

October 2022  
SF659A

## **Subject: Western Star 47X and 49X Maintenance System Update**

**Models Affected: Specific model years 2021-2023 Western Star 47X and 49X vehicles manufactured August 6, 2020, through April 22, 2022, and built with DT12 transmissions in severe duty applications.**

### **General Information**

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Trucks Inc., is initiating Field Service Campaign SF659 to modify the vehicles mentioned above.

On certain vehicles, the maximum driving distance parameter that prompts notification to change the transmission oil is set incorrectly. The parameter is set to provide an indicator no later than 965,400 km (approx. 600,000 mi), when it should have been set to provide an indicator no later than 300,000 km (approx. 186,000 mi).

The maintenance system parameters pertaining to DT12 oil change reminders, will be updated.

There are approximately 653 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 sticker (Form WAR261).

### **Replacement Part**

There are no replacement parts for this repair.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF659, a list of the customers and vehicle identification numbers will be available on DTNA Portal.

### **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 1** - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF659A	Update Maintenance System Reminder Parameters	0.4	996-F138A	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 (**SF659-A**).
- In the Primary Failed Part field, enter **25-SF659-000**.
- There are no replacement parts for this repair.
- In the Labor section, enter the appropriate SRT from the Labor Allowance Table. Administrative time will be included automatically as SRT 939-6010A 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, 2023**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on DTNA Portal.

**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 via Web inquiry at DTNA Portal/WSC, 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 47X and 49X Maintenance System Update

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Trucks Inc, is initiating Field Service Campaign SF659A to modify specific model years 2021-2023 Western Star 47X and 49X vehicles manufactured August 6, 2020, through April 22, 2022, and built with DT12 transmissions in severe duty applications.

On certain vehicles, the maximum driving distance parameter that prompts notification to change the transmission oil is set incorrectly. The parameter is set to provide an indicator no later than 965,400 km (approx. 600,000 mi), when it should have been set to provide an indicator no later than 300,000 km (approx. 186,000 mi).

The maintenance system parameters, pertaining to DT12 oil change reminders, 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. The campaign will take approximately one hour and will be performed at no charge to you. To locate an authorized dealer, search online at [NorthAmerica.DaimlerTruck.com/contact-us/](http://NorthAmerica.DaimlerTruck.com/contact-us/). Scroll down to "Locate a Dealer," and select the appropriate brand.

This Field Service Campaign will **terminate on October 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, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, e-mail address [DTNA.Warranty.Campaigns@Daimlertruck.com](mailto: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

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## Work Instructions

### Subject: Western Star 47X and 49X Maintenance System Update

**Models Affected:** Specific model years 2021-2023 Western Star 47X and 49X vehicles manufactured August 6, 2020, through April 22, 2022, and built with DT12 transmissions in severe duty applications.

## Resetting the Maintenance System for DT12 Oil Changes

1. Check the base label (Form WAR259) for a completion sticker for SF659 (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 (8.16 SP2 at the time of publication, or newer) before programming the vehicle.
3. Connect the vehicle to DiagnosticLink.
  4. Turn the ignition key to the 'Run' position.
  5. Open DiagnosticLink.
  6. Go to 'Program Device' and make sure that the vehicle identification number (VIN) is correct. Then select 'Download data from server.' See [Fig. 1](#).

