



Subject: Warranty Guidelines for Software Updates – Endurant Family Transmissions

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Issue Description:

Eaton Cummins Automated Transmission Technologies authorizing non-warrantable software updates on the Endurant Family Transmissions.

Current Process:

Software claims are being submitted for customer complaints, chassis integration, customer configuration parameter changes and/or campaigns that are not authorized by Eaton Cummins Automated Transmission Technologies. These software update and subsequent claims are not caused by a defect in material and/or workmanship.

Revised Process:

Any campaign or repair activity to update software that is not expressed, written, directed or approved by Eaton Cummins Automated Transmission Technologies will result in warranty claim denial. This revised process will be implemented on claims with a failure date of April 1, 2020 and forward.

The Endurant Troubleshooting Guides were updated February 2020 removing the direction to update software as part of the Diagnostic Procedure.

Note: Customers must obtain the latest available service documentation. Failure to do so may result in warranty claim denial.

Affected Models/Population:

- Endurant family

Examples of Non-Warrantable Complaints and Fault Code(s):

Note: Any campaign or repair activity for non-warrantable software updates will result in software warranty claim denial.

- Non-warrantable software update examples include, but are not limited to the following:
 - Unauthorized Non-Warrantable Software Update
 - Customer Configurable Parameters in Service Tools
 - TCM Failed Download Due to OEM Service Tool
 - TCM Failed Download During Non-Warrantable Software Update

- Fault Code(s) associated with non-warrantable software update examples include, but are not limited to the following:
 - Primary Shift Device
 - Secondary Shift Device
 - Start Enable Relay
 - Low Air Pressure
 - Transmission Air Supply Pressure Sensor
 - Clutch Abuse
 - Clutch Temperature
 - XBR System State
 - Primary Data Link (J1939 A)
 - Secondary Data Link (J1939 B)
 - Low Battery

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