

Raven SC1™ HDU
Installation Manual for
Case IH Patriot 3xxx Series
and Trident 5550
(Steering Ready)

016-5032-128 Rev. C

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SAFETY

NOTICE

Follow the operation and safety instructions included with the implement and/or controller and read this manual carefully before installing or operating this Raven system.

- Follow all safety information presented within this manual. Review implement operation with your local dealer.
- Contact a local Raven dealer for assistance with any portion of the installation, service, or operation of Raven equipment.
- Follow all safety labels affixed to system components. Be sure to keep safety labels in good condition and replace any missing or damaged labels. Contact a local Raven dealer to obtain replacements for safety labels.

Observe the following safety measures when operating the implement after installing this Raven system:

- Do not operate this Raven system or any agricultural equipment while under the influence of alcohol or an illegal substance.
- Be alert and aware of surroundings and remain in the operator seat at all times when operating this Raven system.
 - Do not operate the implement on any public road with this Raven system enabled.
 - Disable this Raven system before exiting the operator seat.
 - Determine and remain a safe working distance from obstacles and bystanders. The operator is responsible for disabling the system when a safe working distance has diminished.
 - Disable this Raven system prior to starting any maintenance work on the implement or components of this Raven system.
- Do not attempt to modify or lengthen any of the system control cables. Extension cables are available from a local Raven dealer.

DISPLAYS AND CONTROL CONSOLES

- If the display will not be used for an extended period, it is best to remove the display from the machine and store it in a climate controlled environment. This may help to extend the service life of electronic components.
- To prevent theft, secure the display and GPS antenna when leaving the machine unattended.

CAUTION

ELECTRICAL SAFETY

- Always verify that power leads are connected to the correct polarity as marked. Reversing the power leads could cause severe damage to the Raven system or other components.
- To prevent personal injury or fire, replace defective or blown fuses with only fuses of the same type and amperage.
- Do not connect the power leads to the battery until all system components are mounted and all electrical connections are completed.
- Always start the machine before initializing this Raven system to prevent power surges or peak voltage.
- To avoid tripping and entanglement hazards, route cables and harnesses away from walkways, steps, grab bars, and other areas used by the operator or service personnel when operating or servicing the equipment.

TOUCH SCREEN

- Only touch the touch-screen with your finger or by using a special touch-screen stylus/pen. Operating the touch-screen with sharp objects may cause permanent damage to the screen.
- Only clean the screen using a damp cloth. Never use caustic or other aggressive substances.

RECOMMENDATIONS AND BEST PRACTICES

HARNESS ROUTING

The word “harness” is used to describe any electrical cables and leads, both bundled and unbundled. Use the following guidelines and recommendations when connecting and routing harnesses while installing or maintaining this Raven system:

- Leave protective caps/covers over harness connectors until needed to avoid dirt and moisture from contaminating electrical circuits.
- Secure the harness to the frame or solid structural members at least every 12 in [30 cm].
- Follow existing harness runs already routed on the implement as much as possible. Proper harness routing should:
 - Secure harnessing and prevent the harness from hanging below the implement.
 - Provide sufficient clearance from moving components and operational zones around shafts; universal joints and suspension components; pulleys, gears, belts, and chains; moving linkages, cylinders, articulation joints, etc.
 - Protect harnessing from field debris and surrounding hazards (e.g. tree limbs, fence posts, crop stubble, dirt clumps or rocks that may fall or be thrown by the implement).
 - Protect harnessing from sharp bends, twisting, or flexing over short distances and normal implement operation.
 - Connectors and splices should not be located at bending points or in harness sections that move.
 - Ensure sufficient length for free movement of the implement during normal operation and prevent pulling, pinching, catching, or rubbing, especially in articulation and pivot points. Clamp harnessing securely to force controlled movement of the harness.

- Avoid abrasive surfaces and sharp edges such as sheared or flame cut corners, fastener threads or cap screw heads, hose clamp ends, etc.
- Do not connect, affix, or allow harnessing to come into contact with components with high vibration forces, hot surfaces, or components carrying hot fluids beyond the temperature rating of harness components.
 - Harnessing should be protected or shielded if routing requires the hose to be exposed to conditions beyond harnessing component specifications.
- Avoid routing harnesses in areas where damage may occur due to build up of material (e.g. dirt, mud, snow, ice, etc.).
- Avoid routing harnesses in areas where the operator or service personnel might step or use as a grab bar.

