

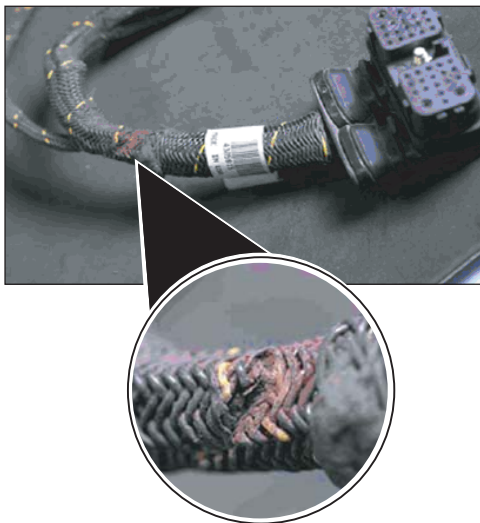
Transmission Families: Gen 3 Automated

Symptom(s)

An emerging trend has been identified on warranty failures with the Gen 3 Transmission wiring harness. The failure causes a wide range of customer complaints, as well as active and inactive codes depending on the wires impacted.

Cause

Harness is chaffing on the edge of the harness bracket causing a short.

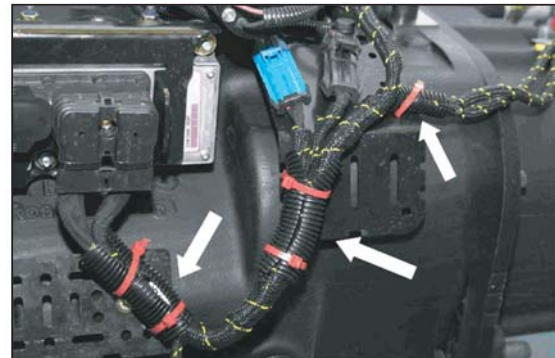


Repair Guideline

Inspect the transmission harness by disconnecting the harness from the TECU and cutting the ty-wraps at the mounting bracket.

If the harness has not worn through the braiding, then add convoluted tubing and secure with two ty-wraps.

If the harness has worn through the braiding, install a new transmission harness Part # K-3681 and add convoluted tubing and secure with two ty-wraps.



Warranty Parts

- Harness protection - Misc., 7 ty-wraps and 9" convoluted tubing.
- Harness replacement - K-3681

Warranty Labor

When convoluted tubing is added to an existing harness still on the transmission, the repair pays .3 hours.

When convoluted tubing is being added to a transmission harness that is being replaced, there is no additional labor.

When repair requires the replacement of the transmission harness the repair pays OEM SRT for transmission harness R&R.

Warranty Coding

Part #: 4305915

Complaint Code: Will change with failure mode.

Failure Code: Dimensionally incorrect (51)

Responsibility Code: Vendor part (418)

Pre-Authorized Warranty Repair Guideline RWRG0050

Warranty Claim Filing

Reference warranty coverage. File pre-authorized warranty claim through appropriate OEM or through Direct Pay. Reference guideline number RWRG0050 in warranty claim text.

Note: Repairs that exceed parts and labor parameters cannot be pre-authorized.

Filing through Direct Pay

Click here for Direct Pay submission guidelines and claim forms:



**Submission Guidelines
and Claim Forms**

Parts Disposition

Parts return required.

Ship to:

Eaton Corporation
Warranty Return Center #0061W
13100 East Michigan Avenue
Galesburg, MI 49053

Warranty Disclaimer

If the failure is not the result of an accident, damage, negligence, abuse or misuse, improper installation or maintenance or any other conditions described in the Limits and Exclusions section of Warranty Manual TCWY0600, then Roadranger will treat the condition as covered under its warranty. However, this conclusion does not necessarily mean that a defect in fact exists. In all cases, Roadranger shall make the final determination and interpretation as to the warrantability of the Product.