



Subject: Automated Transmission Real Time Warranty Pre-Call Checklist

Document Number: RRCC0010

Date: April 11, 2014

It is not necessary to call Automated RTW to open a claim

Make a repair per Pre-Authorized Warranty Repair Guidelines

Guaranteed payment without calling for Preapproval

See your warranty administrator and click below link or visit Roadranger.com for details

<http://www.Roadranger.com/Roadranger/warranty/warrantyrepairguidelines/index.htm>

** Required before calling to open claim*

1. *OEM warranty and Eaton warranty information:

- VIN
- Fleet/Owner Name and Address
- Fleet Unit Number
- Vehicle Vocation
- Transmission Serial Number
- Engine Make and Model
- Engine Governed Speed
- Engine Rated Horsepower (LEP/UltraShift PLUS)
- OEM Dealer Code
- Vehicle "In Service Date"
- OEM Base Chassis Warranty
- OEM Transmission Warranty
- RO Number
- Failed Date
- Failed Mileage

2. *Request fleet driver or fleet complete Driver Questionnaire:

3. *Understand and attempt to duplicate complaint:

- When applicable, may require a short road test on lot or road

4. *Retrieve fault code and current configuration (software) information:

- [Click here or visit Roadranger.com for list of approved communication boxes](#)

5. *Save Snapshot and VPA data files (Gen 3 only):

- When applicable, save Snapshot and VPA data files to send to Automated RTW

6. *Troubleshoot Fault Codes:

- Perform diagnostics and record readings to report to Automated RTW

Real Time Warranty – Automated Transmission

AutoShift/UltraShift Driver Questionnaire [\(Click to go back\)](#)

Fleet: _____

Fleet Unit # _____

Date: _____

Dealer: _____

RO # _____

Fax to: 269-746-6965

Email to:

