
SERVICEMAXX USER'S GUIDE

SERVICEMAXX

ENGINE DIAGNOSTICS SOFTWARE FOR ALL MAXXFORCE® AND INTERNATIONAL® ENGINES



MAXXFORCE
INTERNATIONAL DIESEL POWER®

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BASIC FUNCTIONALITY

I. GETTING CONNECTED

THIS SECTION DESCRIBES HOW TO SELECT THE CORRECT SETTING FOR THE INTERFACE DEVICE.

A. INTERFACE DEVICE SELECTION

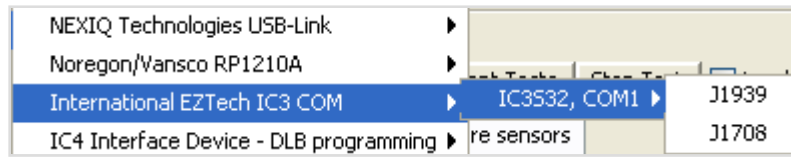
1. Connect to the Vehicle.
2. Launch ServiceMaxx.



3. Go to Tools→Select Com Link.



4. Select the cable/interface device that you are using.
 - a. IC3COM
 - i. International EZTech IC3COM→IC3S32, COM1
 1. J1708-All pre-MaxxForce (pre-2007) electronic engines.
 2. J1939-All MaxxForce engine (2007-present).



b. IC4COM

i. IC4 Interface Device→COM1 Port

1. J1708-All pre-MaxxForce (pre-2007) electronic engines.
2. J1939-All MaxxForce engine (2007-present).



c. IC4USB

i. IC4 Interface Device→USB Port

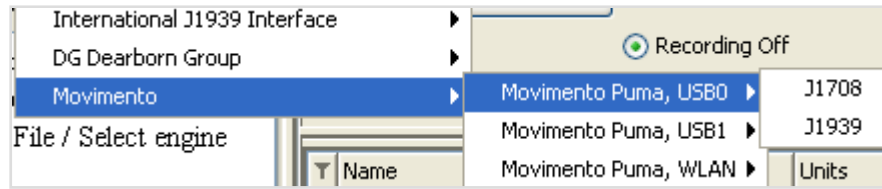
1. J1708-All pre-MaxxForce (pre-2007) electronic engines.
2. J1939-All MaxxForce engine (2007-present).



d. NAVCoM

i. Movimento→Movimento Puma, USB0

1. J1708-All pre-MaxxForce (pre-2007) electronic engines.
2. J1939-All MaxxForce engine (2007-present).



e. Nexiq USB-Link

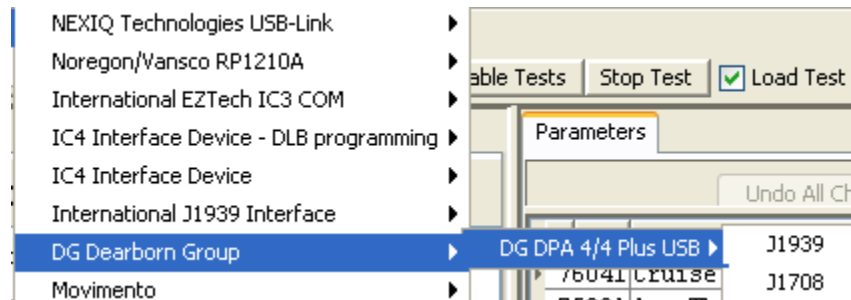
i. Nexiq Technologies USB-Link→USB-Link

1. J1708-All pre-MaxxForce (pre-2007) electronic engines.
2. J1939-All MaxxForce engine (2007-present).

f. DPA 4+

i. DG Dearborn Group→DG DPA 4/4 Plus USB

1. J1708-All pre-MaxxForce (pre-2007) electronic engines.
2. J1939-All MaxxForce engine (2007-present).



5. ServiceMaxx will determine which engine you are connected and bring up the data for that engine.

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II. PARAMETERS

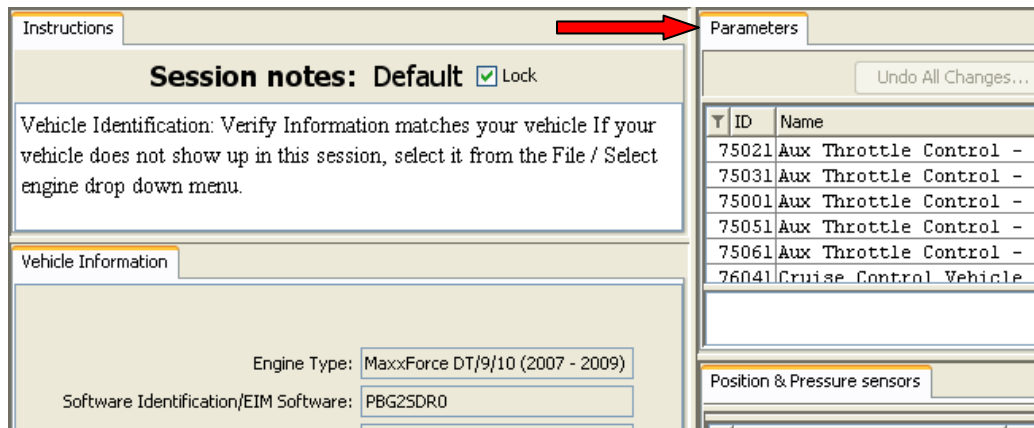
THIS SECTION DESCRIBES HOW TO VIEW ALL PARAMETERS, SEARCH PARAMETERS BY GROUP, SEARCH PARAMETERS BY NAME, AND CHANGE DEALER PROGRAMMABLE PARAMETERS.

