



ECJV Soporte Postventa

Gustavo Benitez



AGENDA

- ◆ Que es ECJV?
- ◆ Estructura de Sopórte
- ◆ Call Center
- ◆ Entrenamiento Técnico
- ◆ Infant Care y Herramientas



ECJV

**Eaton Cummins Automated
Transmission**



Eaton Cummins Joint Venture

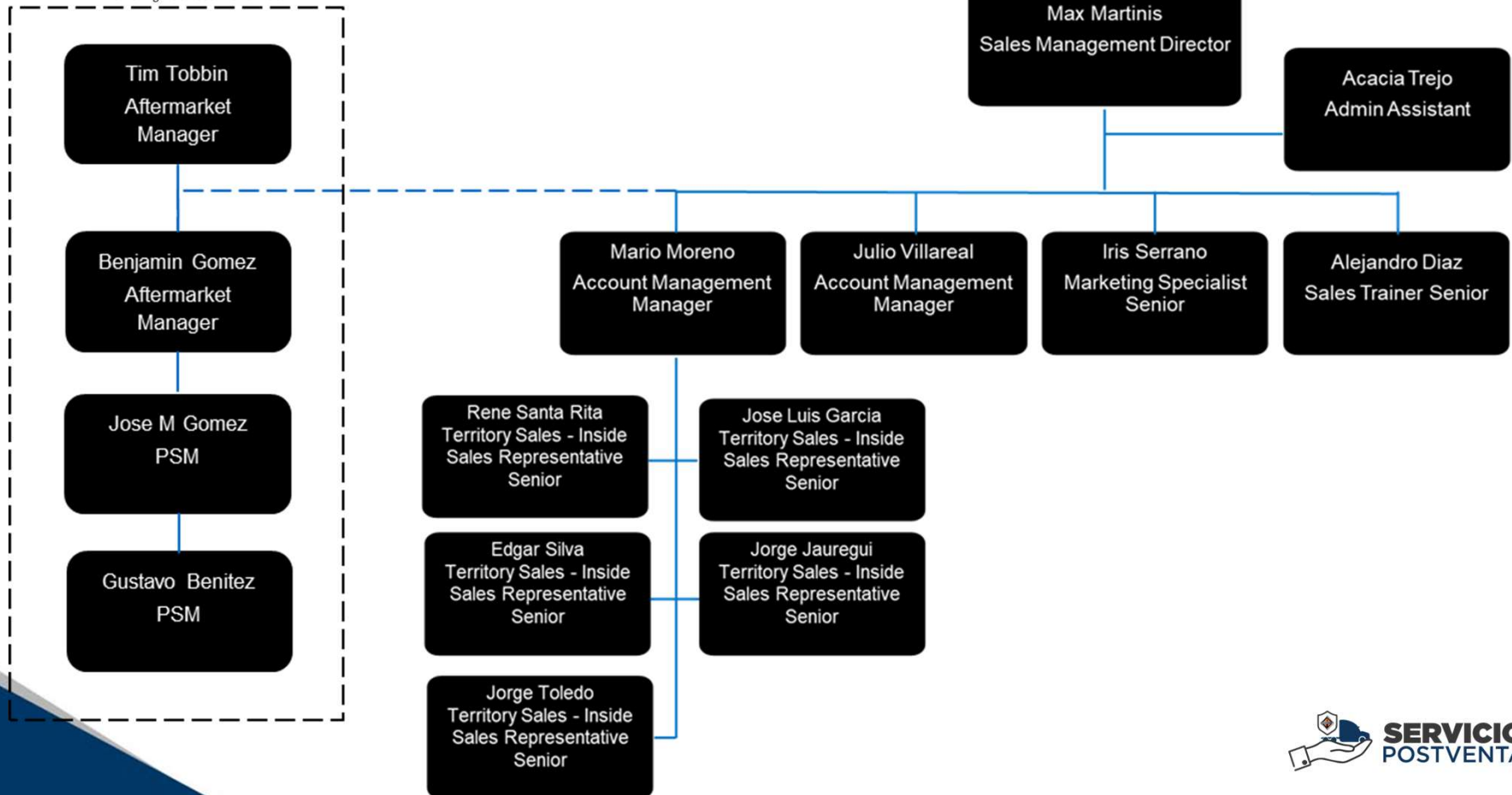


- ◆ Se combinaron las **fortalezas técnicas y experiencia** de dos líderes de la industria con historia y conocimiento
- ◆ Objetivo: proveer de la **tecnología de transmisiones automatizadas** para el Mercado del transporte que demandan economía de combustible, desempeño y uptime