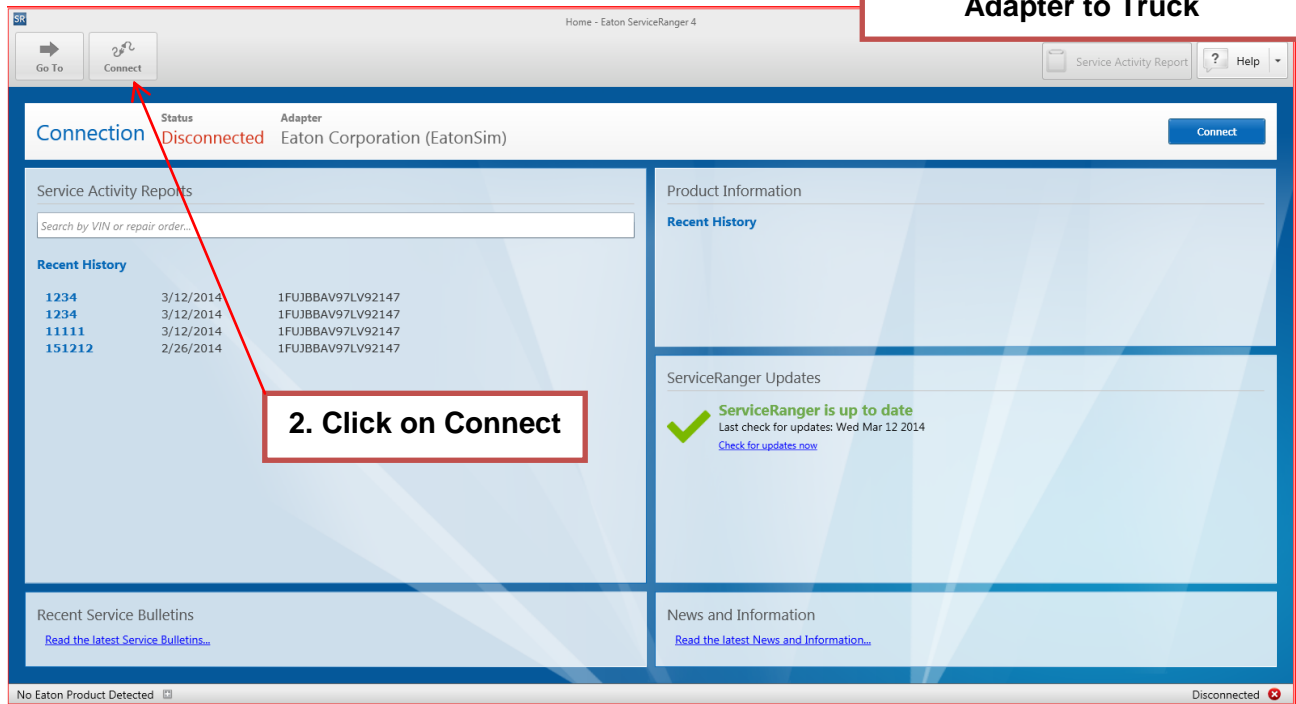
auto.rtw@eaton.com

1. Describe what happened (report any observations not captured below):				
2. If problem happens when first turning the key on skip to question #8				
3. Does engine RPM rev up and down a few times in an effort to make a shift?	Yes	No	Don't Know	NA
If Yes:				
a) What gears is the transmission trying to shift? <u>Circle any that apply or describe</u> 1-2 4-5 5-6 6-7 9-10 10-11 11-12 17-18				
b) Does the transmission eventually make the shift?	Yes	No	Don't Know	NA
c) Does the transmission shift back into the gear it is trying to shift out of?	Yes	No	Don't Know	NA
If No:				
a) What gears does the transmission stick in? <u>Circle one or more below</u> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18				
b) Are you able to go to Manual mode and make the transmission shift?	Yes	No	Don't Know	NA
4. Do you have to stop the truck when the problem happens?	Yes	No	Don't Know	NA
5. Does the transmission find neutral?	Yes	No	Don't Know	NA
6. Do you have to shut the truck off in gear?	Yes	No	Don't Know	NA
7. Does the transmission find neutral after turning key back on?	Yes	No	Don't Know	NA
8. Does the engine start with the key?	Yes	No	Don't Know	NA
9. What is in the gear display when the problem happens? <u>Circle one or more below</u> - single dash - - double dash flashing gear number solid gear number flashing F down arrows up arrows flashing CA blank display				
10. Does the transmission service, check engine or antilock brake light come on when the problem happens?	Trans Service	Check Engine	ABS	None
11. Does the problem happen when the transmission is cold, hot or both?	Cold	Hot	Both	NA
12. Does the problem happen when operating in wet weather, dry weather or both?	Wet	Dry	Both	NA
13. How many times a day, week or month does the problem happen? Number of times _____	Times Day	Times Week	Times Month	NA
14. How long has the truck had the problem?	First Time	Past 2 Weeks	Past Month	Several Months
15. How long have you been driving this truck?	Days	Weeks	Months	Years
16. List any known problems the truck has had in the past: <u>Circle one or more below or describe known problem</u> transmission engine cooling system ABS OEM electrical hit by lightning accident sat in a flood				
17. How long has it been since any known problems listed above happened?	First Time	Past 2 Weeks	Past Month	Several Months

