



Subject: Transmission ECU Recovery Procedure – UltraShift®*PLUS* and Fuller Advantage® Automated

Document Number: TAIB-0886

Date: July 11, 2022

Updated: April 12, 2024

Issue Description:

Customers are reporting various no start complaints and ServiceRanger is unable to connect to the transmission. The following vehicle observations have been noted:

- Turn key on, solid transmission service light, engine will not crank.
- Turn key on, solid transmission service light and ** in the gear display, engine will not crank.
- ServiceRanger connects to the vehicle but is unable to communicate with the TECU.

These symptoms may be observed after one of the following has occurred:

 TECU with incorrect J1939 baud rate configuration was installed. TECU software download has failed and now ServiceRanger is unable to communicate with the TECU.

Affected Models/Population:

- UltraShift PLUS
- Fuller Advantage Automated

Field Strategy:

Transmission ECU Reset and Recovery Procedure:

Note: ServiceRanger 4, Software Version 4.9.1108.0 or greater is required.

1. Key off. Let vehicle ECUs power down for 5 minutes.

Service Bulletin – Product

2. Remove OEM 30-amp transmission battery voltage supply fuse to the TECU.

Note: TECU power and ground supply is OEM proprietary. Refer to OEM wiring diagrams, harness routing, connector views and pin locations.



3. Connect PC to the vehicle and open ServiceRanger.

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4. Click on "Connect" in ServiceRanger then within 10 seconds Key- On the vehicle ignition.

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Connection Disconnected Adapter NEOQ Technologies USB-Link (NXULNK32)	Cathert
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Recent Service Bulletins Boat the kinnt Service Bulletins.	News and Information Read the latest News and Information.

5. Select "Recover ECU".

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SR	Programming - Eaton ServiceRanger 4 - Simulation Mode
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Selection Menu Product Family: Model:	Instructions An Eaton ECU on the vehicle was detected in programming mode and will not function correctly until it is recovered by programming a software application file successfully. It is important that you make the right choices in the selection menu to successfully recover an ECU.
ECU Hardware	 Select a Product Family. Select Model (usually found on the identification tag located somewhere on the product). Select Hardware – This will be the type of ECU installed on the product. You may need to reference the part number on the ECU to make the correct selection. Select Other (varies depending on the product family selected). Select the Go button to display a list of available software based on your selections.

6. Once on the ECU Recovery tab, select the appropriate transmission product family, UltraShift PLUS or Fuller Advantage, from the "Product Family" dropdown.

Caution: Selecting the incorrect Product Family will result in Active fault codes and improper transmission operation. Reference Service Manuals TRSM0940 and TRSM0980 to identify transmission.

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Hydraulic L Fuller Adva	aunch Assist Intage	ect the Go button to display a list of available software based on your selections.

7. Select the appropriate transmission model from the "Model" dropdown.

Note: Transmission model designation can be found on the transmission serial tag.

Caution: Selecting the incorrect Transmission Model will result in Active fault codes and improper transmission operation. Reference Service Manuals TRSM0940 and TRSM0980 to identify transmission.

Service Bulletin – Product

SR	Programming - Eaton ServiceRanger 4 - Simulation Mode
Go To Disconnect	Service Activity Report
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Selection Menu	Instructions
Product Family: UltraShift PLUS	An Eaton ECU on the vehicle was detected in programming mode and will not function correctly until it is recovered by programming a software application file successfully.
Model:	It is important that you make the right choices in the selection menu to successfully recover an ECU.
F(M)-xxE316B-LSE	1. Select a Product Family.
FM-xxE310B-LAS	2. Select Model (usually found on the identification tag located somewhere on the product).
FO(M)-xxE310C-LAS	Select Hardware – This will be the type of ECU installed on the product. You may need to reference the part number on the ECU to make the correct selection.
FO-xxE310C-VAS	4. Select Other (varies depending on the product family selected).
FO-xxE313A-VHP	Select the Go button to display a list of available software based on your selections.
FO-xxE308LL-VCS	
FO-xxE309ALL-VMS	
FO-xxE313A-MHP	

8. Select the "TECU" option from the "ECU" dropdown.

3			Programming - Eaton ServiceRange	r 4 - Simulation Mode
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ECA - Ultr	raShift PLUS		Select the Go button to display a list of available software	based on your selections.