A. VIEW ALL PARAMETERS

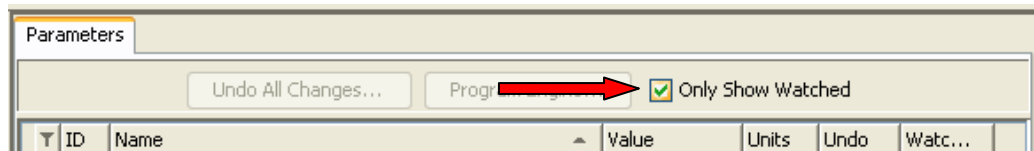
1. Connect to the vehicle.
2. Launch ServiceMaxx.



3. Go to the Parameters tab.



4. Uncheck "Only Show Watched" to view all parameters.



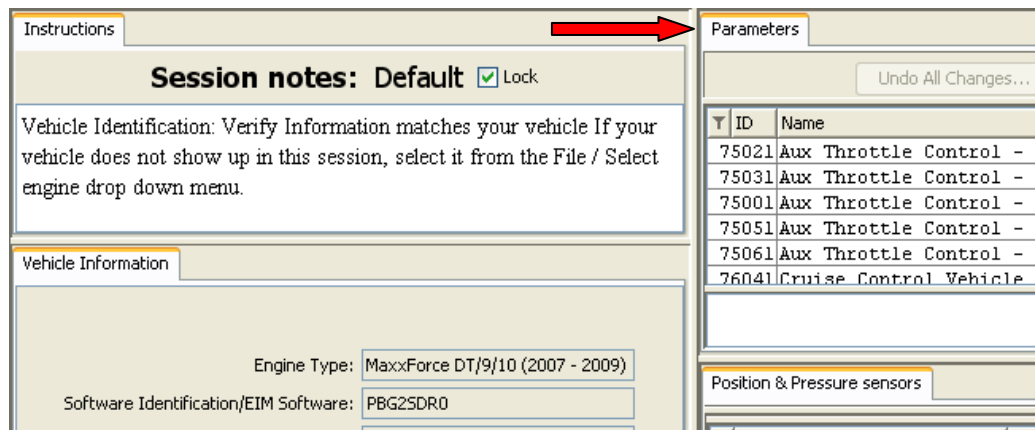
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B. SEARCH PARAMETERS BY GROUP

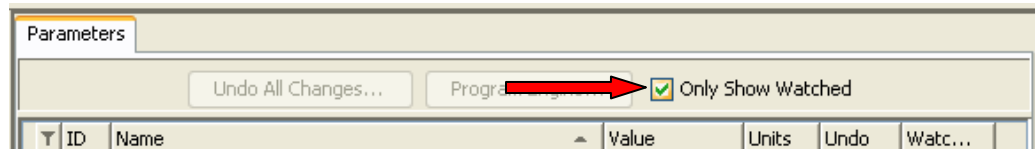
1. Connect to the vehicle.
2. Launch ServiceMaxx.



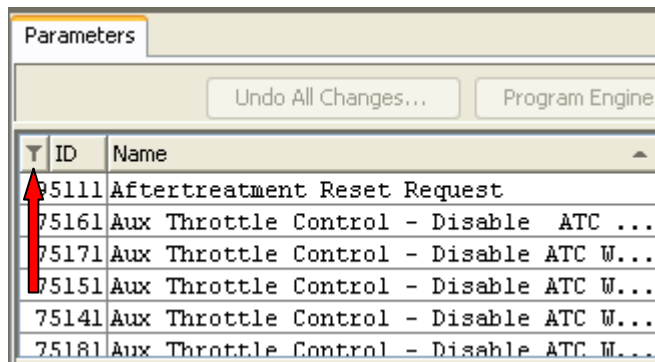
3. Go to the Parameters tab.



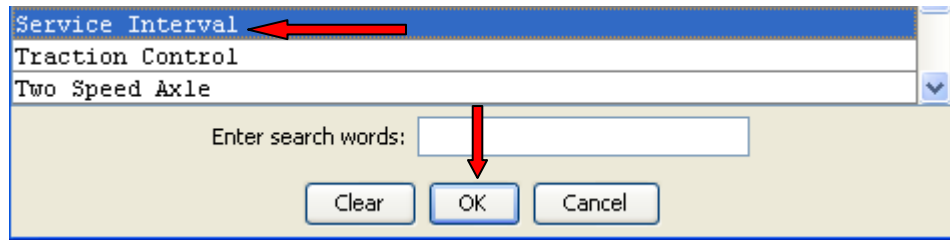
4. Uncheck "Only Show Watched" to view all parameters.



