

Subject: Western Star 4700 Behr/Mahle FEPTO Radiators

Models Affected: Specific Western Star 4700 vehicles manufactured September 21, 2011, through September 26, 2014, with Behr/Mahle 1300 aluminum radiators.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF519A to modify the vehicles mentioned above.

On certain vehicles, leaks may appear at the front engine power take-off (FEPTO) window of the radiator.

Radiators will be inspected and replaced as necessary and an isolation mounting package will be installed.

There are approximately 140 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 SF519A, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com/DTNACconnect. Please refer to this list when ordering parts for this campaign.

Field Service Campaign

**Daimler Trucks
North America LLC**

October 2015
SF519A

Table 1 - Replacement Parts for SF519A

Campaign Number	Part Description	Part Number	Qty. per VIN
SF519A (Radiator - order only if replacement is required)	M80 PTO RADIATOR w/ITOC	BHT EB906002	1 ea
SF519A (Isolation Package - order only if installation is required)	SCREW-CAP,HEX M12X80	N000931 012065	4 ea
	SUPT-ENG,ISL,M80,ISOLATED RAD	01-33913-000	1 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	2 ea
	SCREW-CAP	23-12955-100	2 ea
	NUT-HX,ALL METAL,M16 X 2.00	23-12965-000	2 ea
	ISOLATOR-BTM OR TOP,45 DURO	TLB 13371 45	4 ea
	BOTTOM CHANNEL	BHT Y0715004	1 ea
	WASHER,HARDENED STEEL,ENGINE MNT	01-20963-001	2 ea
	SPACER-TB,STL,19.1X10.3X12.7LG	A 681 991 05 40	4 ea
	ISOLATOR-RAD,LWR,BTM,60 DURO	BCD 27463 14	2 ea
	NUT-HEX,PT,1/2-13,C,ZN/AL,.448	23-13833-108	2 ea
	WASHER-HRDN,0.53X1.38X.177,ZN	23-09114-017	4 ea
	BOLT-FLG HD,M10X40,10.9,P	N210101 010001	4 ea
	SCREW-CAP,HEX,1/2-13,GR8,ZNDI	23-11751-275	2 ea
	SCREW-HEX FLANGE, M8 X 1.25 X 60.0	N910105 008006	3 ea
	SPACER-RAD SUPPORT,RH,1.25IN	05-32533-000	1 ea
	NUT-HEX,FLNG,LKG,5/8-11,ZN AL	23-13861-110	2 ea
	BRKT ASSY-RAD SUPT,UPR,LH,ISL-G,M2112	A05-32523-000	1 ea
	BRKT-RAD SUPT,UPR,RH,ISL-G,M2112	A05-32524-000	1 ea
	COMPLETION STICKER	WAR260	1 ea

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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF519A	Inspect and replace radiator; install isolation mounting pkg	6.9	996-0963A	12-Repair Recall/Campaign
	Inspect radiator - no replacement needed; install isolation mounting pkg	6.3	996-0963B	12-Repair Recall/Campaign
	Inspect radiator and isolation mounting pkg only	0.1	996-0963C	06-Inspection

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 OWL:

- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF519-A**).
- In the Primary Failed Part field, enter **25-SF519-000**.
- In the Parts section, enter the appropriate part number(s) as shown in the Replacement Parts Table.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A for 0.3 hours.
- The VMRS Component Code is **042-002-001** and the Cause Code is **A1 - Campaign**.

This Field Service Campaign will **terminate on October 31, 2016**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on AccessFreightliner.com.

IMPORTANT: 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 parts to their facing PDC.) Export Distributors: Excess inventory is not returnable.

For questions, 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.

Field Service Campaign

Daimler Trucks
North America LLC

October 2015
SF519A

Copy of Notice to Owners

Subject: Western Star 4700 Behr/Mahle FEPTO Radiators

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF519A to modify specific Western Star 4700 vehicles manufactured September 21, 2011, through September 26, 2014, with Behr/Mahle 1300 aluminum radiators.

Radiators will be inspected and replaced as necessary and an isolation mounting package will be installed.

There are approximately 140 vehicles involved.

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 / Contact Us / Find a Dealer. The campaign will take approximately seven hours, depending on the repair, and will be performed at no charge to you.

This Field Service Campaign will **terminate on October 31, 2016**. 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

Work Instructions

Subject: Western Star 4700 Behr/Mahle FEPTO Radiators

Models Affected: Specific Western Star 4700 vehicles manufactured September 21, 2011, through September 26, 2014, with Behr/Mahle 1300 aluminum radiators.

