

July 2023
SF655 A-E

Subject: Freightliner Cascadia and Western Star 47X/49X Fan Controller

Models Affected: Specific model year 2022 Freightliner Cascadia and Western Star 47X/49X vehicles, equipped with Cummins engines, manufactured from April 20, 2021, through October 6, 2021.

General Information

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks Division and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF655 A-E to modify the vehicles mentioned above.

The fan controller software is allowing over-pressurization of the AC system to occur.

The fan controller assembly will be replaced.

There are approximately 192 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.

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF655, a list of the customers and vehicle identification numbers will be available in OWL, found on the DTNA Portal. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF655 (Must use REV level specified below. Refer to the label on part.)

Campaign Number	Part Number	REV Level (On Part Label)	Part Description	Qty.
SF655 A,B	KYS 010034364	REV C	FAN CNTRLR-CMNS HD,U278,XD11	1
SF655 C,D	KYS 010034403	REV D	FAN CNTRLR-CMNS HD,U278,XD11	1
SF655 E	KYS 010031425	REV C	FAN CONTROLLER-CMNS HD,E-VISC	1
ALL GROUPS	WAR261	N/A	BLANK COMPLETION STICKER	1

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.

July 2023
SF655 A-E

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF655 A-E	Replace Fan Controller	0.3	996-F131A	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 (**SF655-A, SF655-B, etc.**).
- In the Primary Failed Part field, enter **25-SF655-000**.
- In the Parts section, enter the appropriate 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 July 31, 2024**. Dealers will be notified of any changes to the termination date via an Important Campaign Information Letter (ICL) 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) app located on the DTNA Portal, or contact the Customer Assistance Center at (800) 385-4357. Export distributors, submit a WSC ticket or contact your International Service Manager.

July 2023
SF655 A-E

Copy of Notice to Owners

Subject: Freightliner Cascadia and Western Star 47X/49X Fan Controller

Daimler Truck North America LLC (DTNA), on behalf of its Freightliner Trucks division, and wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF655 A-E to modify specific model year 2022 Freightliner Cascadia and Western Star 47X/49X vehicles, equipped with Cummins engines, manufactured April 20, 2021, through October 6, 2021.

The fan controller software is allowing over-pressurization of the AC system to occur.

The fan controller assembly 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 one half hour 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 July 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

July 2023
SF655 A-E

Work Instructions

Subject: Freightliner Cascadia and Western Star 47X/49X Fan Controller

Models Affected: Specific model year 2022 Freightliner Cascadia and Western Star 47X/49X vehicles, equipped with Cummins engines, manufactured from April 20, 2021, through October 6, 2021.

SF655 A & C

(SF655 A & C, Kysor Fan Control Module Located on Left Side of Rocker Cover; See Below.)

(SF655 B & D, Kysor Fan Control Module Located on Top of Rocker Cover; See Page 6.)

(SF655 E, Kysor Fan Control Module Located in Front of Rocker Cover; See Page 8.)

Kysor Fan Control Module Replacement (SF655 A & C)

1. Check the base label (Form WAR259) for a completion sticker for SF655 (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. Locate the Kysor fan control module on the mounting bracket along the left-hand side of the engine rocker cover toward the front of the engine. See [Fig. 1](#).

