

November 2021
SF641A

Subject: Western Star 49X Transmission Cooler Plumbing

Models Affected: Specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through September 2, 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 SF641A to modify the vehicles mentioned above.

Due to normal vibrations combined with inadequate support, the quick-connect fittings on the transmission oil cooler lines may experience excessive wear, leading to a transmission oil leak; if not addressed, this could lead to transmission damage.

Cable ties will be added to the front transmission oil cooler lines for additional support.

There are approximately 567 vehicles involved in this campaign.

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 label (Form WAR261).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the part numbers listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF641A, a list of the customers and vehicle identification numbers will be available on DTNAConnect. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF641A

Campaign Number	Part Number	Part Description	Qty. per VIN
SF641A	TYC DCT110HIR	TIE-CABLE,DUAL, .375 TO 2.25	2 ea
	23-09796-629	CLAMP-CABLE TIE,15",0-4 BUNDLE	1 ea
	WAR261	BLANK COMPLETION LABEL	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.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF641A	SUPPORT, JIFFY-TITE COUPLING, INSTALL	0.2	996-F111A	12-Repair Recall/Campaign

Table 2

IMPORTANT: When the campaign has been completed, attach a gray completion label (Form WAR261), to the base sticker (Form WAR259). If the vehicle does not have a base sticker, clean a spot on the appropriate location of the vehicle, and attach a new base sticker.

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 (**SF641-A**).
- In the Primary Failed Part field, enter **25-SF641-000**.
- In the Parts section, enter the appropriate part numbers 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 **F99-999-005** and the Cause Code is **A1 - Campaign**.
- This Field Service Campaign will **terminate on November 30, 2022**. Dealers will be notified of changes to the termination date via an 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 label 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 by submitting a Warranty Support Center (WSC) ticket at DTNAConnect.com/WSC, or contact the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket, or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Western Star 49X Transmission Cooler Plumbing

Daimler Trucks North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF641A to modify specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through September 2, 2021.

Due to normal vibrations combined with inadequate support, the quick-connect fittings on the transmission oil cooler lines may experience excessive wear, leading to a transmission oil leak; if not addressed, this could lead to transmission damage.

Cable ties will be added to the front transmission oil cooler lines for additional support.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at [Daimler-TrucksNorthAmerica.com/contact-us/](https://www.daimlertrucksna.com/contact-us/). Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on November 30, 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, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Work Instructions

Subject: Western Star 49X Transmission Cooler Plumbing

Models Affected: Specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through September 2, 2021.

Tie Straps Installation

1. Check the base sticker (Form WAR259) for a completion label for SF641 (Form WAR261) indicating this work has been done. The base sticker is usually located on the passenger door about 12 inches (30 cm) below the door latch. If a completion label is present, no work is needed. If there is no completion label, 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.
3. Open the hood to access the front-right corner of the frame rail, near the radiator.
4. Locate the forward transmission oil cooler line quick-connect fittings, near the in-frame mounted routing clamp. See [Fig. 1](#).

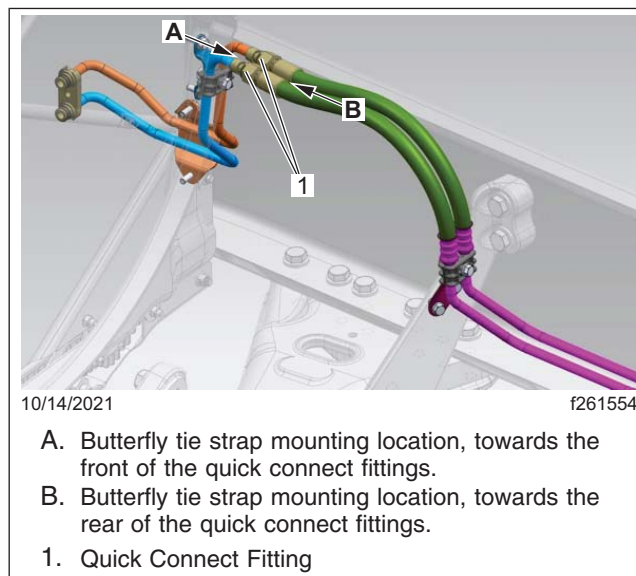


Fig. 1, Forward Quick Connect Fittings

5. Loosely install a butterfly tie strap TYC DCT110HIR around the soft lines, towards the rear of the quick-connect fittings. See [Fig. 1](#), ref. B.

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6. Position the separator body of the butterfly tie strap against the shoulder of the hose crimp. See [Fig. 2](#). Fasten the first tie loop.