5. Click the filter icon (⌵) next to the ID column.





6. Highlight the group and press OK.



7. The parameters in that group will be brought to the top of the list.

ID	Name	Value
95111	Aftertreatment Reset Request	<input type="checkbox"/>
95091	Change Oil Lamp Activation Time	
95081	Change Oil Lamp Always On	<input type="checkbox"/>
95021	Engine Hour Service Interval	
95051	Engine Hour Starting Value	
95011	Fuel Used Service Interval	2,
95041	Fuel Used Starting Value	
95001	Service Interval Mode	<input type="checkbox"/>
95101	Service Interval Reset Request	<input type="checkbox"/>
95071	Service Soon Percent	
95031	Vehicle Distance Service Interval	15,
95061	Vehicle Distance Starting Value	
75161	Aux Throttle Control - Disable ...	Driveline St
75171	Aux Throttle Control - Disable A...	In-Cab Contr
75151	Aux Throttle Control - Disable A...	Parking Brak
75141	Aux Throttle Control - Disable A...	Service Brak
75181	Aux Throttle Control - Disable A...	Vehicle Spee
75221	Aux Throttle Control - Disable R...	Driveline St
75231	Aux Throttle Control - Disable R...	In-Cab Contr
75211	Aux Throttle Control - Disable R...	Parking Brak

1. Clear the search.

- a. Click the filter icon () and press the  button.

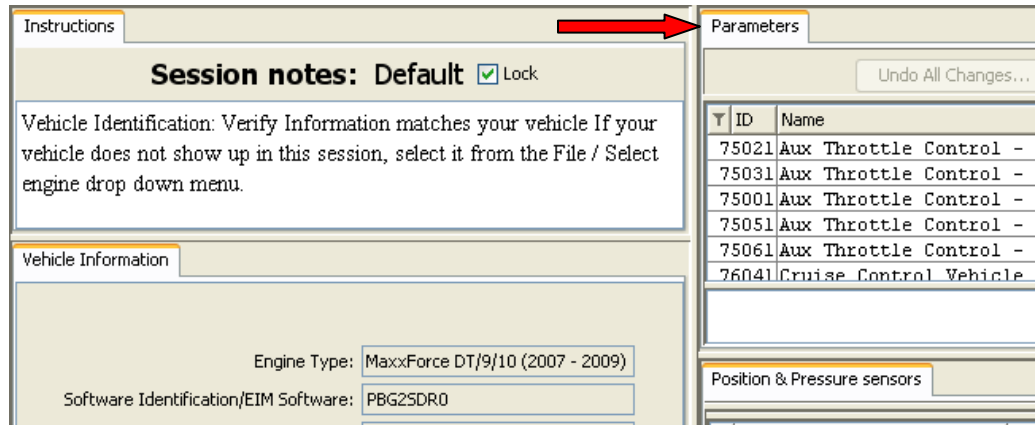
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C. SEARCH PARAMETERS BY KEYWORD(S)

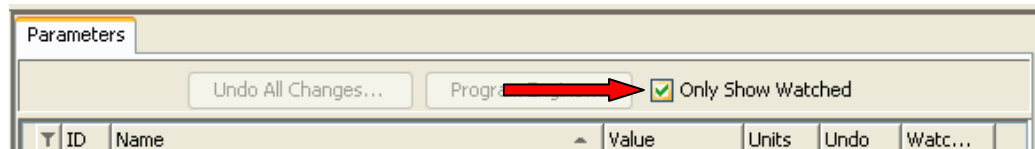
2. Connect to the vehicle.
3. Launch ServiceMaxx.



4. Go to the Parameters tab.



5. Uncheck "Only Show Watched" to view all parameters.



6. Click the filter icon (▼) next to the ID column.



7. Type the keyword(s) in the box labeled "Enter search words" and press OK.

Road Speed Limiting And Anti-Tampering
 Service Interval
 Traction Control
 Two Speed Axle
 Vehicle Identification Number

Enter search words: Oil


Clear OK

8. The parameters with the keyword(s) will be brought to the top of the list.

Parameters

Undo All Changes... Program Engine... Only :