Radiator and Engine Mount Replacement Procedures

1. Check the base label (Form WAR259) for a completion sticker for SF519 (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 to 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 radiator installation to determine if the radiator is part number **BHT EB906002**, and if the **isolation package** has been installed.
 - If the radiator is **NOT** part number BHT EB906002, replace the radiator and install the isolation package.
 - If the radiator **IS** part number BHT EB906002, but the isolation package has **NOT** been installed, install the isolation package.
 - If the radiator **IS** part number BHT EB906002, and the isolation package **IS** installed, no further work is required. Clean a spot on the base label (Form WAR259). Write the campaign number, SF519, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.
4. Disconnect the batteries at the negative post.



WARNING

Do not attempt to drain the cooling system until the coolant and engine are cool. Draining the cooling system prior to system cooling could cause severe personal injury due to scalding.

5. Drain the coolant into a clean container for later usage.
6. Remove the lower coolant hose assembly between the radiator and the engine.
7. Disconnect the wiring harness from the hood.
8. Remove the hood. See **Group 88** of the *Western Star Workshop Manual*.

NOTE: Once the FEPTO driveline is uncoupled, it will remain in the radiator assembly until the radiator is removed.

9. Uncouple the FEPTO driveline as follows.
 - 9.1 Unbolt the FEPTO driveline from the engine. See **Fig. 1**.
 - 9.2 Loosen the setscrew in the slip sleeve, and slide the driveline forward to clear the engine pulley.
 - 9.3 Working through the hole in the front closing crossmember, unbolt the FEPTO driveline at the pump.
10. Remove the charge air cooler (CAC) inlet and outlet hoses.
11. Remove the upper coolant hose.
12. Disconnect the surge tank vent line from the radiator, and free the retaining clips.
13. Remove the grille from the radiator.
14. Remove the radiator support brackets. Discard the brackets, spacers, and fasteners.

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15. Loosen the A/C condenser and move it out of the way as follows.

- 15.1 Remove the receiver-drier and upper condenser line mounting nuts, then free the receiver-drier. See **Fig. 2**.
- 15.2 Loosen the radiator baffle at the top right corner of the radiator.
- 15.3 Unbolt the A/C condenser from the CAC. See **Fig. 3**.

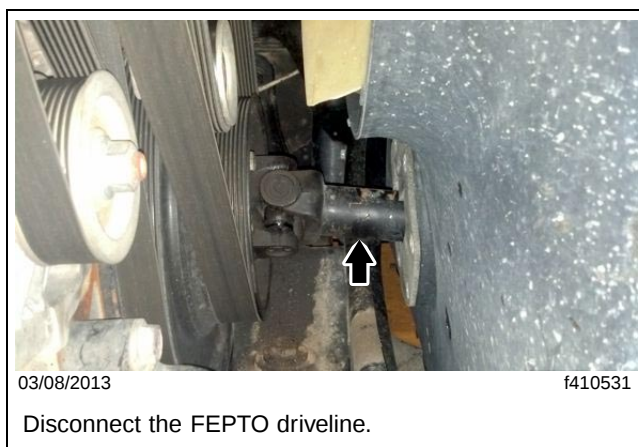


Fig. 1, FEPTO Driveline

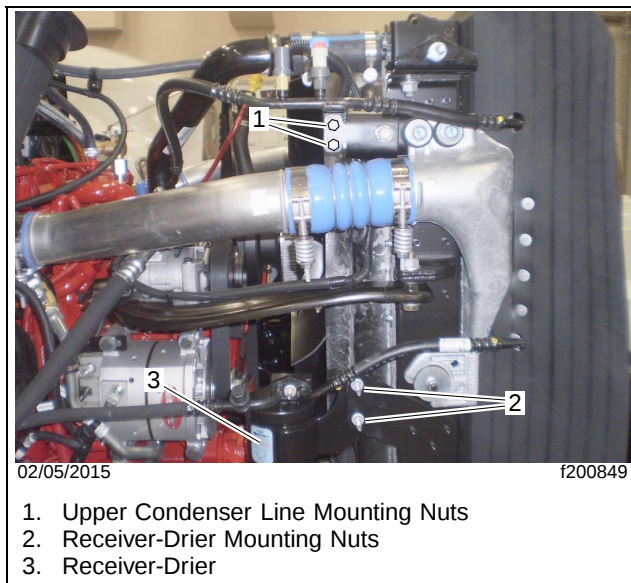


Fig. 2, Receiver-Drier Installation (typical)

