Subject: Insufficient Clutch Departure May Cause Unintended Vehicle Movement, Software Update – Automated Transmissions

Document Number: CLIB-0033

Date: December 11, 2018

Issue Description:
Transmission Electronic Control Unit (TECU) software 5569997 has been released to mitigate the possibility of unintended vehicle movement due to insufficient clutch departure. This notification is associated to National Highway Traffic Safety Administration (NHTSA) Campaign Number: 18E-102.

Containment/Corrective Action:
If the vehicle OEM build date is between 4/1/2017 and 6/5/2018, and equipped with an automated transmission model indicated below, and the TECU software is less than 5569997, update software to 5569997 or greater.

Affected Models/Population:
- Vehicle OEM build date between 4/1/2017 and 6/5/2018
- Automated transmission models:
  - UltraShift PLUS
  - Fuller Advantage
  - SmartAdvantage.

Field Strategy:
TECU software 5569997 is available in ServiceRanger Data release version 1812-01-SCB-2682. The software will be available with a PRO license January 2, 2019.
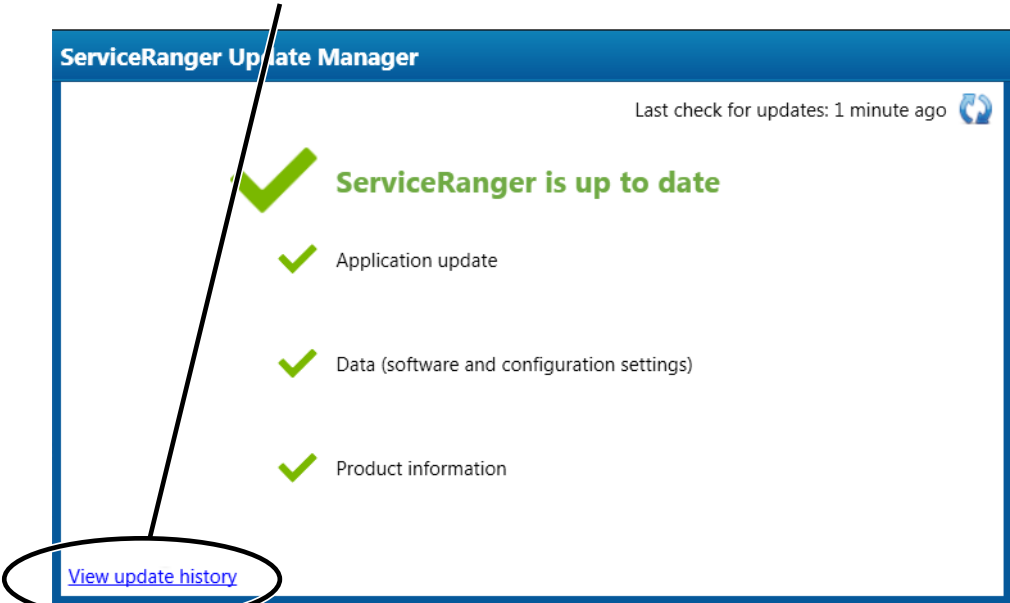
Warranty Information:
This service bulletin only applies to the Affected Models/Population outlined above.