9. Go to the TECU and record the Hardware Rev. number. See example below.



10. Based on the Hardware Rev. number recorded in Step 9, select the appropriate transmission hardware version from the "Hardware" dropdown.



11. Select "Default" from the "Other" dropdown.

Note: If running an older version of ServiceRanger this drop down may show as "0" or "1", Choose "0".

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Other: Default 9800i (non-NAFTA)			

12. Select "Go".

Service Bulletin – Product

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13. Select "Show older software"

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Model	SW-20071-D	
FOM5-exE110C-LAS	Available for UltraShift RUS heavy duty transmissions.	Release Date: 3/11/2020
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	SW-19087-D	1 K I

14. Select "SW-20303-D (FSF v1.3 SR 4.9)" TECU 5569865 Update and select "Confirm".

Note: It may be necessary to scroll down the list to find the software update.

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	5	W-20153-D (FSF v1.3-SR 4.6-4.8)	
	5	W-20148-D (/SF v1.2)	
			Confirm

15. Select "Download"



16. Once the Download is complete, Select "Finish".

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Programming ECU		~
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Download Completed Successfully		
All updates were applied to the vehicle.		Train

17. After selecting "Finish", ServiceRanger will ask you to recover the TECU, select "Cancel".



- 18.Key off.
- 19. Reinstall OEM 30-amp transmission battery voltage supply fuse to the TECU.
- 20. Key on.
- 21. Connect ServiceRanger to the TECU.

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22. Select "Recover ECU".

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	Select the Go button to display a list of available software based on your selections.							

23. Select the appropriate transmission product family, UltraShift PLUS or Fuller Advantage, from the "Product Family" dropdown.

Caution: Selecting the incorrect Product Family will result in Active fault codes and improper transmission operation. Reference Service Manuals TRSM0940 and TRSM0980 to identify transmission.

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Hybrid Eler Hydraulic I Fuller Adva	ctric System - Me Launch Assist antage	edium Duty 4. Select Other (varies depending on the product family selected). ect the Go button to display a list of available software based on your selections.

24. Select the appropriate transmission model from the "Model" dropdown.

Caution: Selecting the incorrect Transmission Model will result in Active fault codes and improper transmission operation. Reference Service Manuals TRSM0940 and TRSM0980 to identify transmission.

SR					Progra	amming - Ea	aton Service	eRanger 4	4 - Simulat	ion Mode								_	ð	٢
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UltraShift	PLUS	~	An Eaton E application	CU on the v	vehicle was fully.	s detected	ed in prog	grammir	ng mode	and will	l not fun	iction cor	rectly unti	l it is re	covered	by prog	gramming	a softv	ware	
Model:		~	It is import	ant that you	make the I	right choi	pices in the	ne selecti	tion menu	u to succ	essfully r	ecover ar	ECU.							
F(M)-xxE3	16B-LSE		1. Select	t a Product Fa	amilv.															
FM-xxE31	0B-LAS		2. Select	t Model (usua	ally found	on the id	dentificatio	ion tag l	located s	omewhe	re on the	e product)								
FO(M)-xxl			3. Select correc	t Hardware – ct selection.	- This will k	be the ty	/pe of ECl	U install	led on th	ne produ	ct. You n	nay need	to referen	ce the	part num	nber on t	the ECU t	to make	the	
FO-xxE31	DC-VAS		4. Select	t Other (varie	es dependi	ing on the	e product	t family	selected)).										
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FO-xxE30	BLL-VCS																			
FO-xxE30	9ALL-VMS																			
FO-xxE31	BA-MHP	•																		

25. Select the "TECU" option from the "ECU" dropdown.

58				Programming - Eaton ServiceRanger 4 - Simulation Mode		_ #	×
Go To	JfL Disconnect			Service Activity Report	?	Help	•
Available	Updates	ECU	Recovery				
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26. Based on the Hardware Rev. number recorded in Step 9, select the appropriate transmission hardware version from the "Hardware" dropdown.

