

## AUTOMATED TRANSMISSION REAL TIME WARRANTY PRE-CALL CHECKLIST

*It is not necessary to call Automated RTW to open a claim*

Make a repair per Pre-Authorized Warranty Repair Guidelines

Guaranteed payment without calling for Preapproval

See your warranty administrator and click below link or visit Roadranger.com for details

<http://www.Roadranger.com/Roadranger/warranty/warrantyrepairguidelines/index.htm>

\* Required before calling to open claim

### 1. \*OEM warranty and Eaton warranty information:

- VIN
- Fleet/Owner Name and Address
- Fleet Unit Number
- Vehicle Vocation
- Transmission Serial Number
- Engine Make and Model
- Engine Governed Speed
- Engine Rated Horsepower (LEP/UltraShift PLUS)
- OEM Dealer Code
- Vehicle "In Service Date"
- OEM Base Chassis Warranty
- OEM Transmission Warranty
- RO Number
- Failed Date
- Failed Mileage

### 2. \*Request fleet driver or fleet complete Driver Questionnaire:

### 3. \*Understand and attempt to duplicate complaint:

- When applicable, may require a short road test on lot or road

### 4. \*Retrieve fault code and current configuration (software) information:

- [Click here or visit Roadranger.com for list of approved communication boxes](#)

### 5. \*Save Snapshot and VPA data files (Gen 3 only):

- When applicable, save Snapshot and VPA data files to send to Automated RTW

### 6. \*Perform Electrical Pretest:

- For non mechanical failures it is recommended battery cables, connections and 30 amp in line fuse be checked for looseness and corrosion and batteries be load tested and address any failures.
- For Gen 3 – perform Electrical Pretest per [Gen 3 Troubleshooting Guide TRTS0930](#)
- For Gen 2 – perform Electrical Pretest per [Gen 2 Troubleshooting Guide TRTS0062](#) and [RRCC0011](#)

### 7. \*Troubleshoot Fault Codes:

- Perform diagnostics and record readings to report to Automated RTW

AutoShift/UltraShift Driver Questionnaire ([Click to go back](#))

Fleet: \_\_\_\_\_

Fleet Unit # \_\_\_\_\_

Date: \_\_\_\_\_

Dealer: \_\_\_\_\_

RO # \_\_\_\_\_

Fax to: 269-746-6965  
Email to: auto.rtw@eaton.com

1. Describe what happened (report any observations not captured below):				
2. If problem happens when first turning the key on skip to question #8				
3. Does engine RPM rev up and down a few times in an effort to make a shift?	Yes	No	Don't Know	NA
If Yes:				
a) What gears is the transmission trying to shift? <u>Circle any that apply or describe</u> 1-2 4-5 5-6 6-7 9-10 10-11 11-12 17-18				
b) Does the transmission eventually make the shift?	Yes	No	Don't Know	NA
c) Does the transmission shift back into the gear it is trying to shift out of?	Yes	No	Don't Know	NA
If No:				
a) What gears does the transmission stick in? <u>Circle one or more below</u> 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18				
b) Are you able to go to Manual mode and make the transmission shift?	Yes	No	Don't Know	NA
4. Do you have to stop the truck when the problem happens?	Yes	No	Don't Know	NA
5. Does the transmission find neutral?	Yes	No	Don't Know	NA
6. Do you have to shut the truck off in gear?	Yes	No	Don't Know	NA
7. Does the transmission find neutral after turning key back on?	Yes	No	Don't Know	NA
8. Does the engine start with the key?	Yes	No	Don't Know	NA
9. What is in the gear display when the problem happens? <u>Circle one or more below</u> - single dash -- double dash flashing gear number solid gear number flashing F down arrows up arrows flashing CA blank display				
10. Does the transmission service, check engine or antilock brake light come on when the problem happens?	Trans Service	Check Engine	ABS	None
11. Does the problem happen when the transmission is cold, hot or both?	Cold	Hot	Both	NA
12. Does the problem happen when operating in wet weather, dry weather or both?	Wet	Dry	Both	NA
13. How many times a day, week or month does the problem happen? Number of times _____	Times Day	Times Week	Times Month	NA
14. How long has the truck had the problem?	First Time	Past 2 Weeks	Past Month	Several Months
15. How long have you been driving this truck?	Days	Weeks	Months	Years
16. List any known problems the truck has had in the past: <u>Circle one or more below or describe known problem</u> transmission engine cooling system ABS OEM electrical hit by lightning accident sat in a flood				
17. How long has it been since any known problems listed above happened?	First Time	Past 2 Weeks	Past Month	Several Months

Fault code and current configuration (software): [\(Click to go back\)](#)