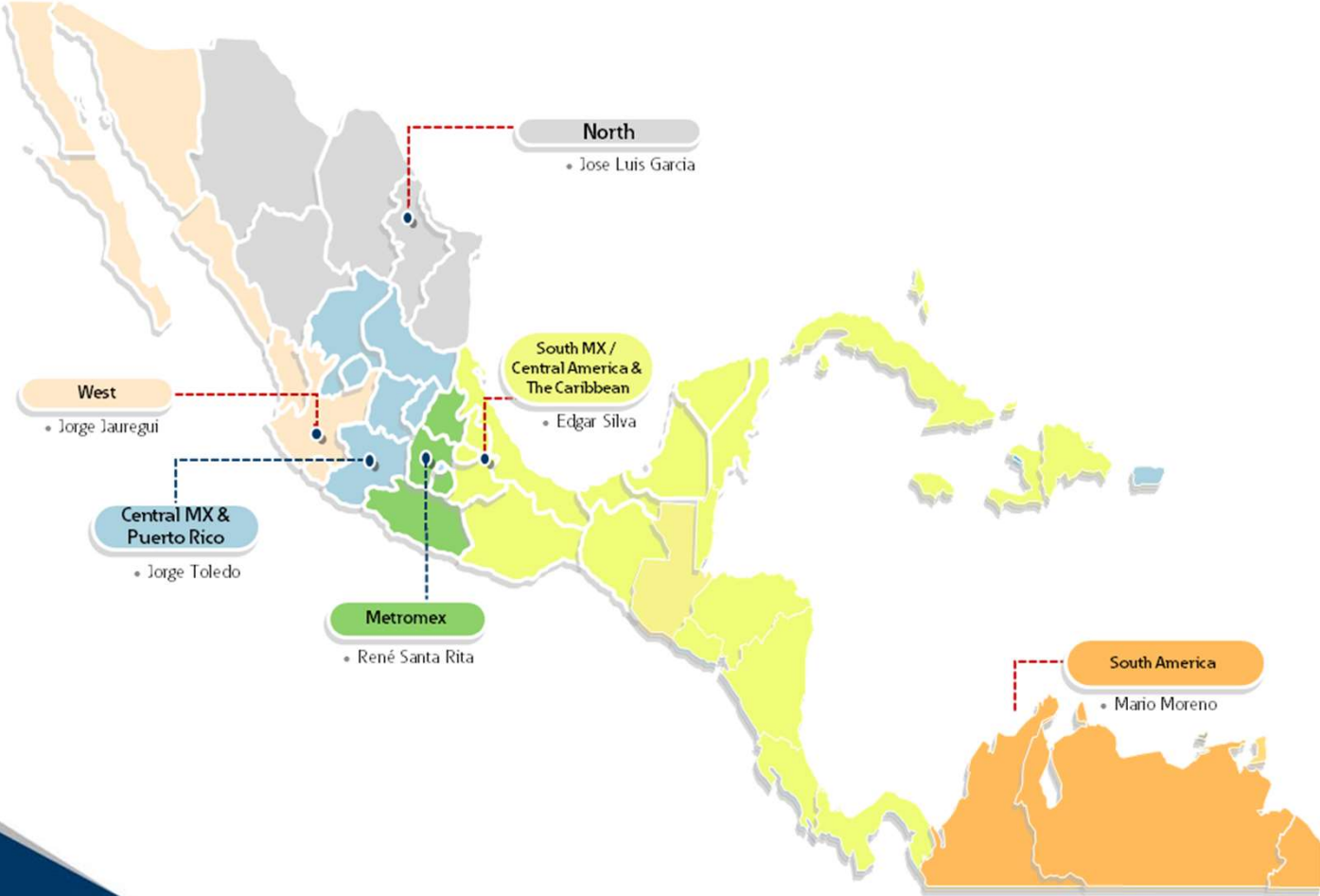
Estructura de Soporte



Estructura de Soporte



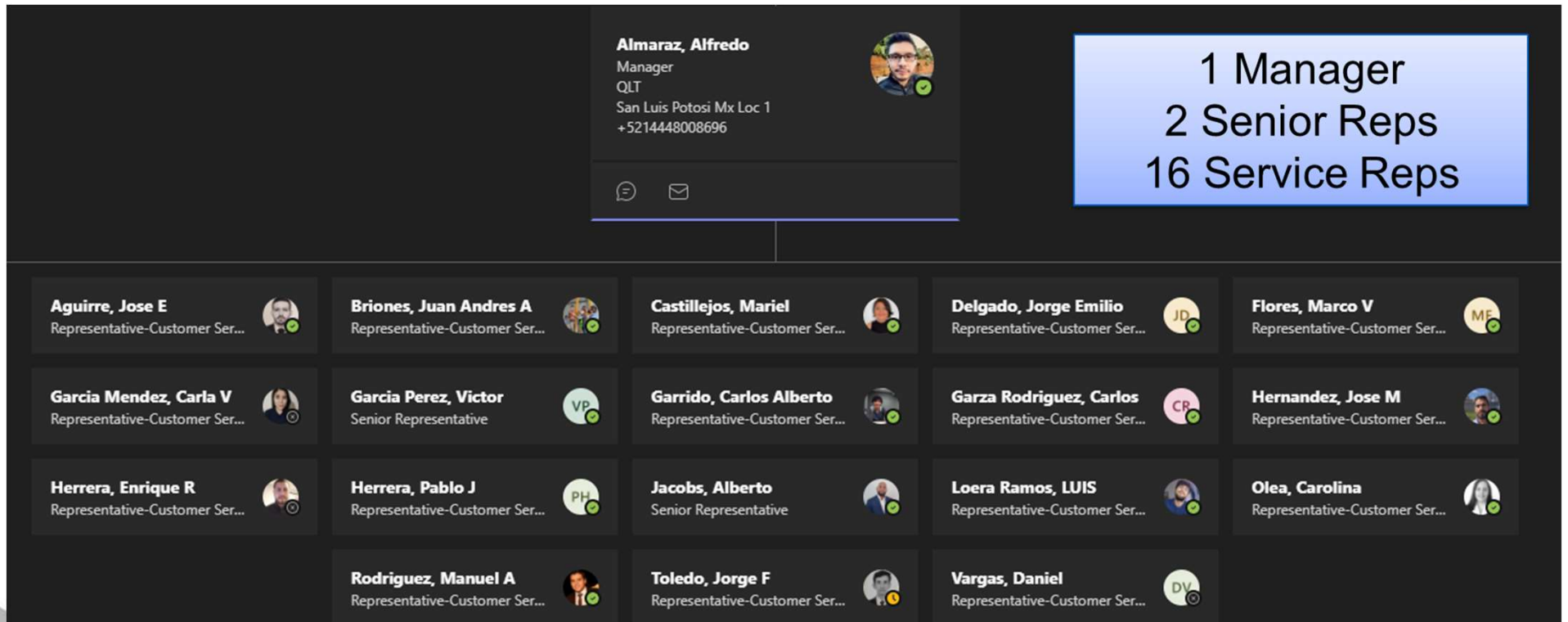
Soporte por territorio Mexico and CA



**Call Center
@SLP MX**



Call Center Estructura

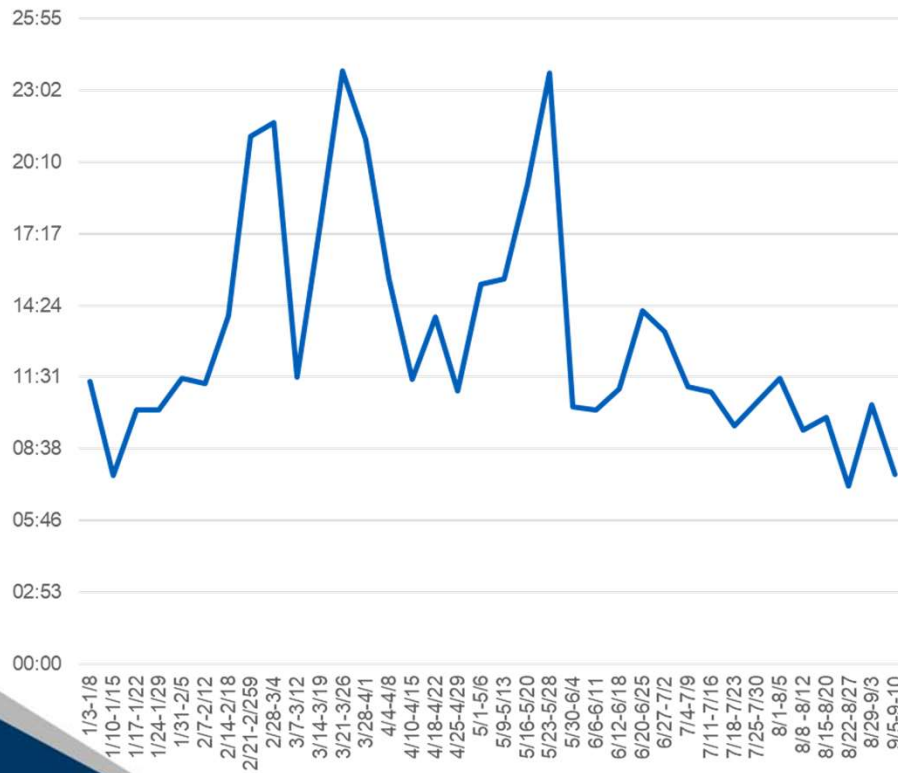


From Mexico call: 001-800-826-4357



Call Center ASA - Average Speed to Answer

Actual ASA (min) Weekly



