

August 2023
SF664A-D

Subject: Auxiliary Heater

Models Affected: Specific model year 2023 Freightliner Cascadia and Coronado; Western Star 49X and 57X vehicles manufactured from March 18, 2022, and October 14, 2022.

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 SF664A-D to modify the vehicles mentioned above.

Certain vehicles spec'd with Eberspacher auxiliary heaters, were shipped without the heater, due to a heater shortage.

The auxiliary heater will be installed and activated.

There are approximately 6,529 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 listed below from your facing Parts Distribution Center (PDC).

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF664, 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.

Table 1 - Replacement Parts for SF664

Campaign Number	Part Description	Part Number	Qty.
SF664A	HEATER-AUX,ESPAR,D2	A22-76426-000	1 ea
SF664B	AUX HEATER ASSY - D2,TRIPAC	A22-68260-010	1 ea
SF664C	HEATER-AUX,ESPAR,D4	A22-76426-001	1 ea
SF664D	KIT-HEATER,ESPAR D2	A22-64506-002	1 ea
ALL GROUPS	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. Export distributors, please destroy removed parts unless otherwise advised.

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Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Corrective Action
SF664A - D	Inspect for auxiliary heater	0.3	996-F158D	06-Inspect
SF664A & C	Install and activate ESPAR auxiliary heater	1.3	996-F158A	12-Repair Recall/Campaign
SF664B	Install and activate ESPAR auxiliary heater	1.4	996-F158B	12-Repair Recall/Campaign
SF664D	Install and activate ESPAR auxiliary heater	1.5	996-F158C	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 (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 (**SF664-A, SF664-B, etc.**).
- In the Primary Failed Part field, enter **25-SF664-000**.
- 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 August 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.

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 using the Warranty Support Center (WSC) app located on the DTNA Portal. Export distributors submit a WSC inquiry or contact your International Service Manager.

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Copy of Notice to Owners

Subject: Auxiliary Heater

Specific model year 2023 Freightliner Cascadia and Coronado; Western Star 49X and 57X vehicles manufactured from March 18, 2022, and October 14, 2022.

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 SF664A-D to modify the vehicles mentioned above.

Certain vehicles spec'd with Eberspacher auxiliary heaters, were shipped without the heater, due to a heater shortage.

The auxiliary heater will be installed and activated.

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 2 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 August 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, 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

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Work Instructions

Subject: Auxiliary Heater

Models Affected: Specific model year 2023 Freightliner Cascadia and Coronado; Western Star 49X and 57X vehicles manufactured between March 18, 2022, through October 14, 2022.

SF664A-C – Auxiliary Heater Retrofitting

(SF664D, see page 15)

1. Check the base label (Form WAR259) for a completion sticker for SF664 (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.

NOTE: A video displaying auxiliary heater access and installation is available at:

<http://dtna.info/P4AuxHeaterInstall>.

3. From inside of the sleeper cab and underneath the bunk, remove the six fasteners that attach the auxiliary heater cover to the sleeper floor. Remove the auxiliary heater cover. See [Fig. 1](#) and [Fig. 2](#).