IMPORTANT: Avoid applying direct spray or pressure washing of electrical components and connections. High pressure streams and sprays can penetrate seals, cause corrosion, or otherwise damage electrical components.
When performing maintenance:

- Inspect electrical components and connectors for corrosion, damaged pins or housings, etc. Repair or replace components or harnessing as necessary.
- Ensure connectors are kept clean and dry. Apply dielectric grease to the sealing surfaces of all connections exposed to moisture, dirt, debris, and other contaminants. Repair or replace harnessing as necessary.
- Clean electrical components with pressurized air, aerosol electrical cleaning agent, or low pressure rinse.
- Remove visible surface water from electrical components and connections using pressurized air or an aerosol cleaning agent. Allow components to dry thoroughly before reconnecting cables.

CHAPTER

INTRODUCTION

2

Congratulations on your purchase of the SC1™ HDU system!

The following instructions are designed to assist with the proper installation of the SC1 HDU system. Refer to the SC1 Calibration & Operation Manual (P/N 016-4010-001) for assistance with calibrating the software and using the SC1 HDU system.

PREPARING FOR INSTALLATION

Before installing the SC1 HDU system, park the machine where the ground is level, clean, and dry. Turn off the machine and leave it turned off for the duration of the installation process.

During the installation process, follow good safety practices. Be sure to carefully read the instructions in this manual as you complete the installation process.

RECOMMENDATIONS

Raven Industries recommends the following best practices when installing or operating the SC1 HDU system for the first time, at the start of the season, or when moving the SC1 HDU system to another machine:

- Install the SC1 unit in the recommended location.
- Use part numbers to identify the parts.
- Do not remove the plastic wrap from a part until it is necessary for installation.
- Do not remove plastic caps from a part until it is necessary for installation.

POINT OF REFERENCE

The instructions in this manual assume that you are standing behind the machine, looking toward the cab.

KIT CONTENTS

This section contains a list of the components that are included in the SC1 HDU kit. Before beginning the system installation, compare the items in the kit with the components on this list. If you have questions about the kit, contact your Raven dealer.

FOR PATRIOT 3XXX SERIES MACHINES

FIGURE 1. Raven SC1/HDU Installation Kit for Case IH Patriot 3xxxx (P/N 117-5032-128 Rev. A)

QTY	PART #	DESCRIPTION
1	053-0159-079	BOX, SHIPPING (LABELED 1 OF 2)
1	016-0171-649	SHEET, WARRANTY/HELP (016-5032-128)
1	063-0173-887	ECU, HYDRAULIC DRIVE UNIT (HDU)
1	063-0173-990	ECU, ISO, SC1, STANDARD
1	107-0172-543	BRACKET, NODE MOUNTING, HDU GENERIC
1	115-4010-032	CABLE, WAS ADAPTER, 4P DTM TO M12
1	115-4010-105	CABLE, GPS, TRIMBLE 372 TO SC1
1	115-4010-117	CABLE, SC1/HDU, PATRIOT 3XXX/TRIDENT 5550 SR MY17
1	107-0172-639	BRACKET, SC1, PATRIOT 3XXX/TRIDENT 5550
1	016-4010-005	MANUAL, OPERATIONS, SC1
1	053-0159-074	ENVELOPE, PLASTIC
4	312-1001-168	NUT, FLANGED LOCK, 1/4"-20
4	312-6000-007K	NUT, HEX, M4-.7
1	117-0192-049	(LABELED 2 OF 2) KIT, WAS, CIH PATRIOT

FIGURE 2. Wheel Angle Sensor Kit (P/N 117-0192-049 Rev. E)

QTY	PART #	DESCRIPTION
1	053-0159-118	BOX, SHIPPING
1	107-0172-649	BRACKET, WAS, CIH PATRIOT, BASE END, STRAIGHT
1	416-0001-052	SENSOR, LINEAR NON-CONTACT, 300MM
1	116-0159-840	WELDMENT, WAS, CIH PATRIOT, BASE END, L SHAPE
1	053-0159-074	ENVELOPE, PLASTIC
2	103-0001-029	MOUNT, UNIVERSAL, M10 BALL
1	107-0172-030	BRACKET, WAS ROD MOUNTING
2	107-0172-037	SPACER, STEEL .406" ID X .750" OD X .75" LONG
2	312-1002-035	NUT, JAM, M10 X 1.5 PITCH X 5MM THICK
2	312-4000-059	NUT, 5/16"-18, LOCK NYLON INSERT
1	311-4050-226K	BOLT, HEX, METRIC, M10-1.5 X 40mm, CLASS 8.8
2	312-6001-042K	NUT, M10 X 1.5 LOCK NYL INSERT
1	311-0070-060	BOLT, FLANGED HEX, METRIC, M10-1.5 X 35mm, CLASS 8.8
4	313-2301-005	WASHER, FLAT, 5/16" SS
1	435-3003-056	CLAMP, U-BOLT, 1.25" X 5/16"-18
2	311-4070-140L	SCREW, SHCS, M6-1x40, 8.8, CLASS III
2	312-6000-017L	HEX NUT, M6-1, CLASS 8 STEEL, CLASS III COATING
2	313-1000-046	WASHER, HELICAL LOCK, 6MM
2	313-2300-129	WASHER, FLAT, 6MM, STEEL
2	107-0172-103	SPACER, STEEL .406" ID X .750" OD X .375" LONG