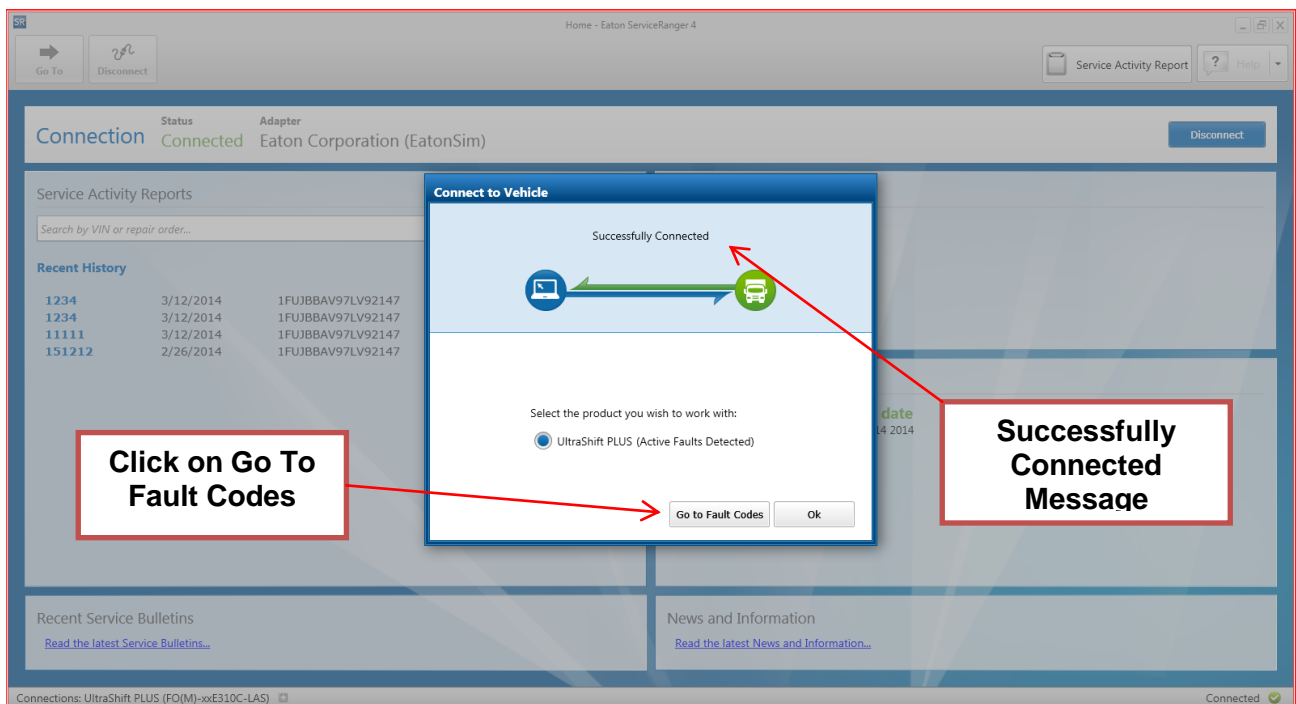
Real Time Warranty – Automated Transmission

Connecting to a Truck:

1. Physically Connect
Approved Vehicle Link
Adapter to Truck



2. Click on Connect



Click on Go To
Fault Codes

Successfully
Connected
Message

Fault Code Information:

SR Fault Codes - Eaton ServiceRanger 4

Go To Disconnect Service Activity Report Help

Eaton Products Vehicle

Clear Eaton Faults Clear All Faults

There are active engine/ABS fault codes.
It is best to diagnose engine/ABS fault codes before transmission faults codes. [Go to Engine/ABS Fault Codes](#) [Hide this Message](#)

▼ UltraShift PLUS 10-speed LAS

Code	Status	Description	ID	FMI	Count	Timestamp
34	Inactive	Weak battery voltage (TECU)	168	14: Special instructions	1	01h 32m
66	Inactive	ECA battery voltage	520271	4: Voltage below normal or shorted to low source	1	00h 01m
27	Inactive	Clutch disengagement	522	7: Mechanical system not responding or out of adjustment	13	01h 08m
33	Active	Low battery voltage (TECU)	168	4: Voltage below normal or shorted to low source	1	00h 05m

Connections: UltraShift PLUS (FO(M)-xxE310C-LAS) Connected

**Current
Transmission Fault
Codes**

SR Fault Codes - Eaton ServiceRanger 4

Go To Disconnect Service Activity Report Help

Eaton Products Vehicle

Clear All Faults

▼ Engine #1 (J1939)

Status	Description	ID	FMI	Count
Active	Battery voltage / power input 1	168	1: Data valid but below normal operational range - most severe level	1
Active	Exhaust back pressure regulator solenoid	649	11: Root cause not known	1
Active	Actual engine - percent torque	513	17: Data valid but below normal operating range - least severe level	14

▼ Brakes - System Controller (J1939)

Status	Description	ID	FMI	Count
Active	Power supply	627	4: Voltage below normal or shorted to low source	125

▼ Cab Controller Primary (J1939)

Status	Description	ID	FMI	Count
Active	Power supply	627	5: Current below normal or open circuit	124

▼ Communications Unit, Cellular (J1939)

Status	Description	ID	FMI	Count
Active	Power supply	627	6: Current above normal or grounded circuit	124

Connections: UltraShift PLUS (FO(M)-xxE310C-LAS) Connected

**Current Vehicle
Fault Codes Tab**

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Current Transmission Configurations:

The screenshot shows the 'Configuration - Eaton ServiceRanger 4' window. On the left, a sidebar lists 'Gear', 'Options', 'Engine', 'Vehicle', and 'PTO'. The 'Gear' section is expanded, showing a list of transmission configurations. A red box labeled 'Optional Configurations' points to the 'Options' link in the sidebar. Another red box labeled 'Service Activity Report (Available from any screen)' points to the 'Service Activity Report' icon in the top right. A third red box labeled 'Click on Apply to Save New Configuration' points to the 'Apply' button at the bottom right. The main table lists configurations with columns for Name, Current Value, and New Value.

