

**Subject: Western Star Exhaust Flex Clamp**

**Models Affected: Specific Western Star 4900 vehicles manufactured November 4, 2008, through March 10, 2010.**

**General Information**

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., is initiating Field Service Campaign SF475A to modify the vehicles mentioned above.

On certain vehicles, heavy cab articulation may cause exhaust flex clamps to come loose.

The exhaust flex clamps will be inspected and replaced as necessary.

There are approximately 55 vehicles involved.

**Additional Repairs**

Dealers must complete all outstanding field service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Please contact Warranty Campaigns for consideration of additional charges prior to performing the repair.

**Work Instructions**

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR261).

**Replacement Parts**

Replacement parts are now available and can be obtained by ordering the part number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF475A, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this campaign.

**Table 1 - Replacement Parts for SF475A**

<b>Campaign Number</b>	<b>Kit Number</b>	<b>Part Description</b>	<b>Part Number</b>	<b>Qty.</b>	<b>Suggested Wholesale*</b>
SF475A	N/A	Exhaust Band Clamp	ABP N35 50PLSG	1 ea	\$11.26 US \$11.48 CAN

\* Please charge all U.S. and Canadian Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls. This pricing does not apply to Export Distributors.

**Table 1**

**Removed Parts**

U. S. and Canadian Dealers, please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts. Export distributors, please destroy removed parts unless otherwise advised.

# Field Service Campaign

Daimler Trucks  
North America LLC

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## Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
SF475A	Inspect Clamp	0.1	996-0886A	000-Inspected
	Inspect and Replace 1-3 Clamps	0.3	996-0886B	000-Modifiedx

Table 2

**IMPORTANT:** When the campaign has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the gray completion sticker provided in the field service kit (Form WAR261). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a field service kit is not required or there is no completion sticker in the kit, write the campaign number on a blank sticker and attach it to the base completion label.

## Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim or OWL:

- Claim type is **Field Service**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**SF475A**).
- In the Primary Failed Part Number field, enter 25-SF475-000.
- In the Parts field, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- For OWL, the VMRS Component Code is 043-003-048 and the Cause Code is A1 - Campaign.

This Field Service Campaign will **terminate on October 31, 2013**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on AccessFreightliner.com.

**IMPORTANT:** ServicePro or OWL must be viewed prior to beginning work to ensure the vehicle is involved and the campaign has not previously been completed. Also, check for a completion sticker before beginning work.

All claims must be submitted within 30 days of the repair and within 30 days of the termination date of the campaign. U.S. and Canadian Dealers: All excess inventory to be returned to the PDC following the conclusion of the campaign must be returned in resaleable condition to the Memphis PDC within 90 days from the termination date. Please submit a PAR to request return to the Memphis PDC. (Canadian dealers should return the kits to their facing PDC.) Export Distributors: Excess inventory is not returnable.

U.S. and Canadian dealers, contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

## Copy of Notice to Owners

### Subject: Western Star Exhaust Flex Clamp

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., is initiating Field Service Campaign SF475A to modify specific Western Star 4900 vehicles manufactured November 4, 2008, through March 10, 2010.

On certain vehicles, heavy cab articulation may cause exhaust flex clamps to come loose.

The exhaust flex clamps will be inspected and replaced as necessary.

Please contact an authorized Daimler Trucks North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, search online at [www.Daimler-TrucksNorthAmerica.com](http://www.Daimler-TrucksNorthAmerica.com). The campaign will take approximately half an hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on October 31, 2013**. Please make sure the campaign is completed prior to this date. Work completed after this date will be done at the customer's expense.

As stated in the terms of your express limited warranty, Daimler Trucks North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Trucks North America LLC considers the work necessary under this campaign to be proper maintenance and will, therefore, not pay for any damage to your vehicle caused by your failure to have the repairs that are the subject of this campaign performed in a reasonable time.

