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Roadranger
SUPPORT

Subject: Neutral Coast Mode on 2021 VIN Emissions – Automated and Automated Manual Transmissions

Document Number: TAIB-0990

Date: February 15, 2021

Issue Description:

ServiceRanger 4 users are not allowed to disable Neutral Coast Mode on 2021 VIN Emission Automated Transmissions (AT) and Automated Manual Transmissions (AMT). Effective December 2020, as part of 2021 VIN Emissions and later, the EPA mandated Eaton remove the ability to disable Neutral Coast Mode.

Containment/Corrective Action:

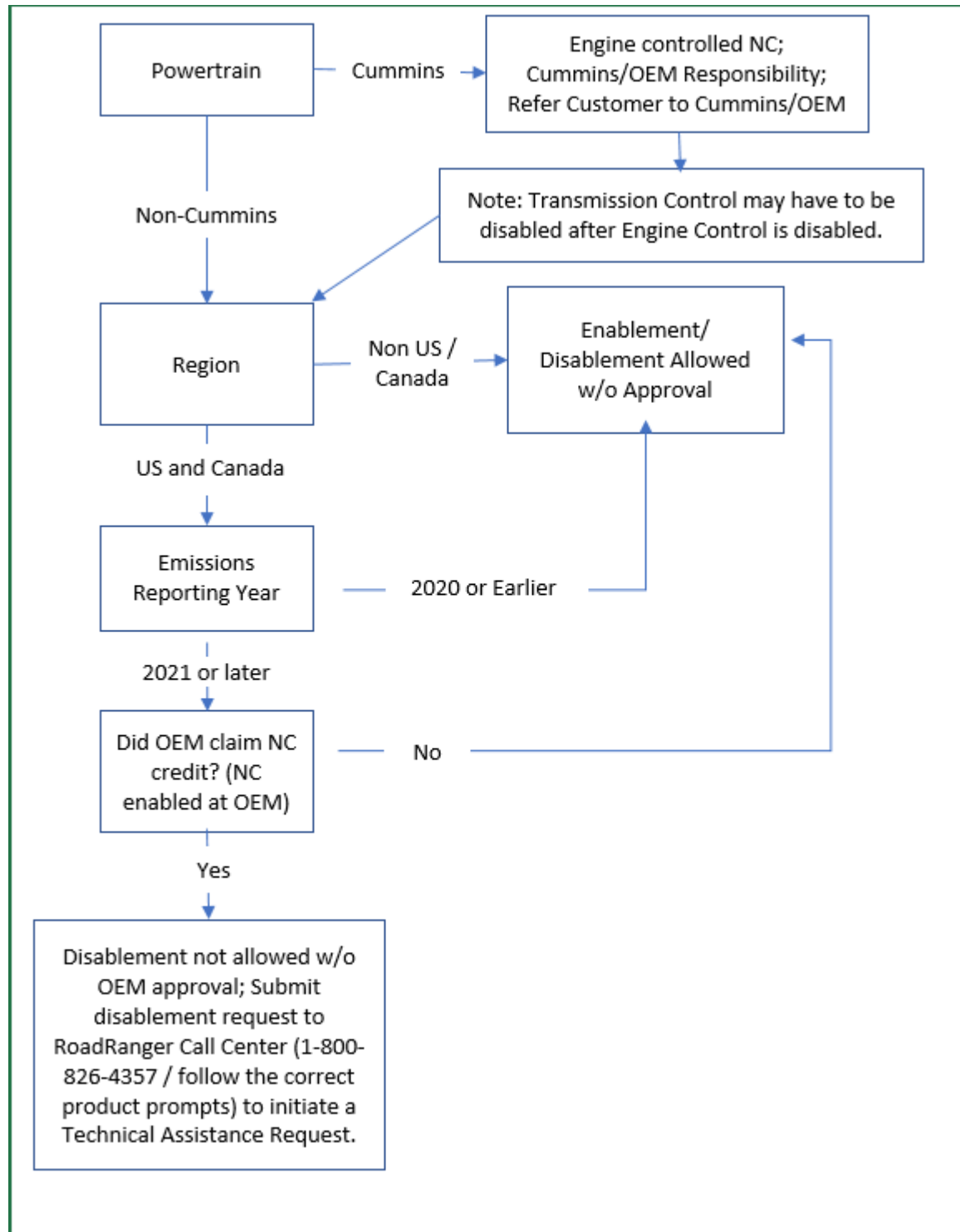
Neutral Coast Mode disable feature has been deactivated in ServiceRanger 4. All requests to disable Neutral Coast (NC) Mode for 2021 VIN Emissions and later must be approved by the OEM.

Affected Models/Population:

- US and Canada AT and AMT Transmissions
- Vehicles w/Neutral Coast Enabled at the OEM and Advanced Technology Credits have been Claimed
- Vehicles w/Transmission Controlled Neutral Coast

Field Strategy:

As of January 1, 2021, Neutral Coast is considered an emissions control device. Neutral Coast disablement is prohibited unless certain requirements are met as shown in the flow below.



If EPA credits were given on a chassis for Neutral Coast Enablement, fees by the OEM and repairing dealer may apply (Customer Pay) to disable Neutral Coast. The review process is managed by the OEM's and may take several weeks to process. RoadRanger Call Center Agents can reference internal Knowledge Article 2020-KA-4219.

Warranty Information:
Information Only / No Warranty

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