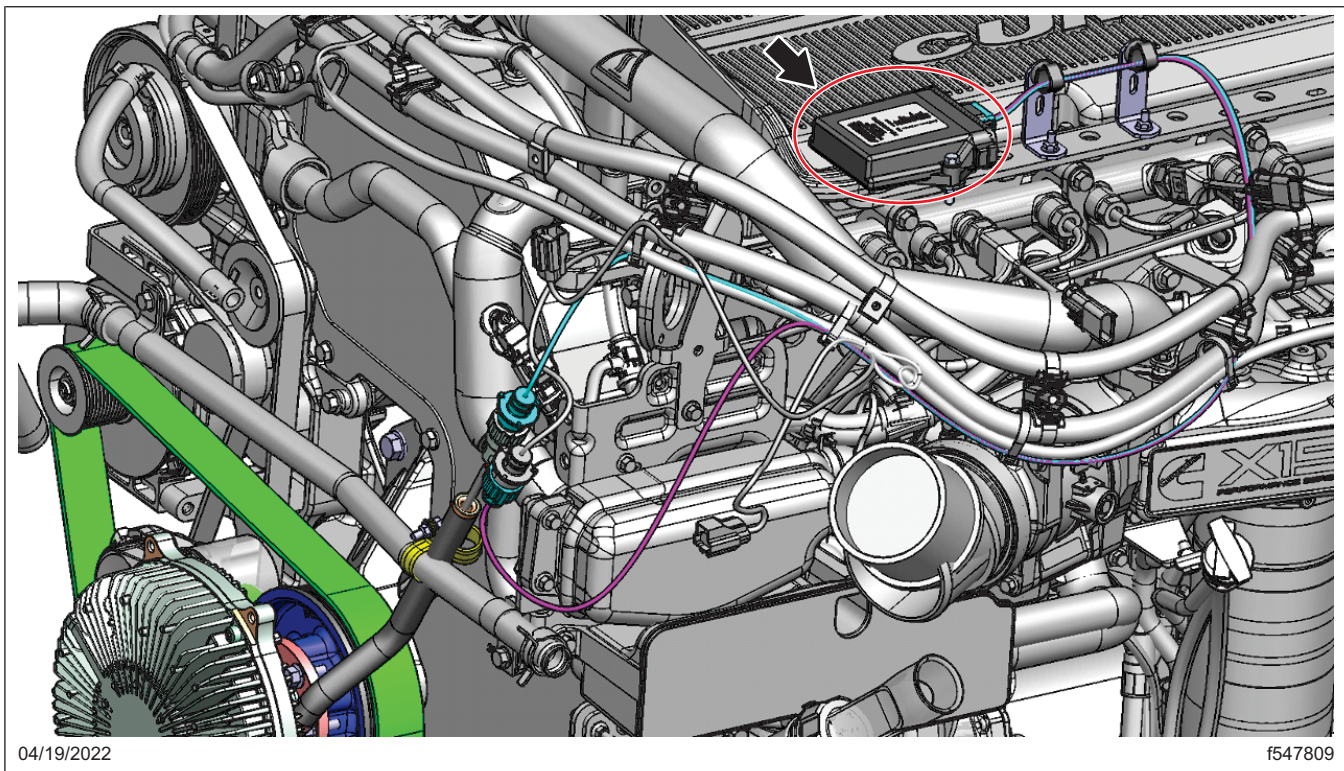


Fig. 1, Kysor Fan Control Module Location

July 2023
SF655 A-E

4. Disconnect the Kysor fan control module electrical connector.
5. Remove the two fasteners that attach the Kysor fan control module to the mounting bracket, then remove the fan control module from the vehicle, and discard it. See [Fig. 2](#).

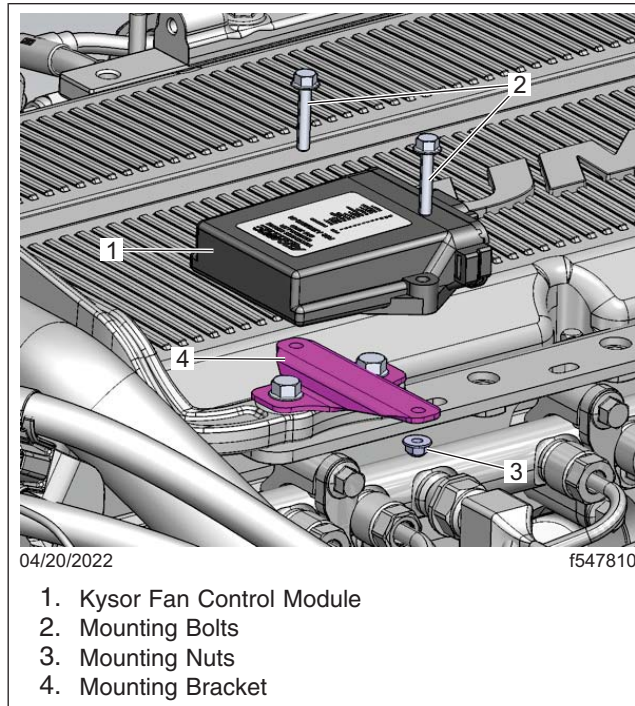


Fig. 2, Kysor Fan Control Module Removal

IMPORTANT: Before installing, verify the part number and revision level of the fan control module are correct. For more information, see **Replacement Parts**, on page 1.

