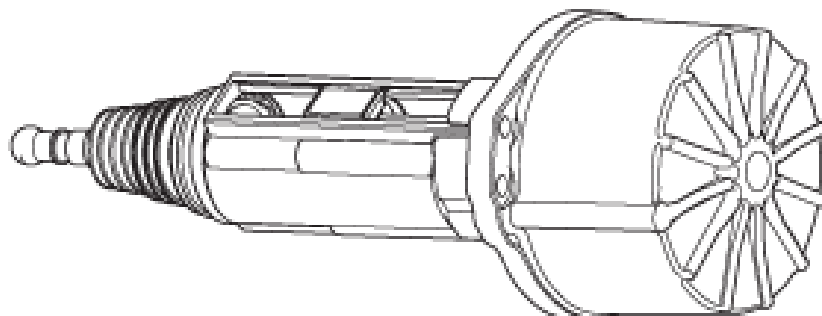




Technical Information Bulletin

26-037



Section

Transmission - 26

Subject

Eaton Endurant Transmission LCA replacement

Release Date

12/18/2020

Revision

12/23/20 - Changed the replacement part number in Parts section.

Condition

Campaign [26-035](#) is complete and a DTC of 511 is set indicating no gear engagement.

Chassis Affected

Chassis built from 05/08/2017 through 08/14/2019 with a Eaton Endurant transmission, serial number of less than or equal to Z0057102.

Action

Fix-As-Fail

If a customer enters the dealership and demonstrates the condition above, verify that 26-035 has been completed and follow the procedures below to replace the LCA.

Warranty

Through Standard Warranty or any applicable active Extended Warranty, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 2.5 hours labor to diagnose the DTC, record and clear DTC 511, replace LCA, run clutch recalibration, and test drive. File a quick claim 26037
- File a long form claim for extraordinary circumstances. A quick claim must be filed first.

Take-Off Parts Disposition: Ship take-off parts to supplier per ship code

PRWS CLAIM CODING			
Campaign Code:	Only required for Campaigns	Campaign Type	Non-Campaign
Claim Category:	Truck	Repair Type	Fix-As-Fail
Customer Concern Code	173	Causal Code	65
Corrective Action Code	09	Responsibility Code:	CampSupp
Failure Location	026-015-021	Causal Part	A-10000714
Supplier Code	21888AB	SRT Code	See DWC Table below

DWC CLAIM CODING			
Failure Location:	026-015-021	Work Accomplished:	69
Failure Type:	363	Responsibility Code:	05
SRT Code:	026-520 1.0 hour Paccar or Eaton Endurant Transmission - Electronic Diagnostics: Includes hooking up with DAVIE4 or Service Ranger, hooking up the breakout box, and diagnosing one active fault code. 026-503 0.5 hours Paccar or Eaton Endurant Transmission - Linear Clutch Actuator (LCA) R&R (In chassis) 026-507 0.5 hours Paccar or Eaton Endurant Transmission - Clutch Re-calibration (In chassis)	Claim Type:	N

	026-451 0.5 hours Test Drive		
Vendor Code:	26037-00	Campaign Field:	26-037

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	E74-1010	LINEAR CLUTCH ACTUATOR KIT

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 Transmission DTC 511, ensure that [26-035](#) has been completed.

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 bulletin are to confirm the transmission software and shift calibrations are updated to the latest revisions and that DTC 511 is set.

Reference the Eaton bulletin [TAIB-0885](#) for details about software and shift calibrations.

1. Connect to vehicle with DAVIE4 to check for transmission DTC 511.
 - If DTC 511 is present continue with this procedure.
 - If other DTCs are present, diagnose per appropriate service documentation.
2. Replace LCA per [Eaton Endurant Transmission service manual](#).
 - Only the Clutch Calibration is required with the (in chassis) LCA replacement. (The Rail Calibration is not required with an (in chassis) LCA replacement.
3. 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 appropriate diagnosis.

