

May 2023
SF642 A-B

Subject: Western Star 49X Radiator RockGuard & Fan Shroud

Models Affected: Specific model years 2021-2022 Western Star 49X vehicles, manufactured from February 10, 2020, through November 3, 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 SF642 A-B to modify the vehicles mentioned above.

Due to a parts inventory shortage, trucks were built without the rock guard and corresponding fan shroud normally included under the radiator protection package.

A rock guard will be installed, and the existing fan shroud will be replaced.

There are approximately 570 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 Parts

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

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF642, a list of the customers and vehicle identification numbers will be available using the OWL app located on the DTNA Portal. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF642

Campaign Number	Part Number	Part Description	Qty.
SF642 A	TXE 1220943A	K90 REAR ROCK GUARD KIT	1
	A05-37072-000	SHROUD-FAN,K90,VOC	1
	23-14110-020	SCREW-SEMS,HEX FLG,DOG PT,M6X20	11
	23-11689-009	PLUG-HOLE,FLUSH HD,1.1	1 (Pack Size is 50)
	24-00662-001	LABEL-DANGER,AUTO FAN,ENGL	2
SF642 B	TXE 1220947A	K105 REAR ROCK GUARD KIT	1
	A05-37075-000	SHROUD-FAN,K105,VOC,MID	1
	23-14110-020	SCREW-SEMS,HEX FLG,DOG PT,M6X20	11
	24-00662-001	LABEL-DANGER,AUTO FAN,ENGL	2
ALL GROUPS	WAR261	BLANK COMPLETION STICKER	1

Table 1

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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
SF642 A	Install Rock Guard & Fan Shroud	3.2	996-F145A	12-Repair Recall/Campaign
SF642 B	Install Rock Guard & Fan Shroud	4.0	996-F145B	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 population/group code (**SF642-A, SF642-B**).
- In the Primary Failed Part field, enter **25-SF642-000**.
- In the Parts section, enter the appropriate kit or part number(s) 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 May 31, 2024**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter (ICI) posted on the DTNA Portal.

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.

For Support: Contact the Warranty Campaigns Department via the Warranty Support Center (WSC) link on the DTNA Portal or 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 Radiator Rock Guard & Fan Shroud

Daimler Truck North America LLC (DTNA), on behalf of its wholly-owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF642 A-B to modify specific model years 2021-2022 Western Star 49X vehicles, manufactured February 10, 2020, through November 3, 2021.

Due to a parts inventory shortage, trucks were built without the rock guard and corresponding fan shroud normally included under the radiator protection package.

A rock guard will be installed, and the existing fan shroud will be replaced.

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 four hours and will be performed free of charge. 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 May 31, 2024**. 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

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Work Instructions

Subject: Western Star 49X Radiator Rock Guard & Fan Shroud

Models Affected: Specific model years 2021-2022 Western Star 49X vehicles, manufactured from February 10, 2020, through November 3, 2021.

SF642 A - Vehicles with a K90 Radiator

(SF642 B - Vehicles with a K105 Radiator, see page 6)

Radiator Rock Guard and Fan Shroud Installation

1. Check the base label (Form WAR259) for a completion sticker for SF642 (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.
3. Open the hood.
4. Remove the bumper. For instructions, see **Section 31.02, Subject 100** of the *Western Star 47X & 49X Workshop Manual*.
5. Drain the coolant as follows.
 - 5.1 Remove the surge tank cap.
 - 5.2 Place a clean 14-gallon (53-liter) container near the radiator drain.
 - 5.3 Connect a 1/2-inch hose to the drain fitting on the radiator, and place the other end in the container.
 - 5.4 Drain the coolant into the container.
6. Remove the reservoir by removing the five mounting fasteners.
7. Remove the upper radiator hose and shield. See **Fig. 1**.