6. Position the new Kysor fan control module on the mounting bracket, then install the two fasteners that attach the fan control module to the mounting bracket. Tighten the fasteners 60 to 72 lbf-in (678 to 813 N-cm).
7. Connect the electrical connector to the fan control module.
8. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF655 (Form WAR261), indicating this work has been completed.

July 2023
SF655 A-E

SF655 B & D

Kysor Fan Control Module Replacement (SF655 B & D)

1. Check the base label (Form WAR259) for a completion sticker for SF655 (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. Locate the Kysor fan control module on the mounting bracket under the intake bracket above the rocker cover. See [Fig. 3](#) and [Fig. 4](#).

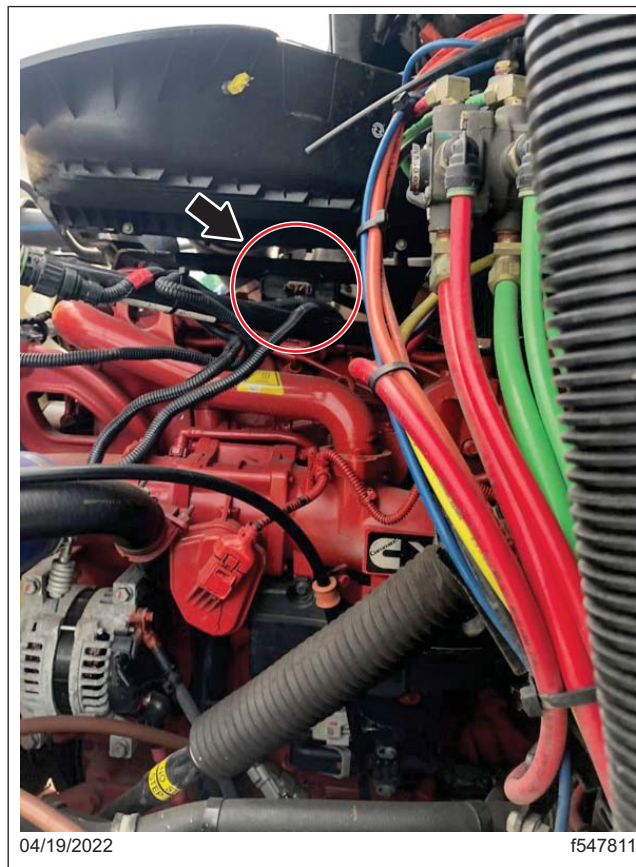


Fig. 3, Kysor Fan Control Module Location

