



Subject: Eaton Warranty Clutch Claims Requires 100% Return for US and Canada Repairs

Document Number: CLIB-0037

Date: August 15, 2022

Issue Description:

Eaton is implementing a 100% clutch return and physical failure verification for all clutch warranty and campaign claims. If the clutch is associated with an UltraShift PLUS or Endurant Transmission, a Service Activity Report is recommended to be downloaded and sent to Eaton using the Service Ranger tool.

Current Process:

Clutch return sampling is required for specific clutch models / installations.

Revised Process:

All clutches are to be returned to the Eaton Clutch Warranty Return Center for the US and Canada utilizing the Eaton approved carriers communicated in Service Bulletin TMIB0129 Transmission, Hybrid Components, and Clutch Warranty Returns Shipping Instructions.

<https://www.eaton.com/content/dam/eaton/support/warranty-and-returns/eaton-commercial-vehicle-warranty/eaton-transmission-clutch-warranty-return-technical-service-bulletin-tmib0129-en-us.pdf>

Product Warranty Return Requirements are listed in the Eaton Warranty Manual TCWY0600 and available on Eaton.com.

<https://www.eaton.com/content/dam/eaton/products/transmissions/vehicle-transmissions/eaton-transmission-warranty-manual-tcwy0600-en-us.pdf>

Clutch Warranty Return Location	
United States	Canada
Eaton Warranty EFLN# 002508 804 Hazlett St Anderson, IN 46016	Eaton Warranty EFLN# 0260A 2160 Williams Parkway Brampton, Ontario Canada L6S 5X7

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