Name	Current Value	New Value
Kick Downshift	Enabled	
Default Start Gear	2nd	
Maximum Start Gear	3rd	
Coast Down Gear	5th	
Default Reverse Gear	R1	
Reverse Gear	R1	
Reverse Creep	Enabled	

Creating a Service Activity Report (Sending Snapshot & VPA to Server):

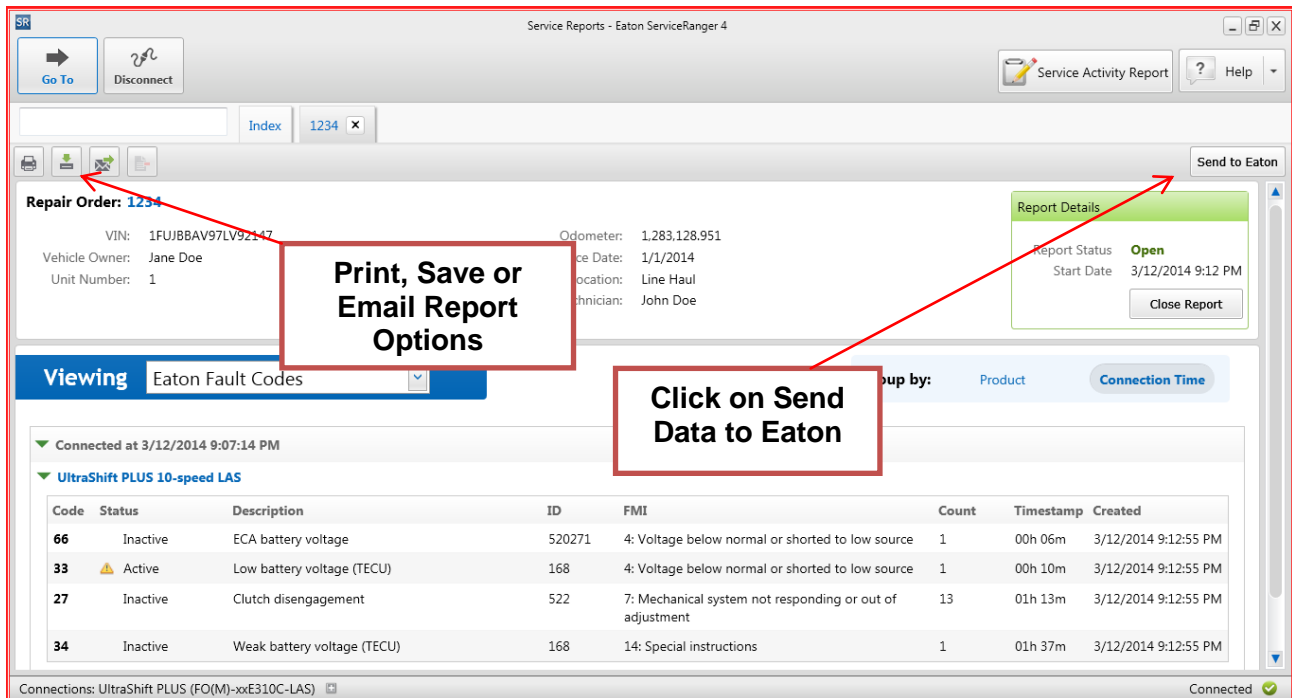
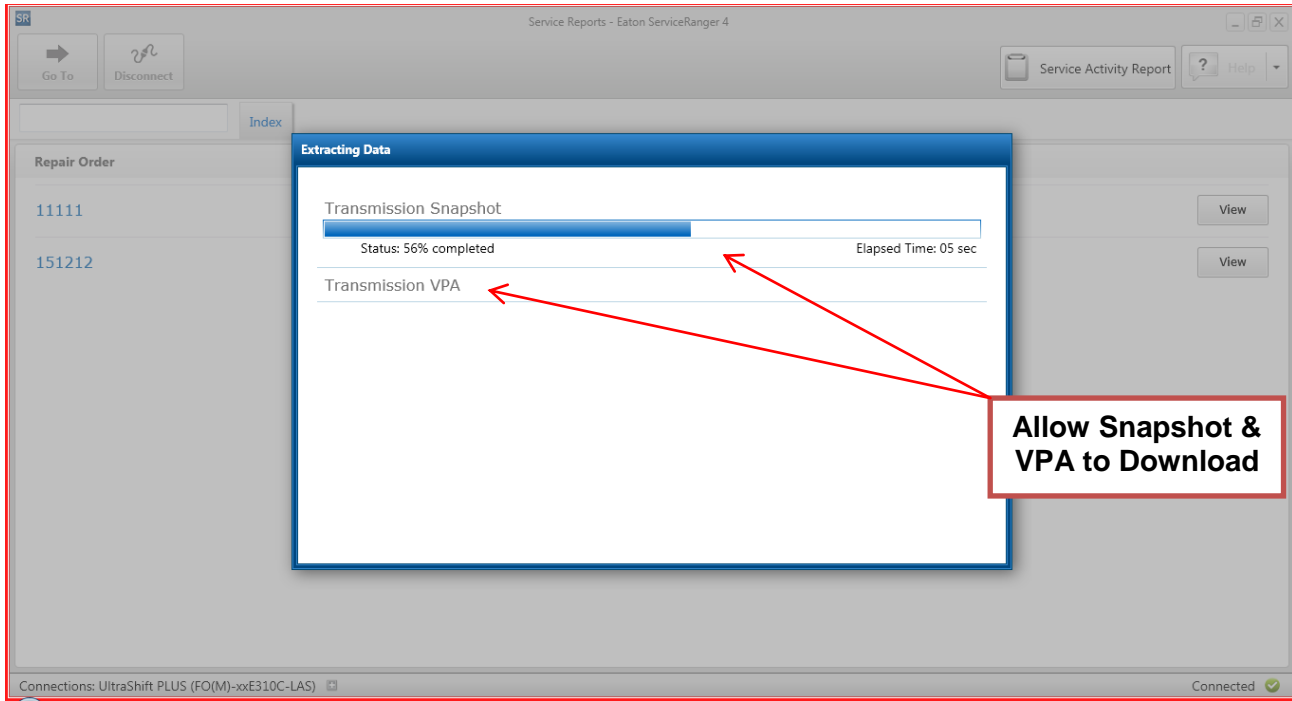
The screenshot shows the 'Service Reports - Eaton ServiceRanger 4' window. A 'Start Service Activity Report' dialog box is open in the center. Red boxes with numbers 1, 2, and 3 provide instructions: '1. Click on Service Activity Report' points to the icon in the top right; '2. Fill In Required Information' points to the input fields in the dialog; '3. Click on Start Report' points to the 'Start Report' button. The dialog box contains fields for VIN, Repair Order, Vehicle Owner, Vehicle In-service Date, Unit Number, Vehicle Vocation, Odometer, Technician, and Notes.