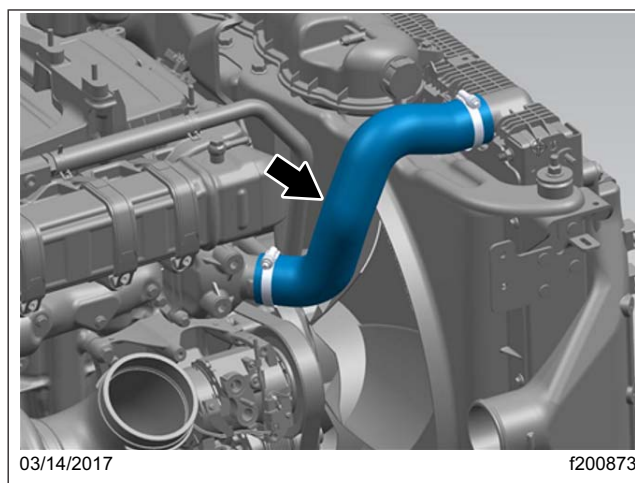


Fig. 1, Upper Radiator Hose

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8. Remove the upper fan shroud as follows.
 - 8.1 Place alignment marks on the upper and lower fan shrouds, and mark the shroud-to-channel positions, so the shroud can be installed in the same position on the radiator.
 - 8.2 Remove the four fasteners that connect the upper and lower fan shrouds.
 - 8.3 Remove the fasteners that hold the upper fan shrouds to the radiator.
 - 8.4 Move the upper fan shroud towards the fan to gain access to the rock guard mounting location.
9. Remove the fasteners that hold the fan to the fan clutch, then remove the fan.
10. Slide the rock guard into place.
 - 10.1 Tighten the M6 hex flange nuts 8 ± 1 lbf·ft (10 ± 1 N·m). See **Fig. 2**.
 - 10.2 Tighten the M8 hex flange bolts 13 ± 1.5 lbf·ft (18 ± 2 N·m). See **Fig. 3**.
 - 10.3 Tighten the M8 hex flange nuts 13 ± 1.5 lbf·ft (18 ± 2 N·m). See **Fig. 4**.
 - 10.4 Tighten the M10 hex flange bolts 29 ± 3 lbf·ft (40 ± 4 N·m). See **Fig. 5**.

