurant Transmission reference [26-035](#).

Diagnostics:

Customers may experience transmission service lamp activation, no gear engagement from neutral and fault codes due to Linear Clutch Actuator (LCA) not being able to achieve desired clutch position. DTC 511 FMI 7 or 10 is set. The only diagnostics covered by this campaign are to confirm the transmission software and shift calibrations are updated to the latest revisions.

Reference the TCM software documents [here](#).

1. Connect to vehicle with DAVIE4 to check for transmission DTC 511.
 - If DTC 511 is present, continue steps below to confirm transmission software and shift calibrations are at the minimum versions.
 - If other DTCs are present, the diagnostics are not covered in this campaign.
 - If DAVIE4 cannot communicate with the transmission, refer to T008 for procedures to update transmission.
2. Check in DAVIE4 that the base shift calibration (component group 1038) and PACCAR Transmission base software (component group 1064) are to the latest revisions.

Component group	Status	Installed (ECU)	Latest release
1038	✓	2149626	2149626
1039	✓	2149627	2149627
1064	✓	2149629	2149629

Parameter	Status	Installed (ECU)	Latest release
Version	✓	2164759	2164759
Revision	✓	1	1

3. Update the transmission software and shift calibrations to the latest version.
 - Refer to bulletin [T008](#) for information about programming a PACCAR Transmission.
 - **IMPORTANT!** All PACCAR Transmission software files must be processed through PACCAR Vehicle Pro (PVP) prior to programming with DAVIE4.
 - If customer desires a different type of shift calibration (ECO, Performance, or Tanker) than what is currently installed, a TCS365 case will be required.
4. Test drive the vehicle.
 - If transmission service lamp does not illuminate, repair is complete.
 - If transmission service lamp illuminates during test drive, continue with the repair.
 - If DTC 511 is still set, reference [T011](#).

TCS365 Case Creation Guide – This is only required if the customer requests a change to their shift calibration.


Follow this guide to create a TCS365 case for this bulletin to ensure the case is distributed to the appropriate group.

A TCS365 case **MUST** be completed to request a PVP change:

Follow the exact steps below or a delay in change processing will occur.

- Open [TCS365](#) in Google Chrome or Microsoft Edge.
- Select **Vehicle Support | Technical Assistance**.
- Select **Case Type Powertrain Support** and **Case Category Engine Diagnostics**.
- On the Powertrain Support page, fill in the following fields as follows and fill in the other fields as appropriate:
 - Subject: T010 PACCAR Transmission LCA Update.
 - Description: T010
 - Complaint/Verification Results: T010 SW/Shift Calibration update
 - Did you perform the required steps: Yes (confirm with customer on intended use for calibration)
 - Did you attach a PDF log file: No
 - Warranty Dependent Case: No
 - Repairs and Parts Replaced: N/A
 - Diagnostic Details: N/A

Attachments

 [Dealer chassis list](#)

 [Customer Letter](#)

 [Quick Claim table](#)

Authored by: OF

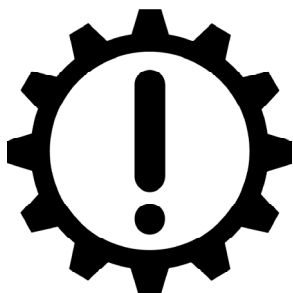
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Technical Information Bulletin

T010



Section

26 - Transmission

Subject

PACCAR Transmission Software and Calibration Update

Release Date

12/18/2020

Revision

12/28/2020 - Added French customer letter to attachments

Condition

Customers may experience transmission service lamp activation, no gear engagement from neutral, and/or DTC 511 FMI 7 or 10 is set.

Chassis Affected

Peterbilt - 9,160 (U.S. – 8,643; Canada – 517) Models 567/579 chassis built from 12/06/2016 through 03/27/2020 with a PACCAR transmission, serial number of less than or equal to Z0057102. See the attached chassis list for specific chassis.

Action

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. Confirm with the customer that the calibration is suitable for their intended service before starting the updates. (See background section for the different calibrations).
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "T010" campaign code prior to performing this repair.
4. Follow the procedures below to update the software and the shift calibrations.



Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

For repairs completed by 01/01/2022, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

For Trucks with software equal to or greater than 2149629:

- 0.6 hours labor if no symptoms present, update to the latest available transmission software and shift calibration. File a quick claim T010A.
- 2.1 hours labor to clear DTC 511 and to update to the latest available transmission software and shift calibration, record and clear DTC 511 and test drive. File a quick claim T010B.

For Trucks with software lower than 2149629:

- All of the software versions lower than 2149629 require a ServiceRanger update to allow communication via DAVIE4 to update the transmission.
- Reference [T008](#) to update to the TCM with ServiceRanger to software level version 2149629, which will allow DAVIE4 to communicate to the PACCAR Transmission.