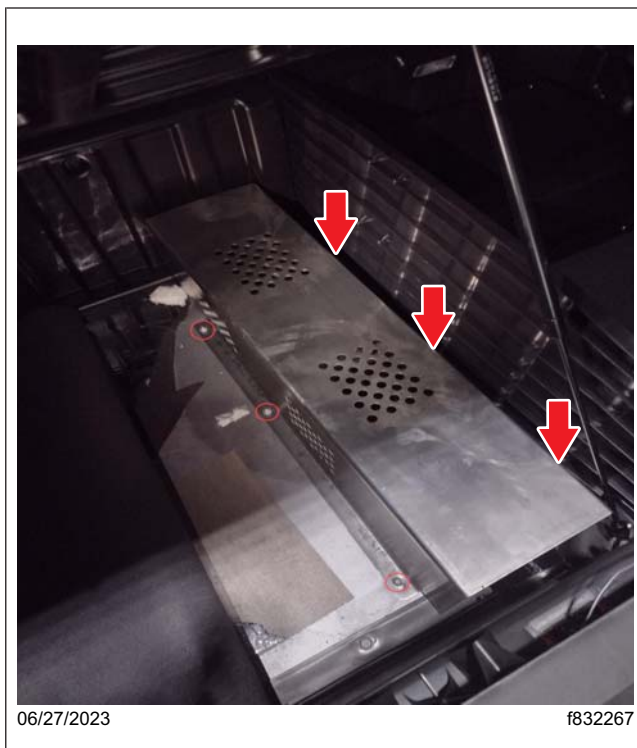


Fig. 1, Location of the Auxiliary Heater Cover Fasteners

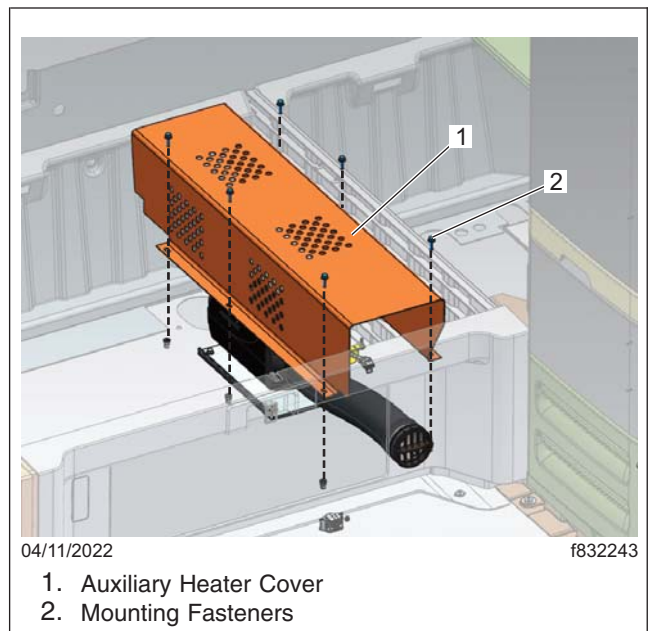


Fig. 2, Auxiliary Heater Cover Removal

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4. Check whether the auxiliary heater is already installed.

Is the auxiliary heater installed already?

YES → No further repair is needed. Install the auxiliary heater cover and fasteners, lower the bunk, and install the mattress. Go to step 27, on Page 14.

NO → Continue with step 5.

5. Remove the aluminum tape covering the floor, as shown in **Fig. 3**. Components of the auxiliary heater assembly pass through the hole. Discard the tape.

NOTE: Ensure the exhaust pipe and the clamp are prepared for installation. The exhaust clamp may need to be loosened prior to installation.

6. Locate the auxiliary heater exhaust pipe shown in **Fig. 4**. Cut the tie straps and remove the protective coverings as required.



Fig. 3, Aluminum Tape Covering the Floor

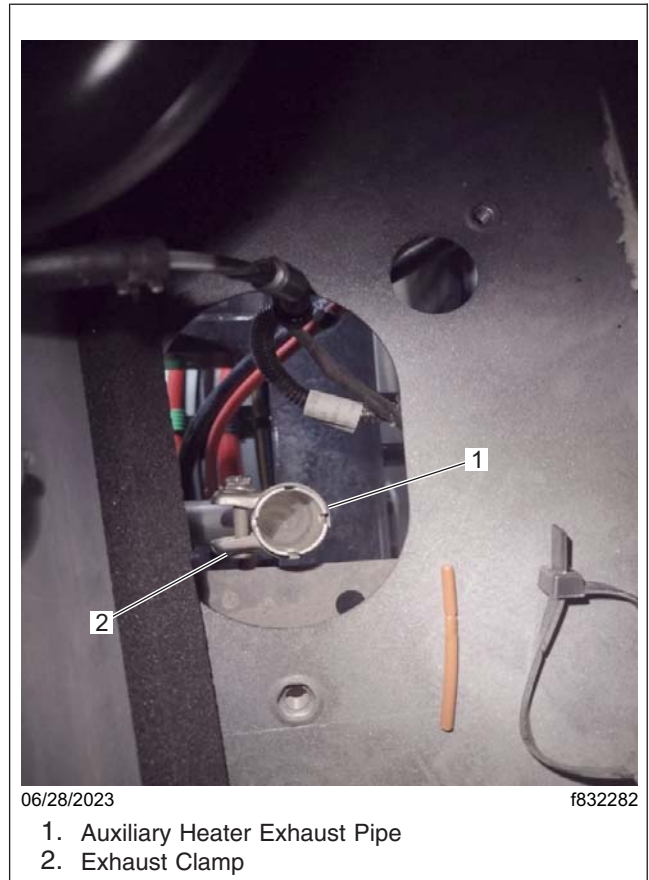


Fig. 4, Auxiliary Heater Exhaust Pipe Location

7. Locate the auxiliary heater fuel supply line. Cut the tie straps, and remove the coverings and plugs. Ensure the fuel supply line and the spring clamp are prepared for installation.