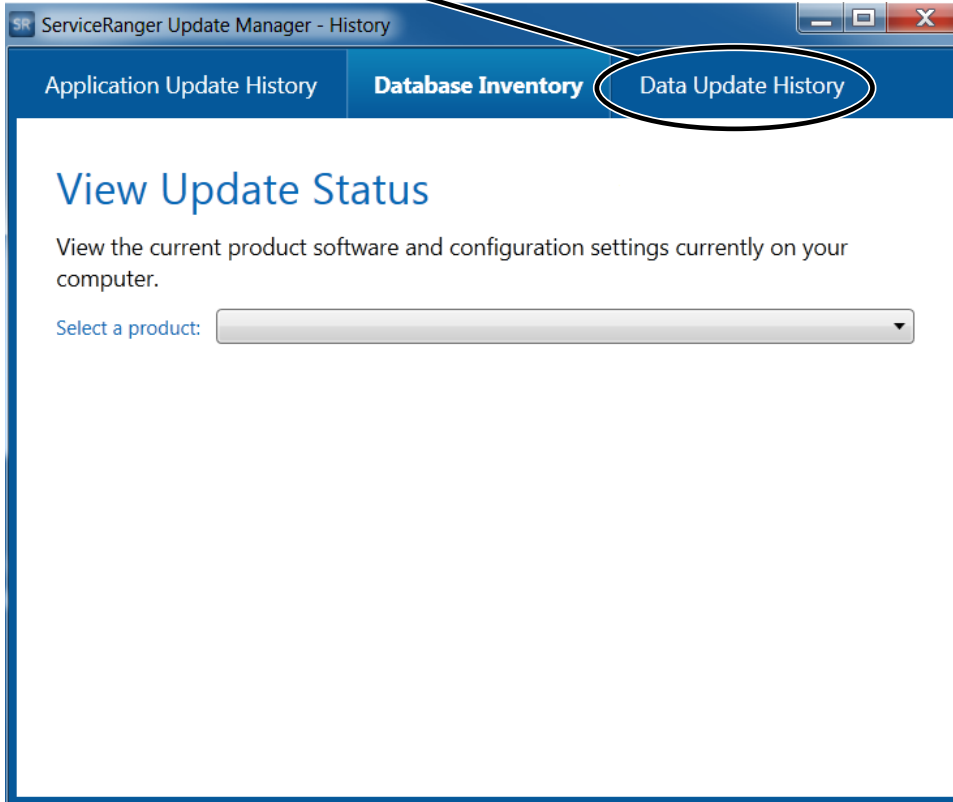**STEP A: Verify ServiceRanger Data release is at the latest version.**
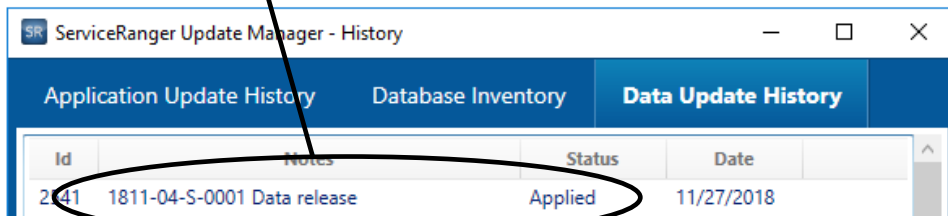   **1.** Left click the "SR" icon to open the ServiceRanger Update Manager.

   2. Select "View update history".

3. Select "Data Update History" tab.

4. Verify Data release 1812-01-SCB-2682 or greater is Applied.
   a. If the latest Data release is **not** Applied, go to **STEP B**.
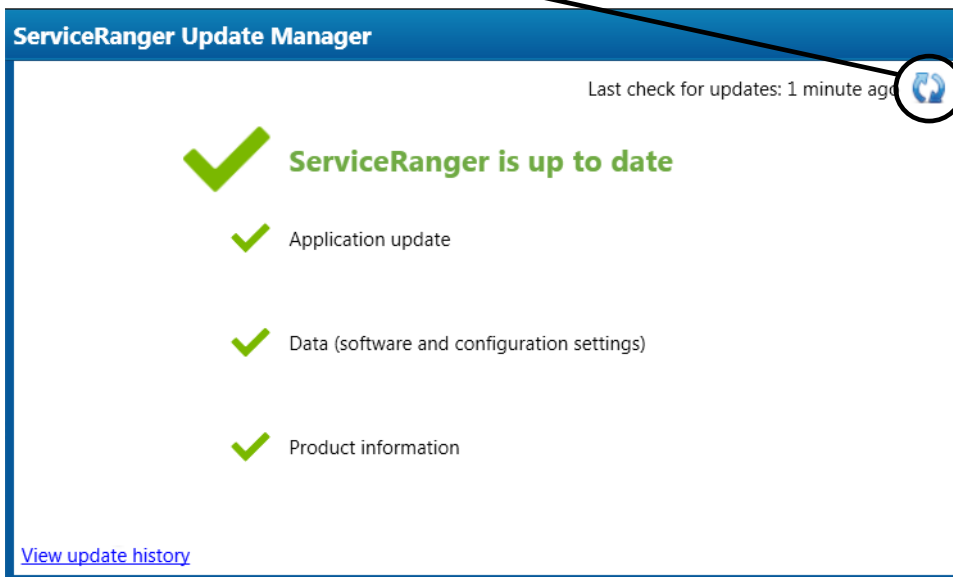   **b.** If the latest Data release is Applied, go to **STEP C**.