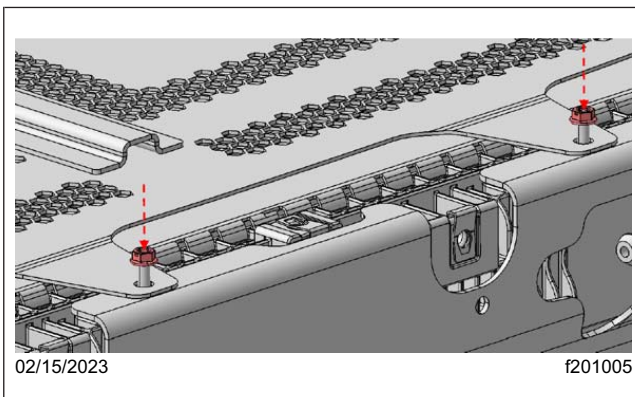


Fig. 2, M6 Flange Nut Installation

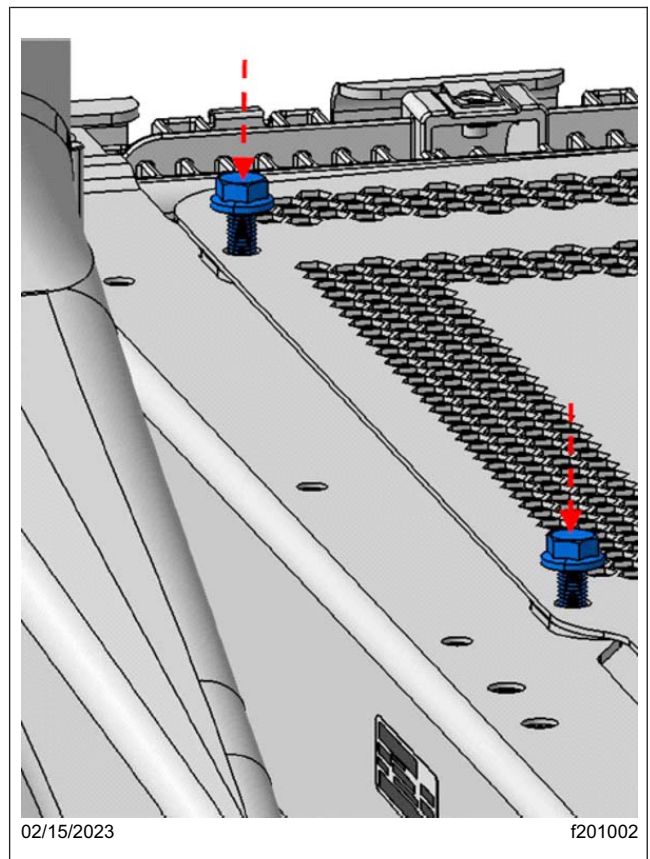


Fig. 3, M8 Flange Bolt Installation

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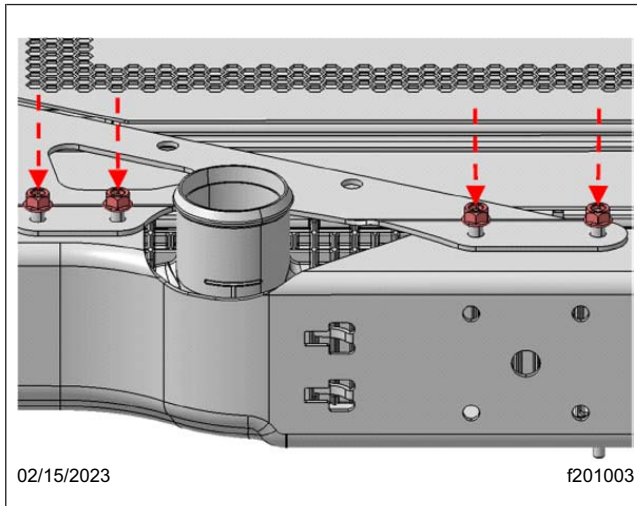


Fig. 4, M8 Flange Nut Installation

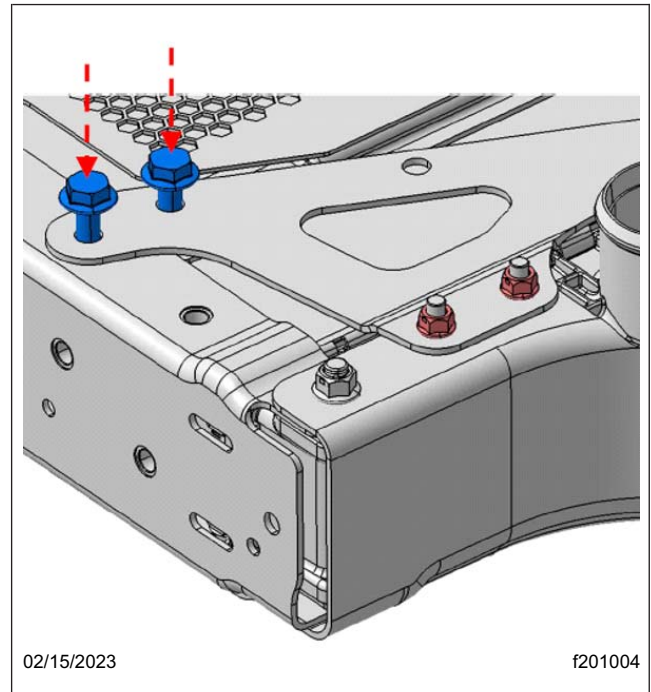


Fig. 5, M10 Flange Bolt Installation

11. Position the upper fan shroud on the radiator; align the marks, then install the fasteners that hold it to the radiator, and lower the fan shroud.
12. Install the upper hose and shield.
13. Fill the coolant in the cooling system.
14. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF642 (Form WAR261), indicating this work has been completed.

SF642 B - Vehicles with a K105 Radiator

Radiator Rock Guard and Fan Shroud Installation

1. Check the base label (Form WAR259) for a completion sticker for SF642 (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.
3. Open the hood.
4. Remove the bumper. For instructions, see **Section 31.02, Subject 100** of the *Western Star 47X & 49X Workshop Manual*.
5. Drain the coolant as follows.
 - 5.1 Remove the surge tank cap.
 - 5.2 Place a clean 14-gallon (53-liter) container near the radiator drain.
 - 5.3 Connect a 1/2-inch hose to the drain fitting on the radiator, and place the other end in the container.
 - 5.4 Drain the coolant into the container.

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6. Remove the reservoir by removing the five mounting fasteners.
7. Remove the upper radiator hose and shield. See **Fig. 6**.



Fig. 6, Upper Radiator Hose

8. Remove the right-hand side charge air cooler (CAC) hose. See **Fig. 7**.
9. Remove the left-hand side CAC hose. See **Fig. 8**.

