



**Subject:** ServiceRanger 4 Connection Settings – Add Profile and Connection Wizard

**Document Number:** MDIB-0051

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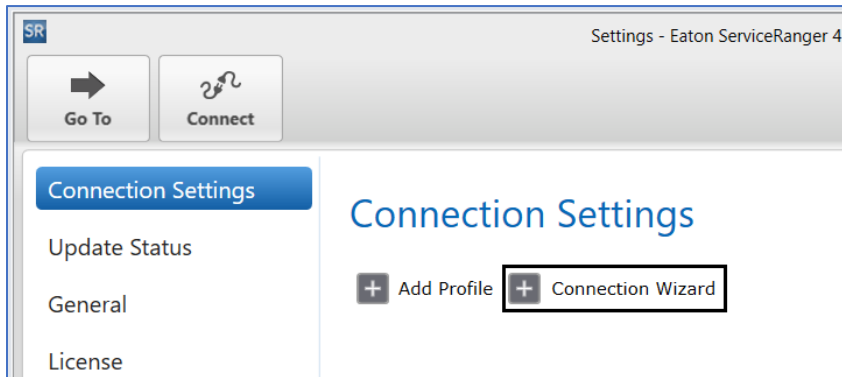
**Description:**

To ensure Eaton® ServiceRanger 4 connectivity with a Transmission Electronic Control Unit (TECU) and Transmission Control Module (TCM) a proper connection settings profile is required.

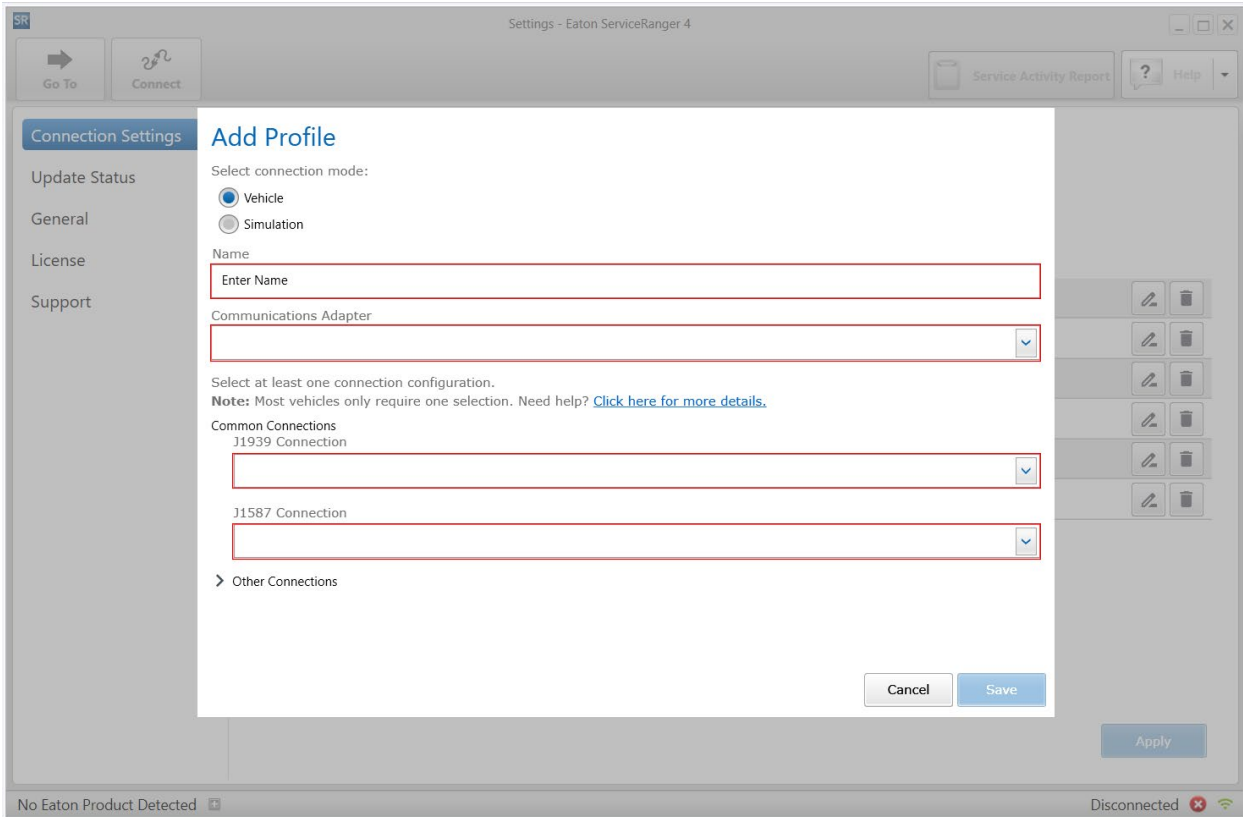
A new feature has been added to the Connection Settings screen in ServiceRanger version 4.13 - the **Connection Wizard**. This new option for creating a connection setting profile is designed to simplify the process and ensure seamless connectivity with a TECU and TCM.

