



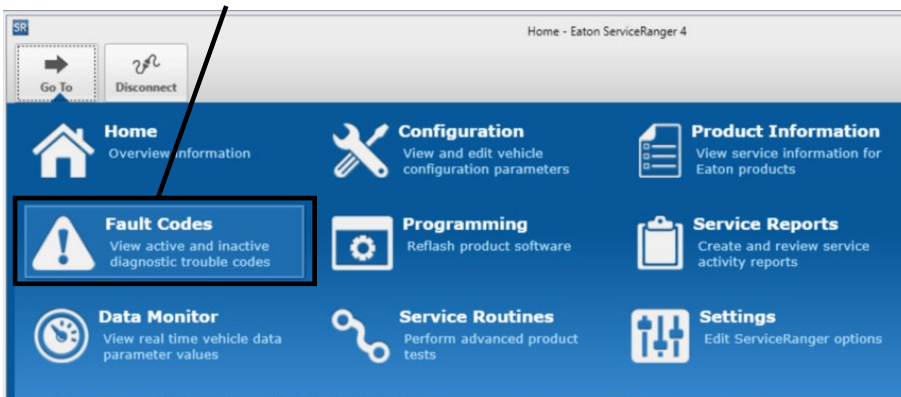
BACKED BY
Roadranger
SUPPORT

Permanent Fault Code 71 FMI 11 Procedure

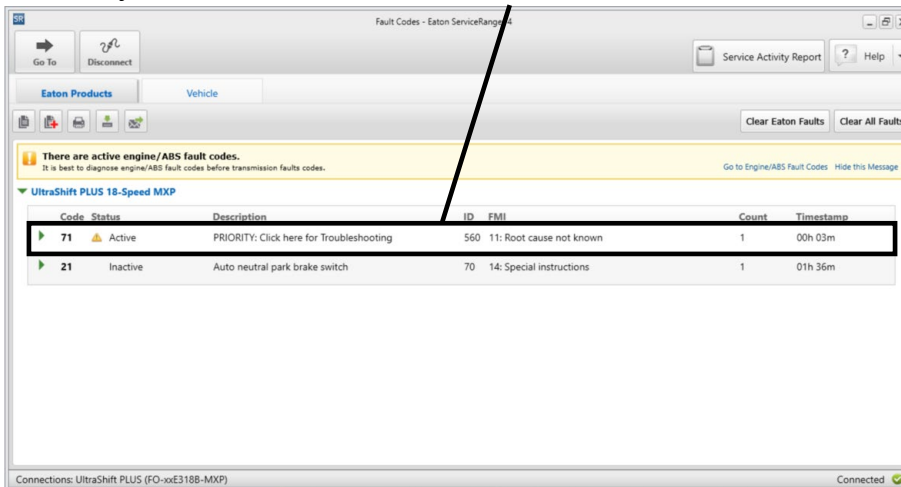
Date: December 19, 2018

STEP A: Create a Service Activity Report (SAR).

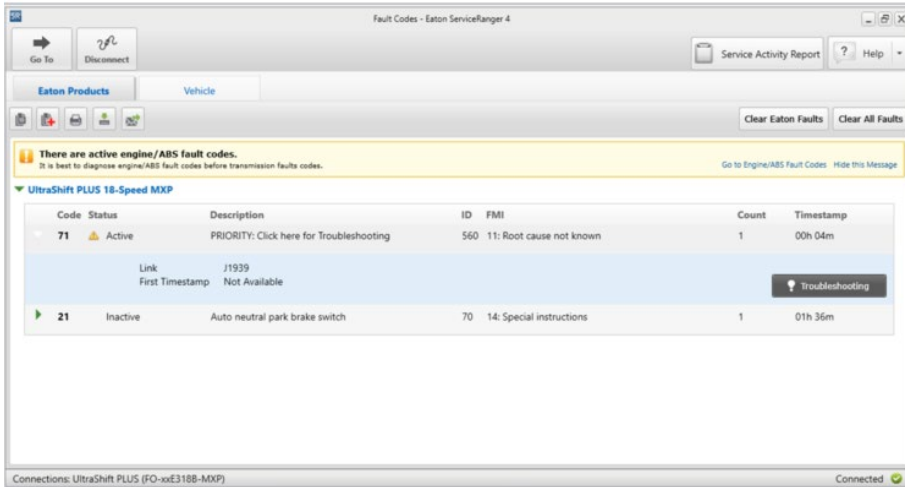
1. Set vehicle parking brake and chock wheels.
2. Key on with engine off.
3. Connect ServiceRanger.
4. Go to "Fault Codes".