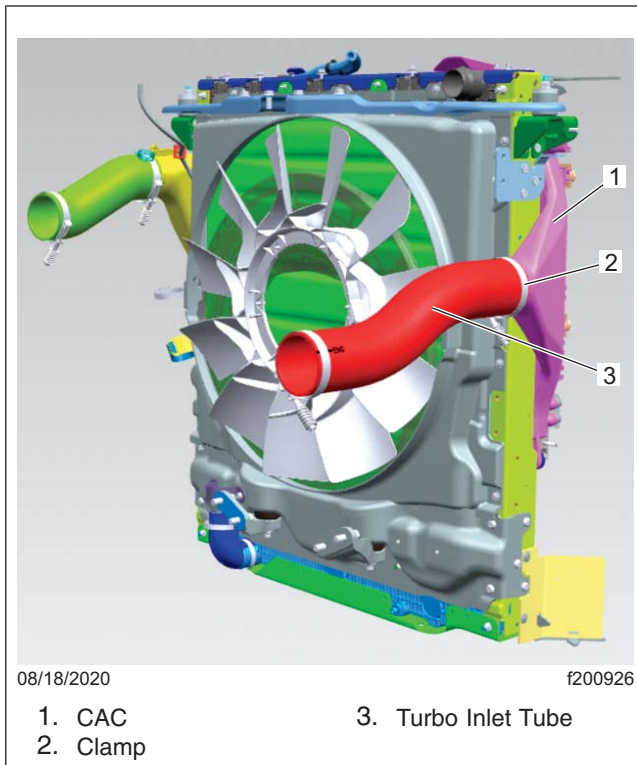


Fig. 7, CAC Hose, Right-Hand Side

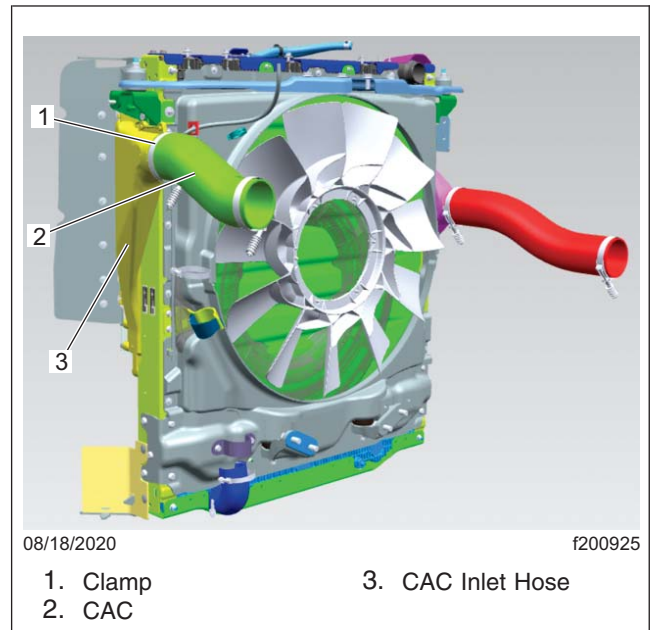


Fig. 8, CAC Hose, Left-Hand Side

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10. Remove the radiator support fastener. See [Fig. 9](#).