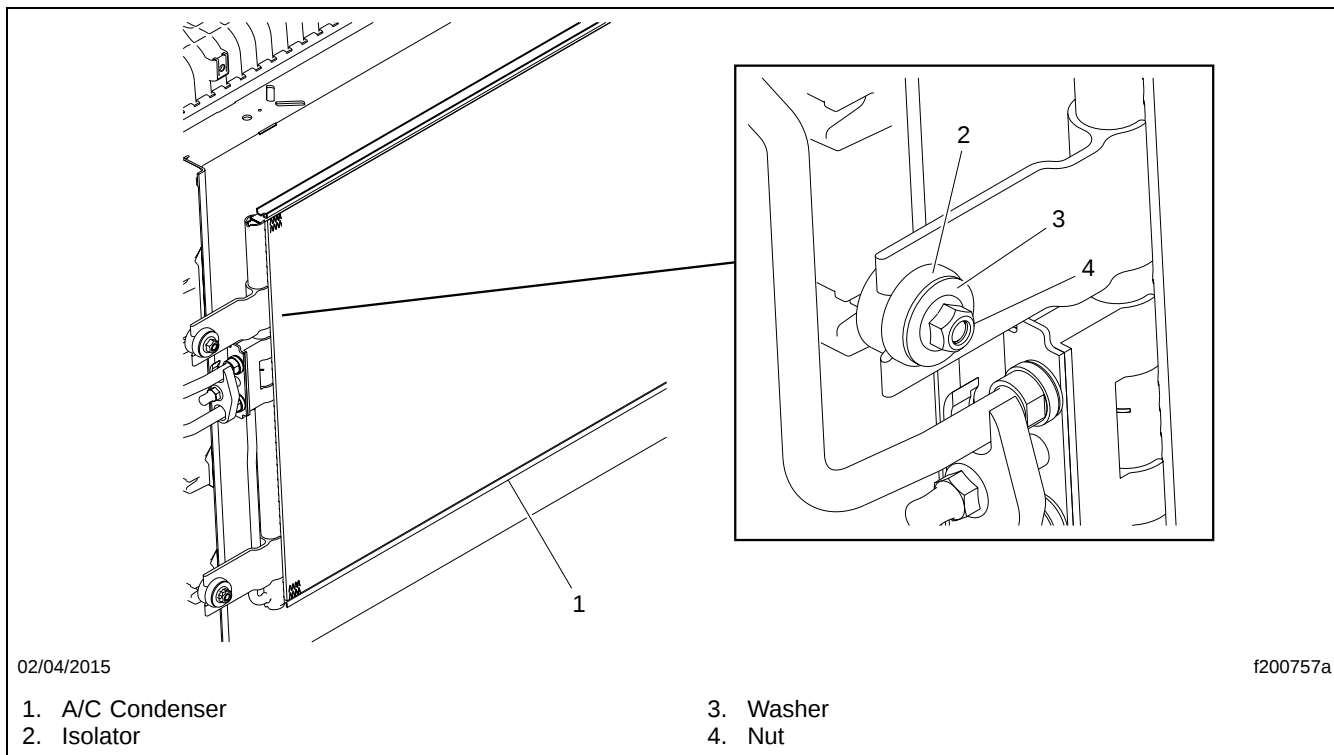


Fig. 3, A/C Condenser Installation (typical)

NOTE: Wrap the condenser in cardboard to protect it while it is moved. Do not kink the refrigerant hoses.

15.4 Carefully move the condenser around and set it on the right front tire or on top of the engine. Secure it as needed. See **Fig. 4**.

16. Disconnect the transmission cooler lines.

17. Attach an appropriate lifting device to the radiator, then remove and discard the fasteners that connect the radiator to the radiator mounting bracket.

18. Remove the radiator assembly and FEPTO driveline from the vehicle.

IMPORTANT: If a new radiator is being installed, save all of the parts removed from the radiator assembly to install on the new radiator. If the original radiator is being installed, do not disassemble the radiator other than replacing the lower channel.

19. If installing the original radiator, remove and discard the lower channel from the radiator. Then proceed to step 21.