1. Click on Service Activity Report

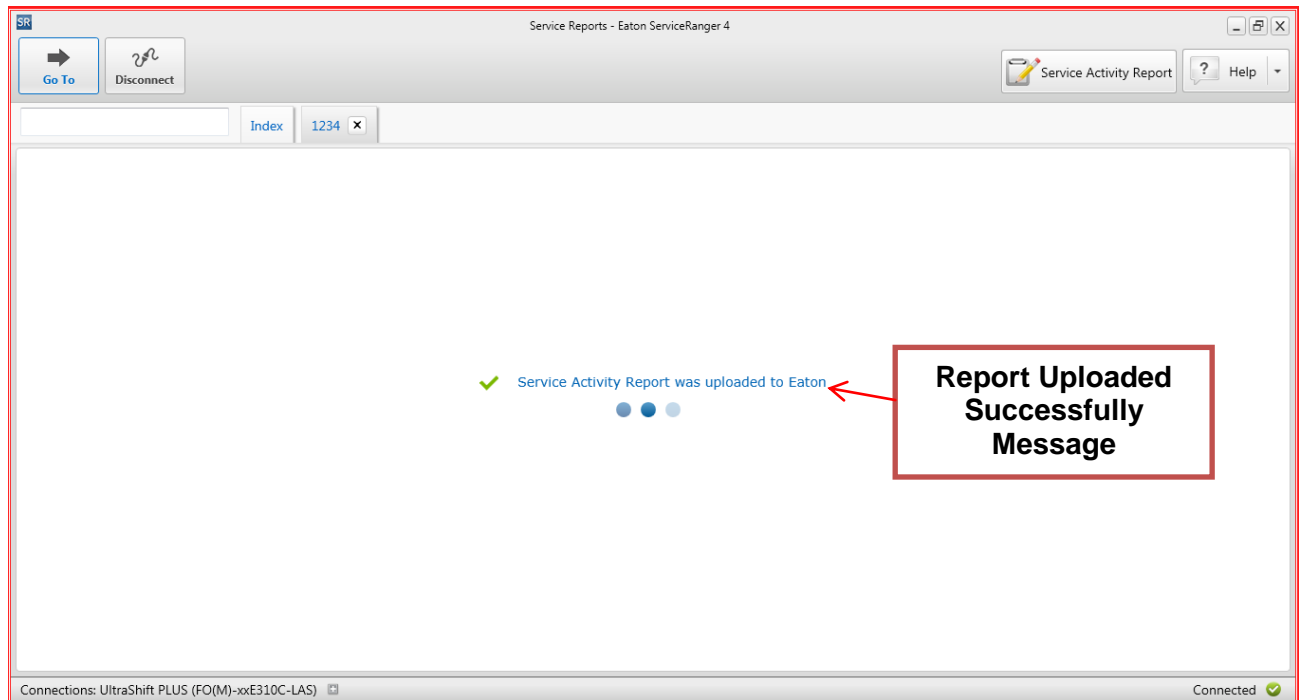
2. Fill In Required Information

3. Click on Start Report

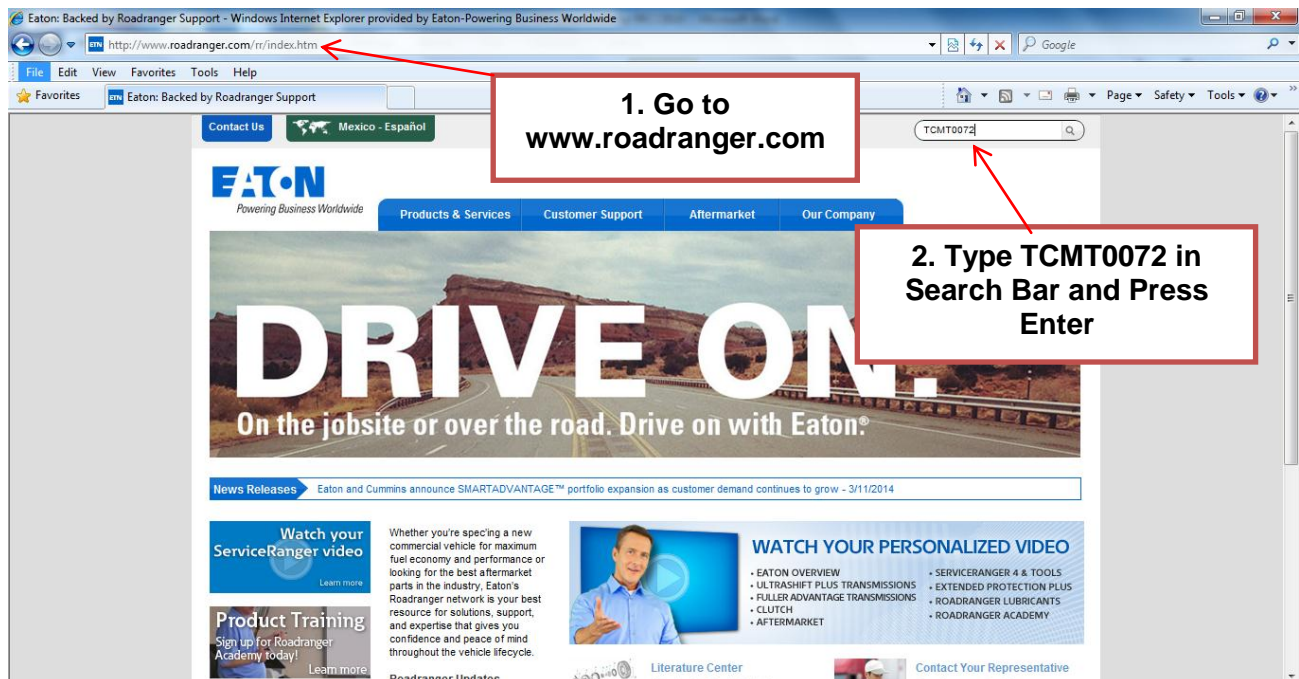
Real Time Warranty – Automated Transmission



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For more information about ServiceRanger 4, please reference the ServiceRanger 4 user guide TCMT0072!