ID	Name	Value
95091	Change Oil Lamp Activation Time	
95081	Change Oil Lamp Always On	<input type="checkbox"/>
77091	Engine Oil Critical Pressure for...	
77101	Engine Oil Critical Pressure for...	
77111	Engine Oil Critical Pressure for...	
77031	Engine Oil Pressure Engine RPM B...	7
77041	Engine Oil Pressure Engine RPM B...	1,4
77051	Engine Oil Pressure Engine RPM B...	2,C
84021	Engine Oil Pressure Fault 1 Engi...	
84101	Engine Oil Pressure Fault 1 Tota...	
84031	Engine Oil Pressure Fault 2 Engi...	
84111	Engine Oil Pressure Fault 2 Tota...	
69001	Engine Oil Pressure Signal Enable	Variable Caps
77061	Engine Oil Warning Pressure for ...	
77071	Engine Oil Warning Pressure for ...	
77081	Engine Oil Warning Pressure for ...	
95111	Aftertreatment Reset Request	<input type="checkbox"/>
75161	Aux Throttle Control - Disable ...	Driveline Sta
75171	Aux Throttle Control - Disable A...	In-Cab Contrc
75151	Aux Throttle Control - Disable A...	Parking Brake
75141	Aux Throttle Control - Disable A...	Service Brake
75181	Aux Throttle Control - Disable A...	Vehicle Speed
75221	Aux Throttle Control - Disable R...	Driveline Sta

9. Clear the search.
 - a. Click the filter icon () and press the button.

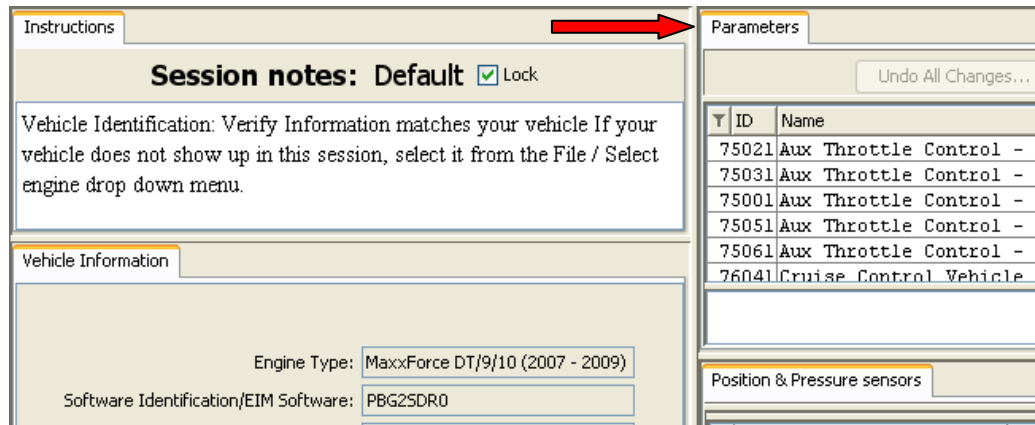
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**D. CHANGE ONE DEALER OR CUSTOMER PROGRAMMABLE
PARAMETER**

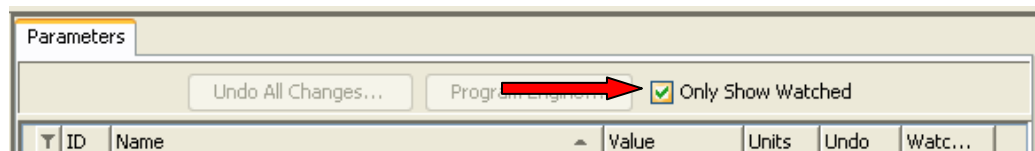
1. Connect to the vehicle.
2. Launch ServiceMaxx.



3. Go to the Parameters tab.



4. Uncheck "Only Show Watched" to view all parameters.



5. Search for the parameter by group, keyword, or scroll through the list (see section II-B or II-C).
6. Change the value of the parameter.
 - a. There are three types of programmable parameters.

i. Checkbox

1. Click the box to check or uncheck the value for the parameter.

ID	Name	Value	Undo
79021	Max Vehicle Speed with Road Speed...	68.00	
79011	Maximum Engine RPM with VSS Fault	2,500.00	
91021	Radiator Shutter Closed Temperature	176.00	
91001	Radiator Shutter Enable	<input type="checkbox"/>	
91011	Radiator Shutter Open Temperature	188.60	
82041	Rated Engine Speed	2,300.00	
82051	Rated Horse Power	285.00	
80030	Rear Axle Ratio High	4.44	
80020	Rear Axle Ratio Low	4.44	
82071	Regulation Type	Type 2	
79001	Road Speed Limiting Control Mode	<input checked="" type="checkbox"/>	Undo
95001	Service Interval Mode	<input type="checkbox"/>	
95101	Service Interval Reset Request	<input type="checkbox"/>	

- a. A check in the checkbox means the parameter is enabled or on.

79001	Road Speed Limiting Control Mode	<input checked="" type="checkbox"/>
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- b. No check in the checkbox means the parameter is disabled or off.

79001	Road Speed Limiting Control Mode	<input type="checkbox"/>
-------	----------------------------------	--------------------------

ii. Dropdown

1. Click in the value field of the parameter that you want to change.

76021	Cruise Control Vehicle Speed Ramp...	19.88
87002	Customer Password	
93011	Driveline Status for Hydraulic	Neutral Operation
72011	EVRT Warm-up Enable	Off
99071	Enable inhibit regeneration feature	<input checked="" type="checkbox"/>

2. Select the desired value for the parameter by placing the pointer over the icon and clicking the left mouse or touch pad button.

