

October 2021
SF635A-E

Subject: Western Star 49X - XMC Software Update

Models Affected: Specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through June 30, 2021.

General Information

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF635A-E to modify the vehicles mentioned above.

Due to a software issue with the Xtra Modular Controller (XMC), some body builder-installed electrical components may not work as intended (may be intermittent or non-functioning).

The XMC software will be updated.

There are approximately 824 vehicles involved.

Additional Repairs

Dealers must complete all outstanding Recall and 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

This is a software update; no replacement parts are required.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF635, a list of the customers and vehicle identification numbers will be available on DTNAConnect.

Removed Parts

There should be no removed parts as this is a software update. 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.

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Labor Allowance

Table 1 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF635A	XMC SOFTWARE UPDATE, XMC1 & XMC2	0.7	996-F107A	12-Repair Recall/Campaign
SF635B	XMC SOFTWARE UPDATE, XMC1 THRU XMC3	0.8	996-F107B	12-Repair Recall/Campaign
SF635C	XMC SOFTWARE UPDATE, XMC1 THRU XMC4	0.9	996-F107C	12-Repair Recall/Campaign
SF635D	XMC SOFTWARE UPDATE, XMC1 ONLY	0.5	996-F107D	12-Repair Recall/Campaign
SF635E	XMC SOFTWARE UPDATE, XMC1 & XMC3	0.7	996-F107E	12-Repair Recall/Campaign

Table 1

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 condition code (**SF635-A,B,C,D, or E**).
- In the Primary Failed Part field, enter **25-SF635-000**.
- In the Parts section, there should be no entry as this is a software update.
- 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on October 31, 2022**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNAConnect.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.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAConnect.com/WSC, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information. Export distributors submit a Web inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Western Star 49X - XMC Software Update

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary Western Star Truck Sales, Inc., is initiating Field Service Campaign SF635A-E to modify specific model year 2020-2021 Western Star 49X vehicles, manufactured February 10, 2020, through June 30, 2021.

Due to a software issue with the Xtra Modular Controller (XMC), some body builder-installed electrical components may not work as intended (may be intermittent or non-functioning).

The XMC software will be updated.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. To locate an authorized dealer, go to Daimler-TrucksNorthAmerica.com/Contact-Us/. Scroll down to "Locate a Dealer," and select the appropriate brand. The campaign will take approximately one hour and will be performed at no charge to you.

This Field Service Campaign will **terminate on October 31, 2022**. 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, DTNA will not pay for any damage caused by failure to properly maintain your vehicle. DTNA 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 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: Western Star 49X - XMC Software Update

Models Affected: Specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through June 30, 2021.

XMC ECU Programming

1. Check the base label (Form WAR259) for a completion sticker for SF635 (Form WAR261) indicating this work has been done. The base label is usually located on the passenger 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.

IMPORTANT: Make sure that DiagnosticLink® is updated to the latest version (8.14 SP3 at the time of publication, or newer) before programming the vehicle.

3. Connect the vehicle to DiagnosticLink.
4. Turn the ignition ON, and make sure the default vehicle electronic control units (ECUs) are listed under the 'Connections' window at the bottom-left side of the screen.

Applicable XMCs	
NOTE: An applicable expansion module (XMC) ECU is available for programming only if the vehicle is equipped with it.	
Population	ECU
SF635A	XMC1 XMC2
SF635B	XMC1 XMC2 XMC3
SF635C	XMC1 XMC2 XMC3 XMC4
SF635D	XMC1
SF635E	XMC1 XMC3

Table 2, Applicable XMCs

5. Are all the XMC ECUs automatically connected to DiagnosticsLink? See [Table 2](#) for applicable XMCs.
YES → Go to the next step.
NO → Connect each XMC ECU manually as follows.
 - 5.1 Select 'File' in the upper left menu, then select 'Connect' in the dropdown list that appears.

