

June 2023
SF656 A-M

Subject: Western Star 49X Airliner Rear Suspension

Models Affected: Specific model years 2021-2022 Western Star 49X vehicles, manufactured September 16, 2020, through December 10, 2021.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Trucks Inc., is initiating Field Service Campaign SF656 to modify the vehicles mentioned above.

Certain vehicles were built with an incorrect airliner rear suspension for their specific vocations.

The airliner rear suspension will be retrofitted to meet the demands of vocational services.

There are approximately 68 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 part number(s) listed below from your facing Parts Distribution Center(PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF656, a list of the customers and vehicle identification numbers will be available on the DTNA Portal. Please refer to this list when ordering parts for this campaign.

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Table 1 - Replacement Parts for SF656

Campaign Number	Part Description	Part Number	Qty.
SF656 A	SEAT,A/L,RST,1.0D	R16-20751-000	2 ea
	SEAT,A/L,RST,3.0D	R16-20753-000	2 ea
	RTNR-U BOLT,A/L22	16-14016-000	4 ea
	PAD-U BOLT,A/L22	16-14054-000	4 ea
	RTNR-SEAT,A/L,8.2	16-14586-000	4 ea
	U BOLT,7/8-14,390	11-23853-001	8 ea
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea
	SCREW-CAP,HEX5/8-18X2.5 GR8PO	23-09445-250	8 ea
	WASHER-FL SPL 5/8X1.06X1/16	WWS 2W0264879	16 ea
	NUT-HEX,LKG,XL SIL,5/8-18	23-13833-210	8 ea
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea
	XM-HD,BOGIE,46K,51,834	A15-29289-000	1 ea
	BOLT-HEX,PC10.9,PO,M16X1.5X50	23-14283-050	20 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	60 ea
NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	20 ea	
SF656 B	RTNR-U BOLT,A/L22	16-14016-000	4 ea
	PAD-U BOLT,A/L22	16-14054-000	4 ea
	U BOLT,7/8-14,390	11-23853-001	8 ea
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea
	NUT-HEX,LKG,XL SIL,5/8-18	23-13833-210	8 ea
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea
	XM-HD,BOGIE,46K,51,834	A15-29289-000	1 ea
	BOLT-HEX,PC10.9,PO,M16X1.5X50	23-14283-050	20 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	60 ea
	NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	20 ea

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Campaign Number	Part Description	Part Number	Qty.
SF656 C	SEAT,A/L,RST,0.0D	R16-20750-000	2 ea
	SEAT,A/L,RST,2.0D	R16-20752-000	2 ea
	RTNR-U BOLT,A/L22	16-14016-000	4 ea
	PAD-U BOLT,A/L22	16-14054-000	4 ea
	RTNR-SEAT,A/L,8.2	16-14586-000	4 ea
	U BOLT,7/8-14,390	11-23853-001	8 ea
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea
	SCREW-CAP,HEX5/8-18X2.5 GR8PO	23-09445-250	8 ea
	WASHER-FL SPL 5/8X1.06X1/16	WWS 2W0264879	16 ea
	NUT-HEX,LKG,XL SIL,5/8-18	23-13833-210	8 ea
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea
	XM-HD,BOGIE,46K,51,834	A15-29289-000	1 ea
	BOLT-HEX,PC10.9,PO,M16X1.5X50	23-14283-050	20 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	60 ea
NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	20 ea	
SF656 D	SEAT,A/L,RST,3.0D	R16-20753-000	2 ea
	SEAT,A/L,RST,5.5D	R16-20756-000	2 ea
	RTNR-U BOLT,A/L22	16-14016-000	4 ea
	PAD-U BOLT,A/L22	16-14054-000	2 ea
	PAD-U BOLT,A/L22,	16-14055-000	2 ea
	RTNR-SEAT,A/L,8.2	16-14586-000	4 ea
	U BOLT,7/8-14,400	11-23853-003	8 ea
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea
	SCREW-CAP,HEX5/8-18X2.5 GR8PO	23-09445-250	8 ea
	WASHER-FL SPL 5/8X1.06X1/16	WWS 2W0264879	16 ea
	NUT-HEX,LKG,XL SIL,5/8-18	23-13833-210	8 ea
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea
	XM-HD,BOGIE,46K,51,834	A15-29289-000	1 ea
	BOLT-HEX,PC10.9,PO,M16X1.5X50	23-14283-050	20 ea
WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	60 ea	
NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	20 ea	