**Vehicle Fault Codes**

Link	Fault Code	Status	Source Description	ID	Description	Last Timestamp
J1587	51	Inactive	Transmission #1 130	P60 2	Rail position sensor Data erratic intermittent or incorrect	00h 06m 1
J1587	52	Inactive	Transmission #1 130	P59 2	Gear position sensor Data erratic intermittent or incorrect	00h 06m 1
J1587	71	Inactive	Transmission #1 130	S60 7	Unable to disengage gear Mechanical system not responding or out ...	04h 48m 5

**1. Select "Vehicle Fault Codes"**

**2. Sort To See Only J-1587, Only J-1939 or Both Reported Fault Link Types**

**3. Required Fault Code Info**

**4. Select "Print Table" To Print Fault Code Info**

**Product Configurations**

**Product Identification**

Description	Current Configuration
Product Family	UltraShift 10-Speed LST DM (Gen3) (13)
Secondary Software Version(s)	000
Primary Software Version	5569888
Secondary Hardware Version(s)	000
Primary Hardware Version	691961 a
Sub-product ID	CANVHIL - (PushButton)

**3. Current Transmission Software**

**Product Configuration**

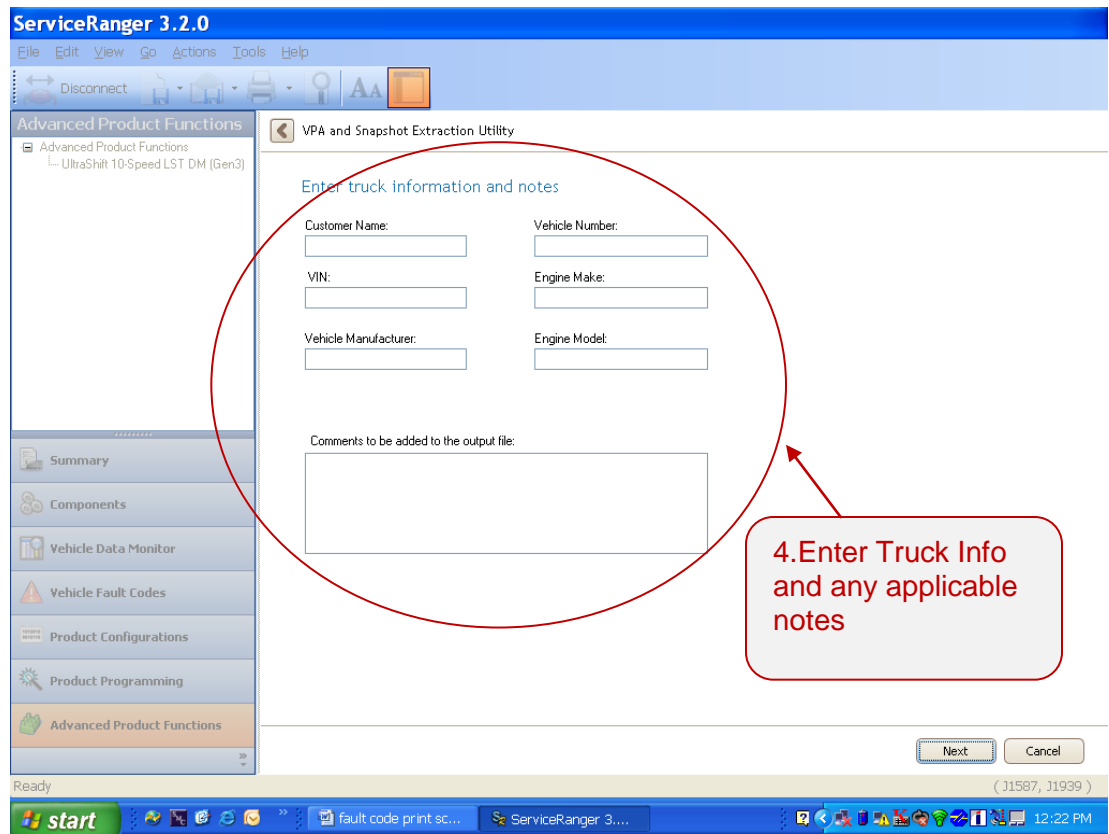
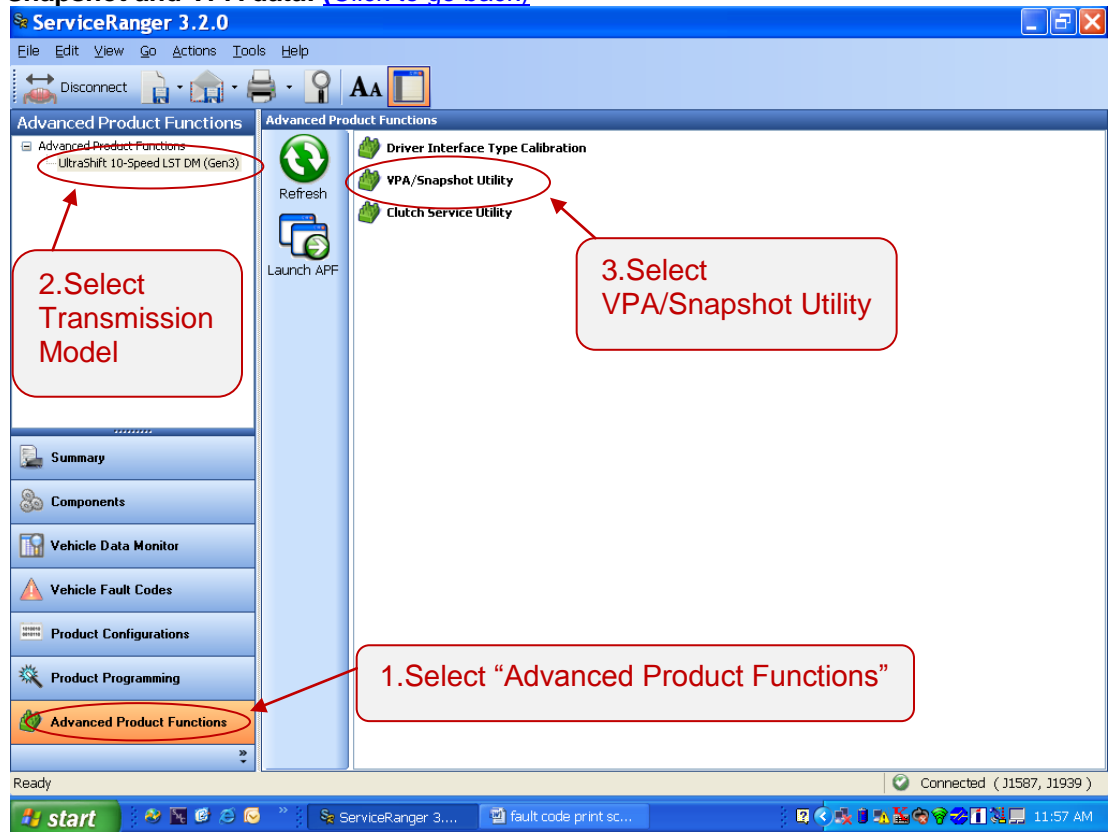
Description	Current Configuration	New Configuration
Transmission Model Number	RT0-xx9108-DM3	RT0-xx9108-DM3
Default Start Gear	2nd	2nd
Maximum Start Gear	2nd	2nd
Coast Down Gear	5th	5th
Coast Mode	Enabled	Enabled
Shift Point Calibration	1800 RPM Standard (Def...	1800 RPM Standard (Def...
Split Shaft PTO	Disabled	Disabled
Auto-Neutral	Disabled	Disabled
Default Reverse Gear	R1	R1
Kick Downshift	Disabled	Disabled
Hill Assist	Disabled	Disabled
PTO Brake	Disabled	Disabled

