Subject: Western Star 5700 HVAC Fresh Air Inlets

Models Affected: Specific Western Star 5700 model vehicles manufactured July 22, 2014, through December 4, 2015.

General Information

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Trucks Sales, Inc., is initiating Field Service Campaign SF522A to modify the vehicles mentioned above.

Certain vehicles are experiencing water intrusion into the cab through the HVAC fresh air intake.

A splash cover and newly designed pre-filter will be installed over the HVAC fresh air intake.

There are approximately 1,300 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 SF522A, 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 SF522

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit
SF522A	25-SF522-000	COVER-SPLASH,HVAC INLET	A22-74323-000	1 ea
		PRE FILTER-HVAC,AIR INLET	22-68863-001	1 ea
		1/4-14 X 1.25 TEKS SC	23-10673-125	4 ea
		BLANK 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
SF522A	Install inlet cover and pre-filter	0.6	996-0971A	12-Repair Recall/Campaign

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 (**SF522-A**).
- In the Primary Failed Part field, enter **25-SF522-000**.
- In the Parts section, enter the appropriate kit 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 **001-002-133** and the Cause Code is **A1 - Campaign**.

This Field Service Campaign will **terminate on March 31, 2017**. 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 kits 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.

Copy of Notice to Owners

Subject: Western Star 5700 HVAC Fresh Air Inlets

Daimler Trucks North America LLC, on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF522A to modify specific Western Star 5700 model vehicles manufactured July 22, 2014, through December 4, 2015.

Certain vehicles are experiencing water intrusion into the cab through the HVAC fresh air intake.

A splash cover and newly designed pre-filter will be installed over the HVAC fresh air intake.

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 one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on March 31, 2017**. 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 5700 HVAC Fresh Air Inlets

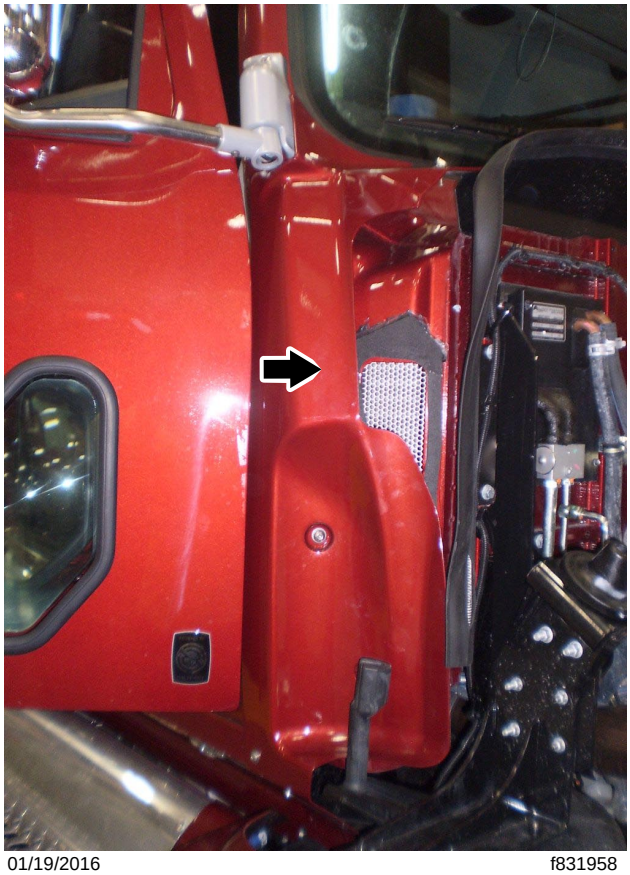
Models Affected: Specific Western Star 5700 model vehicles manufactured July 22, 2014, through December 4, 2015.

Fresh Air Intake Procedure

1. Check the base label (Form WAR259) for a completion sticker for SF522 (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 brakes. Chock the tires.
3. Open the hood.
4. Remove the right side cowl panel to access the HVAC fresh air intake. See **Fig. 1**.

NOTE: For the following step, it is okay to leave the top of the foam dam if desired.

5. Remove and discard the foam dam around the HVAC fresh air intake opening. See **Fig. 2**.



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Remove this panel.