STEP B: Update ServiceRanger Data release to latest version.
1. Connect computer to the internet.
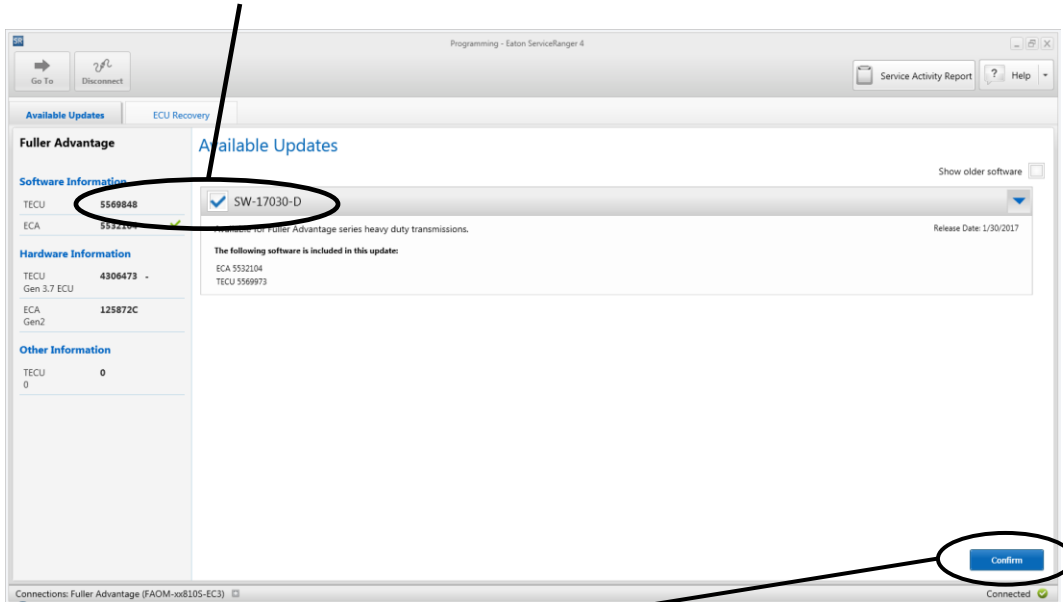2. Left click the "SR" icon to open the ServiceRanger Update Manager.
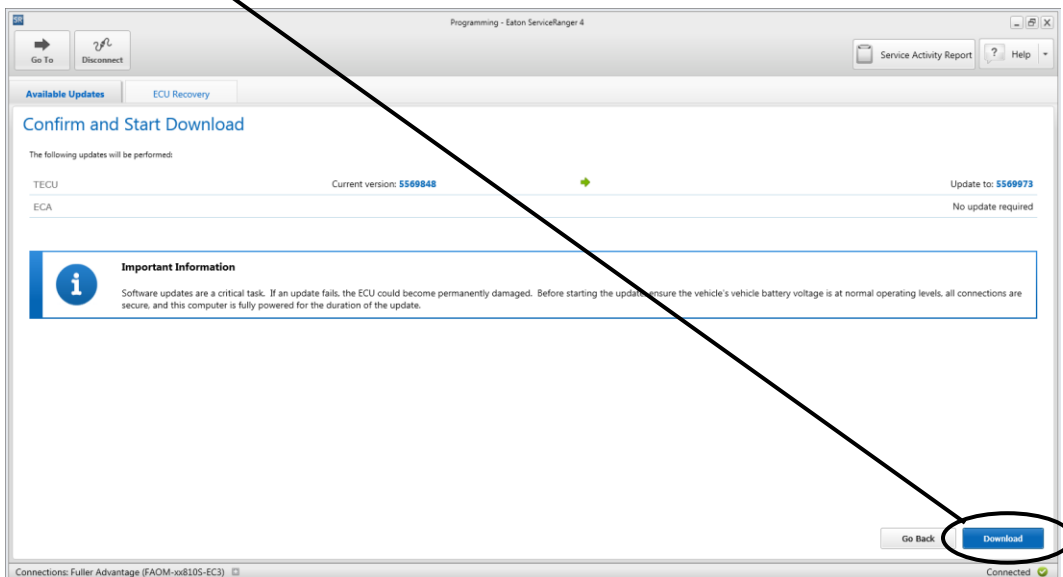