11. Remove the two fasteners that attach the visctronic device controller to the radiator support. See [Fig. 10](#).

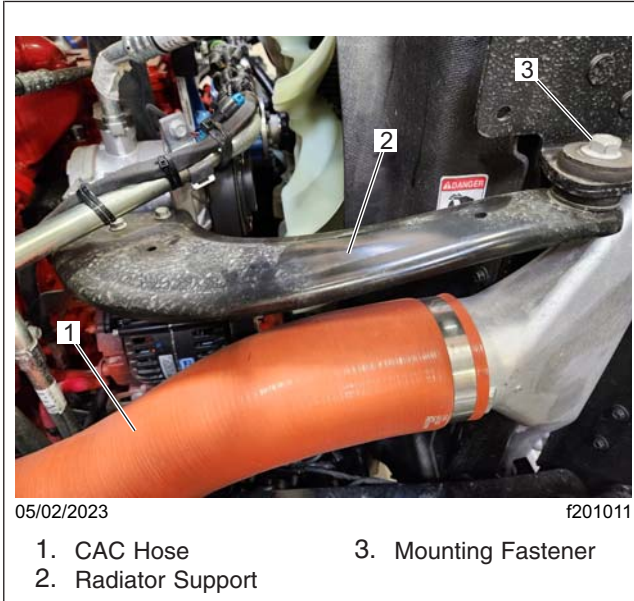


Fig. 9, Radiator Support Location

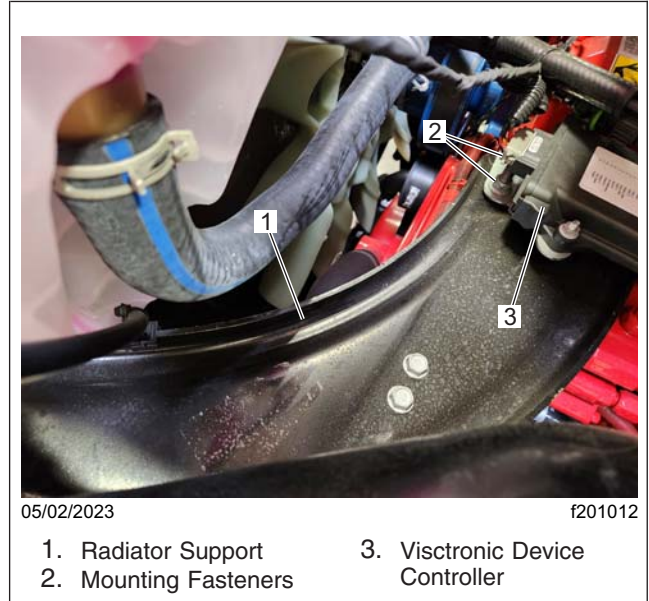


Fig. 10, Visctronic Device Controller Mounted on the Radiator Support

12. Disconnect the electrical connector from the visctronic device controller. See [Fig. 11](#).



Fig. 11, Visctronic Device Controller Location

13. Remove the upper fan shroud as follows.

- 13.1 Place alignment marks on the upper and lower fan shrouds, and mark the shroud-to-channel positions, so the shroud can be installed in the same position on the radiator.
- 13.2 Remove the four fasteners that connect the upper and lower fan shrouds.
- 13.3 Remove the fasteners that hold the upper fan shrouds to the radiator.
- 13.4 Move the upper fan shroud towards the fan to gain access to the rock guard mounting location.

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14. Remove the fasteners that hold the fan to the fan clutch, then remove the fan.
15. Slide the rock guard into place.
 - 15.1 Tighten the M6 hex flange nuts 8 ± 1 lbf·ft (10 ± 1 N·m). See [Fig. 12](#).
 - 15.2 Tighten the M8 hex flange bolts 13 ± 1.5 lbf·ft (18 ± 2 N·m). See [Fig. 13](#).
 - 15.3 Tighten the M8 hex flange nuts 13 ± 1.5 lbf·ft (18 ± 2 N·m). See [Fig. 14](#).
 - 15.4 Tighten the M10 hex flange bolts 29 ± 3 lbf·ft (40 ± 4 N·m). See [Fig. 15](#).