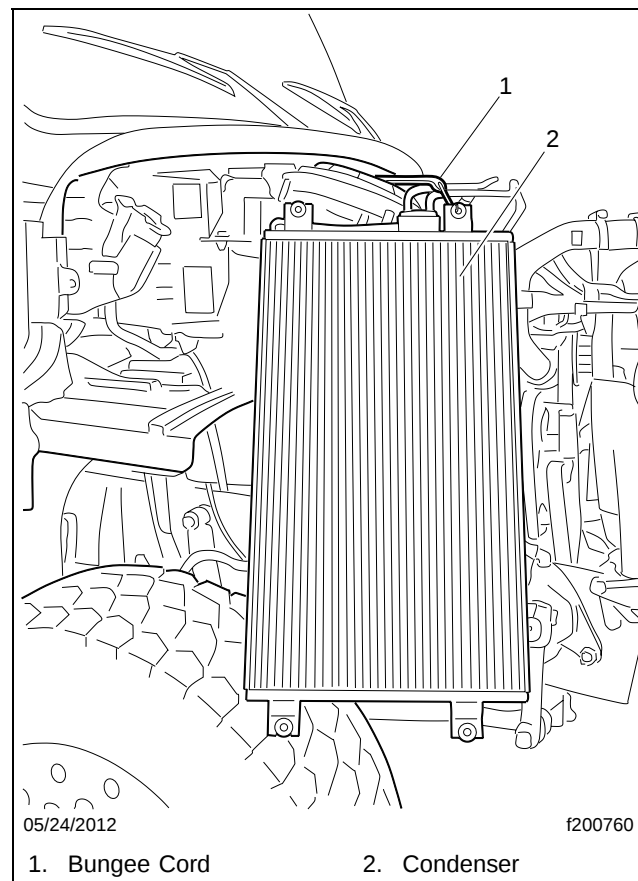


Fig. 4, Securing the A/C Condenser

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20. If installing a new radiator, perform the following.

20.1 Remove the FEPTO driveline from the radiator.

20.2 Remove the baffles from the radiator.

20.3 Remove the CAC from the radiator.

20.4 Remove the fan shroud from the radiator.

20.5 Remove the side and lower channels from the radiator. Discard the lower channel. Save all other parts for the new radiator.