3. Select ⟳ icon to "Check for updates".

4. After the update is complete, go to **Step A**.

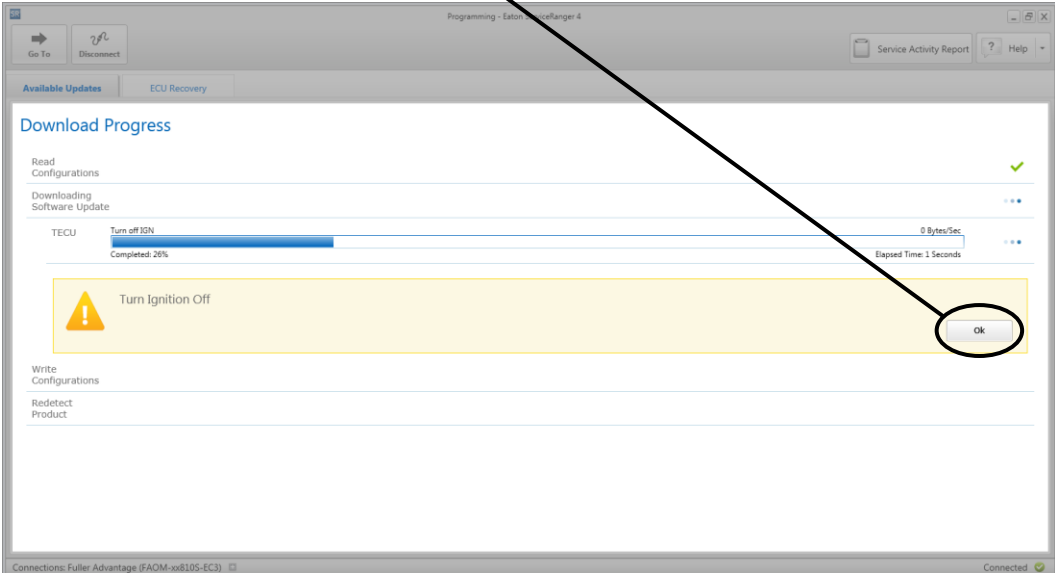**STEP C: Update Transmission Software to 5569997 or greater.**

1. Close vehicle cab doors.

   Note: This limits activity of vehicle/component modules on the vehicle data link.

2. Key on.

3. Connect ServiceRanger.

4. Go To "Programming".

5. Select Available Updates – SW-18338-D (5569997) or greater.

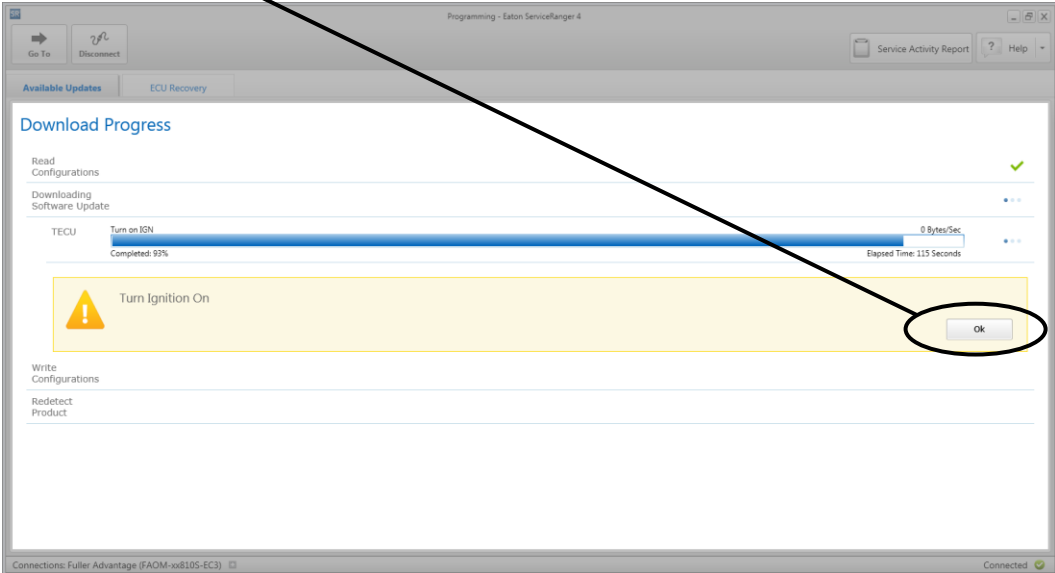   **Note:** If software is 5569997 or greater, no update is required. Go to **Step 13**.