When you select the Connection Wizard, you'll be prompted with a series of questions about your vehicle and communication adapter. Once all the relevant information is gathered, ServiceRanger will automatically create a profile for you.

Additionally, the wizard will let you know if a cross-over cable is necessary, taking the guesswork out of the process.



Manually creating a connection settings profile is still available as an option whenever you need it – Add Profile. While we have the Connection Wizard in place for your convenience, you can always create a profile manually. This ensures that you have the flexibility to adjust settings exactly as you need them.



## Transmission Models:

- Endurant HD, XD
- UltraShift *PLUS* and Fuller Advantage Automated
- UltraShift Gen3 and Gen2 Transmissions

**Note:** AutoShift Gen1 Transmissions require ServiceRanger 2.80, refer to Service Bulletin MDIB-0036.

## Field Strategy:

### A. Identify ServiceRanger 4 Version

1. Open ServiceRanger 4. Vehicle connection is not required.
2. Go To “Settings”.
3. Select “License”.
4. Record **ServiceRanger Version: 4.##.####**
  - a. If version is 4.13 or greater, go to [Step B](#).
  - b. If version is less than 4.13, refer to [RRMT0041](#) and update to latest version, then go to [Step B](#).

### B. Use an Approved Communication Adapter

1. Refer to [Vehicle Link Adapters](#) (select “Resources” tab).
2. Refer to communication adapter manufacturer and download device drivers software to computer. Go to [Step C](#).

**CAUTION:** A hardwired USB connection between computer, communication adapter and vehicle diagnostic connector is required for programming a TECU and TCM. Do not use a wireless connection (Bluetooth or WiFi). Failure to use a hardwired USB connection when programming may result in a damaged TECU or TCM and void component warranty.

**Note:** A commercially available crossover cable may be required based on your OEM and communication adapter:

- NEXIQ CAN 3 - CAN 1 (PN 406004)
- PACCAR Y - Cable (PN 42-02848)
- or equivalent.

### C. Identify Connection Setting

Use Connection Wizard to create a connection settings profile:

1. Open ServiceRanger 4. Vehicle connection is not required.
2. Go To “Settings”.
3. Select “Connection Settings”.
4. Select “+” Connection Wizard and follow on-screen prompts. Go to [Step E](#).

or

Manually create a connection settings profile:

1. Refer to the [Recommended Connection Settings](#) section of this service bulletin, identify, and record your connection setting, then go to [Step D](#).

### D. Add a Profile in Connection Settings

1. Open ServiceRanger. Vehicle connection is not required.
2. Go To “Settings”.
3. Select “Connection Settings”.
4. Select “+” Add Profile.
5. Select connection mode: “Vehicle”.
6. Enter profile name.
7. From the “Communications Adapter” drop down, select communication adapter.
8. From J1587 Connection or J1939 Connection drop down, select connection setting recorded in Step C.
9. Select Save, go to [Step E](#).

### E. Connect ServiceRanger 4 to Vehicle:

1. Connect Communication Adapter to computer and vehicle:
  - USB cable and connector to computer.
  - Diagnostic cable and connector to vehicle.
2. Key on with engine off.
3. Select “Connect”.
  - If “Successfully Connected”, **process complete**.
  - If “no Eaton product detected”, go to [Step C](#).
  - If “Connection Failed”, go to [Step F](#).