87002	Customer Password		
93011	Driveline Status for Hydraulic Pr...	Neutral Operation	
72011	EVRT Warm-up Enable	Description	Value
99071	Enable inhibit regeneration f	Neutral Operation	0.0
99061	Enable stationary rege	Split Shaft	1.0

3. Press the Enter key on the keyboard and the value will change in the value window.

76021	Cruise Control Vehicle Speed Ramp...		19.88
87002	Customer Password		
93011	Driveline Status for Hydraulic Pr...	Split Shaft	Undo
72011	EVRT Warm-up Enable		Off
99071	Enable inhibit regeneration feature	<input checked="" type="checkbox"/>	
99061	Enable stationary regeneration fe...	<input checked="" type="checkbox"/>	

iii. Numerical Value

1. Click in the value field for the parameter.

82031	High Idle Engine Speed		2,525.00
80051	Low Axle Ratio Pulses Per Mile Count		30,000.00
82021	Low Idle Engine Speed		700.00
79021	Max Vehicle Speed with Road Speed Limiting On		68.00
79011	Maximum Engine RPM with VSS Fault		2,500.00
91021	Radiator Shutter Closed Temperature		176.00

79021	Max Vehicle Speed with Road Speed Limiting On	68.00
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2. Type the desired value for that parameter.

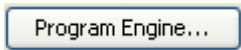
79021	Max Vehicle Speed with Road Speed Limiting On	72
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3. Press the Enter key on the keyboard.

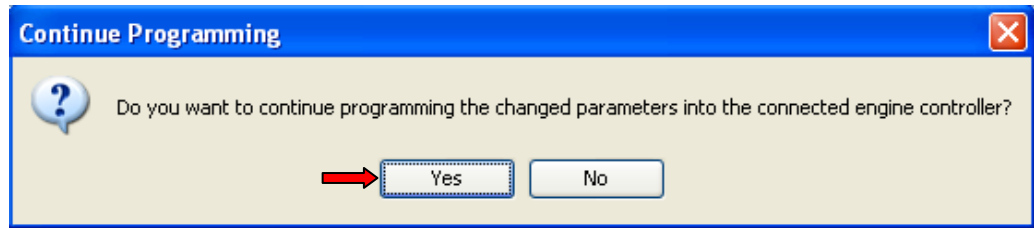
b. Non-Dealer or Customer Programmable Parameters

- i. Will not let the user change the value of the parameter.
- ii. Will be grayed out in future versions of ServiceMaxx to make it easier to distinguish between the two.

7. Click the "Program Engine..." button

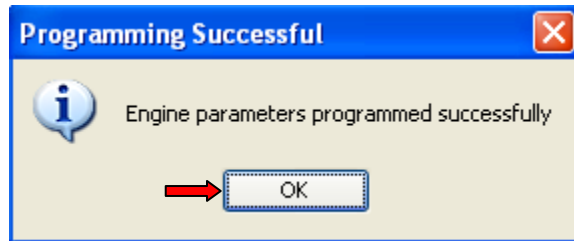


8. Press Yes.



- a. ServiceMaxx will attempt to use the default passwords. If the default password doesn't work it will ask for the customer password.
- b. Type the customer password in the field provided and press OK.

9. Press OK.



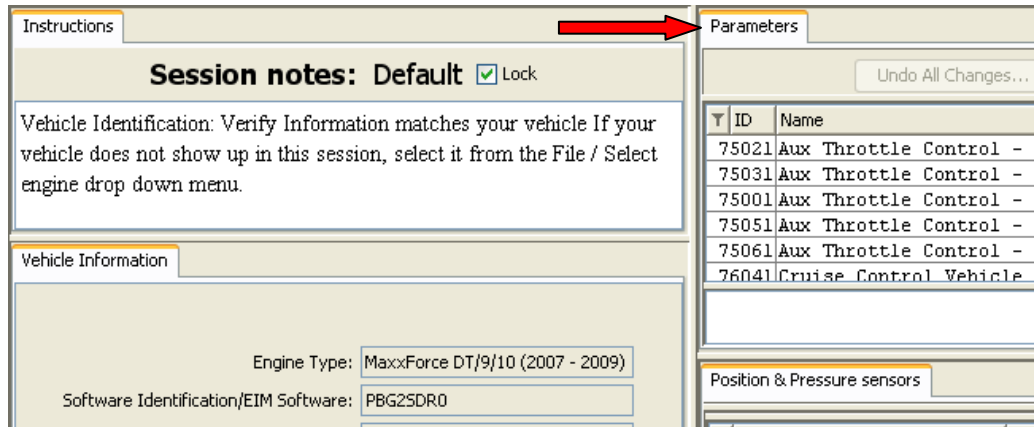
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E. CHANGE MULTIPLE DEALER OR CUSTOMER PROGRAMMABLE
PARAMETERS