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8. Locate the auxiliary heater electrical harness shown in [Fig. 5](#). Cut the tie straps, and remove the coverings. Ensure the electrical harness is prepared for installation.
9. Locate the auxiliary heater flexible ducting outlet pipe and louver, located in the front wall of the bunk partition, as shown in [Fig. 6](#). Cut the tie straps, and remove the coverings. Ensure the flexible ducting outlet pipe and louver are prepared for installation.

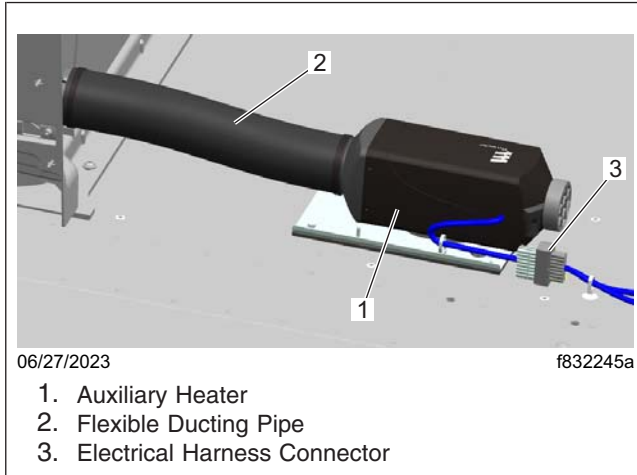


Fig. 5, Auxiliary Heater Electrical Harness Location

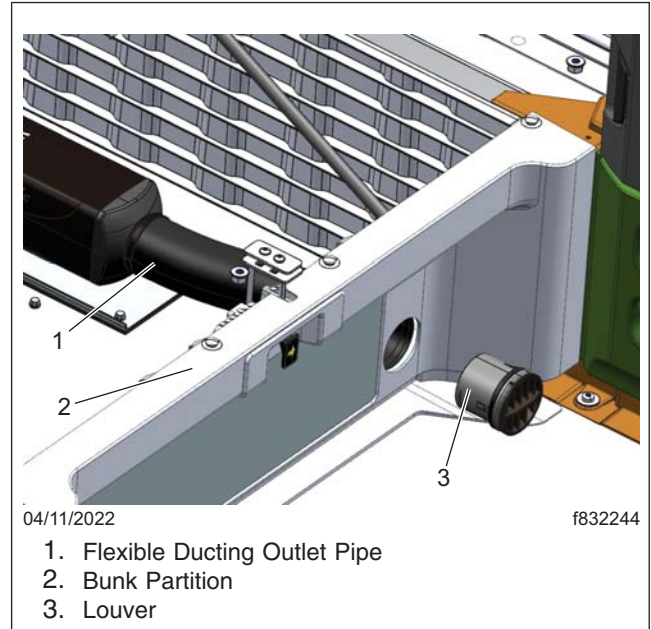
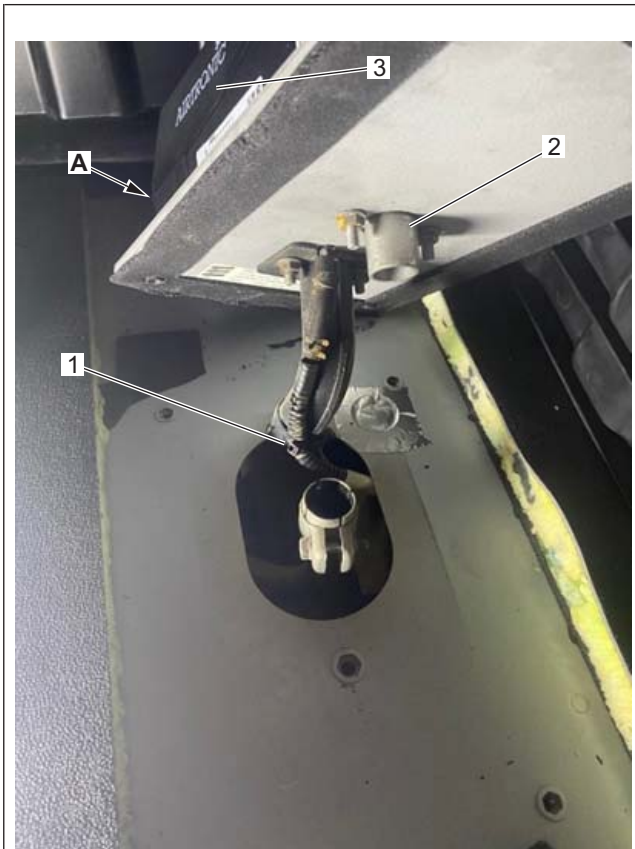