FOR TRIDENT 5550 MACHINES

FIGURE 3. Raven SC1/HDU Installation Kit for Case IH Trident 5550 (P/N 117-5032-129 Rev. A)

QTY	PART #	DESCRIPTION
1	053-0159-079	BOX, SHIPPING (LABELED 1 OF 2)
1	016-0171-649	SHEET, WARRANTY/HELP (016-5032-129)
1	063-0173-887	ECU, HYDRAULIC DRIVE UNIT (HDU)
1	063-0173-990	ECU, ISO, SC1, STANDARD
1	107-0172-543	BRACKET, NODE MOUNTING, HDU GENERIC
1	115-4010-032	CABLE, WAS ADAPTER, 4P DTM TO M12
1	115-4010-105	CABLE, GPS, TRIMBLE 372 TO SC1
1	115-4010-117	CABLE, SC1/HDU, PATRIOT 3XXX/TRIDENT 5550 SR MY17
1	107-0172-639	BRACKET, SC1, PATRIOT 3XXX, TRIDENT 5550
1	016-4010-005	MANUAL, OPERATIONS, SC1
1	053-0159-074	ENVELOPE, PLASTIC
4	312-1001-168	NUT, FLANGED LOCK, 1/4"-20
4	312-6000-007K	NUT, HEX, M4-.7
1	117-0192-052	(LABELED 2 OF 2) KIT, WAS, CIH TRIDENT 5550

FIGURE 4. WAS Installation Kit for Case IH Trident 5550 (P/N 117-0192-052 Rev. C)

QTY	PART #	DESCRIPTION
1	053-0159-118	BOX, SHIPPING
1	107-0172-592	BRACKET, WAS TRIDENT 5550
1	416-0001-052	SENSOR, LINEAR NON-CONTACT, 300MM
1	053-0159-074	ENVELOPE, PLASTIC
2	103-0001-029	MOUNT, UNIVERSAL, M10 BALL
1	107-0172-030	BRACKET, WAS ROD MOUNTING
3	107-0172-037	SPACER, STEEL .406" ID X .750" OD X .75" LONG
1	311-0054-058	BOLT, HEX HEAD, 3/8"-16 X 1.75" UNC-2A
2	312-1002-035	NUT, JAM, M10 X 1.5 PITCH X 5MM THICK
2	312-4000-059	NUT, 5/16"-18, LOCK NYLON INSERT
1	311-0054-065	BOLT, HEX HEAD, 3/8"-16 X 3.5", STEEL, ZINC
2	312-4000-061	NUT, LOCK, NYLON INSERT, 3/8"-16
2	107-0172-103	SPACER, STEEL, 0.406" ID X .75" OD X .375" LONG
4	313-2301-005	WASHER, FLAT, 5/16" SS
1	435-3003-052	CLAMP, U-BOLT 1.75" X, 5/16"-18

UPDATES

Software and manual updates are available on the Raven Applied Technology website:

portal.ravenprecision.com

At Raven Industries, we strive to make your experience with our products as rewarding as possible. One way to improve this experience is to provide us with feedback on this manual.

Your feedback will help shape the future of our product documentation and the overall service we provide. We appreciate the opportunity to see ourselves as our customers see us and are eager to gather ideas on how we have been helping or how we can do better.

To serve you best, please send an email with the following information to

techwriting@ravenind.com

- Raven SC1™ HDU Installation Manual for Case IH Patriot 3xxx Series and Trident 5550 (Steering Ready)
- 016-5032-128 Rev. C
- Any comments or feedback (include chapter or page numbers if applicable).
- Let us know how long have you been using this or other Raven products.

We will not share your email or any information you provide with anyone else. Your feedback is valued and extremely important to us.

Thank you for your time.

CHAPTER

3

WHEEL ANGLE SENSOR INSTALLATION

ASSEMBLE THE WHEEL ANGLE SENSOR (WAS)

FOR TRIDENT 5550 MACHINES

FIGURE 1. WAS Assembly

Base-End
of Sensor



Rod-End of
Sensor

1. Install the M10 universal ball mounts (P/N 103-0001-029) and M10 jam nuts (P/N 312-1002-035) on both ends of the linear WAS (P/N 416-0001-052).
2. Leave the nuts and ball mounts loose until the sensor is installed later in the procedure.