**IMPORTANT:** When the campaign has been completed on your vehicle, please ensure that a completion sticker has been affixed to your vehicle referencing **SF475**.

Contact the Warranty Campaigns Department at (800) 547-0712, from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimler.com](mailto:DTNA.Warranty.Campaigns@Daimler.com), or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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SF475A

## Work Instructions

### Subject: Western Star Exhaust Flex Clamp

**Models Affected:** Specific Western Star 4900 vehicles manufactured November 4, 2008, through March 10, 2010.

#### Inspection and Replacement

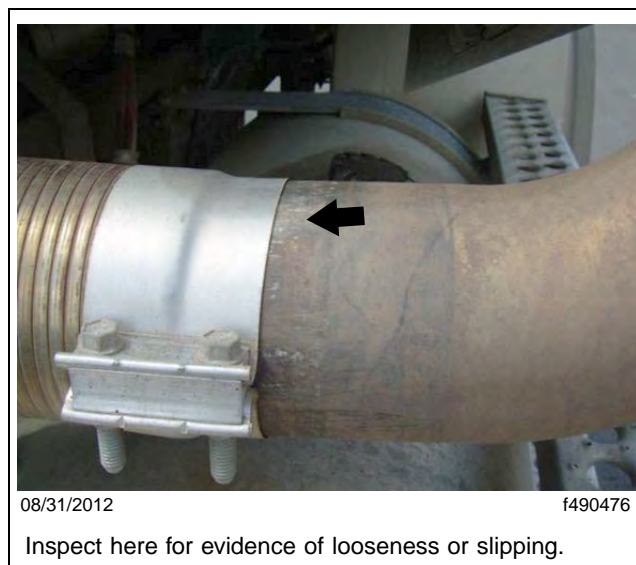
1. Check the base label (Form WAR259) for a completion sticker for SF475 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a sticker is present, no work is needed. If there is no sticker, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine and set the parking brake. Chock the tires.
3. Inspect the exhaust clamps on the pipes downstream of the aftertreatment device (ATD) for evidence of looseness or slipping. See **Fig. 1**.

If there is no evidence of looseness or slipping, no further work needs to be done. Go to the last step.

If there is evidence of looseness or slipping, go to the next step.

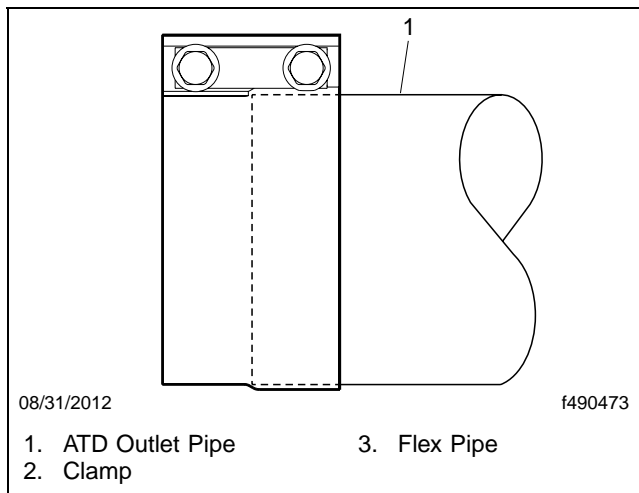
**NOTE:** Depending on exhaust configuration, it may be necessary to loosen the lower exhaust stack mount in order to move the piping to replace the clamp.

4. Remove the failed clamp.
5. Install a new clamp as follows:
  - 5.1 Insert the large diameter or flex pipe into the larger end of the clamp until it contacts the step in the center of the clamp. See **Fig. 2**
  - 5.2 Mark the smaller diameter pipe three inches from the end. See **Fig. 3**.