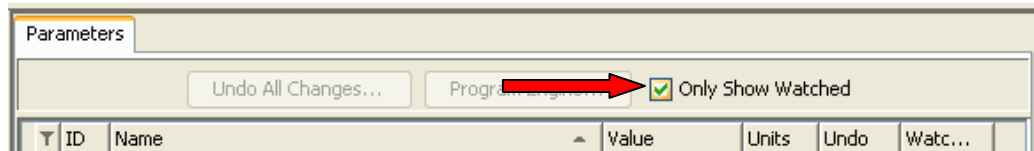
1. Connect to the vehicle.
2. Launch ServiceMaxx.



3. Go to the Parameters tab.



4. Uncheck “Only Show Watched” to view all parameters.



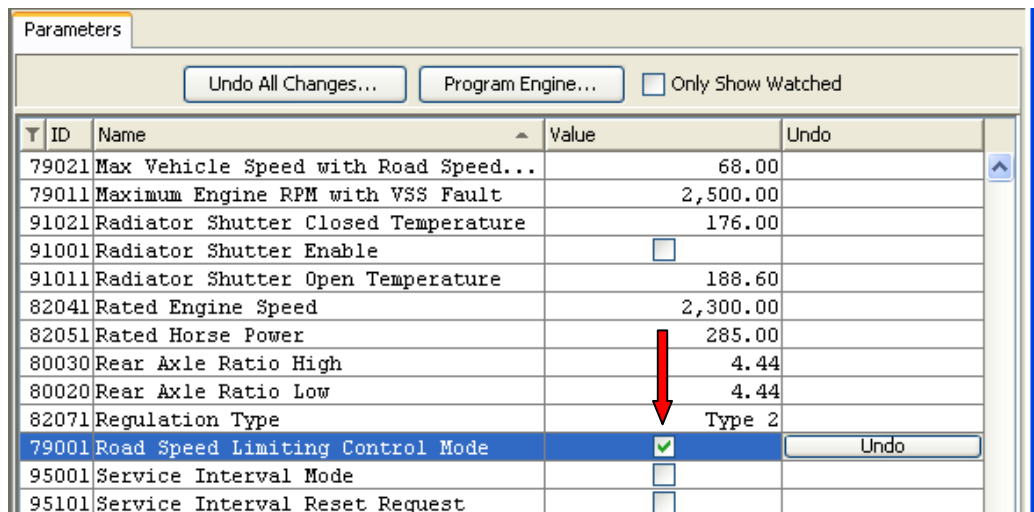
5. Search for the parameter by group, keyword, or scroll through the list.

6. Change the value of the parameter.

a. There are three types of programmable parameters.

i. Checkbox

1. Click the box to check or uncheck the value for the parameter.



- a. A check in the checkbox means the parameter is enabled or on.

79001	Road Speed Limiting Control Mode	<input checked="" type="checkbox"/>
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- b. No check in the checkbox means the parameter is disabled or off.

79001	Road Speed Limiting Control Mode	<input type="checkbox"/>
-------	----------------------------------	--------------------------

ii. Dropdown

- 1. Click in the value field of the parameter that you want to change.

76021	Cruise Control Vehicle Speed Ramp...	19.88
87002	Customer Password	
93011	Driveline Status for Hydraulic Pr...	Neutral Operation
72011	EVRT Warm-up Enable	Off
99071	Enable inhibit regeneration feature	<input checked="" type="checkbox"/>

- 2. Select the desired value for the parameter by placing the pointer over the icon and clicking the left mouse or touch pad button.

87002	Customer Password	
93011	Driveline Status for Hydraulic Pr...	Neutral Operation
72011	EVRT Warm-up Enable	Value
99071	Enable inhibit regeneration f	Neutral Operation
99061	Enable stationary regen	Split Shaft

- 3. Press the Enter key on the keyboard and the value will change in the value window.

76021	Cruise Control Vehicle Speed Ramp...	19.88
87002	Customer Password	
93011	Driveline Status for Hydraulic Pr...	Split Shaft
72011	EVRT Warm-up Enable	Off
99071	Enable inhibit regeneration feature	<input checked="" type="checkbox"/>
99061	Enable stationary regeneration fe...	<input checked="" type="checkbox"/>

iii. Numerical Value

- 1. Click in the value field for the parameter.