INSTALL THE WAS

1. Park the machine on a level surface with the wheels pointing straight ahead.

FIGURE 2. Hose Routing Bracket

Hose Routing
Bracket



2. Locate the bracket on the right side steering cylinder used to route the machine's hydraulic hoses.
3. Remove two bolts securing the bracket, and mount the WAS base end mounting bracket (P/N 107-0172-592) in between the machine's frame and the hydraulic hose routing bracket.

FIGURE 3. Secured Base End



NOTE: The hole for mounting the WAS base end should be towards the inside of the machine.

- Using the provided 3/8" bolt (P/N 311-0054-058), 3/8" lock nut (P/N 312-4000-061), and steel spacer (P/N 170-0172-103), install the base end of the WAS.

FIGURE 4. Installed WAS Base End



- On the rod end of the steering cylinder, install the provided 1.75" U-bolt (P/N 435-3003-052), so that the ends of the U-bolt are positioned at a 45° angle towards the ground. Do not fully tighten the U-bolt hardware at this time.

FIGURE 5. Installed U-Bolt



6. Install the 3/8" - 16 x 3/5" (P/N 311-0054-065) bolt in the WAS rod end mounting bracket (P/N 107-0172-030).
7. Mount the WAS rod end to the bolt, using two of the provided steel spacers (P/N 107-0172-037), and the 3/8" lock nut (P/N 312-4000-061).
8. Secure the bracket using the provided 5/16" lock nuts (P/N 312-4000-059) and 5/16" flat washers (P/N 313-2301-005).
9. With the wheels pointed straight ahead, ensure that half of the WAS stroke is extended.
10. Secure all mounting hardware.
11. Slowly turn the machine's wheels to the left and right locks to ensure the sensor does not bind, is not over extended, or over compressed.
12. Install the WAS adapter cable (P/N 115-4010-032) on the base-end of the WAS.

FIGURE 6. WAS Adapter Cable Installation



FIGURE 7. Machine's AutoSense Connection



13. Disconnect the machine's existing X-716 connector located near the AutoSense sensor.

FIGURE 8. WAS Connection



14. Connect the WAS adapter cable's 4-pin connector into the machine's mating X-716 AUTONSENSE connector.

FOR PATRIOT 3XXX SERIES MACHINES

FIGURE 9. WAS Assembly

Base-End
of Sensor



Rod-End of
Sensor

1. Install the M10 universal ball mounts (P/N 103-0001-029) and M10 jam nuts on both ends of the linear WAS (P/N 416-0001-052).
2. Leave the nuts and ball mounts loose until the sensor is installed later in the procedure.

INSTALL THE WAS

1. Park the machine on a level surface with the wheels pointing to the left.
2. Install the WAS base end mounting brackets on the right steering cylinder clevis using the provided M8 flat-head machine screws, flat washers, lock washers, and nuts.

FIGURE 10. WAS Base End Mounting Brackets Installed



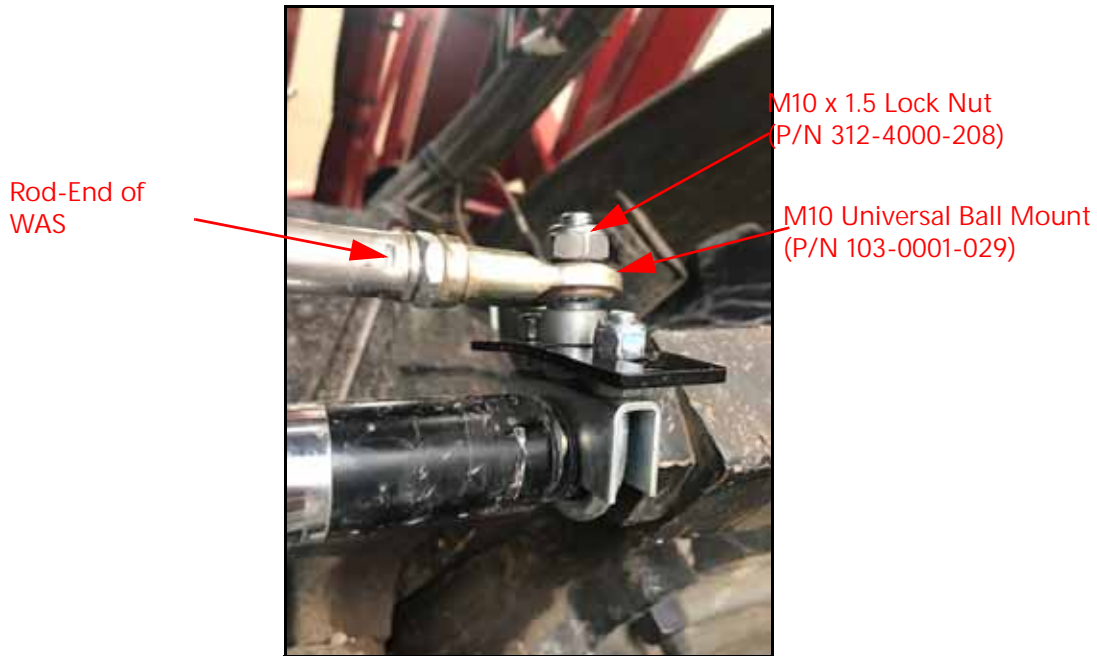
FIGURE 11. Small WAS Mounting Bracket Installed on Rod-End of Steering Cylinder