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Campaign Number	Part Description	Part Number	Qty.
SF656 E	RTNR-U BOLT,A/L22	16-14016-000	4 ea
	PAD-U BOLT,A/L22	16-14054-000	2 ea
	PAD-U BOLT,A/L22	16-14055-000	2 ea
	U BOLT,7/8-14,400	11-23853-003	8 ea
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea
	NUT-HEX,LKG,XL SIL,5/8-18	23-13833-210	8 ea
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea
	XM-HD,BOGIE,46K,51,834	A15-29289-000	1 ea
	BOLT-HEX,PC10.9,PO,M16X1.5X50	23-14283-050	20 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	60 ea
	NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	20 ea
SF656 F	RTNR-U BOLT,A/L22	16-14016-000	4 ea
	PAD-U BOLT,A/L22	16-14054-000	2 ea
	PAD-U BOLT,A/L22,	16-14055-000	2 ea
	U BOLT,7/8-14,390	11-23853-001	8 ea
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea
	XM-HD,BOGIE,46K,51,834	A15-29289-000	1 ea
	BOLT-HEX,PC10.9,PO,M16X1.5X50	23-14283-050	20 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	60 ea
	NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	20 ea
	SF656 G, H, and I	RTNR-U BOLT,A/L22	16-14016-000
PAD-U BOLT,A/L22		16-14054-000	4 ea
U BOLT,7/8-14,390		11-23853-001	8 ea
WASHER-HRDN,0.94X1.75X.177,ZN		23-09114-005	16 ea
NUT-HEX,HI,7/8-14,C,TX,1.172		23-00461-007	16 ea
AXLE STOP,A/L,83,45,46,40		A 681 328 18 40	4 ea
SCREW-CAP,HEX5/8-11X1.75 GR8PO		23-09444-175	6 ea
SCREW-CAP,5/8-11X2.25GR8PO.403		23-09444-225	4 ea
NUT-HEX,LKG,VLH GR,5/8-11		23-14450-110	10 ea
SPR-A/L22,2,28/13/85,LH		A16-19290-000	2 ea
SPR-A/L22,2,28/13/85,RH		A16-19290-001	2 ea
XM-HD,BOGIE,46K,51,834		A15-29289-000	1 ea
BOLT-HEX,PC10.9,PO,M16X1.5X50		23-14283-050	20 ea
WASHER-HRDN,0.69X1.31X.177,ZN		23-09114-000	60 ea
NUT-HEX,LKG,VLH BLU,M16X1.5		23-14451-116	20 ea