July 2023
SF655 A-E

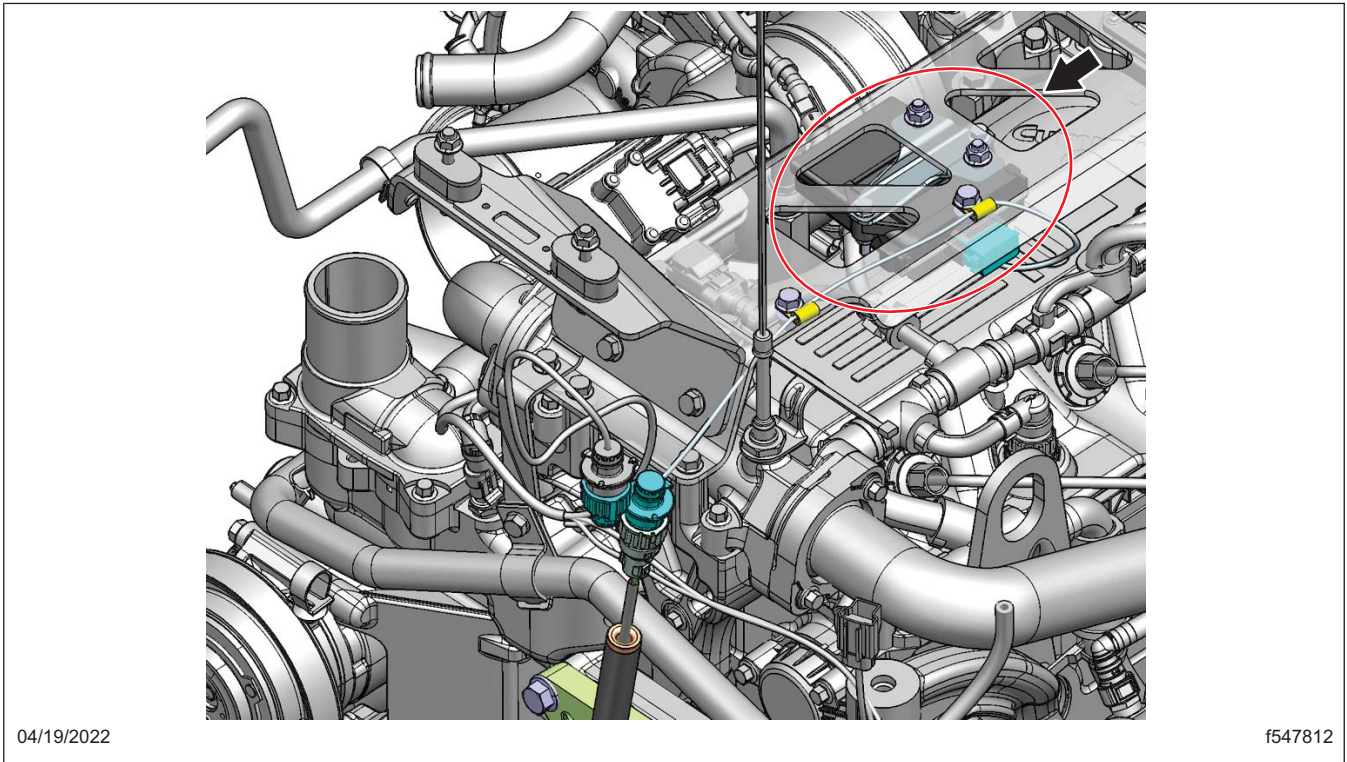


Fig. 4, Kysor Fan Control Module Assembly

4. Disconnect the Kysor fan control module electrical connector.
5. Remove the two fasteners that attach the Kysor fan control module to the mounting bracket, then remove the fan control module from the vehicle, and discard it. See [Fig. 5](#).

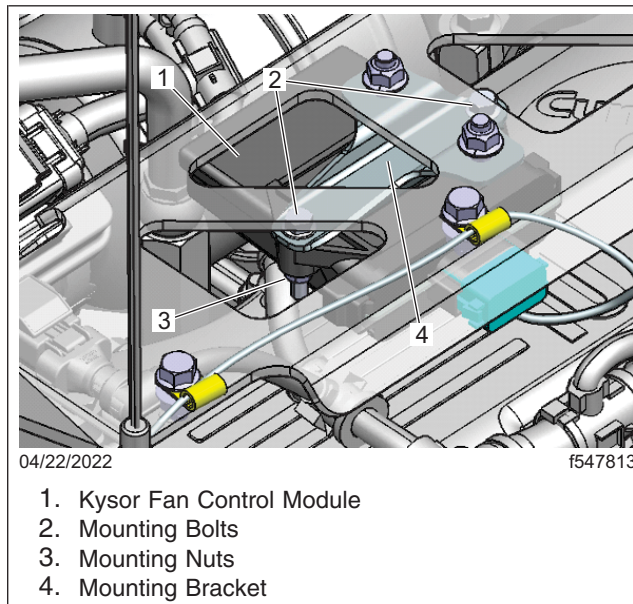


Fig. 5, Kysor Fan Control Module Removal

July 2023
SF655 A-E

IMPORTANT: Before installing, verify the part number and revision level of the fan control module are correct. For more information, see **Replacement Parts**, on page 1.

NOTE: There may not be enough clearance between the module bracket and the intake bracket to remove the bolts. It is only necessary to remove the nuts from the bolts to replace the module.