3. Remove the nuts and clamp from the 1-1/4" U-bolt clamp (P/N 435-3003-056).
4. Install the U-bolt clamp on the threaded rod-end of the right steering cylinder adjacent to the existing jam nut, positioning the U-bolt so that the threaded ends point upward.
5. Tighten the nuts to secure the U-bolt clamp in place.
6. Install 5/16" washers on the ends of the U-bolt clamp.
7. Insert one of the M10 x 1.5 x 40 metric hex bolts (P/N 311-00470-025) through the center hole of the small WAS mounting bracket (P/N 107-0172-030).

8. Install the small WAS mounting bracket on the ends of the U-bolt clamp so that the installed hex bolt points upward.
9. Install one 5/16" flat washer and one 5/16"-18 nylon insert lock nut on the each end of the U-bolt clamp to secure the small WAS mounting bracket.
10. Tighten the nuts to ensure the small WAS mounting bracket is installed securely.
11. Install a 0.406" ID x 0.750" OD x 0.375" long spacer (P/N 107-0172-037) on the end of the protruding hex bolt.

FIGURE 12. Rod-End of WAS Installed on Rod-End of Steering Cylinder



12. Install the ball mount on the rod-end of the WAS assembly on the installed hex bolt and secure it using an M10 x 1.5 lock nut.

FIGURE 13. Base-End of WAS Installed on Base-End of Steering Cylinder



13. Insert an M10 x 1.5 x 35 hex bolt through the back of the WAS base end mounting bracket.
14. Install the base-end of the WAS assembly on the hex bolt and secure it using an M10 x 1.5 nylon insert lock nut.
15. Orient the WAS so the cable plug is oriented as shown in Figure 13 on page 16.

FIGURE 14. WAS Installed



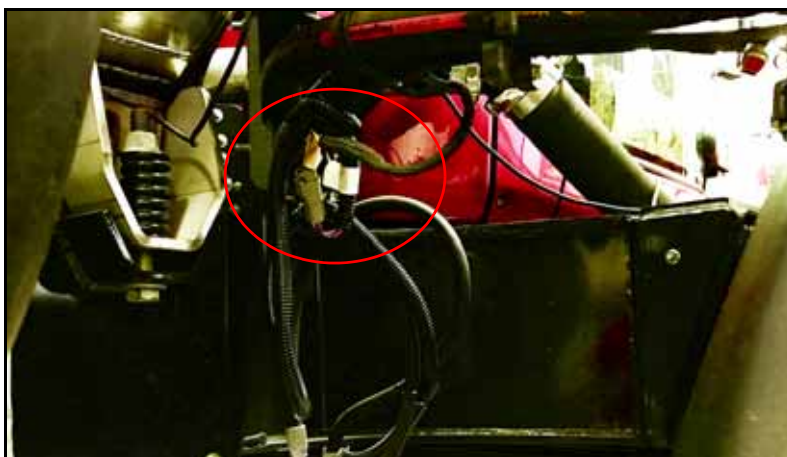
16. Tighten the M10 universal ball mounts and M10 jam nuts to each other on the WAS assembly to ensure they are installed securely.
17. Install the WAS adapter cable (P/N 115-4010-032) on the base-end of the WAS.

FIGURE 15. Machine's AUTO Yaw Connection



18. Disconnect the machine's existing X-716 connector located near the AutoSense Sensor and plug in the mating connector on the WAS adapter cable.

FIGURE 16. WAS Connection



CHAPTER

4

CAB COMPONENT INSTALLATION

INSTALL THE GPS RECEIVER CABLE

FIGURE 1. GPS Receiver Adapter Cable Connection



1. Locate and remove the existing cabling connecting the GPS receiver and the bulkhead connector to the roof.
2. Connect the two rectangular connectors of the cable (P/N 115-4010-105) to the GPS receiver.
3. Connect the remaining rectangular connector to the roof bulkhead connector.