5. Verify that the vehicle has an Active Fault Code 71 FMI 11.



Note: When the technician clicks Fault Code 71 FMI 11, the dropdown is expanded and a link to the Fault Isolation Procedure is provided.



Note: After “Troubleshooting” is selected, the Fault Isolation Procedure opens advising the technician to contact Eaton for further diagnostic instructions.

Fault Code 71 Troubleshooting

A Purpose: Check for Active or Inactive fault codes.

1. Set vehicle parking brake and chock wheels.
2. Record the transmission fault codes, FMIs, occurrences, and timestamps from the Service Activity Report created during the Diagnostic Procedure.

Warning: If Fault Code 71 FMI 11 is Active, contact Eaton at (800) 826-4357 for further diagnostic instructions. Failure to follow the instructions provided may result in major vehicle component damage, serious injury or death.

Note: If Fault Code 71 FMI 7 is Inactive and there are other Active fault codes, troubleshoot all Active fault codes first.

- If Fault Code 71 FMI 11 is Active, contact Eaton at (800) 826-4357 for further diagnostic instructions.
- If Fault Code 71 FMI 11 is Inactive, Go to [Step V](#).
- If Fault Code 71 FMI 7 is Active or Inactive and/or Fault Codes 27, 33, 34, 51, 52, 61, 63 or 64 are Active or Inactive, troubleshoot per [Fault Code Isolation Procedure Index](#).
- If Fault Code 71 is Inactive, Go to [Step B](#).
- If Fault Code 71 is Active, Go to [Step C](#).

6. Select “Service Activity Report” (SAR).



7. Enter vehicle and repair order information and select “Start Report”.

Start Service Activity Report

VIN: Repair Order:

Vehicle Owner: Vehicle In-service Date:

Unit Number: Vehicle Vocation:

Odometer: Technician:

Notes:

Start Report Cancel

8. After the SAR completes, select “Send to Eaton”.

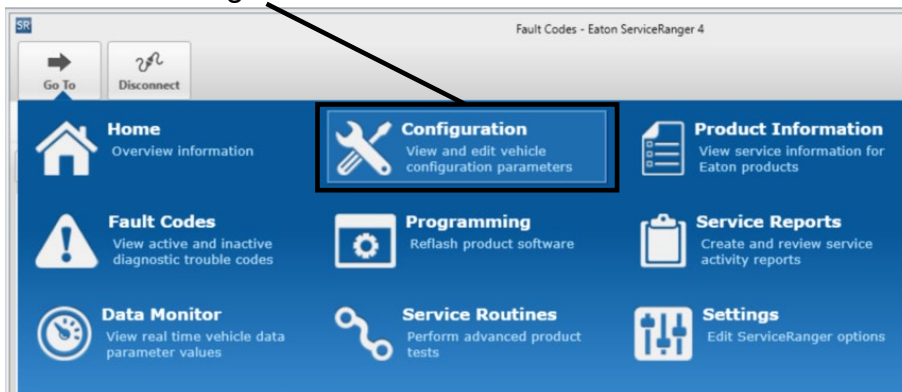


9. Escalate the claim to Technical Service.

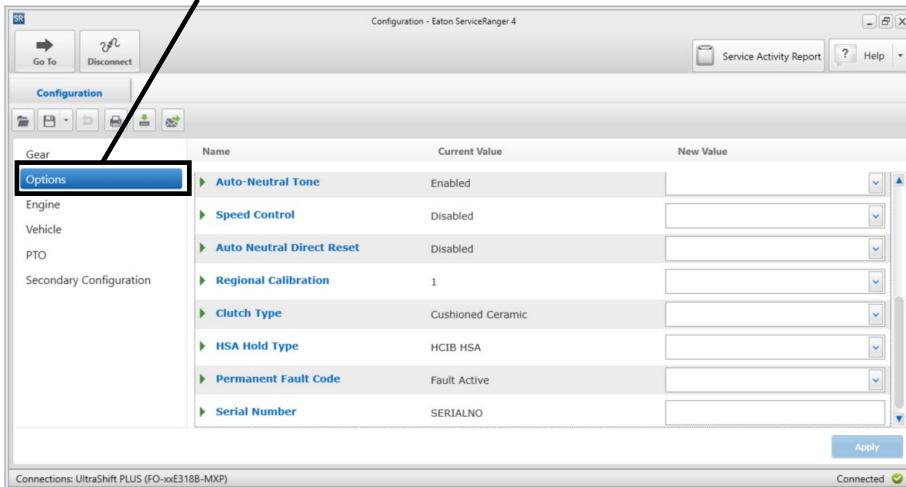
10. Go to **Step B** after troubleshooting/repair direction from Technical Service has been completed.