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Go To Disconne	ect											🗋 s	ervice Activ	ity Report	?	Help	•
Available Updates	ECU Re	ecovery															
Selection Menu Product Family: UltraShift PLUS Model: FO(M)-xxE310C-LAS		An Eaton E application	CU on the veh file successfull ant that you ma	nicle was dete ly. ake the right	ected in pro	ogrammin the selecti	ng mode a ion menu	and will n to success	iot functi sfully rec	on correcti over an EC	ly until it U.	is reco	overed by	programm	ing a so	ftware	
ECU Hardware ECU: TECU - UltraShift PLUS Hardware:	s v	 Select Select Select correct Select Select 	t a Product Fam t Model (usually t Hardware – Ti ct selection. t Other (varies o Go button to di	nily. y found on th his will be the depending or isplay a list of	ne identificat le type of EC n the produc f available sc	ation tag lo CU installe Ict family s coftware b	ocated so led on the selected). pased on y	mewhere e product. rour select	on the p You may tions.	roduct). v need to r	eference	the pa	rt number	on the EC	U to mal	ke the	
Gen3 ECU 4308682/4 Gen3 ECU 4309016 -	Gen 3.9 ECU	.8 ECU															

27. Select "Default" from the "Other" dropdown.

Note: If running an older version of ServiceRanger this drop down may show as "0" or "1", Choose "0".



28. Select "Go".

	Programming - Later Senicalizinger 4	
in Te Discount		Service Activity Report 7. Help 1+
ECU Receivery		
Selection Menu Instant Fentje Umpden PUUS V Maael 100Mb excEmbC 4AS V ECU Hardware ECU Hardware ECU - Umsdavit PUUS V Instance Gent ECU 4306473 - Gen 3.7 ECU V Den	Instructions An Eason ECU on the vehicle was detected in programming mode and will not function correctly well it is recovered by programming a software application file successfully. It is important that you make the right choices in the vehiclion menu to successfully recover an ECU. I. Select Airoduct Family. Select Mediates—The well be the type of ECU installed on the product. You may need to reference the part number on the ECU to make the correct selection. Select Other herms dynamicing on the product lenging selection. Select the Go burton to display a lot of available software based on your reflections.	

29. Unselect "Show older software" and following the on-screen prompts, program the TECU to the latest available software.

8	Programming - Saton SarviseRanger 4	1.4 ×
in to Discover		Service Activity Report
BCU Receivery		
Selection Menu Podut Tanly UtraSvit PLUS	Available Updates	Show older software
Mulei	SW-20161-D	×.
PO(M)-oxE310C-LAS	Auslighte for UtraShift PLUS heavy duty transmissions	Release Date 6/9:3020
ECU Hardware	The following automate is included in this syndates III MCU 317980	
TECU - UltraSiviti PLUS		
Marthane Gent3 DOJ 4305473 - Gen 3.7 BOU		
Office Default		

30. Using ServiceRanger, edit vehicle configuration parameters to match the customers preference.

Note: If available, a prior SAR can be used to determine the desired configurations.

Warranty Information:

Warranty Parts:

• No parts should be replaced for this issue

Warranty Labor:

- Diagnostics (up to 0.5 hour)
- Software download (OEM SRT up to 0.5 hour)

Warranty Coverage:

Warranty will not cover proactive repairs without prior approval from both Tech Service and Warranty.

CHANGE LOG

Date	Description
04/08/2024	Added step 9, revised step 10 and added Caution statements to
	improve clarity.
07/11/2022	Bulletin created.

The material contained in this bulletin is product improvement information. Eaton Corporation is not committed to, or liable for, canvassing existing products. FSUD: 2020-FSUD-4182