**4. Current Configuration Settings**

**1. Select "Product Configurations"**

**2. Select Transmission Model**

Snapshot and VPA data: [\(Click to go back\)](#)



Snapshot and VPA data files: (continued) [\(Click to go back\)](#)

The screenshot shows the 'VPA and Snapshot Extraction Utility' window within the ServiceRanger 3.2.0 application. The interface includes a menu bar (File, Edit, View, Go, Actions, Tools, Help), a toolbar with a 'Disconnect' button, and a sidebar with 'Advanced Product Functions' and a tree view containing 'UltraShift 10-Speed LST DM (Gen3)'. The main area is titled 'VPA and Snapshot Extraction Utility' and contains the text 'Choose your file type, location, and start your transfer'. Below this, there is a 'Data Source:' dropdown menu with 'Snapshot' selected, a text field containing the file path 'C:\ServiceRangerData\snapshot\SS-20100817-120513.xls', a 'Browse' button, and a 'Start Transfer' button. A 'Status:' field is also present. At the bottom of the window are 'Next' and 'Cancel' buttons. The Windows taskbar at the bottom shows the 'start' button, several application icons, and the system tray with the time '12:05 PM'.

**5. Select Snapshot or VPA then select the "Start Transfer" button**

**6. See default file name and saved location.**  
After extracted, attach file or files to an email message and send to [auto.rtw@eaton.com](mailto:auto.rtw@eaton.com)  
Use RO number as subject of email.