Fig. 6, Location of the Flexible Ducting Outlet Pipe and Louver

10. Prepare the new Espar auxiliary heater assembly for installation. Remove any covers or plugs, if so equipped. Make a note of the serial number of the new heater assembly within the repair order.

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11. Position the heater above the mounting location and install the fuel line on the heater. Secure the fuel line with a spring clamp. See [Fig. 7](#) and [Fig. 8](#).



06/28/2023

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- A. Auxiliary heater positioned above the mounting location.
- | | |
|---------------------|---------------------|
| 1. Fuel Supply Line | 3. Auxiliary Heater |
| 2. Heater Exhaust | |

Fig. 7, Location of the Auxiliary Heater Fuel Supply Line



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Fig. 8, Fuel Line Connected to the Heater

12. Carefully lower the new Espar heater in position, and align the heater with the exhaust pipe.
13. Install the exhaust pipe on the exhaust port of the heater. If accessible, fully install and hand-tighten the exhaust pipe clamp from inside the cab; otherwise, hand-tighten the exhaust pipe clamp from below the cab.

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NOTE: The four mounting plate fasteners (910105 006006) are supplied with the Espar heater kit.

14. Position the Espar heater on the sleeper floor, and align the four mounting holes with the threaded inserts on the sleeper floor. Install the four fasteners that attach the auxiliary heater mounting plate to the sleeper floor. See [Fig. 9](#) and [Fig. 10](#).

