

March 2022
SF634AB

Subject: Western Star 49X Front Crossmember

Models Affected: Specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through June 23, 2021.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary Western Star Truck Sales, Inc., is initiating Field Service Campaign SF634AB to modify the vehicles mentioned above.

A loss of clamp load, in the aft connection of the engine crossmember and frame rail, could result in a frame rail crack.

A reinforcement plate will be added in order to maintain the clamp load.

There are approximately 479 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

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 SF634, 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 SF634

Campaign Number	Part Number	Part Description	Qty. per Vehicle
SF634A	15-30882-001	SPACER-FRNT ENGINE XMBR,SBA	4 ea
	23-14283-080	BOLT-HEX,PC10.9,PO,M16X1.5X80	12 ea
	23-14451-116	NUT-HEX,LKG,ZNAL,M16X1.5	12 ea
SF634B	15-30882-000	SPACER-FRNT ENGINE XMBR,SFA	2 ea
	15-30882-001	SPACER-FRNT ENGINE XMBR,SBA	2 ea
	23-14283-080	BOLT-HEX,PC10.9,PO,M16X1.5X80	12 ea
	23-14451-116	NUT-HEX,LKG,ZNAL,M16X1.5	12 ea
All Groups	WAR261	BLANK COMPLETION STICKER	1 ea

Table 1

March 2022
SF634AB

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
SF634AB	INSTALL SUPPORT BRACKET, FRONT XMBR	8.2	996-F118A	12-Repair Recall/Campaign

Table 2

IMPORTANT - Before Beginning Work:

- Check OWL to ensure the vehicle is involved and the campaign has not previously been completed.
- Check the vehicle for a completion sticker.

IMPORTANT - After Repair is Complete:

- Attach a gray completion sticker (Form WAR261) to the base completion label (Form WAR259). If the vehicle does not already have a base completion label, clean a spot on the appropriate location of the vehicle, and attach a base completion label, prior to installing the completion sticker.

Claims for Credit

You will be reimbursed for your parts, labor, and handling (landed cost for Export Distributors) by submitting a claim. Please reference the following information in OWL:

- All claims must be submitted within 30 days of the repair date.
- Claim type is **Field Service Campaign**.
- In the Campaign field, enter the campaign number and appropriate group (**SF634-A, SF634-B**).
- In the Primary Failed Part field, enter **25-SF634-000**.
- 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 March 31, 2023**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter posted on DTNAConnect.com.

Excess Inventory: U.S. and Canadian dealers, following the conclusion of the campaign, within 90 days from the termination date, excess inventory in resalable condition may be returned to the appropriate PDC. U.S. dealers, submit a PAR to request return to the Memphis PDC. Canadian dealers, return inventory to your facing PDC. Export Distributors, excess inventory is not returnable.

Support: Contact the Warranty Campaigns Department via the Warranty Support Center at DTNAConnect.com/WSC or the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

March 2022
SF634AB

Copy of Notice to Owners

Subject: Western Star 49X Front Crossmember

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF634AB to modify specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through June 23, 2021.

A loss of clamp load, in the aft connection of the engine crossmember and frame rail, could result in a frame rail crack.

A reinforcement plate will be added in order to maintain the clamp load.

Please contact an authorized Daimler Truck North America dealer to arrange to have the campaign performed and to ensure that parts are available at the dealership. The campaign will take approximately eight hours and will be performed at no charge to you. To locate an authorized dealer, search online at NorthAmerica.DaimlerTruck.com/contact-us/. Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on March 31, 2023**. 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@DaimlerTruck.com, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

March 2022
SF634AB

Work Instructions

Subject: Western Star 49X Front Crossmember

Models Affected: Specific model year 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through June 23, 2021.

Front Crossmember Spacers Installation

1. Check the base label for a completion sticker for SF634 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 apply the parking brakes. Chock the tires.

WARNING

Never work under a vehicle that is supported only by jacks. Jacks can slip, which can result in serious personal injury, death, or component damage. Always support the vehicle with safety stands capable of supporting the weight of the vehicle.

