



# Technical Service Bulletin

<b>Technical Service Bulletin:</b> TSB190187	<b>Released Date:</b> 18-Nov-2019
<b>Vehicle Performance Issues with Eaton AMT</b>	

## Vehicle Performance Issues with Eaton AMT

### Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

### Contents

#### Product Affected

- ISX12N CM2380 X120B

#### Issue

Symptom:

- Intermittent poor acceleration.
- Harsh or extended shifts.
- Engine lugging to near stall condition during launch.
- Stuck in gear (Eaton fault code 74).
- Poor low speed maneuverability in "R."
- Misfire faults during launch and during shifts.

Root Cause:

- The incorrect transmission shift calibration is selected in the Transmission Control Unit (TCU).

#### Verification

Reference Eaton TAIB-0879.

#### Resolution

Confirm the Transmission Control Unit has the latest software and is properly configured for ISX12N. Refer to Eaton TAIB-0879.

#### Customer Communication

During service events, it is possible for technicians to select shift schedules and transmission settings that are not intended for use in vehicles equipped with ISX12N engines. Selecting the incorrect shift schedule or improperly configuring the transmission can have negative effects on

engine and vehicle performance.

## Document History

Date	Details
2019-11-4	Module Created

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**Last Modified: 18-Nov-2019**

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