

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: 26-038 – Eaton Endurant Main Drive Gear Premature Wear
EXPIRATION DATE: 1/1/2023

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain Model 579 and 567 vehicles built from 3/25/2015 through 03/11/2020 and equipped with an Eaton Endurant transmission are eligible to receive a clutch housing front cover and seals kit. This improvement will increase the longevity of the transmission main drive gear.

What is Peterbilt improving?

Peterbilt will install a clutch housing front cover and seals kit.

What will this improvement do?

This will increase the longevity of the transmission main drive gear.

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 26-038 and the VIN(s) listed in this letter. The work for this improvement will take approximately 8.0 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, 2023, 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.



26-038 - Eaton Endurant Main Drive Gear Premature Wear

12/22/2021

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26-038

Section

27 - Automated Transmission

Subject

Eaton Endurant Main Drive Gear Premature Wear

Whats New Abstract

Non-Safety Campaign: Eaton Endurant transmissions may experience premature Main Drive Gear damage due to clutch housing and main case countershaft bearing bore wear. A Clutch Housing Front Cover Kit will be installed to address the issue.

Revision

12/22/2021 - Changed the failure location number in the warranty tables as advised by warranty.

Condition

Drivers of vehicles equipped with Eaton Endurant transmissions may experience harsh shifts and gear grinding noise. Premature Main Drive Gear damage may occur due to clutch housing and main case countershaft bearing bore wear.

Chassis Affected

873 US - Certain Model 567 and 579 vehicles equipped with Eaton Endurant transmissions from transmission model start of production through transmission Serial Number Z0076113.

Action

Campaign

Service all flagged vehicles 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 "26038" campaign code prior to performing this repair.
3. Follow the procedure below to determine correct transmission repair path.

Warranty

Through Standard Warranty, any applicable Extended Warranty or for repairs completed by 1/01/2023, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- If there is a shifting or grinding complaint prior to beginning the repair, additional diagnostics will be needed.

- Transmissions that are experiencing this condition must have a documented repair path provided by Eaton.
- Include the Eaton case number in the claim story.
- For vehicles with less than 250,000 miles, 8.0 hours to install the parts in the clutch housing front cover kit. Includes clutch recalibration, transmission R&R, test drive and download of Service Activity Report. File quick claim 26038A.
- For vehicles with 250,000 miles or more:
 - The transmission data files must be submitted to Eaton by the technician as detailed in the Procedure section. If the files have not been submitted, claims may be denied.
 - If directed by Eaton to install the clutch housing front cover kit, file quick claim 26038A.
 - **If Eaton requires any other repair path, file quick claim 26038B. Edit the claim appropriately for the specific repair and ensure that KA-4230 is in the claim story.**
- File an additional claim for extraordinary circumstances, referencing 26038. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy.
- For claims filed using DWC, 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.
- Peterbilt dealers will not be able to process Kenworth vehicles with an Eaton Endurant Transmission.

Take-Off Parts Disposition: Unless otherwise instructed through direct contact with Eaton, destroy take-off parts 30 days after claim is paid.

PRWS CLAIM CODING			
Campaign Code:	26038	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	089	Causal Code	44
Corrective Action Code	03	Responsibility Code:	SUP
Failure Location	026-001-052	Causal Part	10001049
Supplier Code	05679CH	SRT Code	026-527: (26-038) 1.0 hr – R&R clutch housing front cover and seals. Includes transmission data file submission to Eaton if necessary. 026-507: 0.5 hrs – clutch re-calibration. 026-501: 6.0 hrs - Transmission R&R 026-451: 0.5 hr – Road Test / Test Drive

DWC CLAIM CODING			
Failure Location:	026-001-052	Work Accomplished:	69
Failure Type:	700	Responsibility Code:	09
SRT Code:	026-527: (26-038) 1.0 hr – R&R clutch housing front cover and seals. Includes transmission data file submission to Eaton if necessary. 026-507: 0.5 hrs – clutch re-calibration. 026-501: 6.0 hrs - Transmission R&R 026-451: 0.5 hr – Road Test / Test Drive	Claim Type:	C

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	E74-6039	Clutch Housing Front Cover Kit
7.5-8.5 Liters	Source Locally	PS-386 Lube or equivalent

Procedure

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

If there is a shifting or grinding complaint prior to beginning the repair, additional diagnostics will be needed. Contact Eaton via a Real Time Warranty claim for further direction.

For vehicles with less than 250,000 miles, refer to the attached procedures to R&R the transmission and install the Clutch Front Cover and Seals Kit.