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Campaign Number	Part Description	Part Number	Qty.	
SF656 J	SEAT,A/L,RST,3.0D	R16-20753-000	2 ea	
	SEAT,A/L,RST,5.5D	R16-20756-000	2 ea	
	RTNR-U BOLT,A/L22	16-14016-000	4 ea	
	PAD-U BOLT,A/L22	16-14054-000	2 ea	
	PAD-U BOLT,A/L22,	16-14055-000	2 ea	
	RTNR-SEAT,A/L,8.2	16-14586-000	4 ea	
	U BOLT,7/8-14,400	11-23853-003	8 ea	
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea	
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea	
	SCREW-CAP,HEX5/8-18X2.5 GR8PO	23-09445-250	8 ea	
	WASHER-FL SPL 5/8X1.06X1/16	WWS 2W0264879	16 ea	
	NUT-HEX,LKG,XL SIL,5/8-18	23-13833-210	8 ea	
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea	
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea	
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea	
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	20 ea	
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea	
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea	
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea	
	SF656 K	RTNR-U BOLT,A/L22	16-14016-000	4 ea
PAD-U BOLT,A/L22		16-14054-000	2 ea	
PAD-U BOLT,A/L22		16-14055-000	2 ea	
U BOLT,7/8-14,400		11-23853-003	8 ea	
WASHER-HRDN,0.94X1.75X.177,ZN		23-09114-005	16 ea	
NUT-HEX,HI,7/8-14,C,TX,1.172		23-00461-007	16 ea	
NUT-HEX,LKG,XL SIL,5/8-18		23-13833-210	8 ea	
AXLE STOP,A/L,83,45,46,40		A 681 328 18 40	4 ea	
SCREW-CAP,HEX5/8-11X1.75 GR8PO		23-09444-175	6 ea	
SCREW-CAP,5/8-11X2.25GR8PO.403		23-09444-225	4 ea	
WASHER-HRDN,0.69X1.31X.177,ZN		23-09114-000	20 ea	
NUT-HEX,LKG,VLH GR,5/8-11		23-14450-110	10ea	
SPR-A/L22,2,28/13/85,LH		A16-19290-000	2 ea	
SPR-A/L22,2,28/13/85,RH		A16-19290-001	2 ea	
SF656 L		RTNR-U BOLT,A/L22	16-14016-000	4 ea
		PAD-U BOLT,A/L22	16-14054-000	2 ea
	PAD-U BOLT,A/L22,	16-14055-000	2 ea	
	U BOLT,7/8-14,390	11-23853-001	8 ea	
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea	
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea	
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea	
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea	
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea	
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	20 ea	
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea	
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea	
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea	

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Campaign Number	Part Description	Part Number	Qty.
SF656 M	RTNR-U BOLT,A/L22	16-14016-000	4 ea
	PAD-U BOLT,A/L22	16-14054-000	2 ea
	PAD-U BOLT,A/L22,	16-14055-000	2 ea
	U BOLT,7/8-14,390	11-23853-001	8 ea
	WASHER-HRDN,0.94X1.75X.177,ZN	23-09114-005	16 ea
	NUT-HEX,HI,7/8-14,C,TX,1.172	23-00461-007	16 ea
	AXLE STOP,A/L,83,45,46,40	A 681 328 18 40	4 ea
	SCREW-CAP,HEX5/8-11X1.75 GR8PO	23-09444-175	6 ea
	SCREW-CAP,5/8-11X2.25GR8PO.403	23-09444-225	4 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	20 ea
	NUT-HEX,LKG,VLH GR,5/8-11	23-14450-110	10 ea
	SPR-A/L22,2,28/13/85,LH	A16-19290-000	2 ea
	SPR-A/L22,2,28/13/85,RH	A16-19290-001	2 ea
	XM-HD,BOGIE,46K,51,834	A15-29289-000	1 ea
	BOLT-HEX,PC10.9,PO,M16X1.5X50	23-14283-050	20 ea
	WASHER-HRDN,0.69X1.31X.177,ZN	23-09114-000	40 ea
	NUT-HEX,LKG,VLH BLU,M16X1.5	23-14451-116	20 ea
	SUSP-ES13, 8.5H33.5W5420FF,DS	HDR EXS13 1211	1 ea
SF656 A-M	BLANK COMPLETION STICKER	WAR261	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.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF656 A-I	Suspension Retrofit with Crossmember	25.6	996-F137B	12-Repair Recall/Campaign
SF656 J-L	Suspension Retrofit without Crossmember and Angles	22.1	996-F137C	12-Repair Recall/Campaign
SF656 M	Full Suspension Swap	28.5	996-F137A	12-Repair Recall/Campaign

Table 2

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 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 (**SF656-A, SF656-B, etc.**).