Real Time Warranty – Automated Transmission

This screenshot shows a search results page for 'TCMT0072' on the Eaton Corporation website. The browser is Internet Explorer. The page features the Eaton logo and navigation tabs for 'Products & Services', 'Customer Support', 'Aftermarket', and 'Our Company'. A search bar at the top right contains the text 'TCMT0072'. Below the search bar, a list of search results is displayed. The first result, 'ServiceRanger™ 4 TCMT0072 EN-US', is highlighted with a red box and a red arrow pointing to it. A text box with the instruction 'Click on ServiceRanger 4 User' is positioned above the arrow. The left sidebar shows 'Topic Clusters' with a note 'Not enough text to cluster' and a 'Documents (3)' section. The main content area shows the first three search results, each with a title, a brief description, and a link to the document.

Search Results - Eaton Corporation - TCMT0072 - Windows Internet Explorer provided by Eaton-Powering Business Worldwide

http://search.eaton.com/cgi-bin/query-meta?%3Aproject=Roadranger&query=TCMT0072

File Edit View Favorites Tools Help

Search Results - Eaton Corporation - TCMT0072

Contact Us Mexico - Español

EATON Powering Business Worldwide

Products & Services Customer Support Aftermarket Our Company

TCMT0072 Search

Results 1-3 of about 3 | Details

Topic Clusters

Not enough text to cluster

refine by Content Type

Documents (3)

refine by Date

Selected: 11/3/2013 - 3/16/2014

1. ServiceRanger™ 4 TCMT0072 EN-US new window preview
User's Guide ServiceRanger™ 4 TCMT0072 EN-US September 2013 Table of Contents Welcome! 1 Introduction to ServiceRanger 2 Getting Started 3 System Requirements 3 Activation 4 ...
www.roadranger.com/_documents/content/tcmt0072en-us.pdf - 3MB - cache
2. UltraShift® PLUS TRTS0940 EN-US new window preview
... Manual TRDR1110 Fuller UltraShift PLUS Transmission Driver Instructions TCMT0072 ServiceRanger™ 4 User's Guide TCMT0073 ServiceRanger™ 4 ... Brake Switch. Note: Reference the ServiceRanger User Guide (TCMT0072) for more information about the use of ServiceRanger. ...
www.roadranger.com/_documents/content/trts0940en-us.pdf - 65MB - cache
3. UltraShift® PLUS TRTS0940 EN-US new window preview
... Brake Switch. Note: Reference the ServiceRanger User Guide (TCMT0072) for more information about the use of ServiceRanger. ... more information, see the ServiceRanger User's Guide TCMT0072. 3. Attempt to communicate with vehicle components. • If ...
www.roadranger.com/_documents/content/trts0940en-us.pdf - 63MB - cache

This screenshot shows the 'User's Guide' for 'ServiceRanger™ 4 TCMT0072 EN-US' in Internet Explorer. The browser address bar shows the URL 'http://www.roadranger.com/ecm/groups/public/@pub/@eaton/@roadranger/documents/content/tcmt0072en-us.pdf'. The page has a blue header with the text 'User's Guide'. The main content area is mostly blank, with a large text box on the right containing the instruction 'Allow the Document to Load and Enjoy the Information!'. At the bottom of the page, the title 'ServiceRanger™ 4 TCMT0072 EN-US' and the date 'September 2013' are displayed.

http://www.roadranger.com/ecm/groups/public/@pub/@eaton/@roadranger/documents/content/tcmt0072en-us.pdf

File Edit Go To Favorites Help

http://www.roadranger.com/ecm/groups/public...

User's Guide

Allow the Document to Load and Enjoy the Information!

ServiceRanger™ 4
TCMT0072 EN-US
September 2013