6. Position the new Kysor fan control module on the mounting bracket, then install the two fasteners that attach the fan control module to the mounting bracket. Tighten the fasteners 60 to 72 lbf-in (678 to 813 N-cm).
7. Connect the electrical connector to the fan control module.
8. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF655 (Form WAR261), indicating this work has been completed.

SF655 E

Kysor Fan Control Module Replacement (SF655 E)

1. Check the base label (Form WAR259) for a completion sticker for SF655 (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. Locate the Kysor fan control module on the mounting bracket on the front of the engine near the top. See [Fig. 6](#)

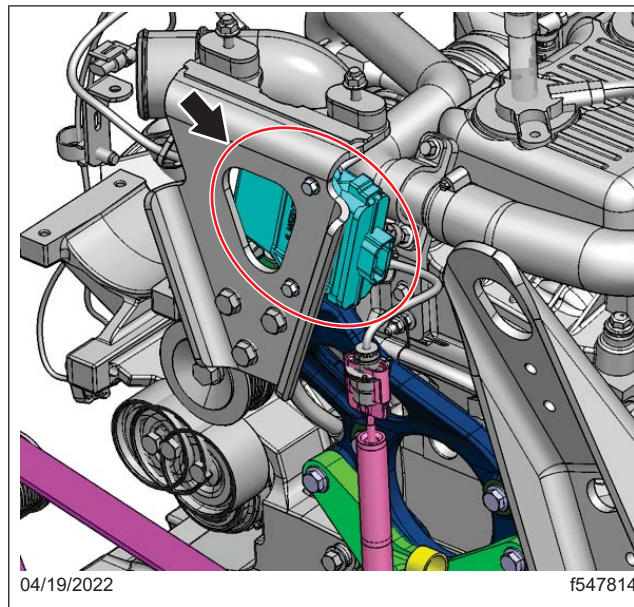


Fig. 6, Kysor Fan Control Module Location

July 2023
SF655 A-E

4. Disconnect the Kysor fan control module electrical connector.
5. Remove the two fasteners that attach the Kysor fan control module to the air cleaner mounting bracket, then remove the fan control module from the vehicle, and discard it. See **Fig. 7**.

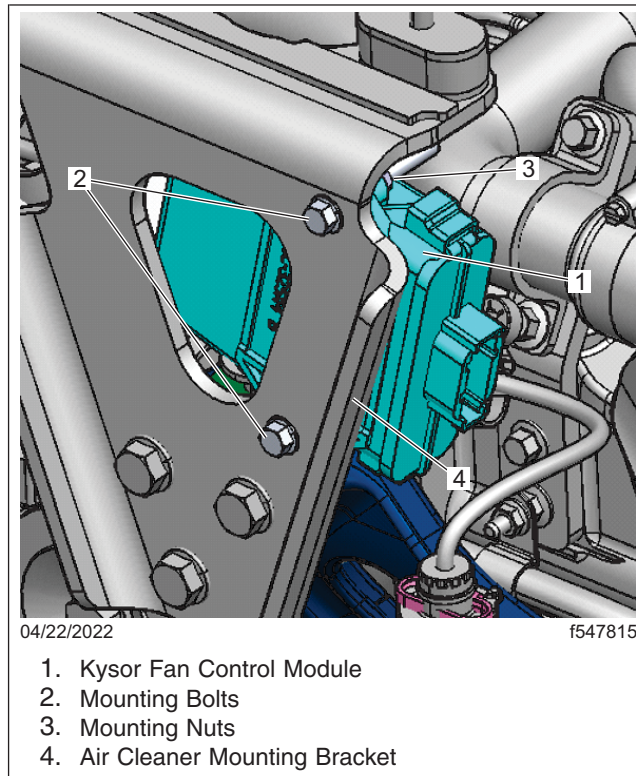


Fig. 7, Kysor Fan Control Module Removal

IMPORTANT: Before installing, verify the part number and revision level of the fan control module are correct. For more information, see **Replacement Parts**, on page 1.

6. Position the new Kysor fan control module on the air cleaner mounting bracket, then install the two fasteners that attach the fan control module to the air cleaner mounting bracket. Tighten the fasteners 60 to 72 lbf-in (678 to 813 N-cm).
7. Connect the electrical connector to the fan control module.
8. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF655 (Form WAR261), indicating this work has been completed.