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- In the Primary Failed Part field, enter **25-SF656-000**.
- 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 June 30, 2024**. Dealers will be notified of any changes to the termination date via Important Campaign Information Letter posted on the 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 parts to their facing PDC.)

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at the DTNA Portal/WSC, or the Customer Assistance Center at (800) 385-4357, if you have any questions or need additional information.

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Copy of Notice to Owners

Subject: Western Star 49X Airliner Rear Suspension

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Trucks Inc., is initiating Field Service Campaign SF656 A-M to modify specific model years 2021-2022 Western Star 49X vehicles, manufactured September 16, 2020, through December 10, 2021.

Certain vehicles were built with an incorrect airliner rear suspension for their specific vocations.

The airliner rear suspension will be retrofitted to meet the demands of vocational services.

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 25 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 June 30, 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, from 7 a.m. to 4 p.m. Pacific Time, Monday through Friday, 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

June 2023
SF656 A-M

Work Instructions

Subject: Western Star 49X Airliner Rear Suspension

Models Affected: Specific model years 2021-2022 Western Star 49X vehicles manufactured September 16, 2020, through December 10, 2021.

40K Airliner Rear Suspension Retrofit

1. Check the base label (Form WAR259) for a completion sticker for SF656 (Form WAR261) indicating this work has been completed. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. 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 rear of the vehicle, and support the rear axle(s) with safety stands. Raise the vehicle so that all weight is removed from the leaf springs, then securely support the frame with safety stands. For instructions to raise and lower the vehicle, see [Section 00.06](#) of the *47X and 49X Workshop Manual*.
4. Remove the spider (anchor plate) assembly. For instructions, see [Section 42.31, Subject 170](#) of the *47X and 49X Workshop Manual*.
5. Remove the air spring assembly. For instructions, see [Section 32.01, Subject 150](#) of the *47X and 49X Workshop Manual*. See [Fig. 1](#).