Authored by: DKH

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Technical Information Bulletin

26-035



Section

Transmission - 26

Subject

Eaton Endurant 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

5075 (US – 4,994; Canada – 81) Models 567/579 chassis built from 05/08/2017 through 08/14/2019 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. Peterbilt dealers will not be able to process Kenworth 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, Peterbilt 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 [TAIB0885EN](#) 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:	2603500	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](#)

[French Customer Letter](#)

Eaton Bulletin [TAIB0885EN](#)

[26-035 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

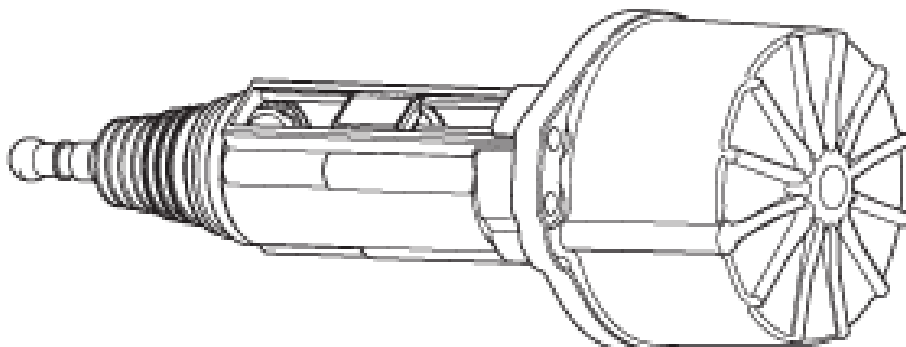
Scan this QR code to open the
Peterbilt Dealer Locator.





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Technical Information Bulletin

26-037

Section

Transmission - 26

Subject

Eaton Endurant Transmission LCA replacement

Release Date

12/18/2020

Revision

12/23/2020: Corrected LCA part number. Changed Supplier Code in PPRWS Claim Coding table from 21888AA to 21888AB.

Condition

Campaign [26-035](#) is complete and a DTC of 511 is set indicating no gear engagement.

Chassis Affected

Chassis built from 05/02/2017 through 05/10/2019 with a Eaton Endurant transmission, serial number of less than or equal to Z0057102.

Action

Fix-As-Fail

If a customer enters the dealership and demonstrates the condition above, verify that [26-035](#) has been completed and follow the procedures below to replace the LCA.

Warranty

Through Standard Warranty or any applicable active Extended Warranty, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 2.5 hours labor to diagnose the DTC, record and clear DTC 511, replace LCA, run clutch recalibration, and test drive. File a quick claim 26037.
- File a long form claim for extraordinary circumstances. A quick claim must be filed first.

Take-Off Parts Disposition: Ship take-off parts to supplier per ship code

PRWS CLAIM CODING			
Campaign Code:	Only required for Campaigns	Campaign Type	Non-Campaign
Claim Category:	Truck	Repair Type	Fix-As-Fail
Customer Concern Code	173	Causal Code	65
Corrective Action Code	09	Responsibility Code:	CampSupp
Failure Location	026-015-021	Causal Part	A-10000714
Supplier Code	21888AB	SRT Code	See DWC Table below

DWC CLAIM CODING			
Failure Location:	026-015-021	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	05
SRT Code:	026-520 1.0 hour Paccar or Eaton Endurant Transmission - Electronic Diagnostics: Includes hooking up with DAVIE4 or Service Ranger, hooking up the breakout box, and diagnosing one active fault code. 026-503 0.5 hours Paccar or Eaton Endurant Transmission - Linear Clutch Actuator (LCA) R&R (In chassis)	Claim Type:	N

	026-507 0.5 hours Paccar or Eaton Endurant Transmission - Clutch Re- calibration (In chassis) 026-451 0.5 hours Test Drive		
Vendor Code:	26-37	Campaign Field:	26-037

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	E74-1010	LINEAR CLUTCH ACTUATOR KIT

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 Transmission DTC 511, ensure that [26-035](#) has been completed.

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 bulletin are to confirm the transmission software and shift calibrations are updated to the latest revisions and that DTC 511 is set.

Reference the Eaton bulletin [TAIB-0885](#) for details about software and shift calibrations.

1. Connect to vehicle with DAVIE4 to check for transmission DTC 511.
 - If DTC 511 is present continue with this procedure.
 - If other DTCs are present, diagnose per appropriate service documentation.
2. Replace LCA per [Eaton Endurant Transmission service manual](#).
 - Only the Clutch Calibration is required with the (in chassis) LCA replacement. (The Rail Calibration is not required with an (in chassis) LCA replacement.
3. 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 appropriate diagnosis.

Authorized by: OF

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