### F. Reset Communication Adapter and computer:

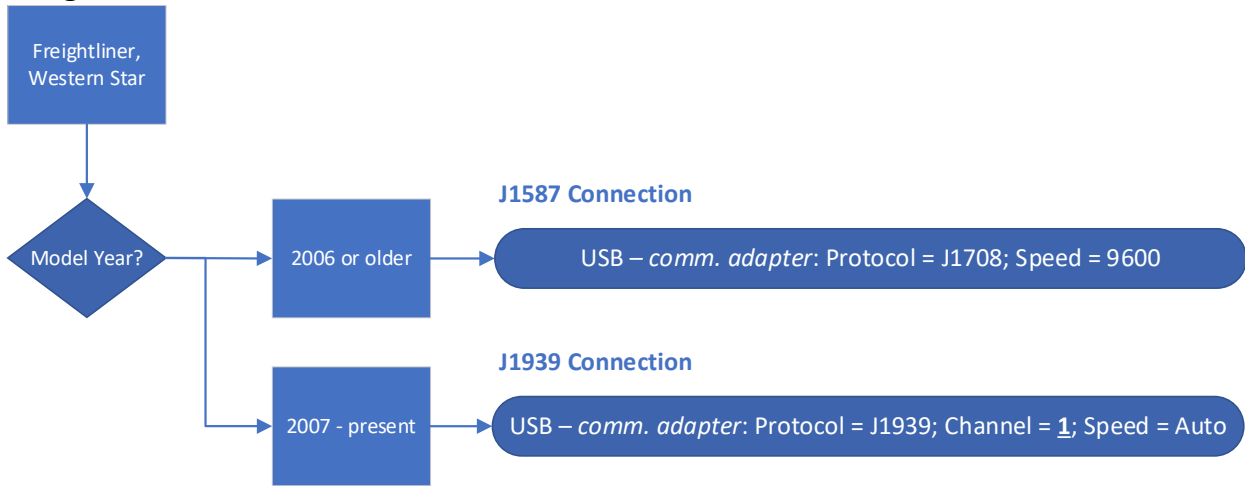
1. Key off.
2. Disconnect Communication Adapter from vehicle and computer.
3. Reboot computer.
4. Connect Communication Adapter to vehicle and computer.
5. Key on with engine off.
6. Open ServiceRanger 4.
7. Select “Connect”.
  - If “Successfully Connected”, **process complete**.
  - If “no Eaton product detected” or “Connection Failed”, contact Eaton for further diagnostic instructions:
    - U.S. and Canada Help Line: +1-800-826-4357
    - Mexico Help Line: +52-800-800-6801

## Recommended Connection Settings:

### OEM:

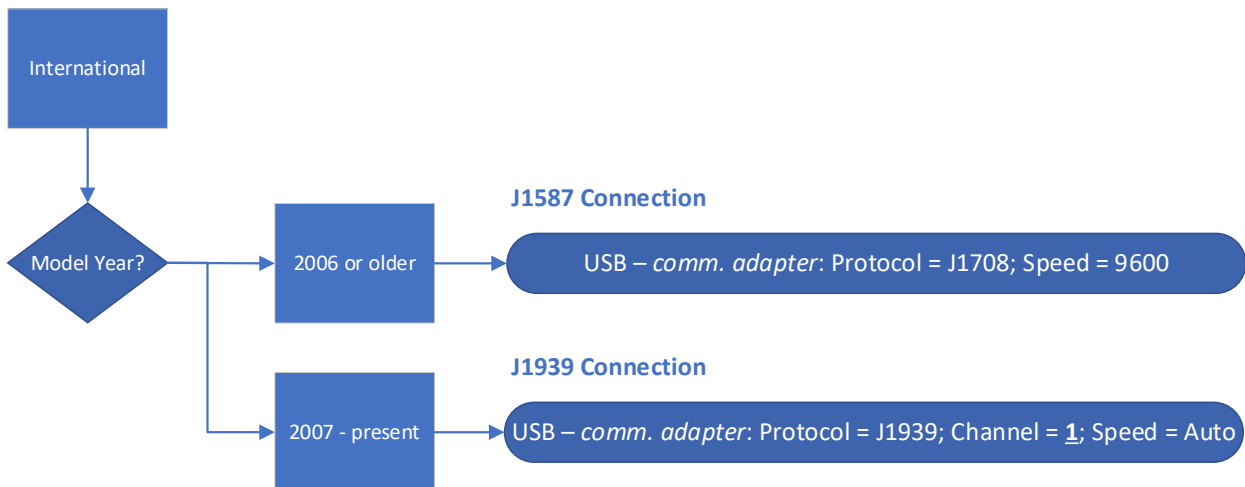
- [Freightliner, Western Star](#)
- [International](#)
- [Kenworth, Peterbilt](#)
- [Volvo](#)
- [Bluebird](#)