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- Go to 'Program Device,' then select 'Gather Server Data.' Verify and select the vehicle identification number (VIN), then select 'Download Data from Server.' See [Fig. 2](#) and [Fig. 3](#).

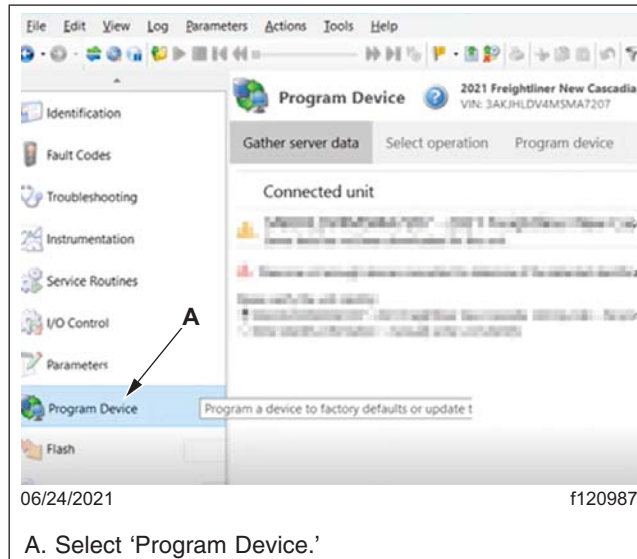


Fig. 2, Selecting Program Device

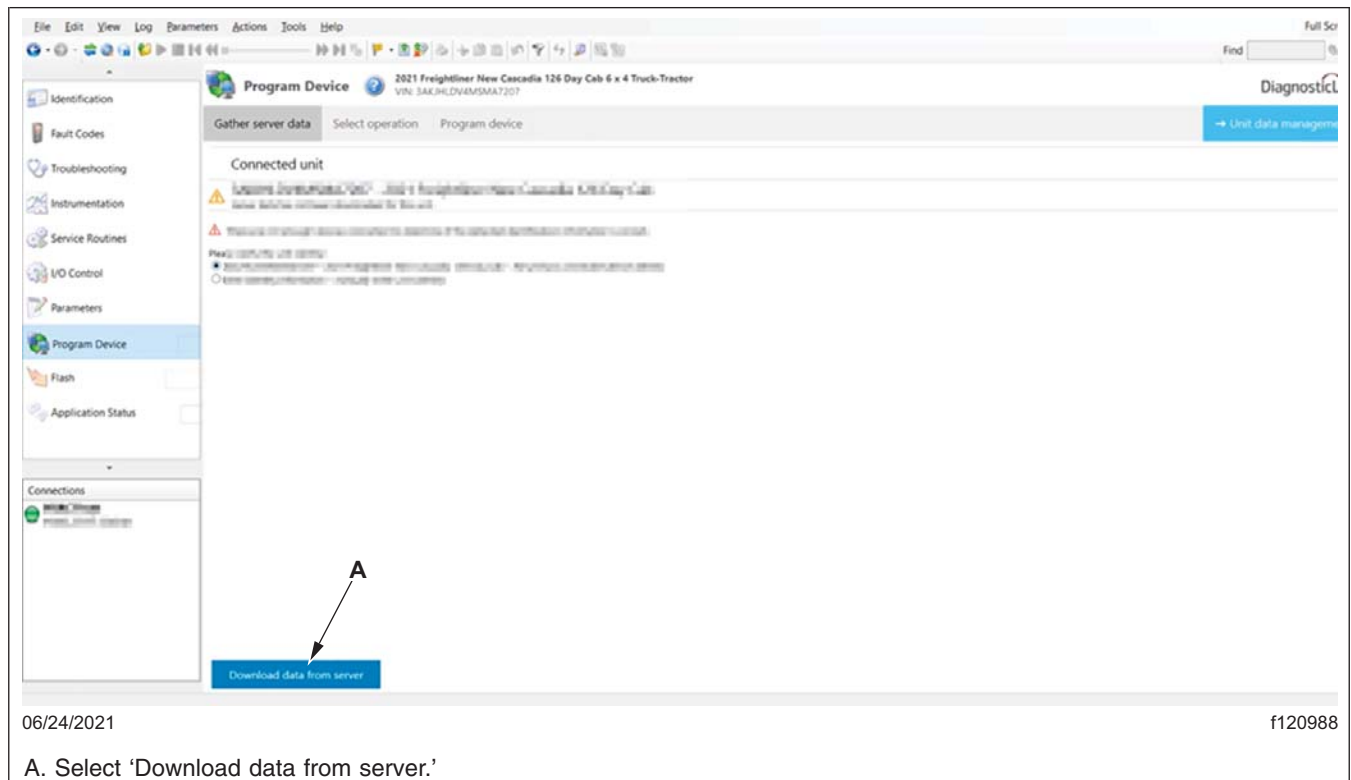
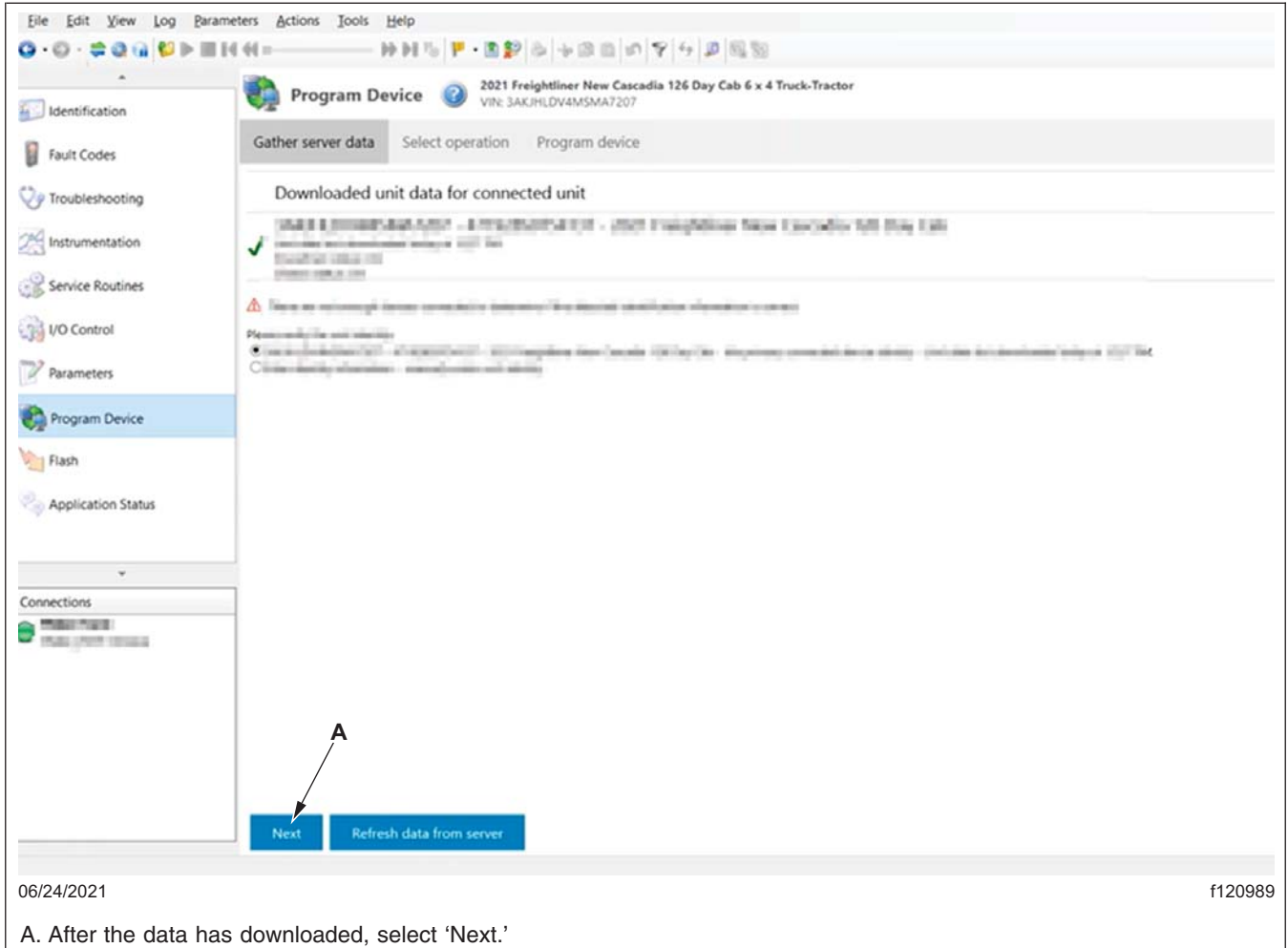