STEP B: Clear Permanent Fault Code 71 FMI 11.

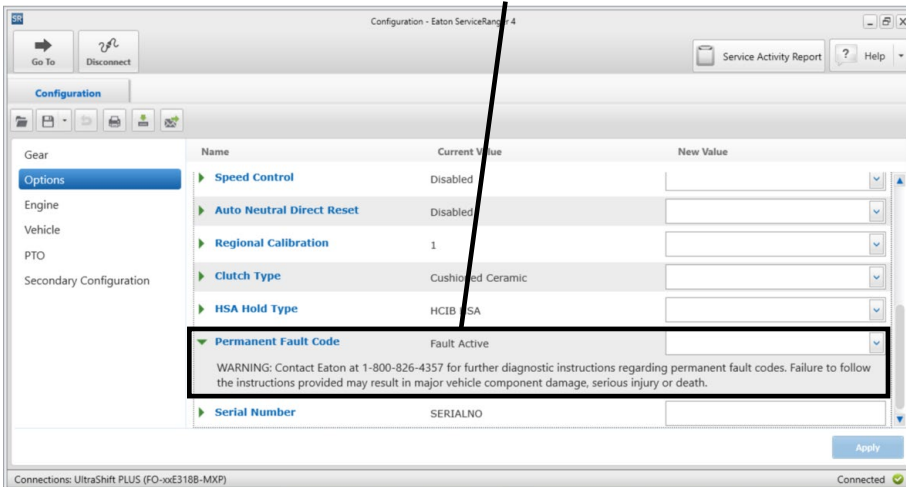
1. Go to “Configuration”.



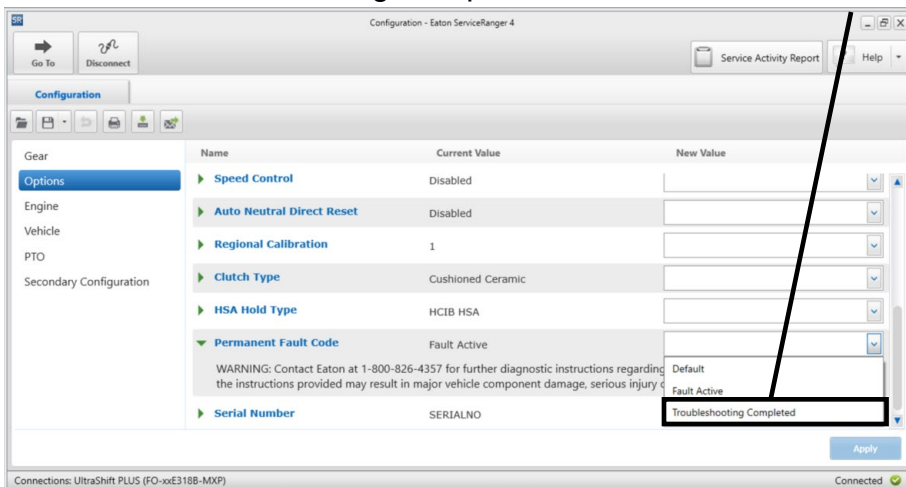
2. Select "Options".



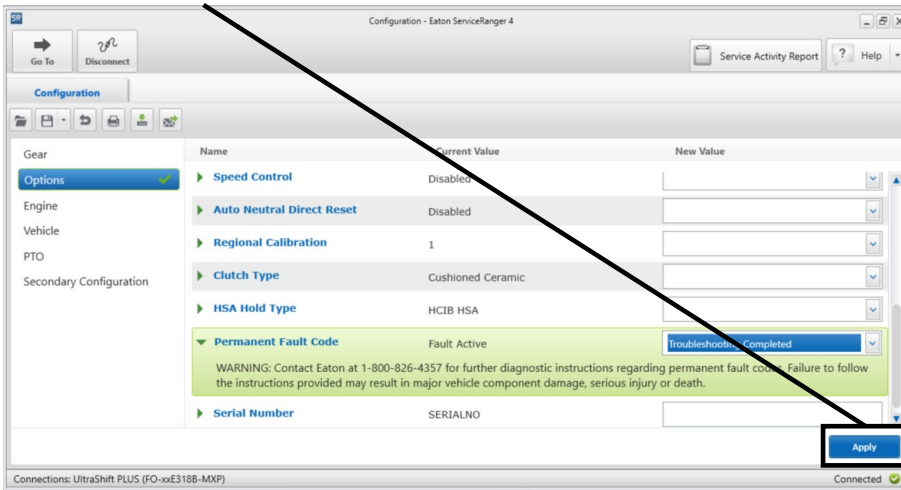
3. Scroll down to the "Permanent Fault Code" option.



