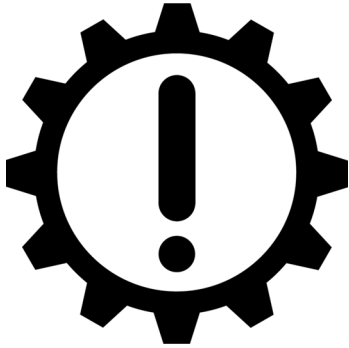




Technical Information Bulletin

26-035



Section

Transmission - 26

Subject

Eaton Endurant 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, no gear engagement from neutral and/or DTC 511 FMI 7 or 10 is set.

Chassis Affected

8,294 (US: 8,150; Canada: 144) T680/T880/W990 chassis built from 05/02/2017 through 05/10/2019 with an Eaton Endurant 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 customer that the calibration is suitable for their intended service before starting the updates.

3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "26035" campaign code prior to performing this repair.
4. Follow the procedures below to update the software and shift calibration.
5. Kenworth dealers will not be able to process Peterbilt vehicles with an Eaton Endurant Transmission.

**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:

- 0.5 hours labor with no symptoms present to update software to latest available transmission software and shift calibrations. File a quick claim 26035A.
- 2.0 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 26035B.

See Eaton's [TAIB0885](#) Bulletin for repair and diagnostic information.

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	26035	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	95
Corrective Action Code	12	Responsibility Code:	CampSupp
Supplier Code	21888AB	Causal Part	K-4398
Failure Location	026-015-021	SRT Code	See SRT Table  here

DWC CLAIM CODING			
Failure Location:	026-015-021	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	05
SRT Code:	See SRT Table  here	Claim Type:	N
Vendor Code:	26035	Campaign Field:	26035

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 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

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 PACCAR MX engine and a PACCAR transmission go to bulletin [T010](#).

Diagnostics:

Customers may experience transmission service lamp, 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.

1. Update ServiceRanger4 to the latest version.
2. Use Eaton's ServiceRanger4 to update Software and Calibrations per the linked Eaton Bulletin below.

Attachments

 [Dealer\Chassis List](#)

 [Customer Letter](#)

Eaton Bulletin [TAIB0885](#)

 [Quick Claim table](#)

Authored by: OF

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