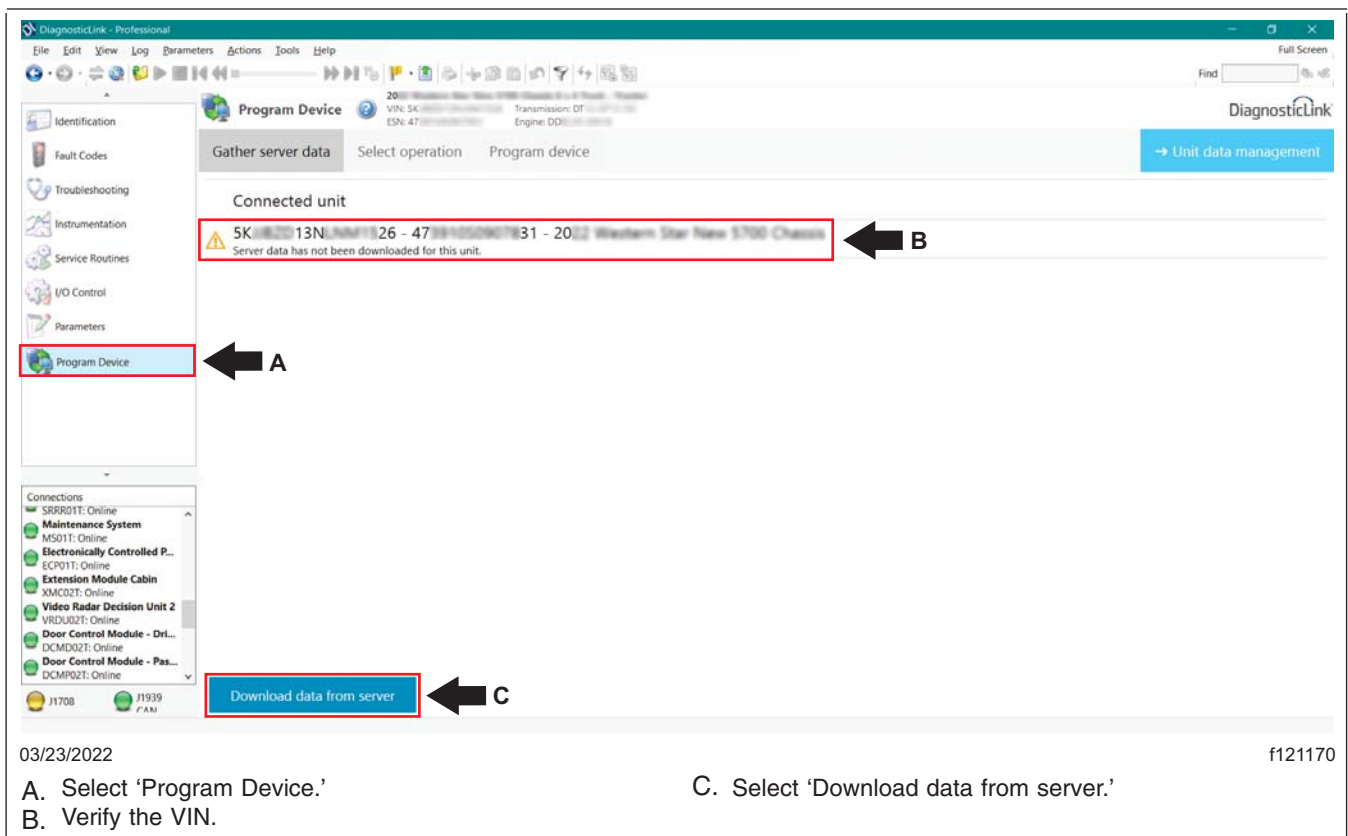
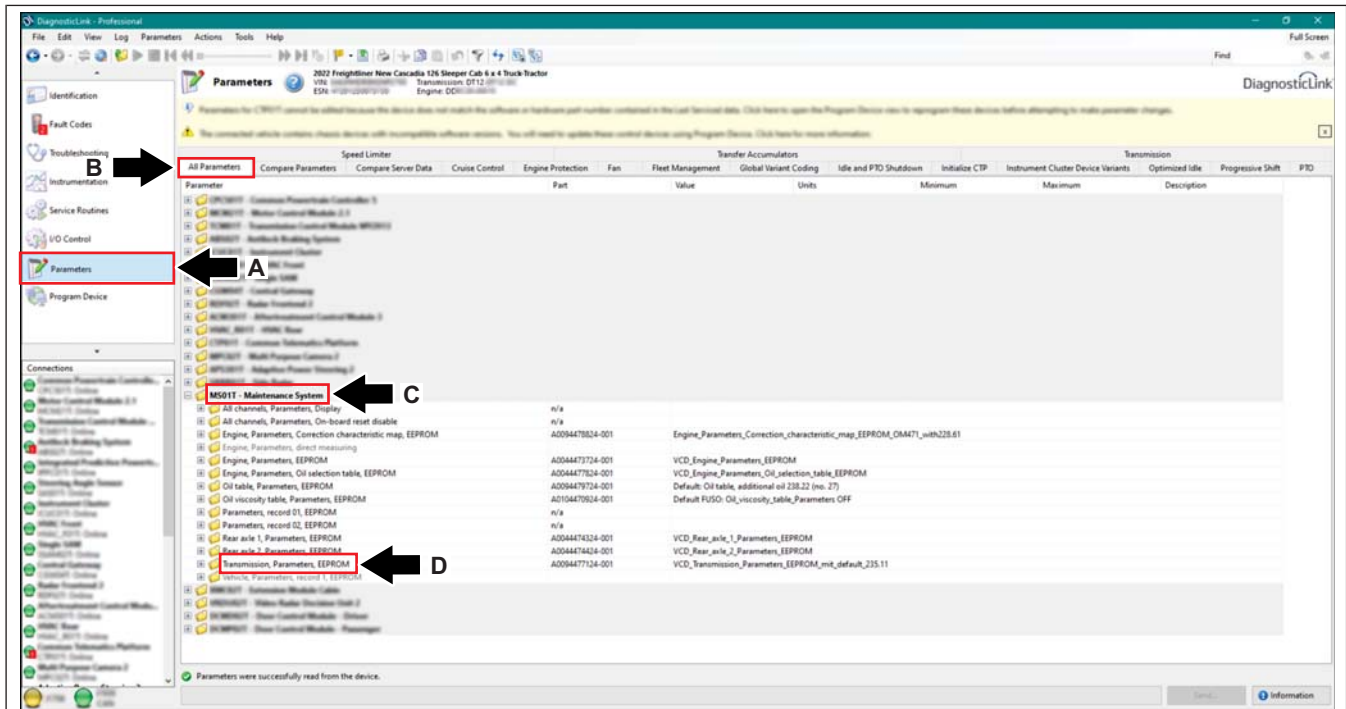