### Freightliner, Western Star:



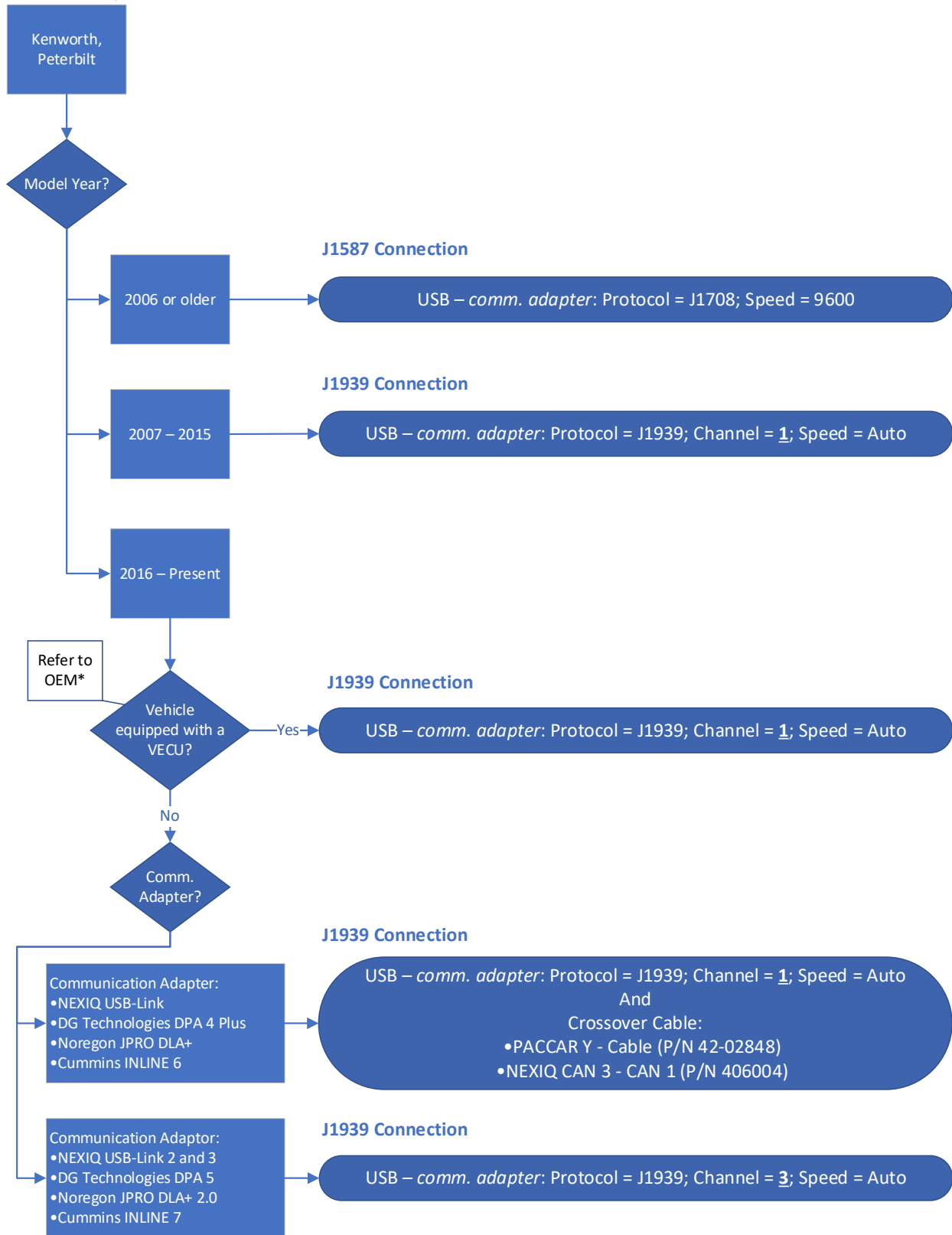
- Go to [Step D](#).

### International:



- Go to [Step D](#).

## Kenworth, Peterbilt:



- Go to [Step D.](#)

## Service Bulletin – Product

### Kenworth, Peterbilt (continued):

\*The following may assist in determining if vehicle is equipped with a Vehicle Electronic Control Unit (VECU):