3. Raise the front of the vehicle so the tires are off the ground, and support it with safety stands. For instructions to raise and lower the vehicle, see **Group 00** of the *Western Star 49X Workshop Manual*.
4. Turn the wheels to full left. Raise the vehicle, remove the safety stands, then lower the vehicle. For instructions to raise and lower the vehicle, see **Group 00** of the *Western Star 49X Workshop Manual*.
5. Drain the power steering fluid as follows.
 - 5.1 Place a drain pan below the return line at the top of the power steering oil reservoir, then disconnect the return line.
 - 5.2 Start the vehicle. Turn the steering wheel to full left, then wait for five seconds. Turn the wheel to full right, then wait for five seconds.
 - 5.3 Repeat substep 5.2 until all the oil is drained out.
6. Remove the power steering oil reservoir.
7. Remove the power steering reservoir mounting bracket.
8. Drain the radiator. For instructions, see **Group 20** of the *Western Star 49X Workshop Manual*.
9. Remove the surge tank. For instructions, see **Group 20** of the *Western Star 49X Workshop Manual*.
10. Disconnect all hoses from the steering gear.
11. Loosen the crossover lines under the crossmember.
12. Remove the pitman arm. For instructions, see **Group 46** of the *Western Star 49X Workshop Manual*.
13. Remove the upper steering gear mounting bolt, then reverse the steering gear to attach the lifting bracket.

March 2022
SF634AB

14. Attach the lifting bracket to the steering gear. See [Fig. 1](#).

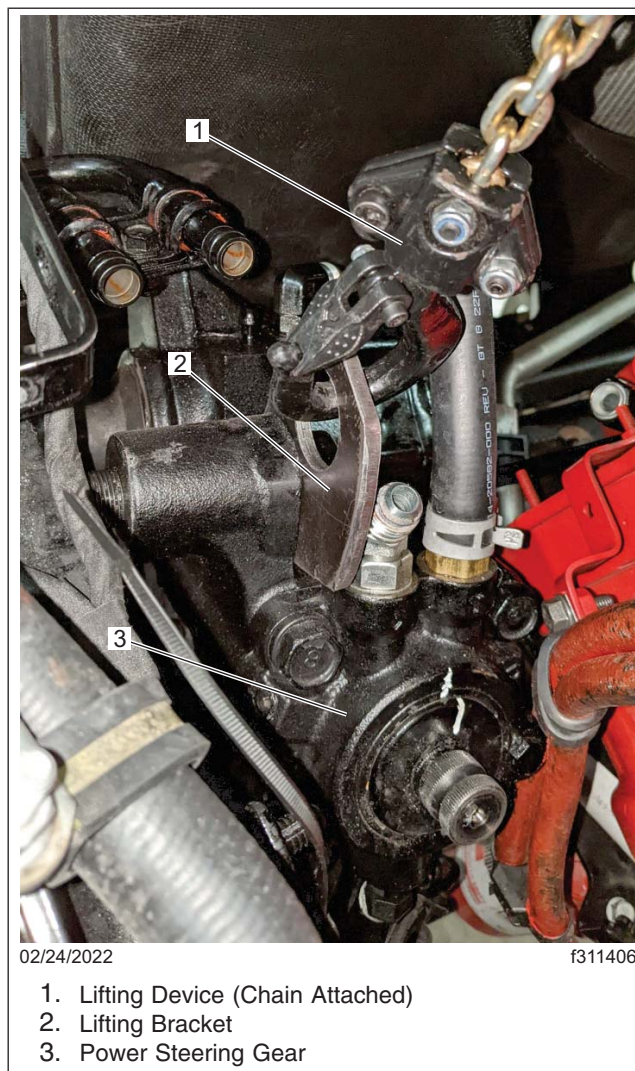


Fig. 1, Power Steering Gear Attached to the Lifting Device

15. Position a lifting device, then attach the chain of the lifting device to the lifting bracket. See [Fig. 1](#).
16. Remove the two remaining steering gear mounting bolts.
17. Using the lifting device, move the steering gear to access the driver's side crossmember fasteners.
18. Disconnect the steering shaft from the steering gear. For instructions, see **Group 46** of the *Western Star 49X Workshop Manual*.