Fig. 1, Downloading Data from the Server

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- After the server data download is complete, go to the 'Parameters' tab. In the 'All Parameters' tab, go to the 'MS01T - Maintenance System' folder, then select the 'Transmission, Parameters, EEPROM' folder. See [Fig. 2](#).



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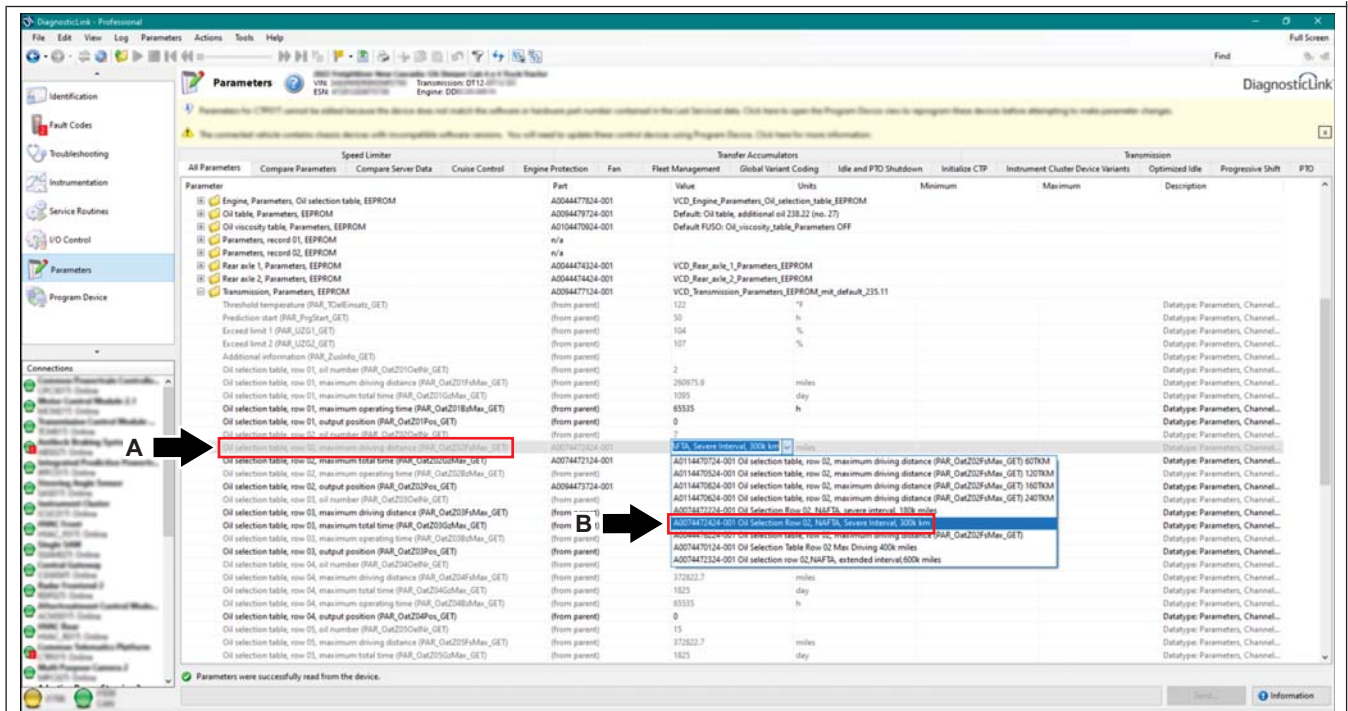
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- Go to the 'Parameters' tab.
- Select 'All Parameters.'
- Go to the 'MS01T - Maintenance System' folder.
- Select the 'Transmission, Parameters, EEPROM' folder.

