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Roadranger
SUPPORT

Subject: UltraShift® DM Clutch Noise During Rapid Engine Acceleration or Deceleration

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Issue Description: During vehicle maintenance/diagnostics of vehicles equipped with UltraShift DM clutches, maintenance technicians and vehicle operators are noticing a clunking noise coming from the clutch during no-load engine acceleration from idle or deceleration to idle. The noise is more noticeable during servicing inside a building or service bay and when the clutch inspection cover is removed.

The DM clutch is equipped with internal mass weights that provide the force to engage the clutch. These weights have hard stops at the disengaged (engine idle) and at full engaged position. While the engine is in a no-load condition, such as transmission in neutral, the engine accelerates and decelerates at a faster rate than in-gear operation. This rapid rate causes the mass weights to contact the stops with slightly more force than in-gear operation, causing the noise. **This is normal operation of the UltraShift DM Clutch.**

Certain conditions such as a missing clutch inspection cover may make the noise more noticeable. As it is a common practice to discard the clutch inspection covers during service, information from the field suggests installing the DM clutch cover dampens the noise and makes it less noticeable to the driver, as well as protects the functioning of the clutch from environmental contaminants.

Containment/Corrective Action:

None, the noise heard during the engagement and disengagement of the clutch during rapid engine acceleration and deceleration is normal operation. The presence of this noise after a new service part is installed is not considered a warrantable defect.

Affected Models/Population: UltraShift DM Clutch product

Field Strategy: N/A

Warranty Information: N/A normal operation

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