



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

Document Number: MDIB-0051

Date: August 15, 2022

Updated: February 03, 2025

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.

Service Bulletin – Product

SR	Settings - Eaton ServiceRanger 4	_ 🗆 X
Go To Con	nect Service Activ	ity Report
Connection Setti Update Status General License Support	Add Profile Select on node: Inter Name Inter Name Communications Adapter Inter Not vehicles only require one selection. Need help? Click here for more details. Common Connection J1587 Connection J1587 Connection I J1587 Connection I J1587 Connection I J1587 Connections	
No Eaton Product Detected		Disconnected 🔞 😤

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 <u>RRMT0041</u> and update to latest version, then go to <u>Step B</u>.

B. Use an Approved Communication Adapter

- 1. Refer to Vehicle Link Adapters (select "Resources" tab).
- Refer to communication adapter manufacturer and download device drivers software to computer. Go to <u>Step C</u>.

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:

 Refer to the <u>Recommended Connection Settings</u> section of this service bulletin, identify, and record your connection setting, then go to <u>Step D</u>.

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 <u>Step C</u>.
 - If "Connection Failed", go to <u>Step F</u>.

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

Service Bulletin – Product

Recommended Connection Settings:

OEM:

- Freightliner, Western Star
- International
- <u>Kenworth, Peterbilt</u>
- Volvo
- <u>Bluebird</u>

Freightliner, Western Star:



• Go to Step D.



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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:



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• Go to <u>Step D</u>.



• Go to <u>Step D</u>.

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