March 2022
SF634AB

19. At the left-hand side of the vehicle, install the spacer between the crossmember fasteners and the crossmember as follows. See [Fig. 2](#).

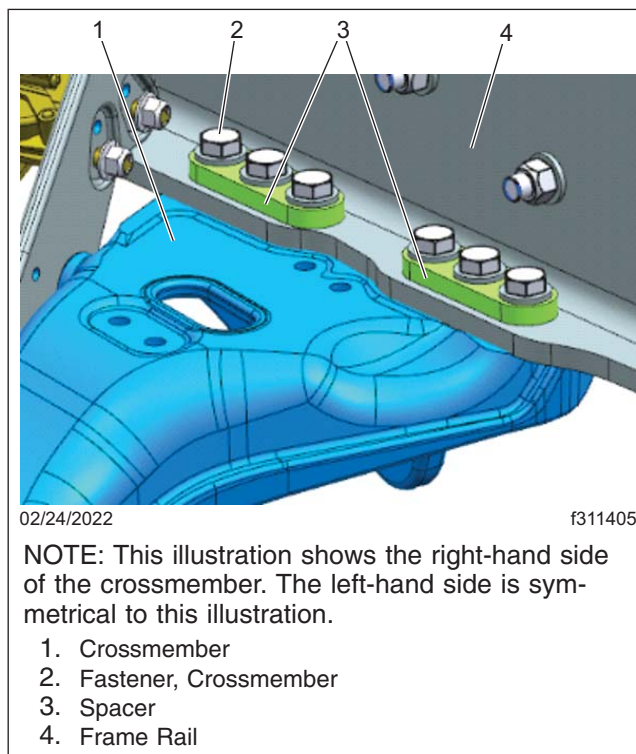


Fig. 2, Spacers Installed on the Crossmember

March 2022
SF634AB

- 19.1 Position a jack under the left-hand side of the front crossmember. Support the crossmember with a wooden block placed between the jack and the crossmember. See [Fig. 3](#).