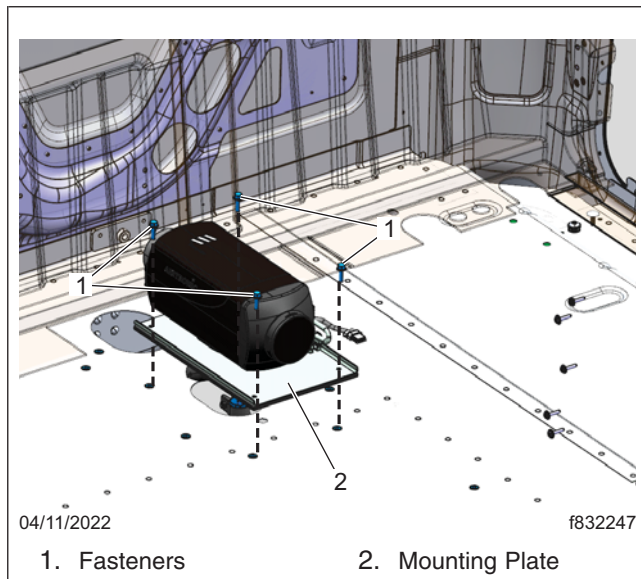


Fig. 9, Aligning the Auxiliary Heater Mounting Holes with the Sleeper Floor

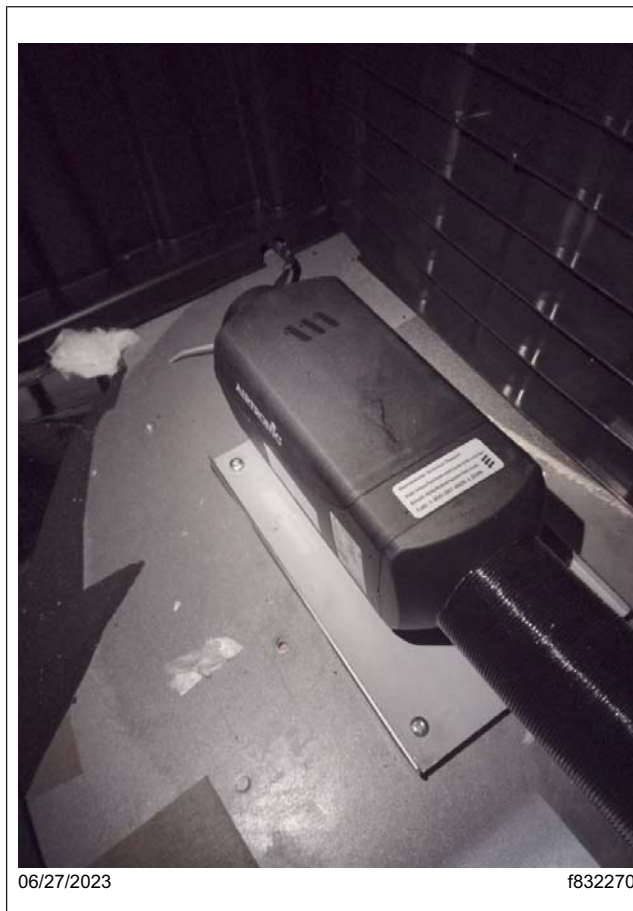


Fig. 10, Auxiliary Heater Attached to the Sleeper Floor

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15. Connect the electrical harness to the Espar auxiliary heater. See [Fig. 11](#). Secure the harness within the bunk area, as shown in [Fig. 12](#).

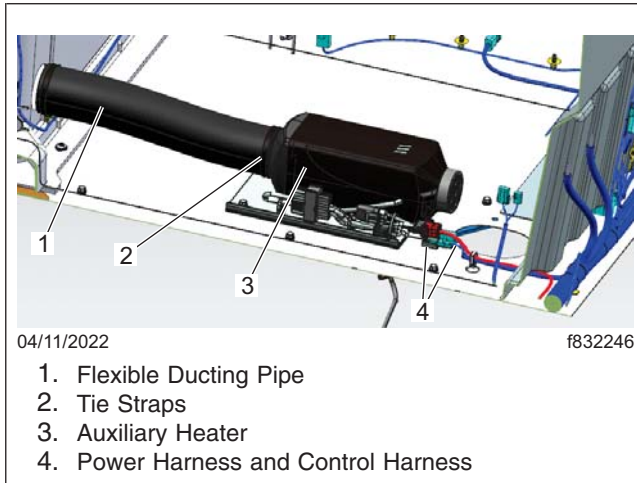


Fig. 11, Auxiliary Heater Electrical Harness



Fig. 12, Securing the Harness within the Bunk Area

16. Install the flexible ducting pipe to the auxiliary heater.
- 16.1 Attach the louver to the front wall of the bunk partition.
 - 16.2 Slide the flexible ducting pipe on to the auxiliary heater and secure with tie strap.
17. Install the auxiliary heater cover from inside the sleeper cab and from underneath the bunk. Lower the bunk and install the mattress.

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18. From underneath the sleeper cab, ensure the auxiliary heater exhaust pipe support bracket is secure. Secure the fuel line and the harness, as required, using the tie straps. See [Fig. 13](#), [Fig. 14](#), and [Fig. 15](#).

