



Subject: FR-Series Bearing Spacer Inspection

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Updated:

Issue Description: A small group of FR-series transmissions were possibly built with an incorrect aux-driver gear spacer 4308241. This incorrect spacer forces the mainshaft key forward when installed and break the key. A broken key can allow the mainshaft reverse gear to move forward during operation, causing the transmission to be stuck in reverse gear with the shift lever in neutral.

Dealer Inspection and remedy Process:

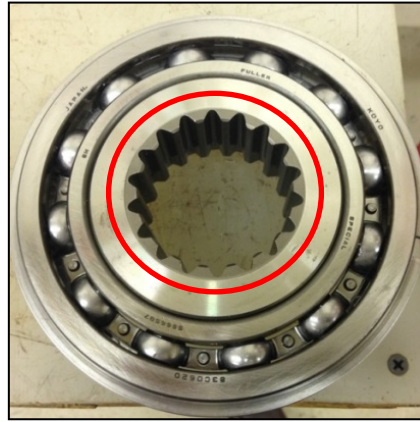
1. Confirm the transmission serial number is on the list provided below before starting a claim or authorizing inspections.
2. Contact Eaton Real Time Warranty (RTW) at 1-800-826-4357, key options for manual product warranty.
3. In many chassis the transmission will need to be removed from the vehicle for inspection.
4. Remove the transmission auxiliary section per Service Manual TRSM-2400.
5. Remove only the snap ring and auxiliary drive gear from the mainshaft, then visually inspect the bearing spacer. Provide photographs to RTW, like the examples below, that clearly showing the bearing spacer.
6. Eaton RTW will use the provided photos to verify if spacer is conforming before the transmissions is re-assembled.
7. If the bearing spacer is correct (See examples below), P/N **4302313** , reassemble transmission and close out the claim.
8. If bearing spacer is incorrect (See examples below), P/N **4308241**, Eaton RTW will provide instructions to complete the repair and close out the claim.

FR Bearing Spacer Inspection – Dealer Instructions

Spacer Identification:

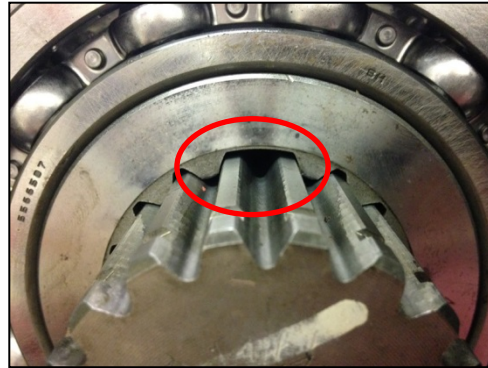
Correct Spacer 4302313:

- The part number is not printed on the machined face of the 4302313 spacer.
- All spline locations are populated on spacer.
- Example of the photos needed from the repairing dealer, one showing the internal splines and one showing the part number.



Incorrect Spacer 4308241:

- Part number 4308241 is visible on the spacer when the aux-drive gear is removed.
- One open spline on spacer.



Units to be inspected: Provided by the OEM

General Information:

- All documents and warranty information can be found on www.roadranger.com.
- Warranty returns process is available in service bulletin TMIB0129.

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