82031	High Idle Engine Speed	2,525.00
80051	Low Axle Ratio Pulses Per Mile Count	30,000.00
82021	Low Idle Engine Speed	700.00
79021	Max Vehicle Speed with Road Speed Limiting On	68.00
79011	Maximum Engine RPM with VSS Fault	2,500.00
91021	Radiator Shutter Closed Temperature	176.00

79021	Max Vehicle Speed with Road Speed Limiting On	68.00
-------	---	-------

2. Type the desired value for that parameter.

79021	Max Vehicle Speed with Road Speed Limiting On	72
-------	---	----

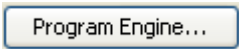
3. Press the Enter key on the keyboard.

b. Non-Dealer or Customer Programmable Parameters

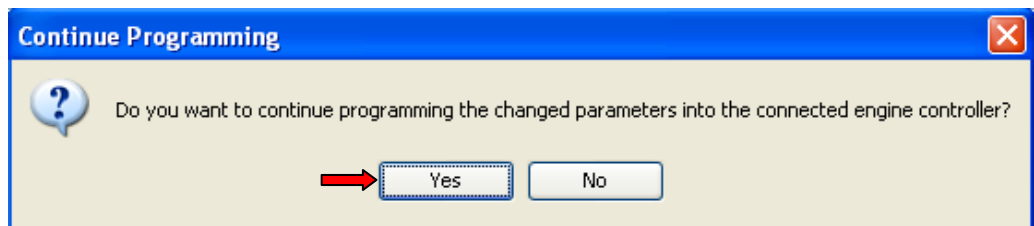
- i. Will not let the user change the value of the parameter.
- ii. Will be grayed out in future versions of ServiceMaxx to make it easier to distinguish between the two.

7. Repeat step 6 for the rest of the parameters that need to be changed.

8. Click the “Program Engine...” button



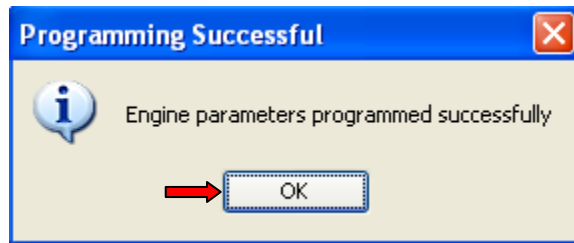
9. Press Yes.



a. ServiceMaxx will attempt to use the default passwords. If the default password doesn't work it will ask for the customer password.

b. Type the customer password in the field provided and press OK.

10. Press OK.

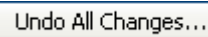


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F. UNDO PARAMETER CHANGES BEFORE THEY ARE PROGRAMMED

1. Undo All Changes...

- a. Press the “Undo All Changes...” button to undo all changes made to the programmable parameters.



2. Undo

- a. Press the “Undo” button to undo the change for one parameter.



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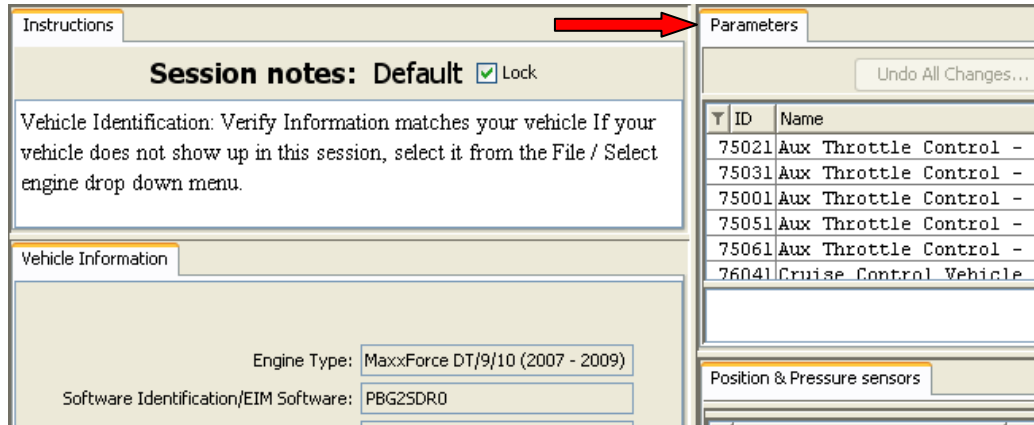
G. HOW TO CHANGE THE CUSTOMER PASSWORD

1. Connect to the vehicle.

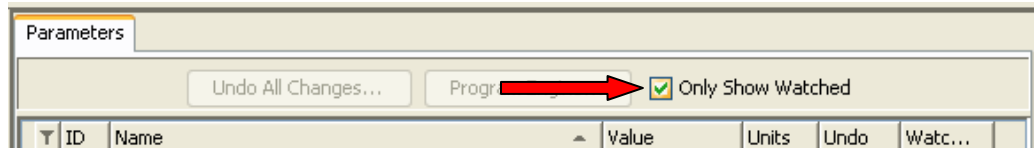
2. Launch ServiceMaxx.