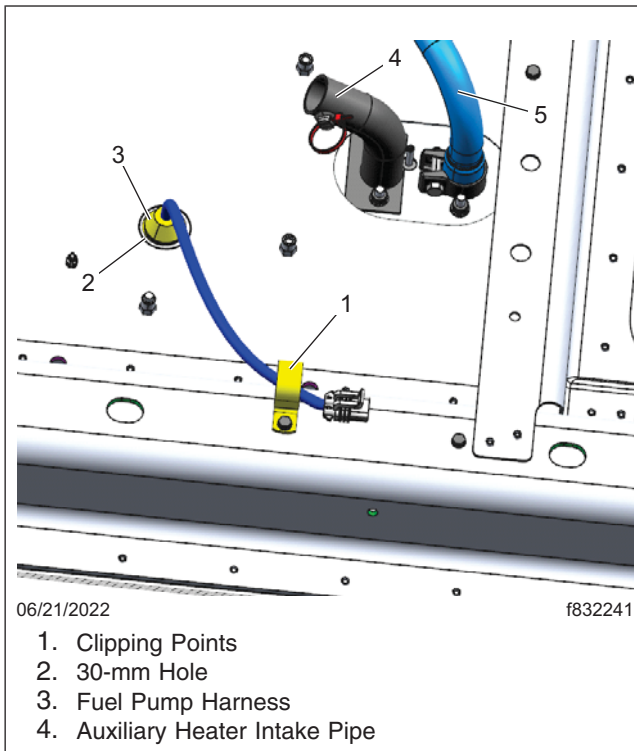


Fig. 13, Clipping Points, 30 mm Hole, Fuel Pump Harness and Auxiliary Heater Intake Pipe

