

Bulletin: TMIB-0210

Date: February 3, 2012

Bulletin Type: Service

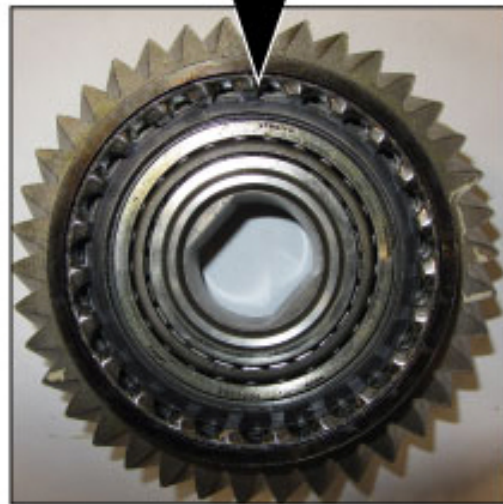
Subject: Reman Transmissions Assembled Without Splitter Snap Ring

Issue Description: A number of Reman transmissions have failed due to not installing the splitter gear snap ring (4303424).

 **Splitter Snap Ring - Missing**



 **Splitter Snap Ring - Installed**



Containment/Corrective Action:

Eaton stocking locations have been contained but most transmissions have made it to customer locations. A corrective action was implemented on January 10, 2012 to prevent this failure in the future.

Affected Models/Population:

All Reman 18-Speed and Convertible Transmissions

Serial Numbers: RS0013680 - RS0015035

Units built from November 2, 2011 through January 9, 2012

Field Strategy: Fix as fails if installed or proactively repair if not installed.

Warranty Information:**Warranty Parts:**

- 4303424 snap ring
- 14335 gasket
- Other damaged components if a failure occurs

Warranty Labor:

- 2.5 hours bench for proactive
- 4.5 hours in chassis
- OEM SRT for field failure

Claim Coding:

- ATA Code:
- Failed P/N: 4303424
- Complaint Code: GRINDS/RAKES (30)
- Failure Code: MISSING/OMITTED (20)
- Responsibility Code: VENDOR PART (418)
- COA:
- Part Return Instructions: Per OEM instruction
- Notification Instructions:

Warranty Coverage:

Follow Field Strategy

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