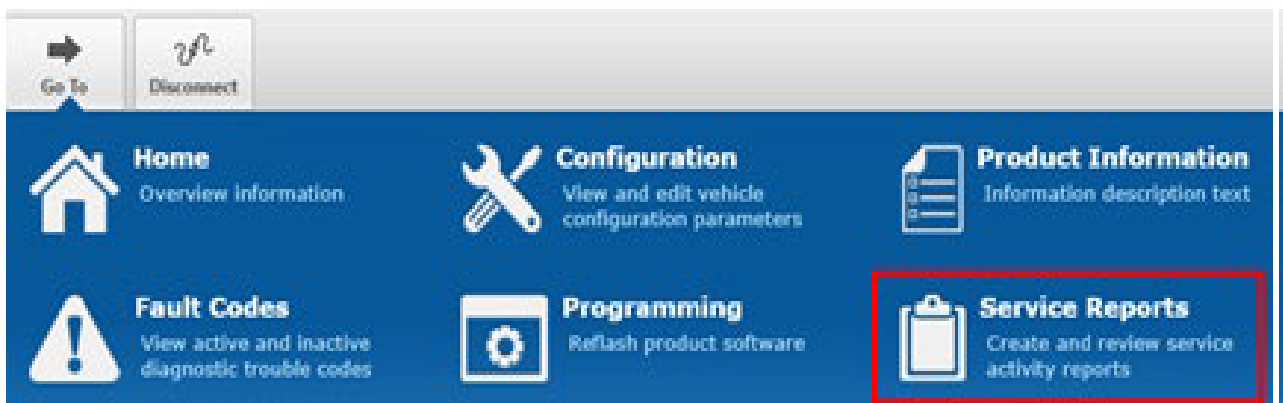
For vehicles with 250,000 miles or more, follow the steps below to create a Service Activity Report and send to Eaton. Contact Eaton via a Real Time Warranty claim.

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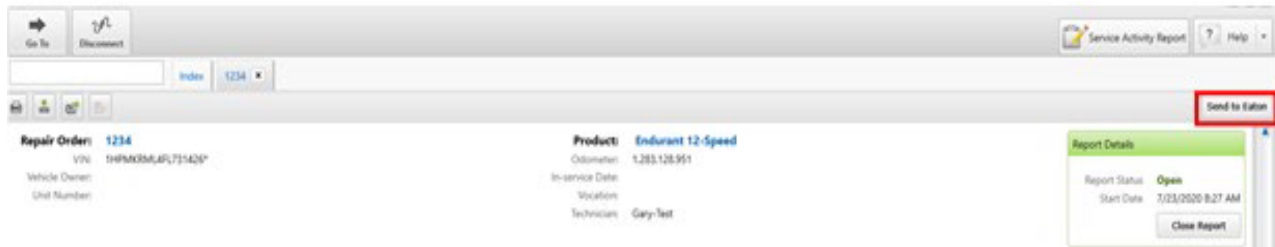
NOTE

If the data is not submitted by the technician during this process, the claim processing will be delayed.

1. Check clutch housing for "MDG4491" marking, indicating a previous repair. If marked as repaired, no further action is required.
2. Go to **Service Reports** in the **Navigation Menu**.



3. Create **New Service Activity Report**.
4. Fill in the **Vehicle Information**.
5. Click **Start** – data will begin extraction.
6. After report has finished, select "**Send to Eaton**" displayed in the screen header.



Go To Document

Service Activity Report Help

Index 1234

Repair Order: 1234
VIN: 1HFM08M64P171425
Vehicle Owner:
Unit Number:

Product: Endurant 12-Speed
Odometer: 1283128351
In-service Date:
Location:
Technician: Gary Test

Report Details
Report Status: Open
Start Date: 7/23/2020 8:27 AM
Close Report

Send to Eaton

7. Contact the Eaton Call Center: 1-800-826-4357.
8. Eaton will advise a repair path based on the Service Activity Report.

Mark Clutch Housing to Indicate Completed Repair

1. After the appropriate repair is completed, clean the area of the clutch housing shown below.
2. Using a paint pen, write "MDG4491" in the cleaned area to indicate that the repair has been completed.



Attachments

- [Chassis List](#)
- [Procedure - Clutch Housing Front Cover Kit](#)
- [Eaton Endurant Service Manual](#)
- [SM027-004 - Transmission Service Manual - Class 8](#)
- [Customer Letter](#)

Authored by: PR