ASA Actual & Forecast (min) Monthly

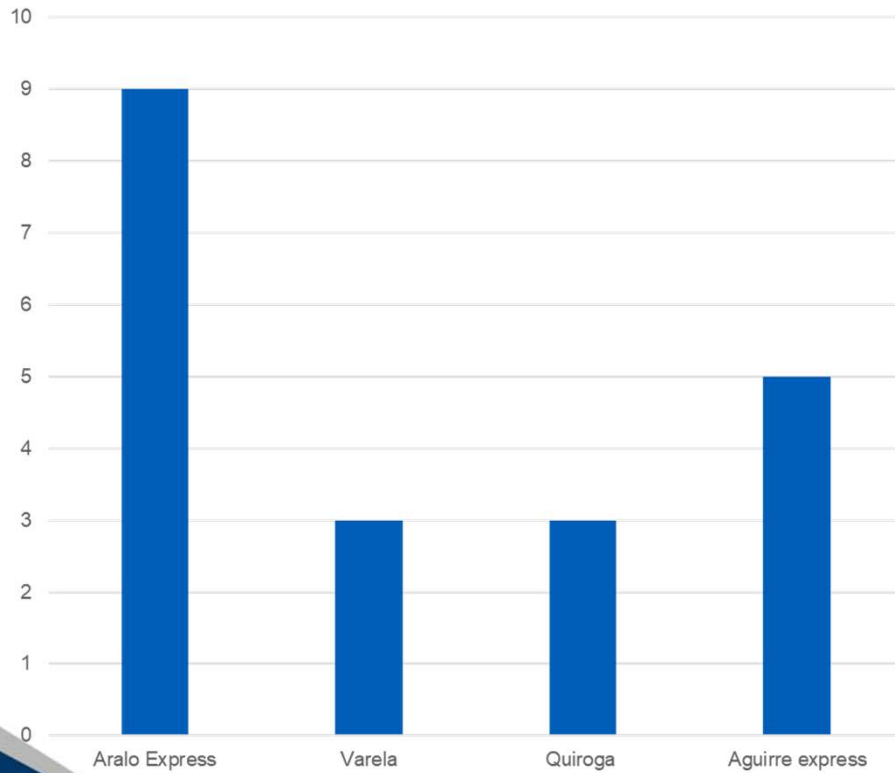


September 2022- forecasted: 8:00 min; real 7:37 min

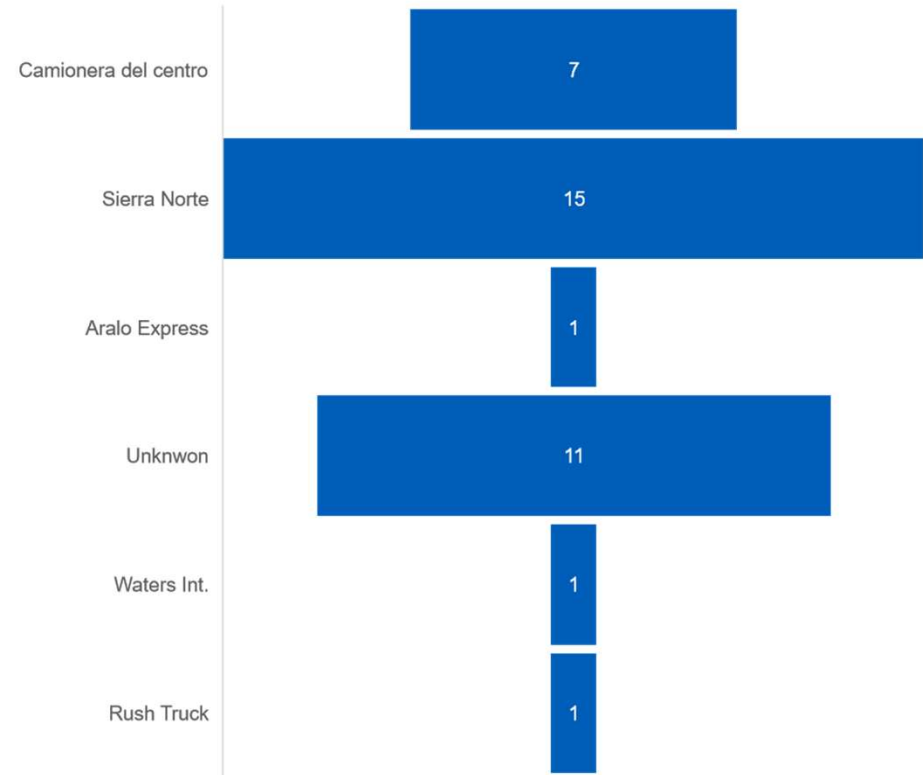


TAR (Technical Assistance Request)

Trucks serviced per Owner



Opened TAR per dealer



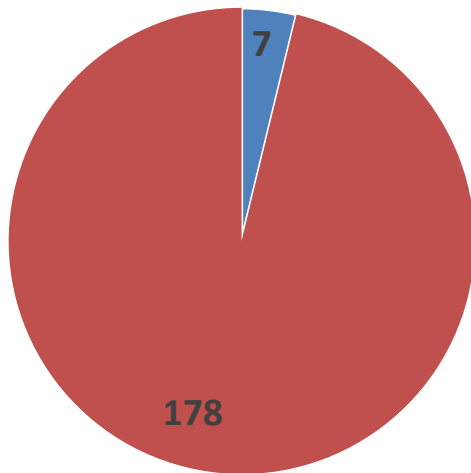
Only Call Center TAR.

Entrenamiento Técnico