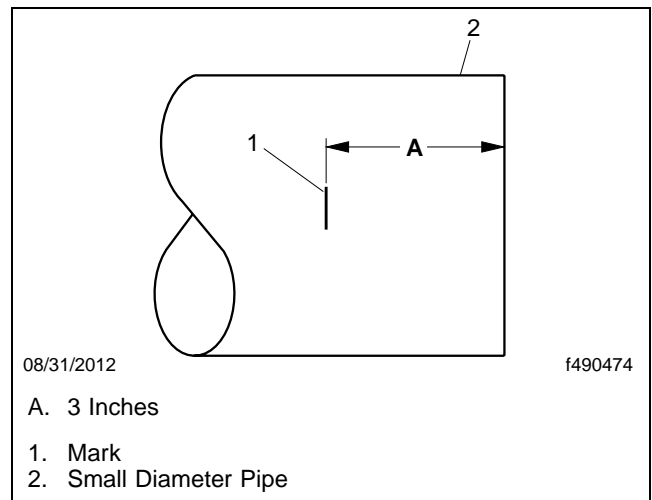


**Fig. 1, Exhaust Clamp Installation**

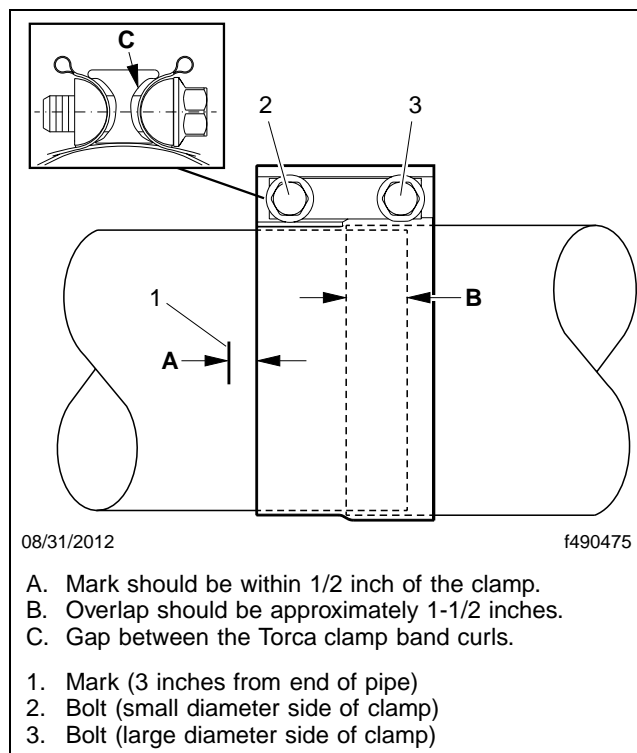
- 5.3 Insert the smaller pipe into the clamp/flex assembly until the edge of the clamp is within 1/2 inch of the mark. This will provide 1 to 1-1/2 inches of pipe overlap. See **Fig. 4**.
- 5.4 Verify that the large diameter or flex pipe is against the step in the center of the clamp.
- NOTE: Tighten the clamp bolts incrementally in an alternating pattern to the final static torque.



**Fig. 2, Exhaust Clamp Installation**



**Fig. 3, Marking the Small Diameter Pipe**



**Fig. 4, Exhaust Clamp Installation**

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- 5.5 Tighten the bolt on the small diameter side of the joint until it is snug. Do not tighten to full torque at this time.
- 5.6 Tighten the bolt on the large diameter side 40 to 60 lbf·ft (55 to 80 N·m).
- 5.7 Tighten the bolt on the small diameter side 40 to 60 lbf·ft (55 to 80 N·m).
- 5.8 Retighten the bolt on the large diameter side 40 to 60 lbf·ft (55 to 80 N·m).

NOTE: There should be a slight gap between the Torca clamp band curls. See **Fig. 4, Ref. C**.

- 6. Secure any exhaust pipe mounting clamps that were loosened.
- 7. Start the engine and check for leaks. Tighten any connections as needed.
- 8. Clean a spot on the base label (Form WAR259) and attach a completion sticker for campaign SF475 (Form WAR 261) to the base label.