Fig. 3, Downloading Data from Server

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7. When the data has finished downloading, select 'Next.' See [Fig. 4](#).



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A. After the data has downloaded, select 'Next.'

Fig. 4, Data Downloaded from Server

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NOTE: In DiagnosticLink, an ECU is called a 'device.'

- Select the XMC ECU to program. For example, Fig. 5 shows XMC2 (XMC202T) selected.

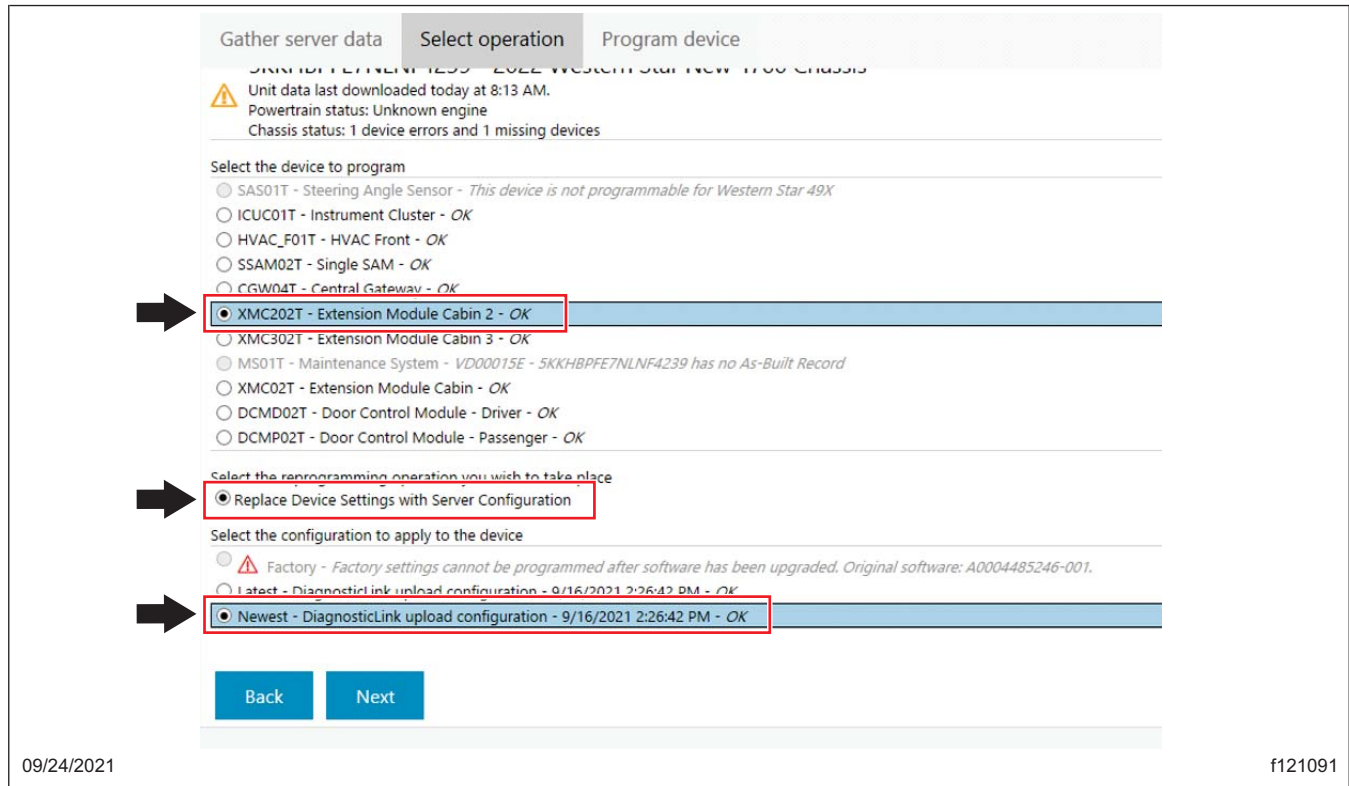


Fig. 5, Programming an ECU

- Select 'Replace Device Settings with Server Configuration,' and 'Newest,' then select the 'Next' button. See Fig. 5.

If the 'Newest' option is not available in 'Select the configuration to apply to the device,' the selected XMC ECU may have been updated with the newest software already. See Table 3 for the XMC ECUs available with 'Newest' software versions at the time of publication.

For XMC3 or XMC4 ECUs, (SF635B, SF635C, or SF635E), select 'Newest + CHEC.'

XMC ECUs with Newest Version Available as of Publication of this Campaign		
Part Number	ZGS	XMC Variant
000 448 63 46	001	XMC1
000 448 64 46	001	XMC2
000 448 65 46	001	XMC3
000 448 66 46	001	XMC4

Table 3, XMC ECUs with Newest Version Available as of Publication of this Campaign

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10. Verify the VIN, hardware and software information, then select 'Start' to program. See [Fig. 6](#).