IMPORTANT: If utilizing a 600S or 700S, complete the following steps:

NOTE: Ensure that all pin changes are made on the SC1 gray connector, NOT the HDU gray connector.

If serial 3D GPS OUT from the SC1 is NOT needed, complete these steps:

1. Identify the 600S/700S installation cable (P/N 115-0172-285), not included in kit.
2. Connect one end of the installation cable into the 600S/700.
3. Connect the other end of the installation cable into the roof bulkhead connector.
4. On the SC1 harness, remove pin #12 from the gray SC1 connector and populate it in pin #9 of the gray SC1 connector.

If serial 3D GPS OUT from the SC1 is needed, complete these steps:

1. Identify the 600S/700S installation cable (P/N 115-0172-285), not included in kit.
2. Connect one end of the installation cable to the 600S/700S.
3. On the other end of the installation cable, remove the black wire from pin #10 and remove the white wire from pin #7 on the 12-pin Deutsch connector.
4. Populate the black wire in pin #7, and populate the white wire in pin #10 of the 12-pin Deutsch connector.
5. Connect the 600S/700S into the roof bulkhead.
6. On the SC1 harness, remove pin #1 from the gray SC1 connector and populate it in pin #9 of the gray SC1 connector.

INSTALL THE HYDRAULIC DRIVE UNIT (HDU)

INSTALL THE HDU HARNESS

FIGURE 2. Access Panel to be Removed



1. Locate and remove the wall panel behind the operator's seat.

FIGURE 3. Machine's XB-7 Bulkhead Connection



2. Locate the machine's existing XB-7 bulkhead connection in the upper-left of the access panel.
3. From outside the cab, remove the nut and disconnect the machine's 31-pin plug from the XB-7 bulkhead connector.
4. From inside the cab, remove the XB-7 bulkhead connector from the hole in the cab wall.
5. Install the male 31-pin connector (VALVE TEE) of the HDU harness (P/N 115-4010-117) in the hole in the cab wall and secure it using the nut that was removed in step 3.
6. From outside the cab, connect the machine's 31-pin connector on the installed HDU harness connector.
7. Inside the cab, connect the XB-7 bulkhead connector to the 31-pin connector of the HDU harness.
8. Inside the cab, connect the 40-pin connector of the HDU harness to the machine's NAV CONNECTOR 1 connection.

FIGURE 4. 40-Pin Connector



9. Connect the CAN Tee connector on the HDU harness to the XB-5 BULKHEAD PRODUCT CAB connector located in the left rear of the cab.

NOTE: The tee on the HDU harness will tee into the XB-5 machine connection.

FIGURE 5. CAN Tee Cable Connected to Machine Bulkhead

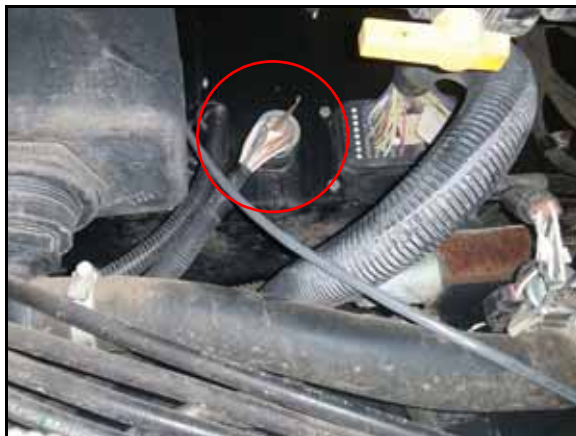


FIGURE 6. HDU Harness Cable Installed on HDU



10. Install the two rectangular connectors of the HDU harness into the mating ports of the HDU.
11. Install the two rectangular connectors of the HDU harness into the mating ports of the SC1 (P/N 063-0173-990).

MOUNT THE HDU

FIGURE 7. HDU Installed on HDU Mounting Bracket



1. Install the HDU on the HDU mounting bracket (P/N 107-0172-543) using two 1/4"-20 flanged lock nuts (P/N 312-1001-168).

FIGURE 8. HDU Mounting Bracket Installed



2. Secure the HDU mounting bracket in the access panel so that the HDU faces the cab wall using the existing mounting studs and four M6 flanged lock nuts (P/N 312-4000-216).

FIGURE 9. Access Panel to be Removed



3. Reinstall the wall panel behind the operator's seat.

INSTALL THE SC1

1. Mount the SC1 node (P/N 063-0173-990) to the mounting studs on the node mounting bracket (P/N 107-0172-639) and secure using the supplied 1/4"-20 lock nuts.
2. Identify the SC1 mounting location.