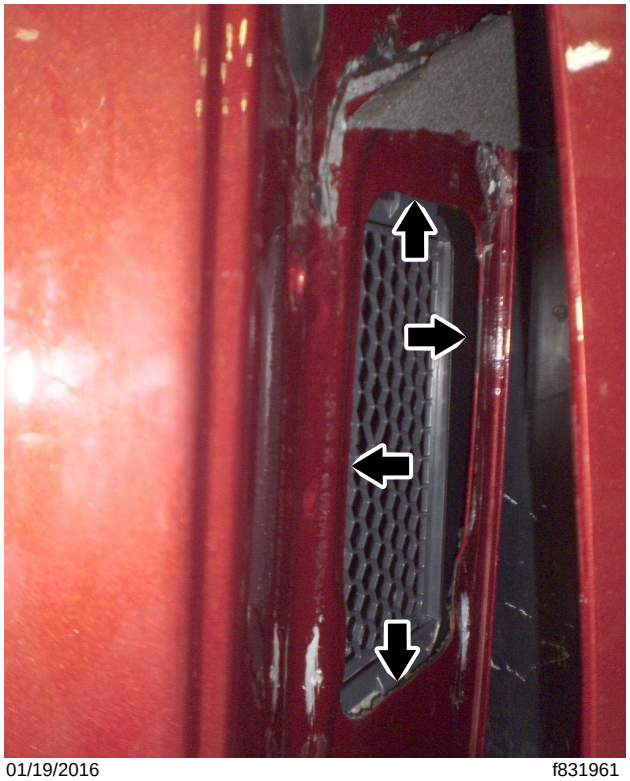
Fig. 1, Right Side Cowl Panel

01/19/2016 f831959

Remove the foam dam.

Fig. 2, Removing the Foam Dam

6. If equipped with a plastic intake screen and filter, remove and discard the foam pre-filter, then apply sealant around the interface of the screen and the frontwall panel. See **Fig. 3**.
7. Install the new foam pre-filter into the louver panel. See **Fig. 4**.
8. Position the new louver panel over the HVAC fresh air intake opening so that the top edge of the panel is even with the bottom edge of the plugs, and the right edge is against the frontwall seam. See **Fig. 5**.



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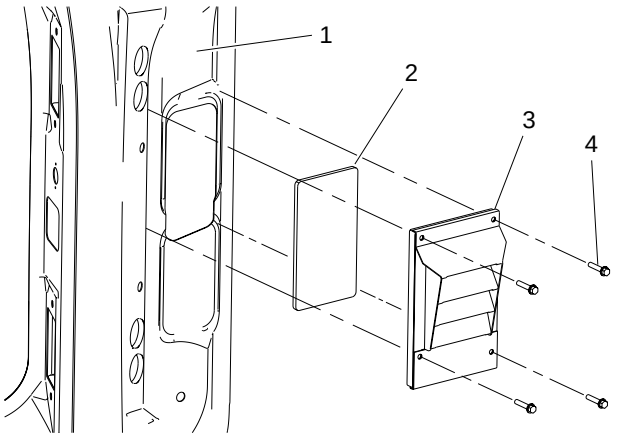
Apply sealant around the edges of the plastic screen.

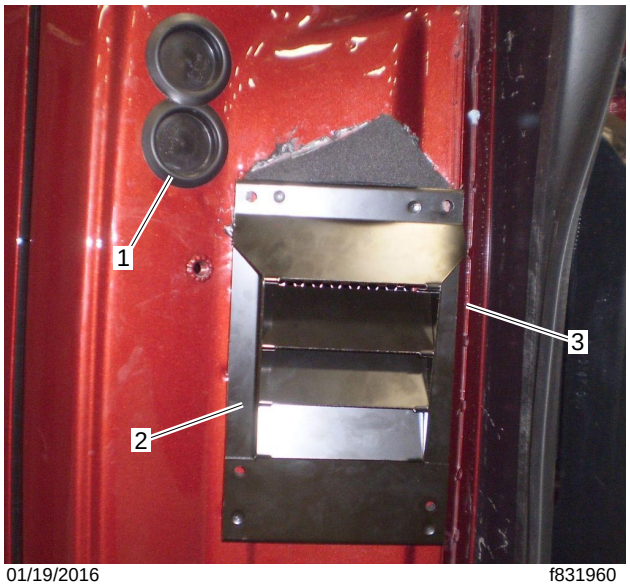
Fig. 3, Applying Sealant (plastic screen only)



03/10/2016 f831981

1. Frontwall
2. Pre-Filter
3. Louver Panel
4. Fasteners

Fig. 4, Installing the Pre-Filter



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1. Plugs
2. Louver Panel
3. Frontwall Seam

Fig. 5, Positioning the Louver Panel

9. Install the self-drilling self-tapping fasteners. Do not over tighten.
10. Install the cowl panel.
11. Close the hood.
12. Clean a spot on the base label (Form WAR259). Write the campaign number, SF522, on a blank gray completion sticker (Form WAR261), to indicate the work has been completed, and attach it to the base label.