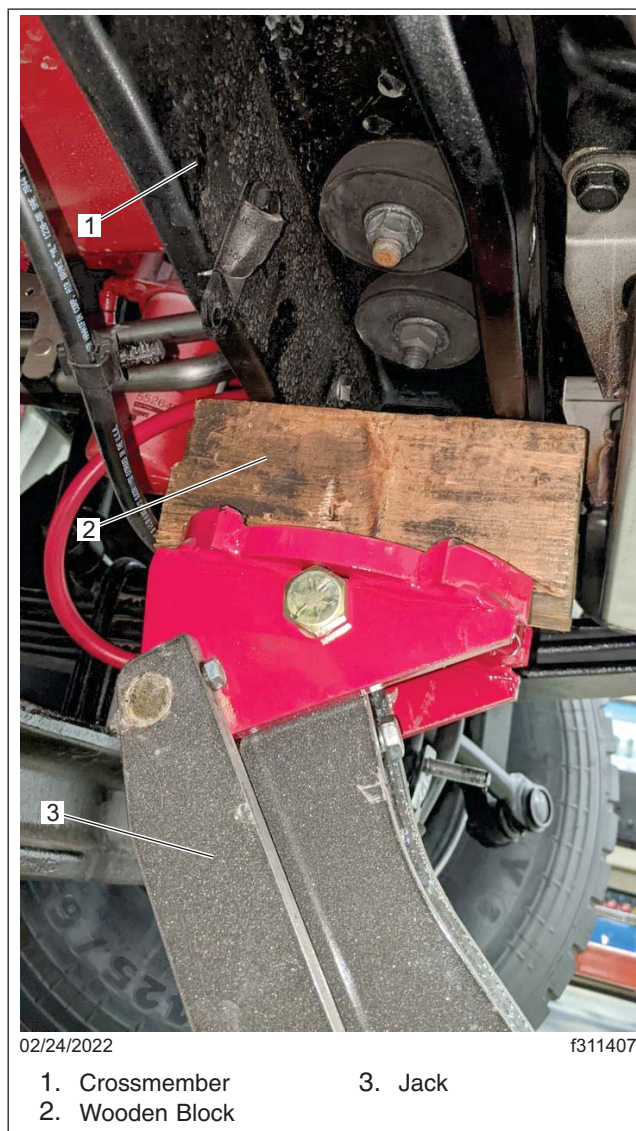


Fig. 3, Supporting the Crossmember

- 19.2 Remove the three front crossmember fasteners that attach the crossmember to the frame.
- 19.3 Position the spacer, then install the front three fasteners with the spacer between the bolts and the crossmember. Tighten the fasteners 174 lbf·ft (236 N·m).
- 19.4 Remove the three rear crossmember fasteners that attach the crossmember to the frame.
- 19.5 Position the spacer, then install the three fasteners with the spacer between the bolts and the crossmember. Tighten the fasteners 174 lbf·ft (236 N·m).
- 19.6 Lower the jack.

March 2022
SF634AB

20. Using the lifting device, position the steering gear, then install the bottom two steering gear mounting bolts finger tight.
21. Detach the lifting bracket from the steering gear.
22. Install the upper steering gear mounting bolt finger tight.
23. Connect the steering gear hoses.
24. Attach the steering shaft to the steering gear. For instructions, see **Group 46** of the *Western Star 49X Workshop Manual*. Tighten the pinch bolt 30 lbf·ft (41 N·m).
25. Install the power steering reservoir mounting bracket. Tighten the fasteners 325 lbf·ft (441 N·m).
26. Install the power steering reservoir. Tighten the fasteners hand tight.
27. Tighten the three power steering gear mounting fasteners 325 lbf·ft (441 N·m).
28. Install the pitman arm. For instructions, see **Group 46** of the *Western Star 49X Workshop Manual*.

WARNING

Never work under a vehicle that is supported only by jacks. Jacks can slip, which can result in serious personal injury, death, or component damage. Always support the vehicle with safety stands capable of supporting the weight of the vehicle.

29. Raise the front of the vehicle so the tires are off the ground, and support it with safety stands. For instructions to raise and lower the vehicle, see **Group 00** of the *Western Star 49X Workshop Manual*.
30. Turn the wheels to full right. Raise the vehicle, remove the safety stands, then lower the vehicle. For instructions to raise and lower the vehicle, see **Group 00** of the *Western Star 49X Workshop Manual*.
31. Remove the charge air cooler (CAC) hose. For instructions, see **Group 9** of the *Western Star 49X Workshop Manual*.
32. Remove the wiring bracket.

