



Powering Business Worldwide

BACKED BY
Roadranger
SUPPORT

Subject: Utilize the 122002-35EX ECA Clutch for Warranty Claims

Document Number: CLIB-0036

Date: September 13, 2019

Updated: October 28, 2019

Issue Description:

Installation of service part 122002-35EX ECA Clutch for Warrantable repairs. Current 122002-35A service clutch includes the Low Capacity Inertia Brake (LCIB). The 122002-35EX does not contain the LCIB. Only the damaged or failed component should be replaced on Warrantable Repairs. It is deemed that the LCIB is very robust and does not need replacement unless heat is evident, see Figure A below.

Value Proposition:

By following the recommendation to utilize the 122002-35EX as the first option for warranty clutch replacements, all parties involved in the replacement process will benefit from a reduced repair cost and improved service time.

- The fleet or owner operator will experience a shorter out of service time cycle as the repair time without replacing the LCIB is shorter.
- The dealer/distributor can realize improved customer service time and lower working capital as the 122002-35EX Heavy Duty ECA Clutch is more cost effective and has a shorter install time.
- Core credit 100% reimbursable based on warranty approval and not on core condition.

Containment/Corrective Action:

N/A

Affected Models/Population:

- 122002-35EX – Heavy Duty ECA Clutch
- 122002-35A – Heavy Duty ECA Clutch
- K-4134 – LCIB Kit

Field Strategy:

Effective December 1, 2019, the service strategy is being updated to utilize clutch part number 122002-35EX for clutch replacements that occur during the OEM or Eaton clutch warranty period.

- If clutch part number 122002-35A is available via the OEM PDC now through November 30, 2019, utilize the 122002-35A to use up stock at the OEM PDC to support a clutch warranty repair.

Note: Eaton Real Time Warranty claim approval is **NOT** required if using a 122002-35A for a clutch warranty claim through November 30, 2019.

- Beginning December 1, 2019, clutch part number 122002-35EX is required to support clutch replacement repairs during the OEM or Eaton clutch warranty period.

Note: Eaton Real Time Warranty claim approval is **REQUIRED** if using a 122002-35A for a clutch warranty claim beginning December 1, 2019.

- The LCIB is **NOT** to be replaced unless excessive heat is visible as illustrated in Figure A. If excessive heat is visible replace with LCIB kit K-4134.

Note: Clutch part number 122002-35A remains available to support clutch replacements outside of the OEM or Eaton clutch warranty period.

Warranty Information:

Warranty Parts:

- 122002-35A – ECA Clutch **with** LCIB and Grease Cartridge
 - Use part number 122002-35A now through November 30, 2019 to use up stock at the OEM PDC to support a clutch warranty repair.
- 122002-35EX – ECA Clutch **without** LCIB or Grease Cartridge
 - Beginning December 1, 2019 part number 122002-35EX is required to support a clutch warranty repair.
 - Add K-4134 (LCIB Kit) if the LCIB is damaged or overheated per Figure A.

The warranty coverage will be limited to the maximum warranty price of the failed part only, for one of the following reasons:

- If the replacement part was a 122002-35A and the LCIB is not damaged or overheated per Figure A.
- If there is no LCIB returned with the failed clutch.
- If there is no Real Time Warranty claim Pre-approval.
- If Real Time Warranty Pre-approval is given for the 122002-35EX and a Warranty Claim is submitted with the 122002-35A.

Claim Inclusion:

- Claim must include **both** removed clutch serial number and installed clutch serial number.
- If installed original clutch is still within OEM warranty, a claim must be filed through the OEM.
- All clutches (and LCIBs if replaced) are to be returned to the Eaton Warranty Return Center (Auburn, IN.) “Collect” by LTL Carrier listed per TMIB0129. Follow packaging instructions per TCWY0600.

Warranty Labor:

- Clutch and related component R&R per OEM SRTs

General Claim Coding:

See relevant FSUD and or [Clutch Claim Coding Guidelines \(Top 30 Failures\)](#) on C360 Warranty Claim Quality website.

Warranty Coverage:

Clutches replaced per this document will continue Warranty Coverage per the original warranty period / OEM warranty period or standard Aftermarket service part warranty.

- All clutches that are registered for Extended Protection Plan that have a longer warranty period than 3yr/350,000 mile coverage will continue with the purchased extended protection plans original coverage.
- Replacement clutches for Mexico, Latin America, and Rest of World will continue with the original warranty period / OEM warranty period or standard Aftermarket service part warranty for the designated region.

Figure A:



The material contained in this bulletin is product improvement information. Eaton Corporation is not committed to, or liable for, canvassing existing products. FSUD: 2019-FSUD-4100

Change Log	
10/28/2019	Corrected LCIB Kit part number in Warranty Part section
10/8/2019	Updated Field Strategy and Warranty Parts section
9/13/2019	New document creation