FIGURE 10. SC1 Node Mounting Location



3. Remove the Auxiliary power port.
4. Mount the node and bracket assembly to the floor of the cab, underneath the cab floor plate using the four holes use to mount the auxiliary power port.

NOTE: It may be necessary to drill the holes out to install the SC1 mounting bracket.

5. Reinstall the auxiliary power port on the studs of the SC1 mounting bracket, utilizing the nuts provided in the kit.

NOTE: The SC1 node must be mounted in a horizontal orientation. Ensure that the direction of the node is recorded, as this information will be required to complete calibration of the SC1 system.

ROUTINE OPERATION

FIGURE 11. Master and Resume Switch Locations

Master Switch



Resume Switch

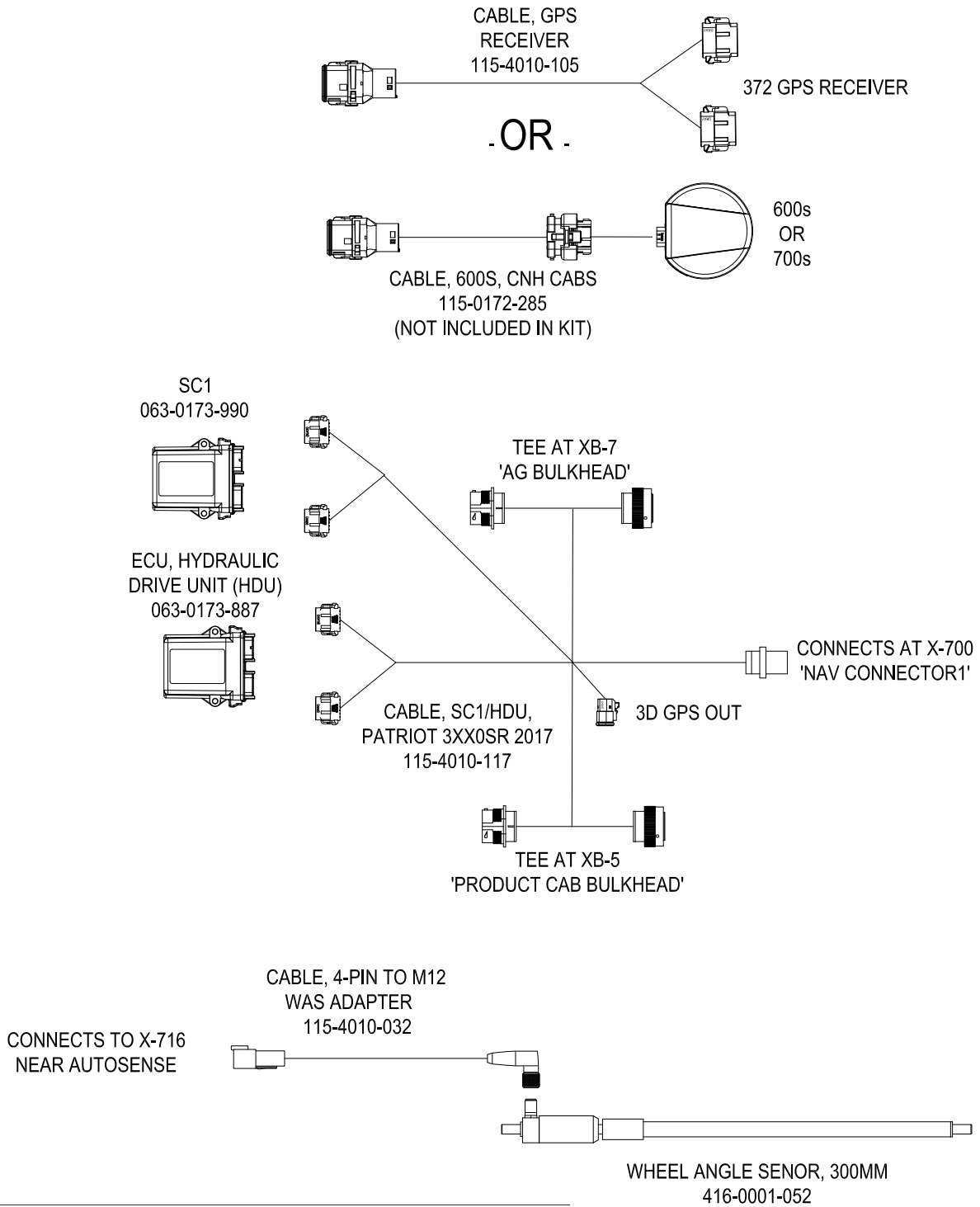


Locate and identify the machine's master switch on the control panel and the resume switch on the joystick as they are required for SC1 system operation.