Peterbilt dealers may perform T010 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, file a long form claim and use the claim codes below.

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	T010	Campaign Type	Field Repair
Claim Category:	PACCAR Transmission	Repair Type	Proactive
Customer Concern Code	173	Causal Code	95
Corrective Action Code	12	Responsibility Code:	CampSupp
Supplier Code	21888AB	Causal Part	E27-1000
Failure Location	026-015-021	SRT Code	See SRT Quick Claim Table here

DWC CLAIM CODING			
Failure Location:	026-015-021	Work Accomplished:	69
Failure Type:	363	Responsibility Code:	05
SRT Code:	See SRT Quick Claim Table here	Claim Type:	9
Vendor Code:	T010-00	Campaign Field:	T010

Background

The information below describes the different shift calibrations available.

Economy

- Optimized for fuel economy and drivability in line haul applications
- Smooth shifts to minimize cab rock
- Shift points keep engine speed low to match the PACCAR MX's torque curve
- At full torque, the engine can run as low as 1050 RPM before downshifting
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Tanker

- Intended for non-baffled fluid tankers
- Clutch engagement is slower during launches
- Skip upshifts are disabled to maximize torque on time, reducing tank slosh
- Upshifts at higher engine speed than Economy calibration
- After upshifting, if tank slosh pulls the engine speed down, the transmission is less likely to immediately downshift
- Downshift points with engine brake are less aggressive in Drive Mode, no change for Max Mode

In order to change the shift calibration in a PACCAR Transmission, a TCS365 case must be opened. For instructions on how to open and process a case, see below.

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

If a vehicle comes into your dealership with a Cummins Engine and an Eaton Endurant Transmission reference [26-035](#).

Diagnostics:

Customers may experience transmission service lamp activation, no gear engagement from neutral and fault codes due to Linear Clutch Actuator (LCA) not being able to achieve desired clutch position. DTC 511 FMI 7 or 10 is set. The only diagnostics covered by this campaign are to confirm the transmission software and shift calibrations are updated to the latest revisions.

Reference the TCM software documents [here](#).

1. Connect to vehicle with DAVIE4 to check for transmission DTC 511.
 - If DTC 511 is present, continue steps below to confirm transmission software and shift calibrations are at the minimum versions.
 - If other DTCs are present, the diagnostics are not covered in this campaign.
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Parameters	Status	Installed (ECU)	Latest release
Version	✓	2164759	2164759
Revision	✓	1	1

3. Update the transmission software and shift calibrations to the latest version.
 - Refer to bulletin T008 for information about programming a PACCAR Transmission.
 - IMPORTANT! All PACCAR Transmission software files must be processed through PACCAR Vehicle Pro (PVP) prior to programming with DAVIE4.

- If customer desires a different type of shift calibration (ECO, Performance, or Tanker) than what is currently installed, a TCS365 case will be required.
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 - If DTC 511 is still set, reference T011.

TCS365 Case Creation Guide – This is only required if the customer requests a change to their shift calibration.

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- Select **Vehicle Support | Technical Assistance**.
- Select **Case Type Powertrain Support** and **Case Category Engine Diagnostics**.
- On the Powertrain Support page, fill in the following fields as follows and fill in the other fields as appropriate:
 - Subject: T010 PACCAR Transmission LCA Update.
 - Description: T010
 - Complaint/Verification Results: T010 SW/Shift Calibration update
 - Did you perform the required steps: Yes (confirm with customer on intended use for calibration)
 - Did you attach a PDF log file: No
 - Warranty Dependent Case: No
 - Repairs and Parts Replaced: N/A
 - Diagnostic Details: N/A

Attachments

[Dealer chassis list](#)

[Customer Letter](#)

[French Customer Letter](#)

[T010 Quick Claim Description](#)

Authored by:DKH

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Select the date.

CAMPAIGN LETTER

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Field Repair T010 / 26-035 – PACCAR and Eaton Endurant Transmission Software and Shift Calibration Update.
EXPIRATION DATE: 1/1/2022

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain Model 567/579 vehicles manufactured with a PACCAR or Eaton Endurant transmission are eligible to receive a software and shift calibration update. Your vehicle has been identified as having one of these transmissions. These vehicles may experience a transmission service lamp activation, no gear engagement from neutral, and Diagnostic Trouble Codes (DTC) due to Linear Clutch Actuator (LCA) not being able to achieve desired position

What is Peterbilt improving?

Updating transmission software and shift calibration

What will this improvement do?

The software update will correct the LCA calibration.

What should you do?

Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, refer to campaign T010 or 26-035 and the VIN(s) listed in this letter. The work for this improvement may take up to 4.0 hours of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by January 1, 2022, whichever is later.

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.

Sincerely,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.

