



Subject: Service Activity Report Required for ALL Automated Transmissions and Advantage Automated Series and Advantage Automated ECA Clutch Warranty

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Issue Description:

Eaton Corporation (Eaton) and Eaton Cummins Automated Transmission Technologies (Eaton Cummins) continues to have a focus on improving our warranty adjudication process. As our products become more integrated, we need to leverage data to ensure that the root cause is identified, and the failure is verified for warranty claims. In situations where the failure is not obvious or has the appearance of another failure, having the Service Activity Report (SAR) data available for the Call Center and warranty adjudication processes are a key element to getting the vehicle repaired and warranty claim processed while driving corrective actions implementation in a timely fashion.

Current Process:

Review the failure Automated Transmission or Clutch product and determine from the failed components or Service Activity Report (SAR) data (if available from the ServiceRanger tool).

Revised Process:

Eaton Corporation and Eaton Cummins Automated Transmission Technologies are deploying the Service Activity Report requirement (via ServiceRanger) within the Snapshot (data analysis tool inside the SAR) to assist in identifying root cause of a failure. This data must be sent to using the ServiceRanger or Davie service tools.

Starting April 1, 2024 failures, Eaton and Eaton Cummins will require a Service Activity Report (SAR) to be captured and electronically sent by the Eaton ServiceRanger or Davie tools for warranty claims adjudication on the following transmission and clutch families.

Automated Transmission Families

- Endurant Transmission Family
- UltraShift PLUS Family
- Fuller Automated Advantage Family

Clutch Families

- Advantage Automated series clutch (for the Eaton Cummins Endurant Transmission Family)
- Advantage Automated ECA Clutch (for the UltraShift PLUS and Fuller Automated Advantage Families)
- UltraShift DM Clutch

Warranty Information: None

Contact: Scott Wurtsbaugh

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