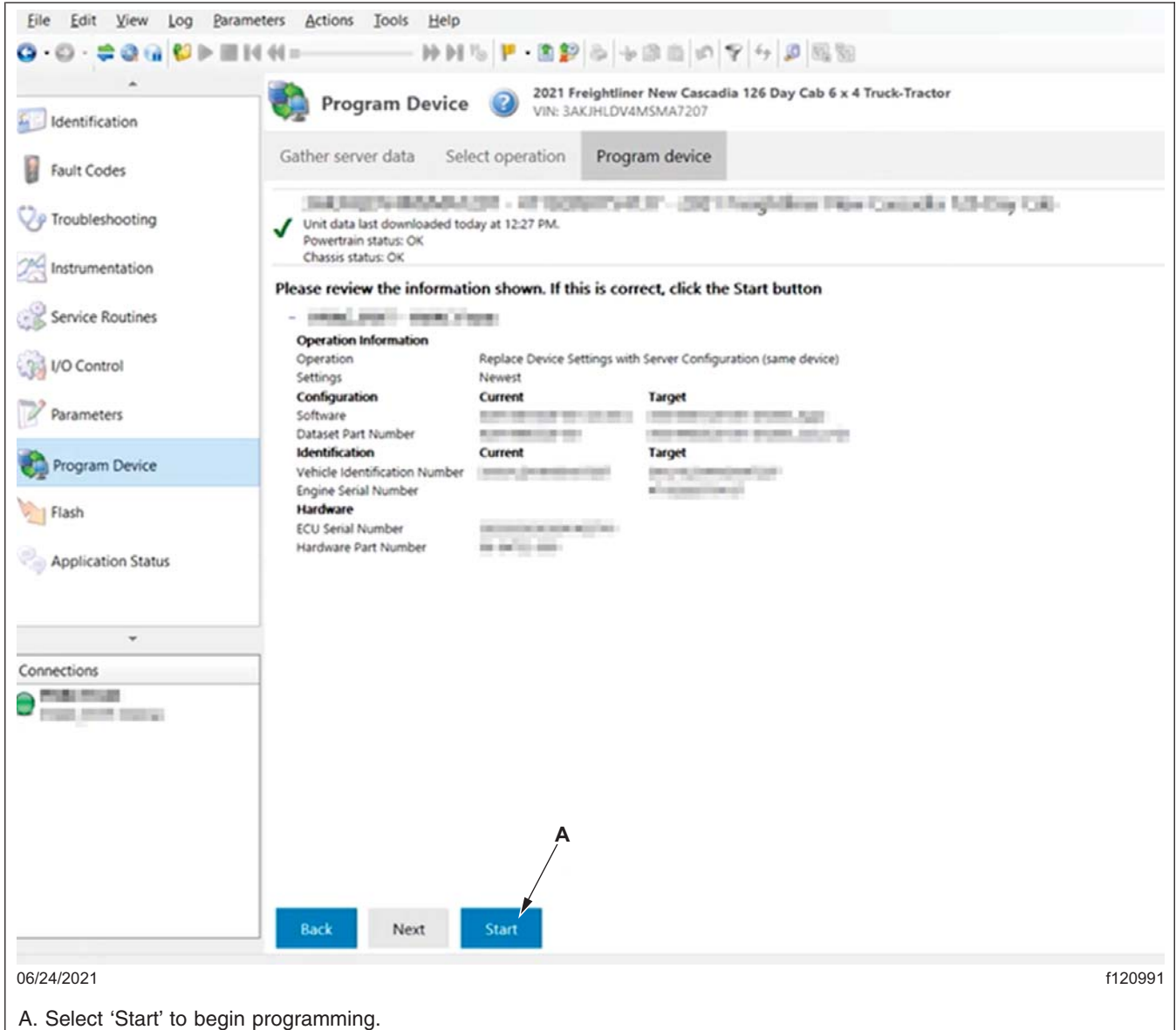


Fig. 6, Starting the XMC Programming

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11. When programming is complete, the message ‘Success: Programming was successful’ appears on the screen indicating the XMC ECU has been successfully updated. See [Fig. 7](#).

If the ‘Compatibility Information’ window appears in DiagnosticLink, select ‘Print,’ or capture a screen shot of the ‘Compatibility Information’ window. See [Fig. 7](#).