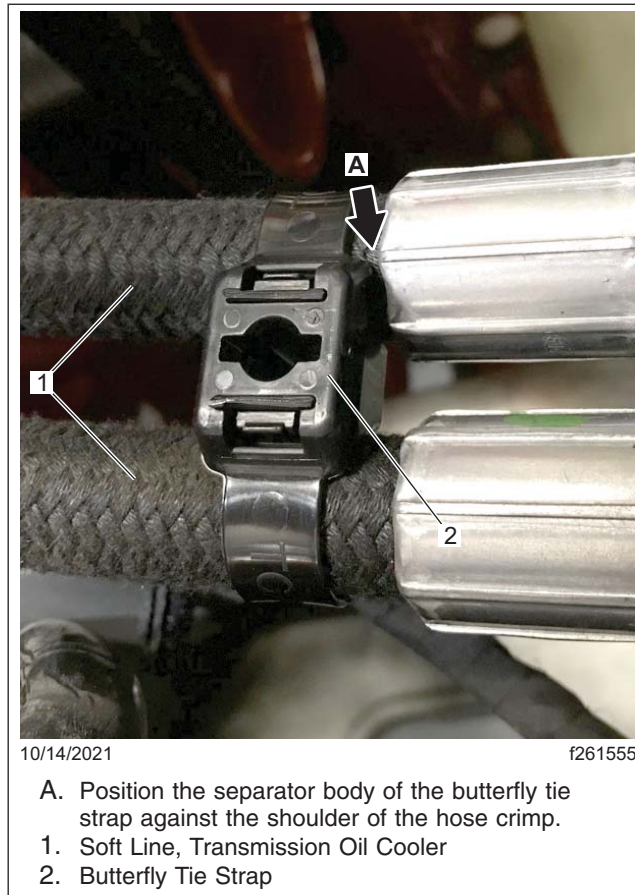
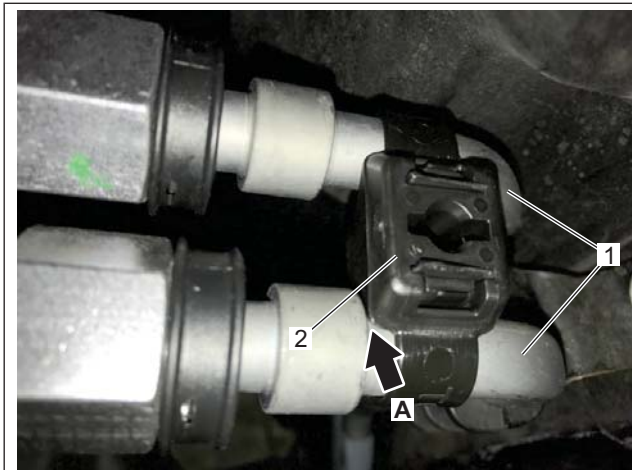


Fig. 2, Rear Butterfly Cable Tie

7. Fasten the second loop of the butterfly tie strap, then cut the excess length of the tie tails.
8. Loosely install a butterfly tie strap TYC DCT110HIR around the hard lines, towards the front of the quick-connect fittings. See [Fig. 1](#), ref. A.

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9. Position the separator body of the butterfly tie strap against the shoulder of the tube. See [Fig. 3](#). Fasten the first tie loop.



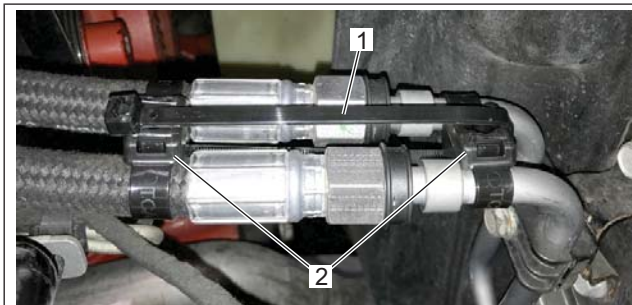
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- A. Position the separator body of the butterfly tie strap against the shoulder of the tube.
- 1. Hard Line, Transmission Oil Cooler
- 2. Butterfly Tie Strap

Fig. 3, Front Butterfly Cable Tie

10. Fasten the second loop of the front butterfly tie strap; then cut the excess length of the tie tails.
11. Loosely install a tie, 23-09796-629, around the two butterfly ties. Fasten the single loop tie while pulling the pair of quick-connect couplings together. Ensure the single loop tie stays positioned at the center of the two butterfly tie separator bodies. See [Fig. 4](#).



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- 1. Single Loop Tie Strap
- 2. Butterfly Tie Strap

Fig. 4, Single Loop Tie Strap Insatalled

12. Confirm the single loop tie is tight enough.
 - 12.1 Ensure that the single loop tie does not slide sideways on the butterfly tie separator bodies.

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- 12.2 Slide one of the quick-connect fitting safety rings away from the retaining clip; then confirm the retaining clip is seated loosely in the groove. See **Fig. 5**.

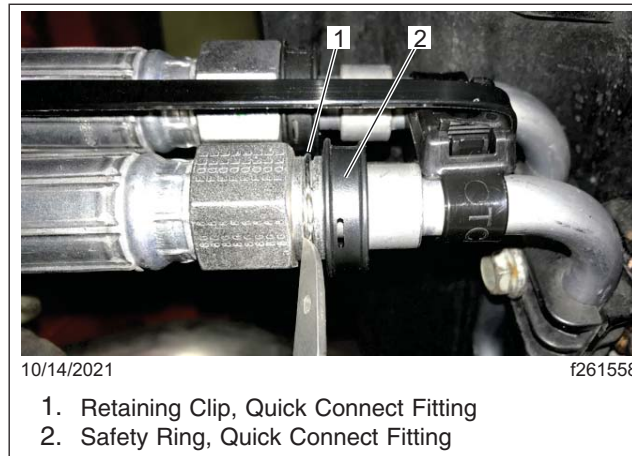


Fig. 5, Confirming the Retaining Clip is Loosely Seated in the Groove

13. Cut the excess length of the single loop tie tail.
14. Slide the safety ring into the locked position.
15. Clean a spot on the base sticker (Form WAR259), write the campaign number SF641 on a blank gray completion label (Form WAR261), and attach the label to the base sticker, indicating this work has been completed.