Refer to the Raven SC1 Guidance and Steering Calibration & Operation Manual (P/N 016-4010-005) for instructions on Calibrating the SC1 system, adjusting system settings, and system operation.

SYSTEM DIAGRAM

FIGURE 12. SC1/HDU System Diagram for Case IH Patriot 3240/3340 (MY 2017-19) and Trident 5550 (Steer Ready)



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LIMITED WARRANTY

WHAT DOES THIS WARRANTY COVER?

This warranty covers all defects in workmanship or materials in your Raven Applied Technology Division product under normal use, maintenance, and service when used for intended purpose.

HOW LONG IS THE COVERAGE PERIOD?

Raven Applied Technology products are covered by this warranty for 12 months from the date of retail sale. In no case will the Limited Warranty period exceed 24 months from the date the product was issued by Raven Industries Applied Technology Division. This warranty coverage applies only to the original owner and is non-transferable.

HOW CAN I GET SERVICE?

Bring the defective part and proof of purchase to your Raven dealer. If the dealer approves the warranty claim, the dealer will process the claim and send it to Raven Industries for final approval. The freight cost to Raven Industries will be the customer's responsibility. The Return Materials Authorization (RMA) number must appear on the box and all documentation (including proof of purchase) must be included inside the box to be sent to Raven Industries.

WHAT WILL RAVEN INDUSTRIES DO?

Upon confirmation of the warranty claim, Raven Industries will (at our discretion) repair or replace the defective product and pay for the standard return freight, regardless of the inbound shipping method. Expedited freight is available at the customer's expense.

WHAT IS NOT COVERED BY THIS WARRANTY?

Raven Industries will not assume any expense or liability for repairs made outside our facilities without written consent. Raven Industries is not responsible for damage to any associated equipment or products and will not be liable for loss of profit, labor, or other damages. The obligation of this warranty is in lieu of all other warranties, expressed or implied, and no person or organization is authorized to assume any liability for Raven Industries.

Damages caused by normal wear and tear, misuse, abuse, neglect, accident, or improper installation and maintenance are not covered by this warranty.

EXTENDED WARRANTY

WHAT DOES THIS WARRANTY COVER?

This warranty covers all defects in workmanship or materials in your Raven Applied Technology Division product under normal use, maintenance, and service when used for intended purpose.

DO I NEED TO REGISTER MY PRODUCT TO QUALIFY FOR THE EXTENDED WARRANTY?

Yes. Products/systems must be registered within 30 days of retail sale to receive coverage under the Extended Warranty. If the component does not have a serial tag, the kit it came in must be registered instead.

WHERE CAN I REGISTER MY PRODUCT FOR THE EXTENDED WARRANTY?

To register, go online to www.ravenhelp.com and select Product Registration.

HOW LONG IS THE EXTENDED WARRANTY COVERAGE PERIOD?

Raven Applied Technology products that have been registered online are covered for an additional 12 months beyond the Limited Warranty for a total coverage period of 24 months from the date of retail sale. In no case will the Extended Warranty period exceed 36 months from the date the product was issued by Raven Industries Applied Technology division. This Extended Warranty coverage applies only to the original owner and is non-transferable.

HOW CAN I GET SERVICE?

Bring the defective part and proof of purchase to your Raven dealer. If the dealer approves the warranty claim, the dealer will process the claim and send it to Raven Industries for final approval. The freight cost to Raven Industries will be the customer's responsibility. The Return Materials Authorization (RMA) number must appear on the box and all documentation (including proof of purchase) must be included inside the box to be sent to Raven Industries. In addition, the words "Extended Warranty" must appear on the box and all documentation if the failure is between 12 and 24 months from the retail sale.

WHAT WILL RAVEN INDUSTRIES DO?

Upon confirmation of the product's registration for the Extended Warranty and the claim itself, Raven Industries will (at our discretion) repair or replace the defective product and pay for the standard return freight, regardless of the inbound shipping method. Expedited freight is available at the customer's expense.

WHAT IS NOT COVERED BY THE EXTENDED WARRANTY?

Raven Industries will not assume any expense or liability for repairs made outside our facilities without written consent. Raven Industries is not responsible for damage to any associated equipment or products and will not be liable for loss of profit, labor, or other damages. Cables, hoses, software enhancements, and remanufactured items are not covered by this Extended Warranty. The obligation of this warranty is in lieu of all other warranties, expressed or implied, and no person or organization is authorized to assume any liability for Raven Industries.

Damages caused by normal wear and tear, misuse, abuse, neglect, accident, or improper installation and maintenance are not covered by this warranty.