

Subject: Western Star 4700 Forward Rear Axle Wiring

Models Affected: Specific Western Star 4700 model vehicles,
manufactured December 21, 2012, through May 17, 2013.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., is initiating Field Service Campaign SF490A to modify the vehicles mentioned above.

Some vehicles may be missing front wall overlay circuit 42 (module 865), which results in no temperature indication for the forward rear axle.

An overlay wire for circuit 42 will be installed.

There are approximately 162 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 kit number listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign SF490A, 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 SF490A

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
SF490A	25-SF490-000	16 GA GXL Wire	48-25258-161	48"	\$4.63 US \$4.72 CAN
		Female Terminal	PAC 12191819L	1 ea	
		Wire Seal	PAC12191227B	2 ea	
		Male Terminal	FCI 54001401	1 ea	
		Clamp-Cable Tie, 1-3/4X8	23-09796-309	6 ea	

* 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

Field Service Campaign

Daimler Trucks
North America LLC

February 2014
SF490A

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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
SF490A	Inspect	0.3	996-0921B	000-Inspected
	Inspect and Install	0.6	996-0921A	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 (**SF490A**).
- In the Primary Failed Part Number field, enter **25-SF490-000**.
- In the Parts field, enter the appropriate kit 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 003-001-087 and the Cause Code is A1 - Campaign.

This Field Service Campaign will **terminate on February 28, 2015**. 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 4700 Forward Rear Axle Wiring

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF490A to modify specific Western Star 4700 model vehicles, manufactured December 21, 2012, through May 17, 2013.

Some vehicles may be missing front wall overlay circuit 42 (module 865), which results in no temperature indication for the forward rear axle.

An overlay wire for circuit 42 will be installed.

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. The campaign will take approximately three quarters of an hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on February 28, 2015**. 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.

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, 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

February 2014
SF490A

Work Instructions

Subject: Western Star 4700 Forward Rear Axle Wiring

Models Affected: Specific Western Star 4700 model vehicles,
manufactured December 21, 2012, through May 17, 2013.

Work Instructions

1. Check the base label (Form WAR259) for a completion sticker for campaign SF490A (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 completion sticker for this campaign is attached, no work is necessary. If a completion sticker for this campaign is not attached, proceed with the work instructions.
2. Shut down the engine and apply the parking brakes. Chock the tires.
3. Using Detroit Diesel Diagnostic Link (DDDL), Detroit Diesel Reprogramming Station (DDRS) or ServiceLink, check for active axle temperature sensor fault codes. If no axle temperature sensor fault codes are active, then frontwall overlay circuit 42 is installed and no further action is necessary. Proceed to step 14.
4. Strip the wire from the kit at both ends and crimp on the male and female terminals (23-13212-020 and 23-13211-011). Use seal 23-12497-151 with male terminal 23-13211-011.
5. Disconnect the forward chassis harness connector 3A. See **Fig. 1**.

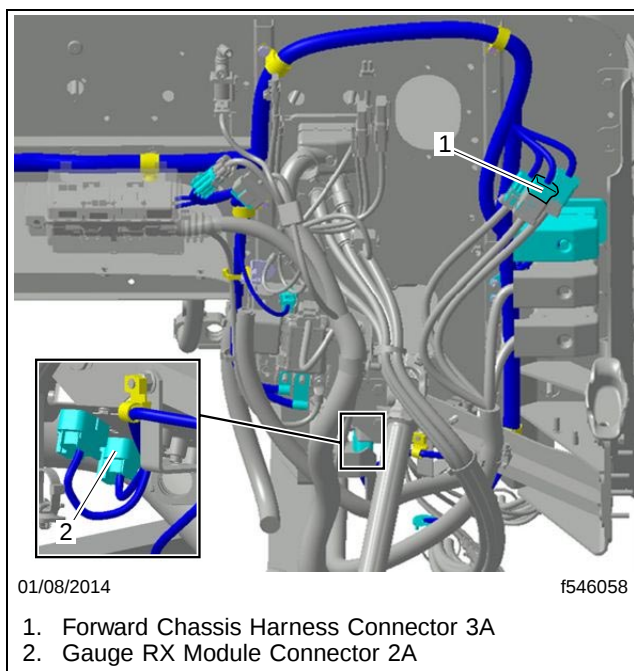


Fig. 1, Rear Axle Harness Locations

6. Remove the terminal lock from connector 3A.
7. Insert the male terminal (23-13211-011) end of the new wire into cavity 3 on the forward chassis harness connector 3A. See **Fig. 2**.

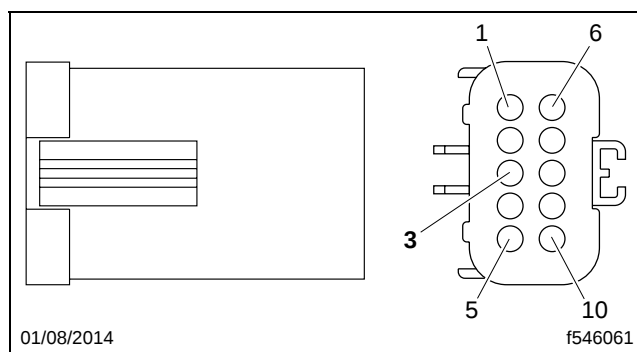


Fig. 2, Forward Chassis Harness Connector 3A

8. Attach the terminal lock and connect the connector.
9. Disconnect the Gauge RX module connector 2A. Remove the terminal lock, then remove the plug from cavity C.
10. Insert the female terminal (23-13212-020) end of the new wire into cavity C on the gauge RX module connector 2A. See **Fig. 3**.

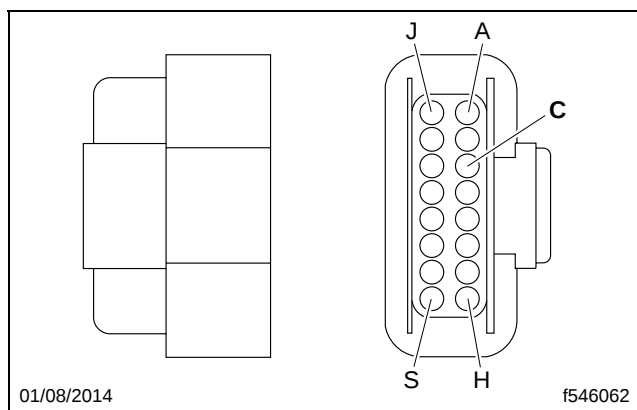


Fig. 3, Gauge RX Module Connector 2A

11. Attach the terminal lock and connect the connector.
12. Secure the wire to the existing harness with zip ties.
13. Using Detroit Diesel Diagnostic Link (DDDL), Detroit Diesel Reprogramming Station (DDRS) or ServiceLink, verify no axle temperature sensor faults are active.
14. Clean a spot on the base label (Form WAR259). Attach a completion sticker (Form WAR261) for campaign SF490 to the base label.