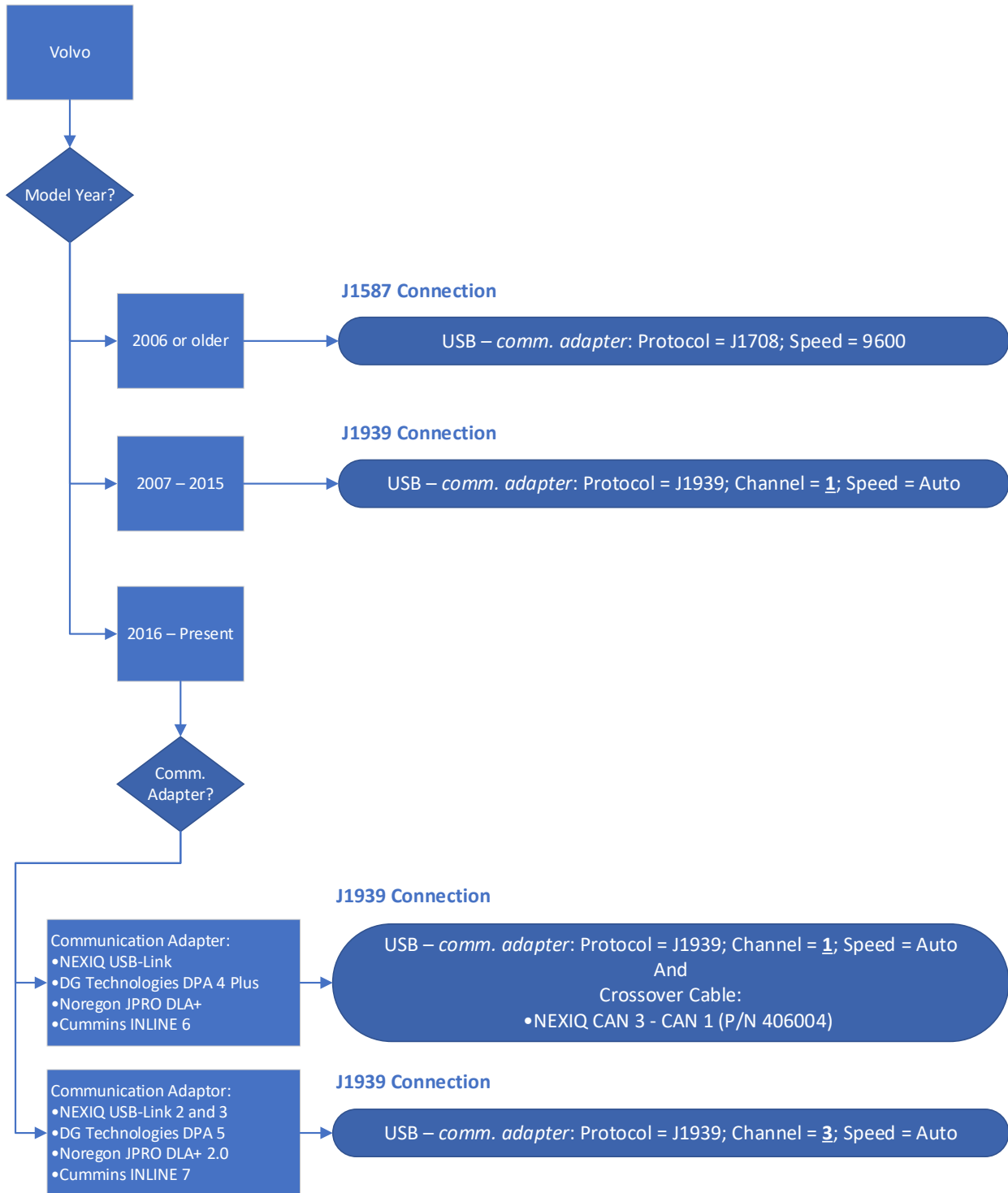
- Vehicles equipped with a full digital display (dash) are equipped with a VECU, example below:



- Vehicles equipped with analog gauges and a digital display – Use digital display push-scroll dial, go to Truck Info, Chassis tab, scroll through list of components to determine if vehicle is equipped with a VECU or not:



## Volvo:



- Go to [Step D.](#)



## Bluebird:



- Go to [Step D](#).

## Warranty Information:

Information only.

The material contained in this bulletin is product improvement information. Eaton Corporation is not committed to, or liable for, canvassing existing products. FSUD: 2022-FSUD-4425

## Change Log

Date	Description
02/03/2025	Updated Description (4.13 intro Connection Wizard) and Field Strategy (Step A4 and Step C).
7/8/2024	Updated Subject, Field Strategy and Recommended Connections Settings sections, added links within document.
7/1/2024	Updated Description and Field Strategy sections, added Recommended Connections Setting section with revised process flows.
11/6/2023	Added edit profile example image and connection setting process flow diagrams
8/15/2022	Document created