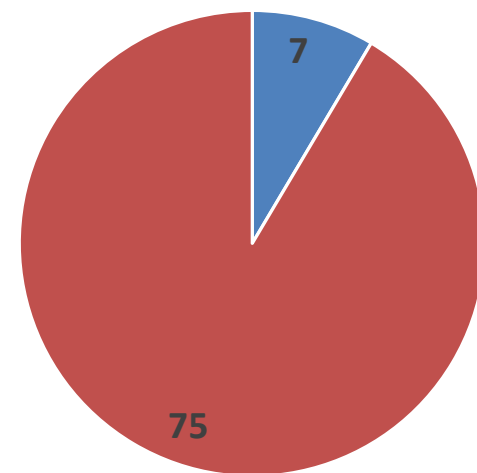
Resumen de Entrenamientos

2021



■ Entrenamientos ■ Participantes

2022



■ Entrenamientos ■ Participantes

Entrenamiento Plan y Temas



Products Support Company Careers



< SUPPORT

Roadranger Academy

Roadranger Academy provides service professionals with instructor-led and computer-based training on Roadranger drivetrain products. Through Roadranger Academy product training service professionals will reduce equipment downtime by efficiently and accurately diagnosing and servicing Roadranger drivetrain products.



Course Descriptions



Frequently Asked Questions

- **Transmisiones HD**
- **AMT Ultrashift Plus / J1939**
- **Clutch**
- **Endurant HD**
- **SR4**



