



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: HD Truck Brake Pedal Feel On Gas Engine Equipped

Customer Complaint/Technician Observation: Customer complains of a soft brake pedal feel, or excessive brake pedal travel. Vehicle has no issue stopping or controlling the vehicle. Non Hydroboost Gas Engine vehicle only.

Discussion: With the refresh of the HD truck line up in 2019 and newer, there was change to the pedal ratio and master cylinder bore diameter implemented to reduce pedal effort specific to gas engine equipped trucks only. This resulted in a different pedal feel than previous model years, and is not a sign of a malfunction. When possible verify brake operation and compare to another gas engine truck 2019 and newer. If the vehicle operates consistent with a like vehicle (vac brake not Hydroboost), include the owner/operator of the vehicle to compare. If found brake system is ok, no repairs should be made.

For further brake inspection and diagnosis information refer to Service Library Service Information - Brakes / 05 - Brakes, Base / Diagnosis and Testing

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found