

Constellation
Heritage
> 4700 Models

> 4800 Models
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5900 Models
> 6900 Models

Western Star
Service Bulletin

Description of Revisions: *This bulletin replaces the version dated October 2016. Common requests are updated in Table 1.*

General Information

Daimler Trucks North America has traditionally provided engineering support to dealers for the purpose of modifying vehicles to change their original specifications. This service is categorized as "courtesy engineering," and is subject to formal controls and definitions.

Courtesy engineering is defined as technical design information provided to dealers in order to change the configuration of a vehicle from its original specifications, or to add vehicle options that were not originally ordered but were available from the factory at the time of manufacture. Common examples: changing gross axle weight ratings, adding air and electric trailer towing provisions, suspension changes, brake modifications, changing a wheelbase, issuing compliance/official letters, programming changes, and installing air fairings. Custom engineering is not offered as courtesy engineering.

Charges for courtesy engineering are \$200 per hour, with a minimum charge of 1 hour, unless otherwise stated.

Courtesy engineering technical requests will result in a thorough, serial-specific parts list that will contain the part numbers with quantities as well as installation diagrams, wiring schematics, and drilling patterns (if applicable). Bills of Material will also be listed for reference to be used in PartsPro if needed.

Dealers who wish to use this service are to provide their District Service Manager with the basic information concerning the present status of the vehicle, the serial number, the changes needed, a purchase order, and the dealer code. When available, a sales data code should be provided to help define the modification. When the design information is completed, it will be sent to the District Service Manager involved in the change, and the dealership open parts account will be charged. Billing usually occurs at the end of the month.

NOTE: The Technical Modifications group will not issue parts lists or instructions directing a 3rd party to add or remove an optional safety system that uses active braking.

NOTE: If the vehicle is modified, a global annotation should be added in PartsPro to reflect the vehicle modification and the parts that were installed. See **Parts Technical Bulletin 00-009** for more information on adding a global annotation in PartsPro.

Flat Fee Procedures

The following procedures will be charged a flat fee rather than the above mentioned method.

- Allison transmission speed change requests will be charged \$75 to cover the engineering time involved in making the determination. Please provide your District Service Manager a purchase order when submitting a request. The purchase order will be charged regardless of approval, conditional approval, or denial.
- Loaded truck body center of gravity (CG) recalculations for MVSS-105/121 brake system compliance will be charged \$75 per truck order to cover the engineering time to perform these calculations and prepare documentation. Please provide your District Service Manager a purchase order when submitting a request.
- Requests where only a serial number with the requested option is desired will be charged a flat fee of \$50. Not all requests are subject to this option. Engineering support is not offered with this option. It is the responsibility of the requestor to look up the applicable parts from the reference vehicle and ensure they are correct.

- Simple requests will be charged a flat fee of \$50 Not all requests are subject to this option. Engineering support is not offered with this option. Examples of simple modifications: seat changes, pre-EPA07 exhaust modifications, and changing floor mats.

Estimates for Time or Fee

See Table 1 for typical time estimates.

Typical Times for Common Requests	
Common Request	Hours (Estimated)
Driver Controlled Differential Lock and Gear ratio changes	1-2
GAWR Changes	1-4
Power Mirrors / Windows	1
Trailer Tow Packages (Air and Electric Provisions)	4

Table 1, Typical Times for Common Requests

See Table 2 for common requests that typically have flat fees.

Typical Flat Fees for Common Requests	
Common Request	Flat Fee
Center of Gravity Amendment Letters	\$75
National Safety Mark (NSM) Letters (Canada)	\$100
Transmission Reprogramming	\$75

Table 2, Typical Flat Fees for Common Requests

Information Required for Requests

Requests lacking clarity or missing information will not be processed until ample information is supplied. The following is the minimum information needed by type of request.

For **Allison Transmission Reprogram Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- Whether the vehicle's wheelbase, rear tires size, or rear axle ratio have been modified
- Are there any split shaft devices installed in the main driveline (pump, transfer case, etc.)

For **Center of Gravity Amendment Letter Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- The height to be shown on the letter
- Who the letter should be addressed to (name, company, mailing address)

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For **National Safety Mark (NSM) Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- Who the letter should be addressed to (name and company)
- The modification being performed
- Whether a parts list is needed or a letter only

For **General Technical Requests**, please include the following information:

- Last six digits of the VIN(s)
- Dealer Code
- Purchase Order (P.O.)
- The modification being performed (if possible, include the desired data code(s) or a similar vehicle with the desired option)
- Additional information regarding why the modification is being performed can be helpful. Although not required, it sometimes allows for an easier and lower cost solution to be identified if available. For example:
 - A request for "trailer tow provisions" will contain air and electric provisions in the parts list. However, if the request explains that only the electrical portion is required, the amount of engineering time spent on the request is considerably reduced, making the response faster, and minimizing cost.
 - A request that says "need a pintle hook" will be delayed because more information is needed. A similar, more detailed request like "need a pintle hook capable of towing 3500lb (max) dollies around the yard," will receive a faster response.