Infant Care y Herramientas



Infant Care Endurant HD

	Eaton Part Number	Navistar Part Number	Description	QTY Per PDC	QTY Per Dealer
1	K-4355		Mechatronic Transmission Module Kit (w/o TCM)	1	0
2	K-4379		Clutch Kit	1	0
3	K-4488CL		Clutch Kit	1	1
4	K-4362		Input Shaft Repair Kit	1	1
5	K-4350		Inertia Brake Service Kit	1	1
6	K-4382		Clutch Housing Seal Kit	1	0
7	K-4380		Release Yoke Assy	1	0
8	K-4368		Output Seal Kit	1	1
9	K-4357		Linear Clutch Actuator	1	0
10	K-4381		Output Speed Sensor Kit	1	1
11	K-4387		Lube Pressure Sensor Kit	1	0
12	K-4399		Rear Bearing Cover / Output Seal Kit	1	0
13	4308230		Fill/Drain Plug	1	1
14	5577511-MP4		STUD, M6 (M6X50.0)	1	1
15	K-4399		Rear Bearing Cover / Output Seal Kit	1	0
16	K-4381		Output Speed Sensor Kit	1	0
17	K-4358		Clutch Housing Kit	1	0
18	K-4360		Input Shaft Kit	1	0

	Eaton Part Number	Navistar Part Number	Description	QTY Per PDC	QTY Per Dealer
19	K-4370		Countershaft Kit Low&H	1	0
20	K-4486		Mainshaft Washer kit	1	0
21	K-4367		Front Small Parts Kit	1	0
22	K-4369		Rear Small Parts Kit	1	0
23	K-4491		Clutch Hsg Front Cover	1	0
24	10001949		Pivot Pin	1	0
25	125969CL		Release Bearing	1	1
26	K-4499		Range Syncro	1	0
27	10000556		Gear Mainshaft Reverse	1	0
28	10000557		sliding clutch m/s	2	
29	K-4364		Main hsg kit	1	
30	k-4484		countershaft brg kit	1	
31	TN-H04-75RR		swing unit endurant	1	

Herramientas de Servicio K-Line

Item#	Description	Kit #	Tool #
1	Transmission Jack Adapter Plate		RR1067TR
2	Clutch Installation Tool Kit	RR2000CL	
	Clutch Alignment Shaft (Service)		RR1087TR
	Alignment Pins (2)		RR1063TR-3
3	Basic Service Repair Kit	RR2010TR	
	Input Shaft Pilot Bearing Wear Sleeve Puller		RR1062TR
	Wear Sleeve Installer - Snap ring & Driver		RR1061TR
	Inertia Brake Piston Seal Installer		RR1074TR
	Counter Shaft Pilot Tool (Lower)		RR1071TR
	Counter Shaft Pilot Tool (Upper)		RR1072TR
	Range Assembly Removal and Installation Tool		RR1065TR
	Output Seal Driver (requires RR1001TR-2)		RR1001TR-8
	<i>Output Seal Driver Handle (sold separately)</i>		<i>RR1001TR-2</i>
	Electronic Diagnostics		
4	Eaton Breakout Box with 74-Way EDA		RR1029TR
5	3-Way EDA (OSS and FPS)		RR1060TR
6	Eaton Diagnostic Adapter (EDA)		RR1030TR
7	Endurant Mechanical Diagnostic Kit	RR2011TR	
	MTM Alignment and Range Engagement Tool		RR1086TR
	Rail B Synchronizer Engagement Tool		RR1088TR

Items 1-7: Required tools for basic service and diagnostics



A powerful diagnostic tool for the professional technician

FEATURES	SR	SR	SR
	Pro+	Pro	Basic
Clutch Calibration: Detroit DT12	✓		
Clutch Calibration: Volvo I-Shift V2 & V3	✓		
Clutch Calibration: Mack mDRIVE & mDrive HD	✓		
App Center	✓	✓	
Programming and Configurations	✓	✓	
Calibrations	✓	✓	
Diagnostic Functions	✓	✓	✓
Data Monitoring	✓	✓	✓
Fault Codes and Troubleshooting	✓	✓	✓
Service Activity Report	✓	✓	✓
Online Account Management	✓	✓	✓
Free Technical Support	✓	✓	✓
Service Routines	✓	✓	✓

ServiceRanger™ 4 is a PC-based diagnostic and service software application for commercial vehicle products. Available in three service levels, it allows for quick and easy diagnosis of complex problems, enabling faster service and reduced downtime.

ServiceRanger 4 Pro Plus includes the Advantage Automated Clutch calibration software which enables dealers, fleets and independent repair facilities to calibrate the clutch on non-Eaton and non-Eaton Cummins transmissions, including popular models such as Detroit™ DT12®, Volvo® I-Shift and Mack® mDrive™ automated transmissions, when installing a new Advantage Automated clutch from Eaton.



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Gracias



**JUNTA
NACIONAL
DE SERVICIO 2022**