March 2022
SF634AB

33. Loosen the hard line mounting bracket fastener on the crossmember. See [Fig. 4](#).

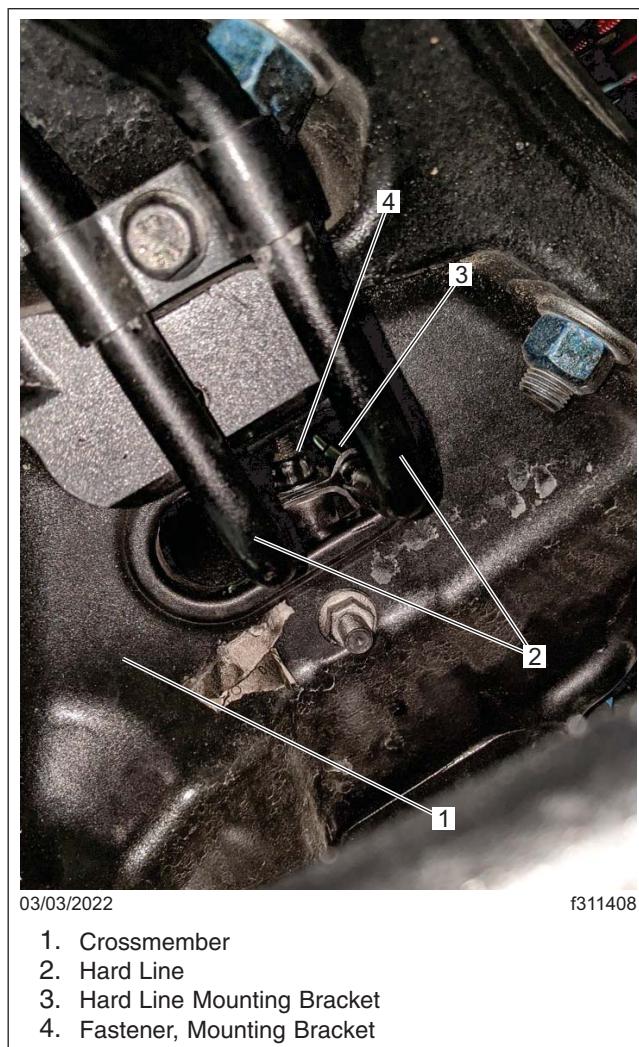


Fig. 4, Hard Line Mounting Bracket

34. Disconnect the supply and return line from the secondary steering gear.
35. Remove the pitman arm. For instructions, see **Group 46** of the *Western Star 49X Workshop Manual*.
36. Remove the upper steering gear mounting bolt, then reverse the steering gear to attach the lifting bracket.
37. Attach the lifting bracket to the steering gear. See [Fig. 1](#).
38. Position a lifting device, then attach the chain of the lifting device to the lifting bracket. See [Fig. 1](#).
39. Remove the two remaining steering gear mounting bolts.
40. Using the lifting device, move the steering gear to access the front passenger side crossmember fasteners.
41. Disconnect the steering shaft from the steering gear. For instructions, see **Group 46** of the *Western Star 49X Workshop Manual*.
42. At the right-hand side of the vehicle, install the spacer between the crossmember fasteners and the crossmember as follows. See [Fig. 2](#).

March 2022
SF634AB

- 42.1 Position a jack under the right-hand side of the front crossmember. Support the crossmember with a wooden block placed between the jack and the crossmember. See [Fig. 3](#).
- 42.2 Remove the three front crossmember fasteners that attach the crossmember to the frame.
- 42.3 Position the spacer, then install the front three fasteners with the spacer between the bolts and the crossmember. Tighten the fasteners 174 lbf·ft (236 N·m).
- 42.4 Remove the three rear crossmember fasteners that attach the crossmember to the frame.
- 42.5 Position the spacer, then install the three fasteners with the spacer between the bolts and the crossmember. Tighten the fasteners 174 lbf·ft (236 N·m).
- 42.6 Lower the jack.
43. Using the lifting device, position the steering gear, then install the bottom two steering gear mounting bolts finger tight.
44. Detach the lifting bracket from the steering gear.
45. Install the upper steering gear mounting bolt finger tight.
46. Tighten the hard line mounting bracket fastener on the crossmember hand tight. See [Fig. 4](#).
47. Install the wiring bracket. Tighten the fasteners hand tight.
48. Connect the steering gear hoses.
49. Connect the supply and return line to the secondary steering gear.
50. Tighten the three power steering gear mounting fasteners 325 lbf·ft (441 N·m).
51. Install the pitman arm. For instructions, see **Group 46** of the *Western Star 49X Workshop Manual*.
52. Install the CAC hose. For instructions, see **Group 9** of the *Western Star 49X Workshop Manual*.
53. Install the surge tank. For instructions, see **Group 20** of the *Western Star 49X Workshop Manual*.
54. Fill the cooling system. For instructions, see **Group 20** of the *Western Star 49X Workshop Manual*.
55. Clean a spot on the base label (Form WAR259), write the campaign number SF634 on a blank gray completion sticker (Form WAR261), and attach it to the base label, indicating this work has been completed.