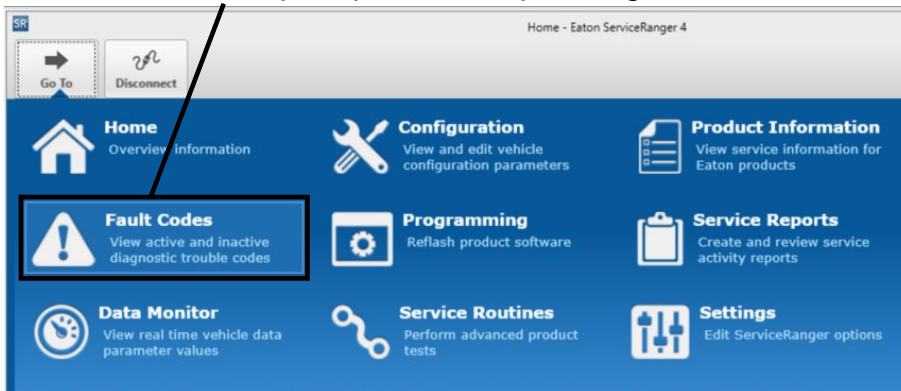
4. Select "Troubleshooting Completed".



5. Select “Apply” and follow on-screen prompts.

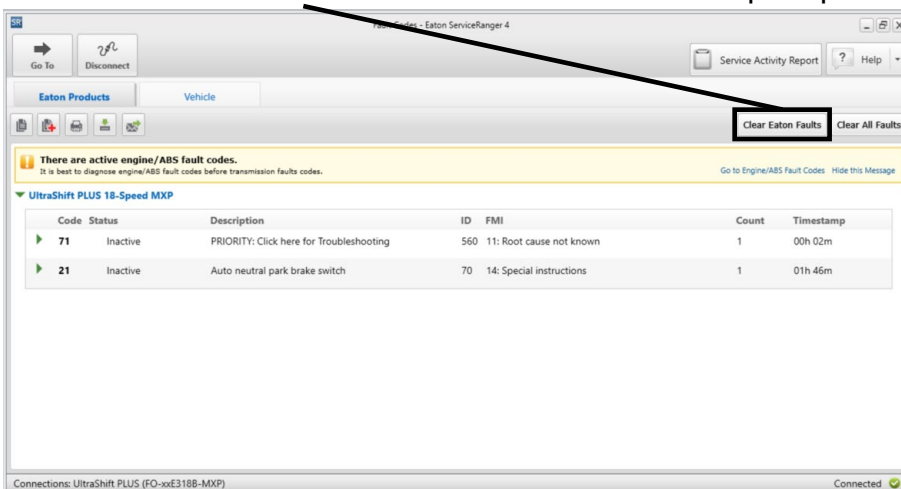


6. After on-screen prompts are completed, go to “Fault Codes”.

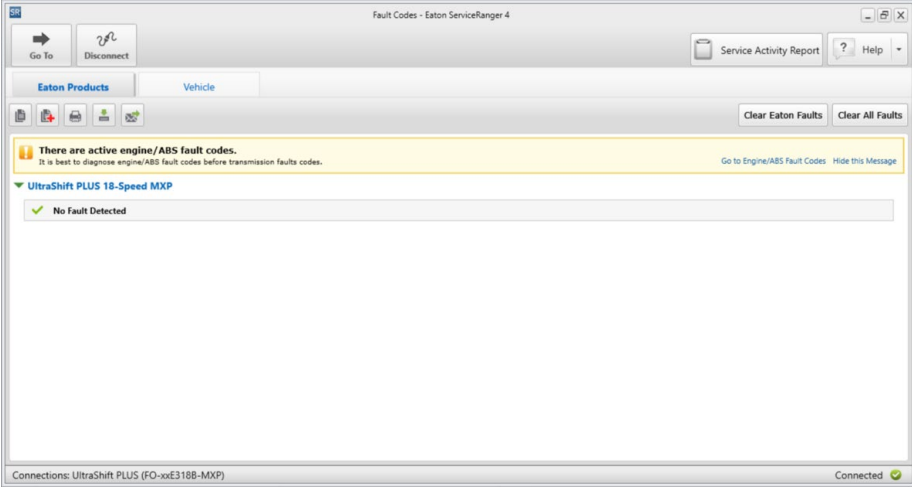


7. Confirm Fault Code 71 FMI 11 is Inactive.

8. Select “Clear Eaton Faults” and follow on screen prompts.



9. Confirm that all Eaton Fault Codes were successfully cleared.



10. Key off.

11. Process complete.

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