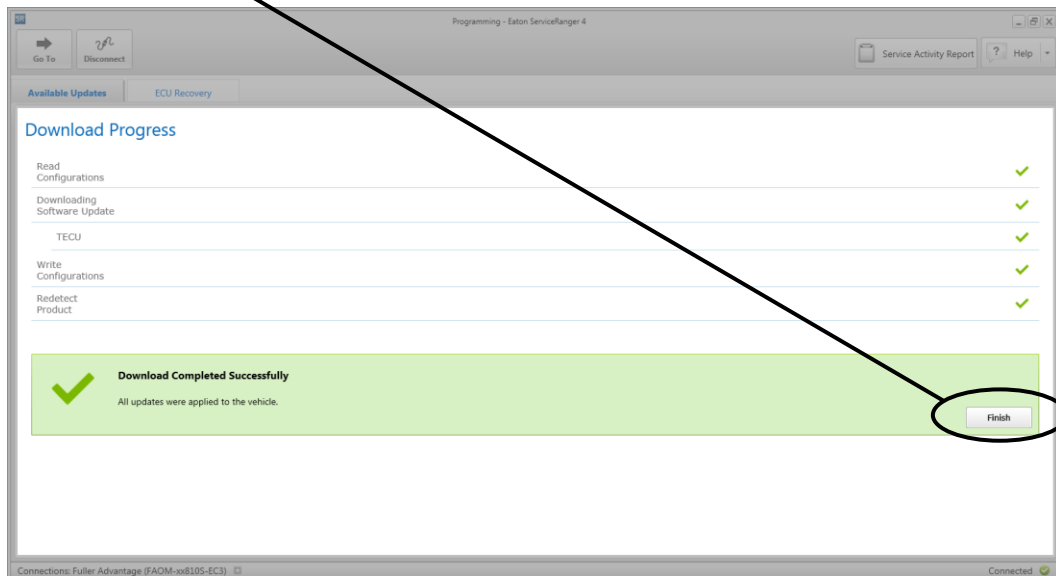6. Select "Confirm".

7. Select "Download".

8. Turn Ignition Off when prompted and wait 2 minutes.
   Note: This limits activity of vehicle/component modules on the vehicle data link.
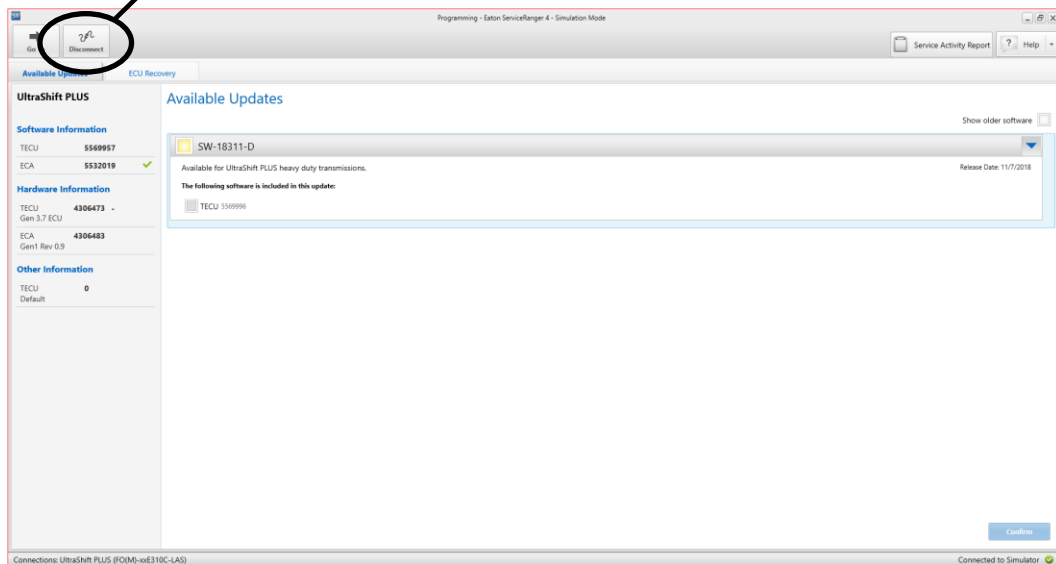9. After waiting 2 minutes, select "OK".

10. Turn Ignition On when prompted.
11. Select "OK".

12. Select "Finish" when prompted.

13. Select "Disconnect".

14. Key off and allow 2-3 minutes for the TECU to perform a complete power-down.
15. Process complete.