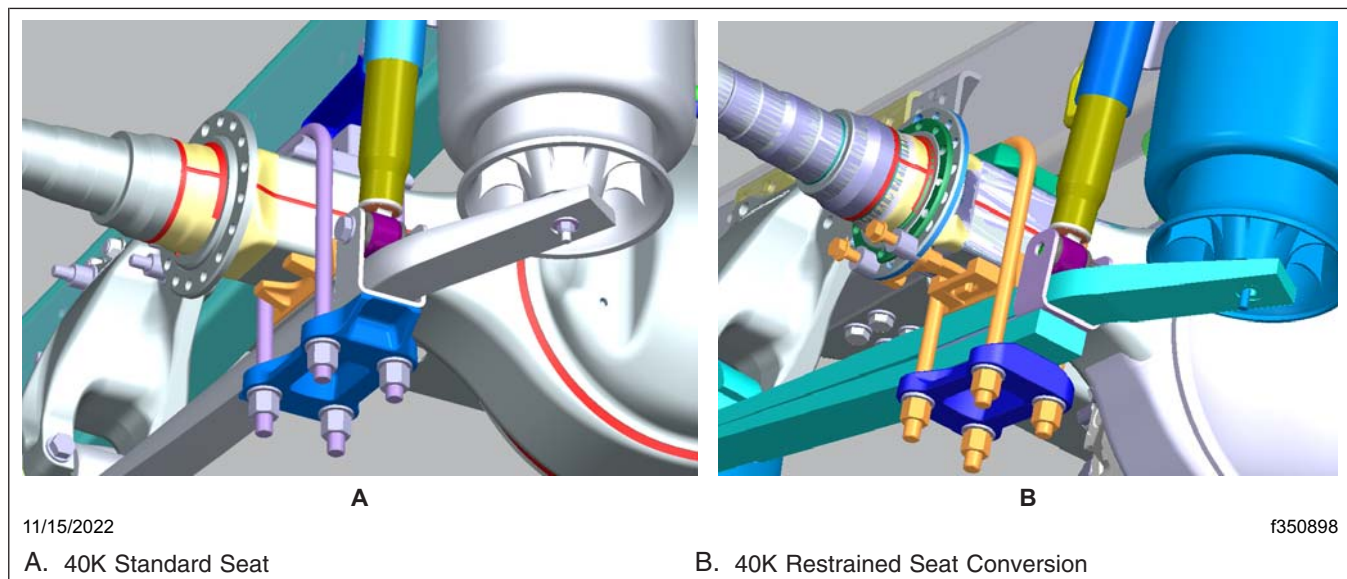


Fig. 1, 40K Standard and Restrained Seat

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6. Remove the crossmember. For instructions, see [Section 31.01, Subject 160](#) of the *47X and 49X Workshop Manual*. See [Fig. 2](#) .

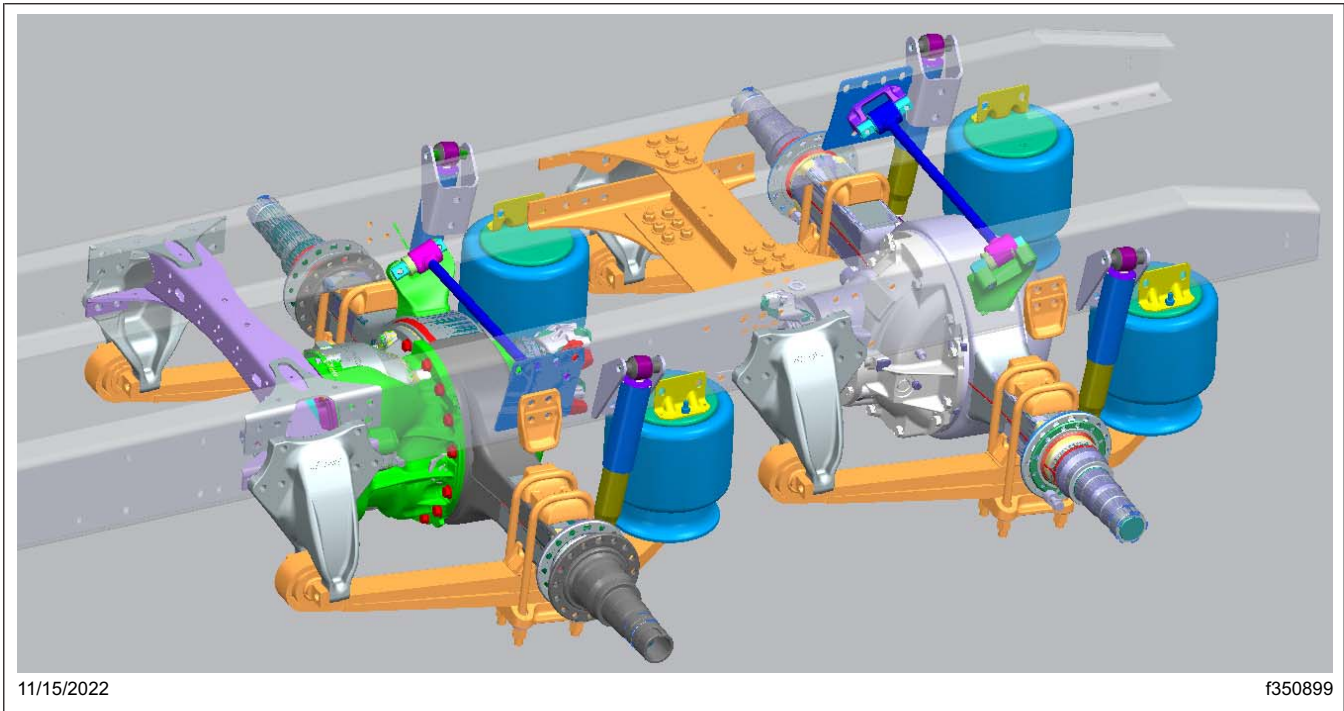


Fig. 2, Full Retrofit Parts of 40K Extra Duty Airliner

7. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF656 (Form WAR261), indicating this work has been completed.