**Fig. 2, Navigating to Transmission, Parameters, EEPROM Folder**

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- Set the 'Oil selection table, row 02, maximum driving distance (PAR\_OatZ02FsMax\_GET)' parameter value to 'A0074472424-001 Oil Selection Row 02, NAFTA, Severe Interval, 300k km.' See Fig. 3.



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- Select the 'Oil selection table, row 02, maximum driving distance (PAR\_OatZ02FsMax\_GET)' parameter.
- Set the parameter value to 'A0074472424-001 Oil Selection Row 02, NAFTA, Severe Interval, 300k km.'

Fig. 3, Setting the Correct Parameter Value

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- Select the 'Send' button to write the parameter change to the vehicle. A window will open asking to confirm the parameter change. Select 'OK.' See Fig. 4

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A. Select the 'Send' button. B. Select 'OK' to confirm the parameter.

Fig. 4, Writing Parameter Changes to the Vehicle

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- Once the parameter change is complete, go to the 'Program Device' tab. Then select 'Unit data management' in the upper right corner. See [Fig. 5](#)

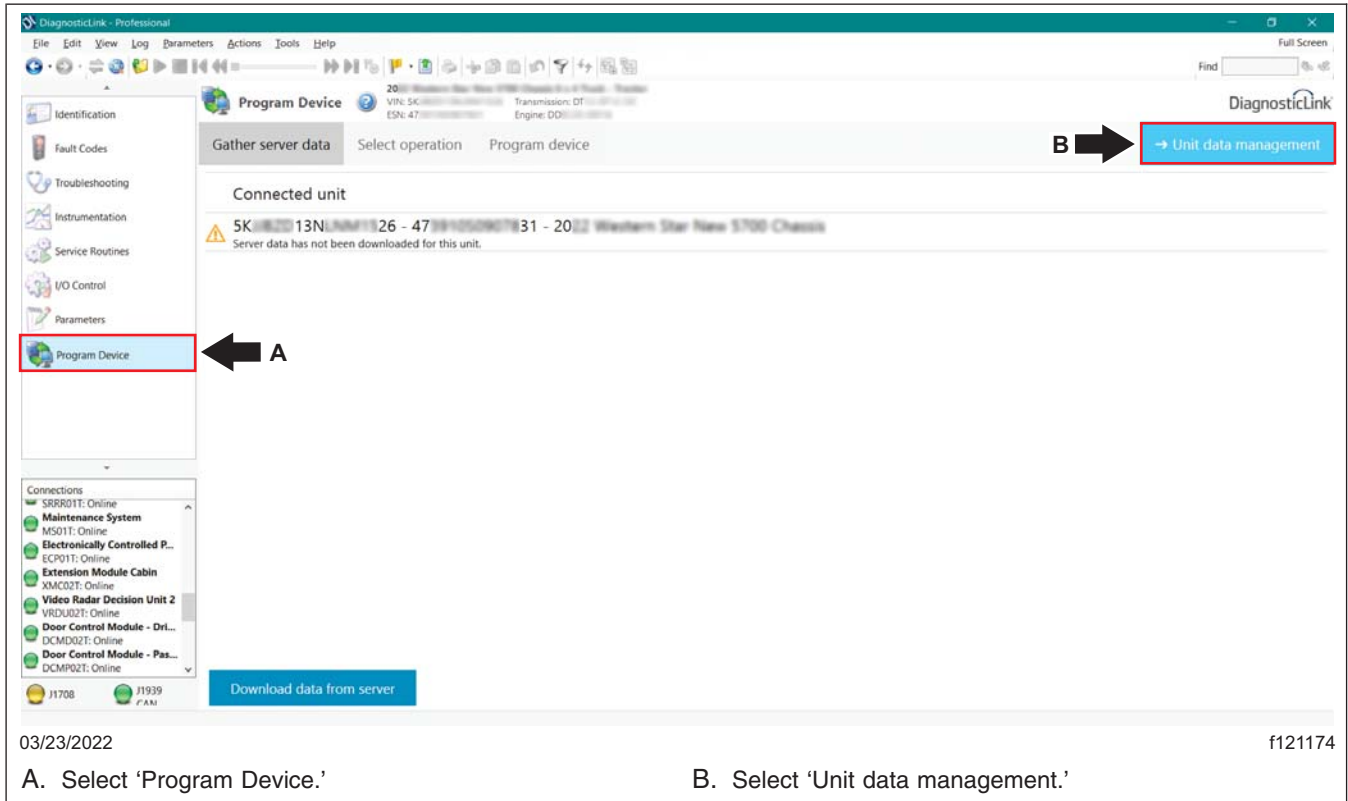


Fig. 5, Selecting Unit Data Management

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11. The information corresponding to the VIN should appear under 'Unit data for upload.' Select 'Connect to server' to upload the new parameters. See [Fig. 6](#)

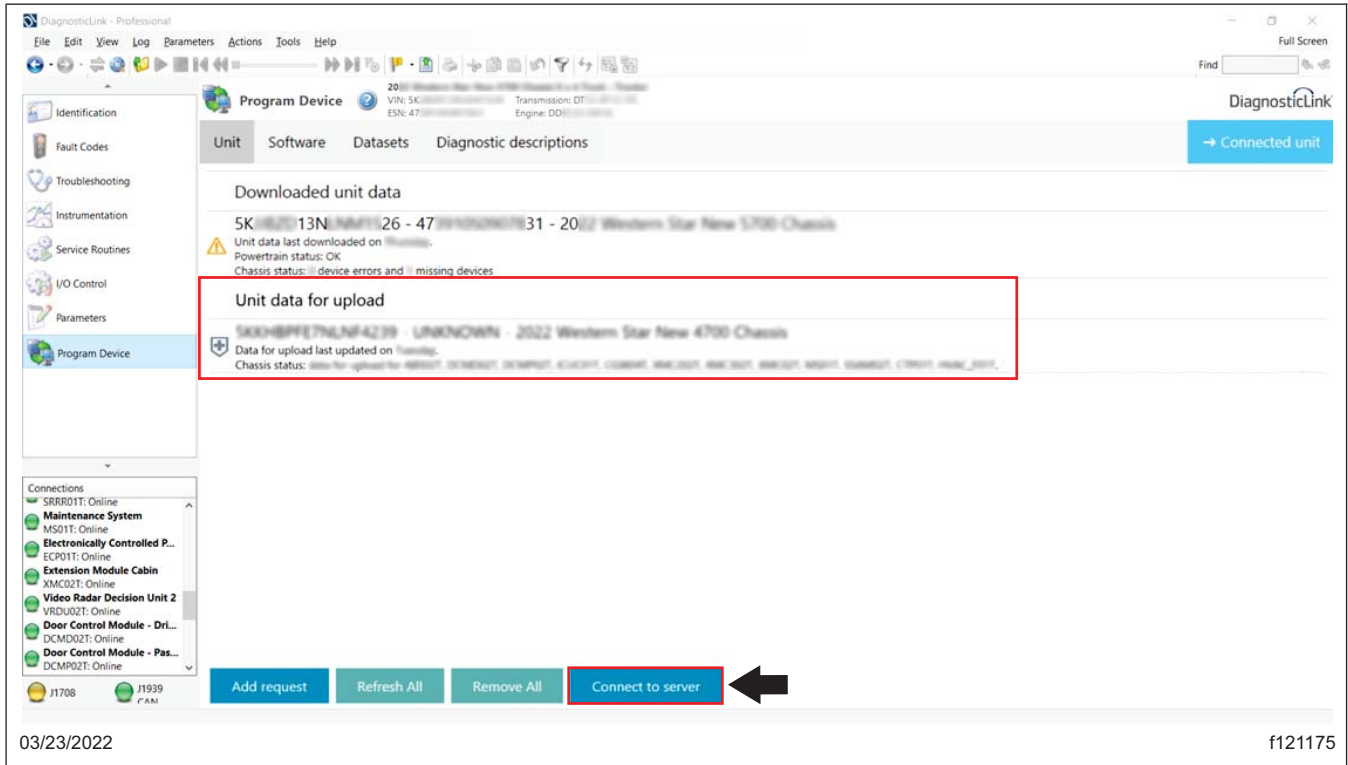


Fig. 6, Uploading the New Parameters

12. Once the parameter updates are uploaded to the server, disconnect the vehicle from DiagnosticLink.
13. Turn the ignition key to the OFF position.
14. Clean a spot on the base label (Form WAR259), write the campaign number, SF659, on a blank gray completion sticker (Form WAR261), and attach it to the base label, indicating this work has been completed.