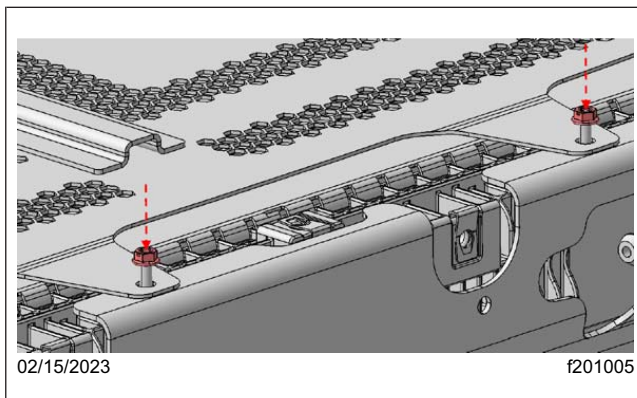


Fig. 12, M6 Flange Nut Installation

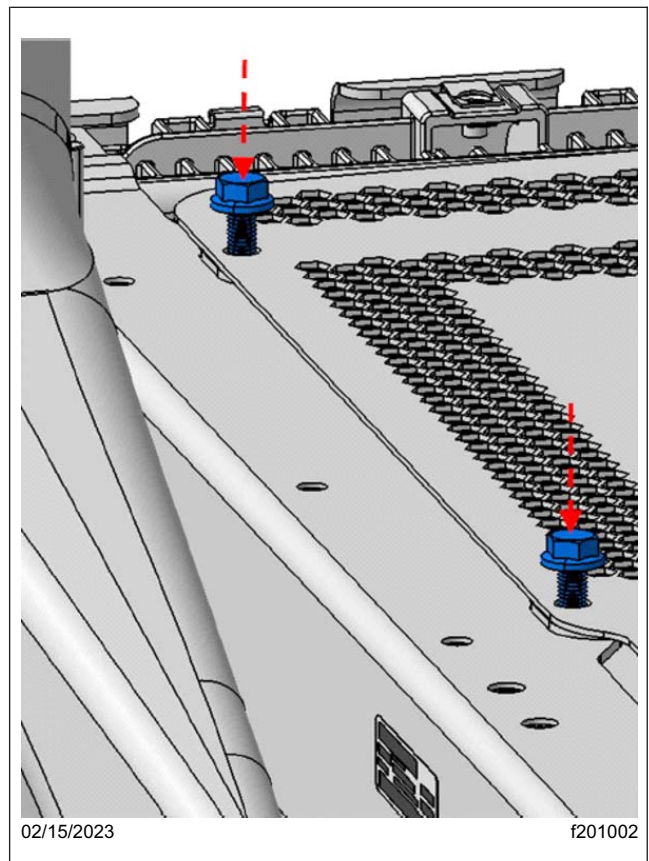


Fig. 13, M8 Flange Bolt Installation

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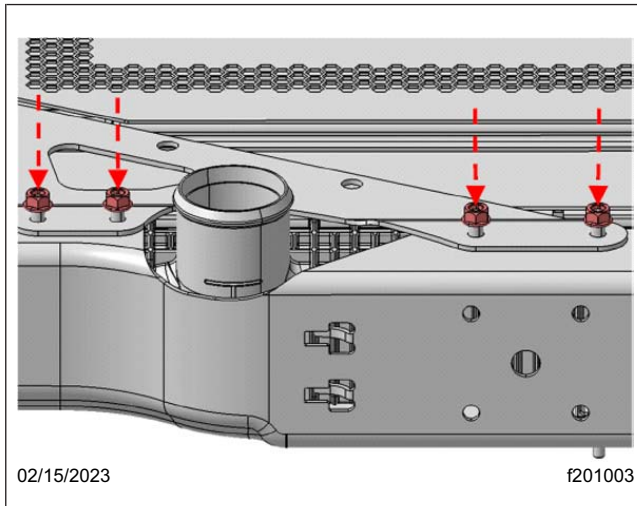


Fig. 14, M8 Flange Nut Installation

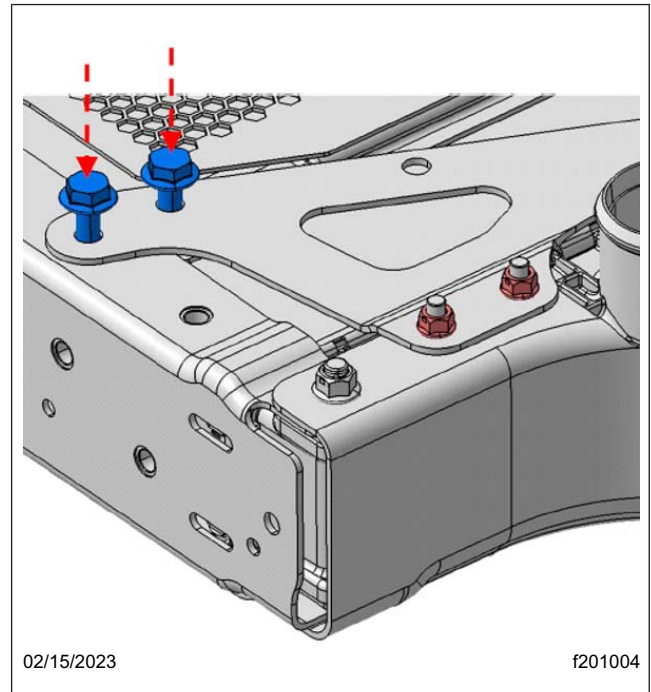


Fig. 15, M10 Flange Bolt Installation

16. Position the upper fan shroud on the radiator; align the marks, then install the fasteners that hold it to the radiator, and lower the fan shroud.
17. Connect the electrical connector to the visctronic device controller.
18. Install the radiator support fastener.
19. Install the two fasteners that attach the visctronic device controller to the radiator support.
20. Install the upper hose and shield.
21. Fill the coolant in the cooling system.
22. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF642 (Form WAR261), indicating this work has been completed.