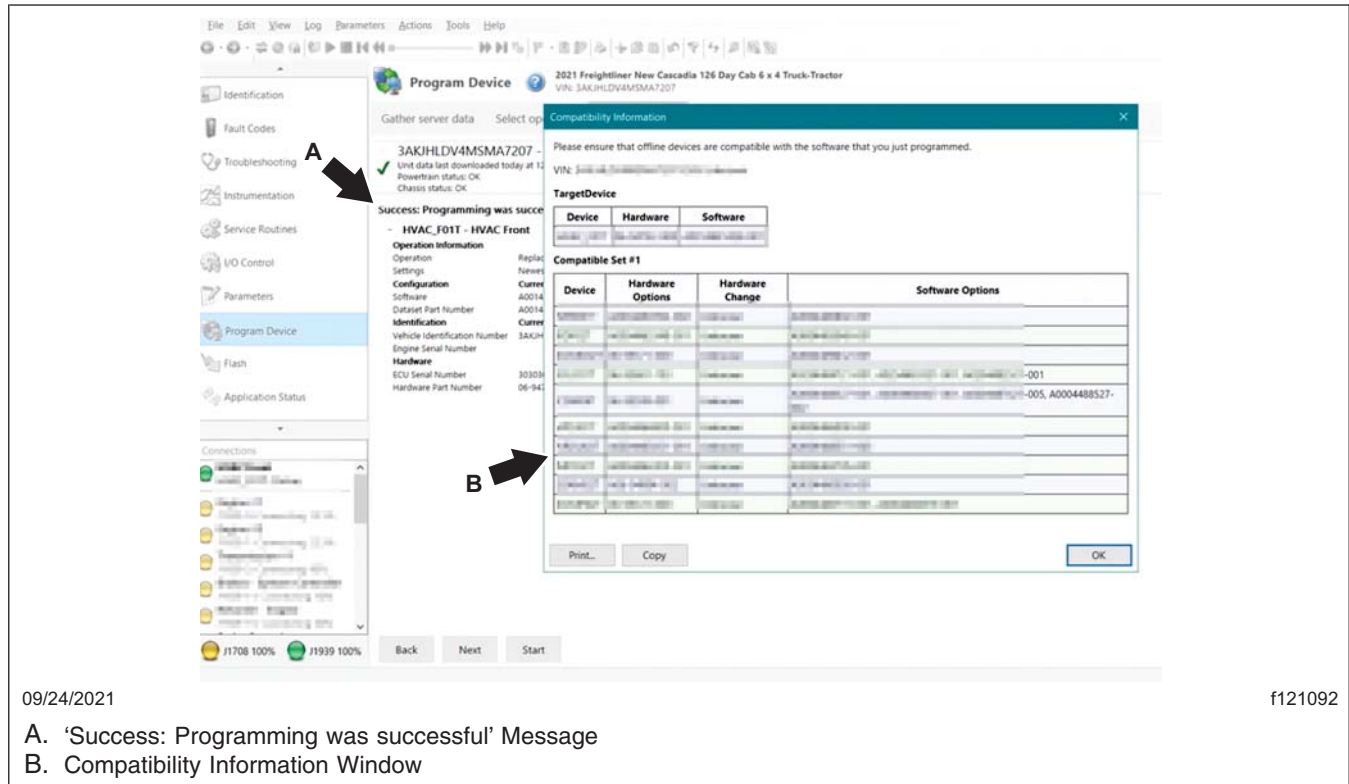


Fig. 7, Successful Programming Message and Compatibility Window

12. If there are multiple XMC ECUs to be programmed, repeat steps 8 through 11 for each of the remaining ECUs.
13. If the ‘Compatibility Information’ window appeared after programming the XMC ECU as shown in step 11, one (or more) ECUs does not have compatible software installed. Program the incompatible ECUs as follows. If the ‘Compatibility Information’ window did not appear, go to step 18.
 - 13.1 Select ‘Program Device’ on the left-hand side of the window. See [Fig. 2, page 6](#).
 - 13.2 Select the ECU to program, then select the VIN. Select either ‘Newest’ or ‘Latest,’ then select ‘Next.’
 - 13.3 Verify the VIN and hardware part number, then select ‘Start’ to program the selected ECU.
 - 13.4 Repeat step 13 for all incompatible ECUs that require programming.

IMPORTANT: After programming, some fault codes may turn active, and some ECUs may not auto-connect. Cycling the ignition may clear the faults and connect the ECUs.

14. Turn the ignition to the OFF position, unplug the diagnostic port, and restart DiagnosticLink. Wait for one minute.

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NOTE: The action listed below will enable the intelligent predictive powertrain control (IPPC) to start communicating on roll call, and eliminate codes for the IPPC not communicating.

15. Cycle the ignition three times, waiting 30 seconds between key OFF and key ON.
16. Turn the key to the ON position for the fourth time, then connect the vehicle to DiagnosticLink.
17. If any fault codes are active, troubleshoot them as required.
18. In the 'Program Device' window, select 'Unit Data Management' in the upper right corner. If the data is required to be uploaded to the server, select 'Connect to Server.' After the upload is complete, go to the next step.
19. Disconnect DiagnosticLink.
20. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF635 (Form WAR261), indicating this work has been completed.