3. Go to the Parameters tab.



4. Uncheck "Only Show Watched" to view all parameters.



5. Search for the parameter 87002 "Customer Password".

ID	Name	Value	Units	Undo	Watr...
78031	Coolant Temperature Compensation	6.19			<input type="checkbox"/>
78001	Coolant Temperature Compensation Mode	<input checked="" type="checkbox"/>			<input type="checkbox"/>
78011	Coolant Temperature to Begin Power D...	224.60 F			<input type="checkbox"/>
87002	Customer Password				<input type="checkbox"/>
93011	Driveline Status for Hydraulic Press...	Neutral...			<input type="checkbox"/>
72011	EVRT Warm-up Enable	Off			<input type="checkbox"/>

6. Change the value of the parameter.

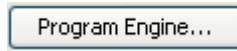
- a. Left click in the Value field.
- b. Type the new password.



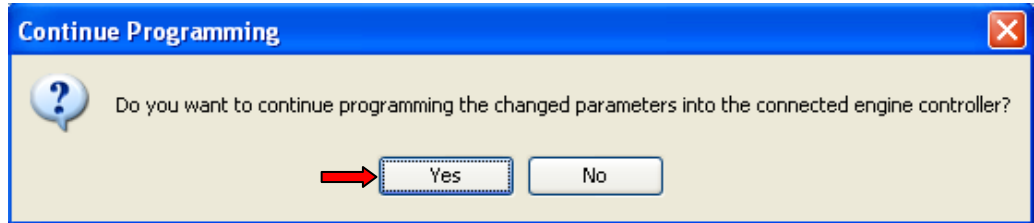
- c. Press the Enter key.



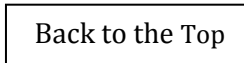
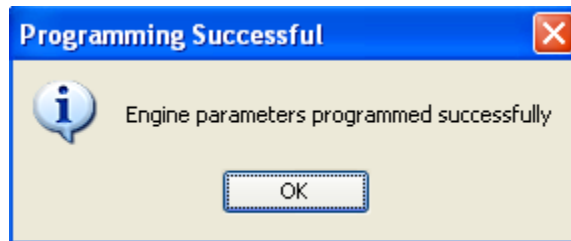
- Click the "Program Engine..." button.



- Click Yes.



- Enter the current customer password and click OK (if prompted).
- Click OK.



III. SIGNALS

THIS SECTIONS DESCRIBES HOW TO VIEW ALL SIGNALS, SEARCH THE SIGNALS BY KEYWORD, AND NAVIGATE THE SIGNALS TAB.

A. VIEW ALL SIGNALS

- Connect to the vehicle.
- Launch ServiceMaxx.



3. Go to the Signals tab.

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B. SEARCH SIGNALS BY KEYWORD

1. Connect to the vehicle.
2. Launch ServiceMaxx.



3. Go to the Signals tab.
4. Click the filter icon next to the ID column.
5. Type the search word(s) in the text box.
6. Click OK.
7. The signals that match the search criteria will be moved to the top of the list.

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C. NAVIGATING THE SIGNALS TAB

1. Connect to the vehicle.
2. Launch ServiceMaxx.



3. Go to the Signals tab.
4. Each signals tab is broken up into four sections.
 - a. To show each section the mouse pointer must be positioned over the top or bottom edge of the signals window.
 - b. Left click when the up/down arrow is visible.
 - c. Drag the edge of the window up or down to make each section visible.
 - i. The Setup and Controls Section contains the Trigger Setup button, Trigger Armed checkbox, Recording On radial button, Recording Off radial button, Only Show Watched checkbox, and the Clear Statistics button.
 1. Trigger Setup - will be discussed in the "Trigger Setup" section (III-G).
 2. Trigger Armed - check the Trigger Armed checkbox to turn on or "arm" the trigger.
 3. Recording On - starts the recording process for just the data in the Signals tab.
 4. Recording Off - ends the recording process. The file is automatically saved to the desktop in a folder called "Snapshots".
 5. Only Show Watched - limits the signals displayed. Only the signals that have a check in the Watched checkbox in the Signals Section will be displayed in the list.

6. Clear Statistics - this button resets the data.

ii. The Graph Section.

1. Place a check in the Watched checkbox (in the Signals Section) of the parameters that need to be displayed in the graph.

iii. The Signals Section.

1. The list of signals available on the vehicle that ServiceMaxx is connected to.
2. Sort by Name, ID, Units, Watched etc.
 - a. Click on the column name to sort by each column.
 - i. Click the Name column once to sort alphabetical A-Z.
 - ii. Click the Name column twice to sort alphabetically Z-A.
 - iii. Click the Name column three times to turn the sorting off.

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IV. DIAGNOSTIC TROUBLE CODES

THIS SECTION DESCRIBES HOW TO VIEW AND CLEAR THE INACTIVE ENGINE DIAGNOSTIC TROUBLE CODES.

A. VIEW ALL DIAGNOSTIC TROUBLE CODES

1. Connect to the vehicle.

2. Launch ServiceMaxx.



3. Go to the Diagnostic Trouble Codes tab.

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B. CLEAR INACTIVE ENGINE DIAGNOSTIC TROUBLE CODES

1. Connect to the vehicle.
2. Launch ServiceMaxx.



3. Go to the Diagnostic Trouble Codes tab.
4. Click the "Clear DTCs" button.

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