21. Attach an appropriate lifting device to the engine.

22. Remove the front engine mount fasteners at the crossmember. See **Fig. 5**.

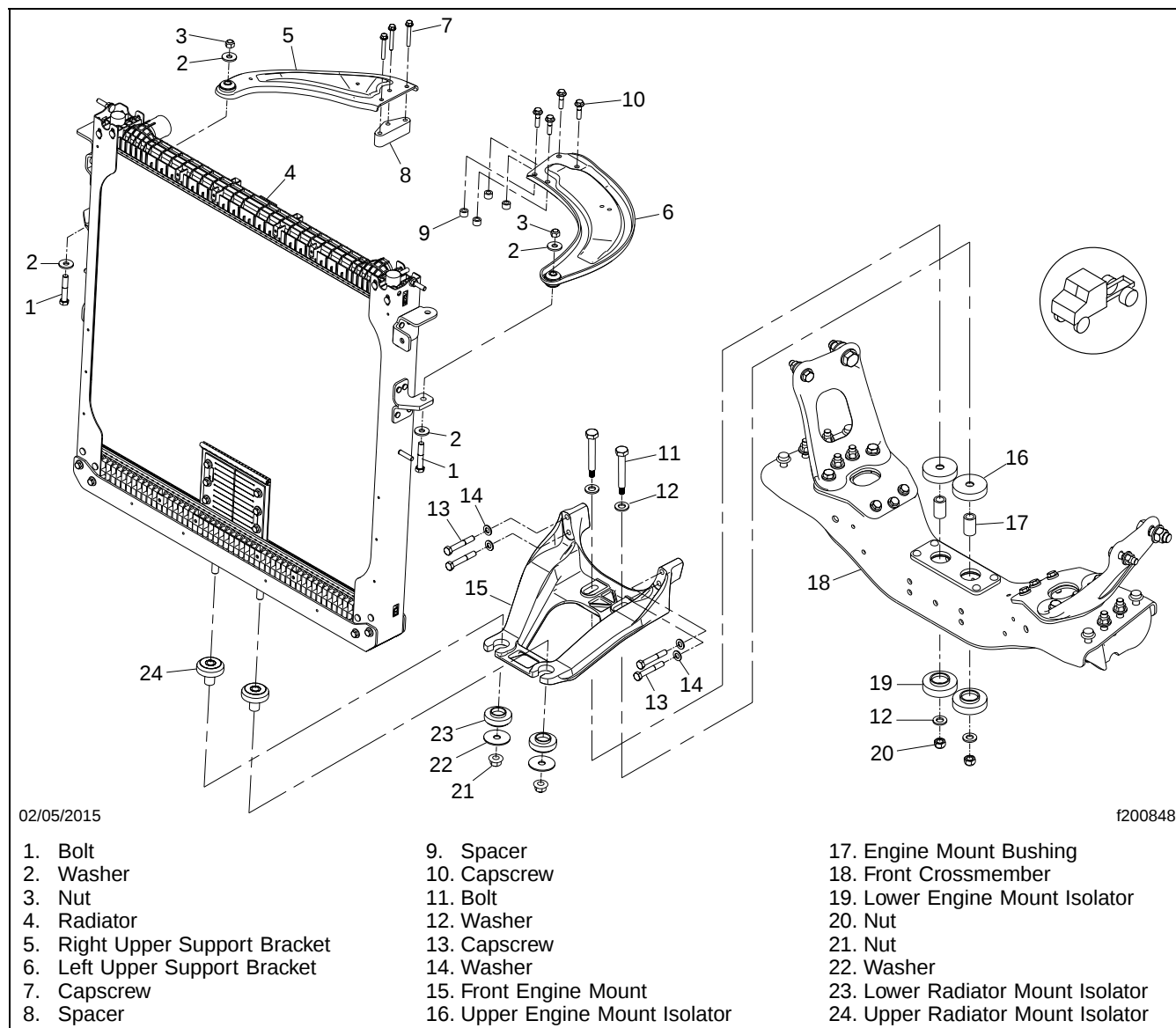


Fig. 5, Radiator and Front Engine Mount Installation

23. Lift the engine enough to remove the weight from the front engine mount.
24. Remove the front engine-mount-to-block fasteners, then remove the engine mount. Discard the engine mount.
25. Attach the new front engine mount to the engine. Tighten the fasteners 74 to 92 lbf·ft (100 to 125 N·m)
26. Position the upper engine mount isolators on top of the frame crossmember.
27. Lower the engine onto the crossmember and isolators.
28. Install the lower isolators and the engine-mount-to-crossmember fasteners. Tighten 122 to 149 lbf·ft (166 to 202 N·m).

NOTE: If the original radiator is being installed, most of the following radiator assembly steps are not necessary.

29. If installing the original radiator install the new lower channel on the radiator, then proceed to step 30.

If installing a new radiator, perform the following steps.

- 29.1 Install the original side channels on the radiator.
- 29.2 Install the new lower channel on the radiator.
- 29.3 Install the CAC on the new radiator.
- 29.4 Install the grille. Tighten 50 to 55 lbf·in (565 to 622 N·cm).
- 29.5 Install the fan shroud on the radiator.
- 29.6 Install the left and upper baffles on the radiator.
- 29.7 Insert the FEPTO driveshaft through the opening in the radiator.

30. Install the lower radiator isolators on the new front engine mount.

NOTE: It may be easier to install the transmission cooler lines before the radiator is completely set in the isolators.

31. Using a proper lifting device, position the radiator above the isolators.
32. Connect the transmission cooler lines.
33. Lower the radiator into the isolators and install the mounting nuts and washers. Do not tighten at this time.
34. Connect the lower radiator hose.
35. Install the A/C condenser as follows.
 - 35.1 Move the condenser into position in front of the radiator and secure it temporarily.
 - 35.2 Position the receiver-drier and upper A/C line on their respective brackets and install the mounting nuts. Tighten the nuts 14 to 16 lbf·ft (19 to 22 N·m).
 - 35.3 Install the condenser mounting bolts. Tighten 112 to 144 lbf·in (1265 to 1625 N·cm).
36. Install the lower radiator hose assembly.
37. Install the new radiator support brackets, spacers, and fasteners. Tighten the fasteners at the radiator 76 to 90 lbf·ft (103 to 122 N·m), and the capscrews at the engine 43 to 53 lbf·ft (58 to 72 N·m).
38. Tighten the radiator mounting nuts 140 to 170 lbf·ft (190 to 230 N·m).
39. Adjust the fan shroud as needed.

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40. Connect the FEPTO drive shaft.
 - 40.1 Expand the driveshaft and align it with the engine and pump.
 - 40.2 Install the coupling fasteners in the engine pulley.
 - 40.3 Install the coupling fasteners in the pump through the hole in the front closing crossmember.
 - 40.4 Tighten the set screw in the slip sleeve.
 - 40.5 Safety wire the set screw.
41. Install the upper coolant hose.
42. Install the CAC inlet and outlet hoses. Tighten the clamps 88 to 108 lbf·in (994 to 1220 N·cm).
43. Fill the cooling system with the removed coolant and top off.
44. Connect the batteries.
45. Install the hood.
46. Connect the wiring harness to the hood.
47. Start the engine and check for leaks on all lines and hoses that were disconnected for this procedure. Tighten any leaking connections as needed.
48. Clean a spot on the base label (Form WAR259). Write the campaign number, SF519, on a blank grey completion sticker (Form WAR261) to indicate the work has been completed and attach it to the base label.