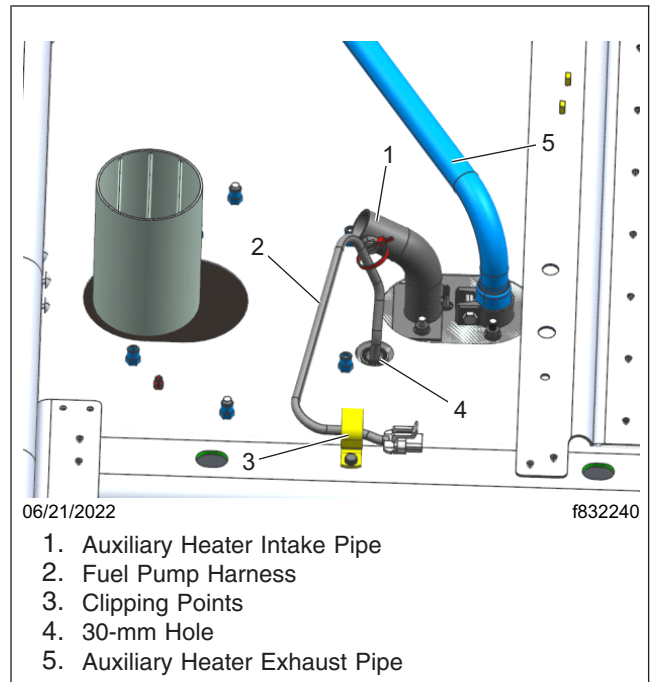


Fig. 14, Auxiliary Heater Exhaust Pipe, Fuel Line, and Clipping Points

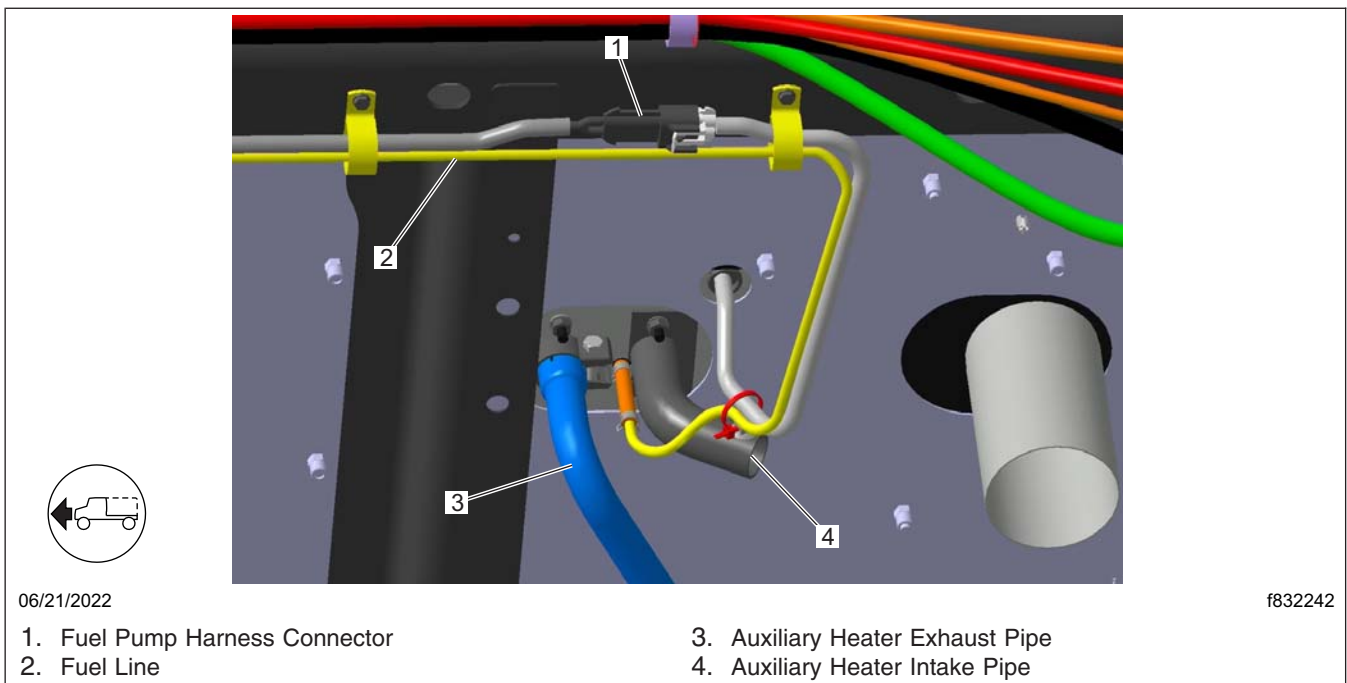


Fig. 15, Fuel Pump Harness Connector Routing

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19. Slide the exhaust pipe on the heater exhaust port, and hand-tighten the exhaust pipe clamp.
20. Seat the exhaust pipe tabs flush to the rear floor sill, and attach at existing holes using the bolt, as shown in [Fig. 16](#).
21. Ensure there is no gap or air passage between the slots in the exhaust pipe and the heater exhaust port.
22. Tighten the exhaust clamp fasteners by hand.
23. Route and secure the fuel pump harness and the exhaust pipe as shown in [Fig. 16](#).

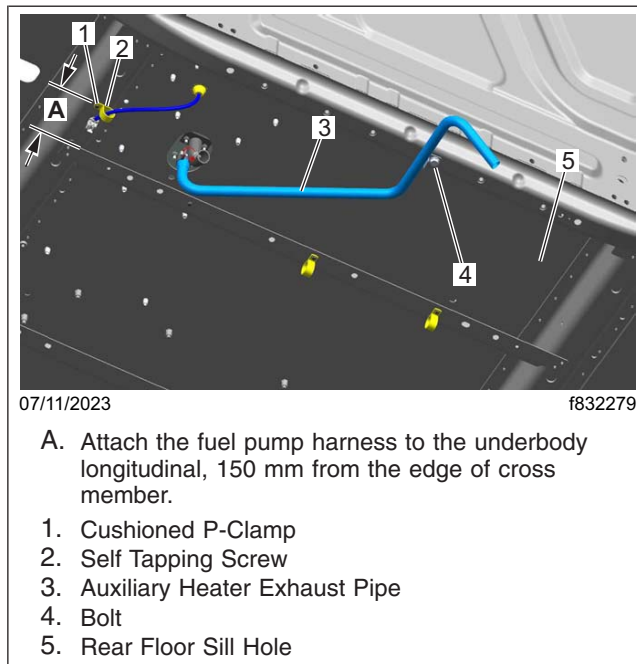


Fig. 16, Auxiliary Heater Exhaust Pipe Installation

24. Locate the Espar heater control panel in the sleeper area. Run the heater unit through one complete heat-up and cool-down cycle.

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NOTE: Two types of heater control panels are installed depending on the vehicle population.

25. For vehicles equipped with a **Espar Digi-Max® D1000 controller (SF664A&C)**, shown in **Fig. 17** :

- Pressing the power button enables the display on the screen.
- The green LED illuminates to indicate the heater is running.
- The remaining runtime and the temperature set point are displayed on the screen.
- Pressing the left or right button alters the desired temperature, and the same is displayed on the screen. Temperature setting can be adjusted at any time. The temperature adjustment range is from 48 to 93°F (9 to 34°C).
- The heater can be switched off any time by pressing the power button. A heater cool-down cycle of five to eight minutes is then initiated.
- The controller has a real-time diagnostic feature which automatically displays the fault codes as they happen. The red LED also illuminates to indicate that the heater requires attention. An example of a fault code is: '48-Check Fuel Pump!'

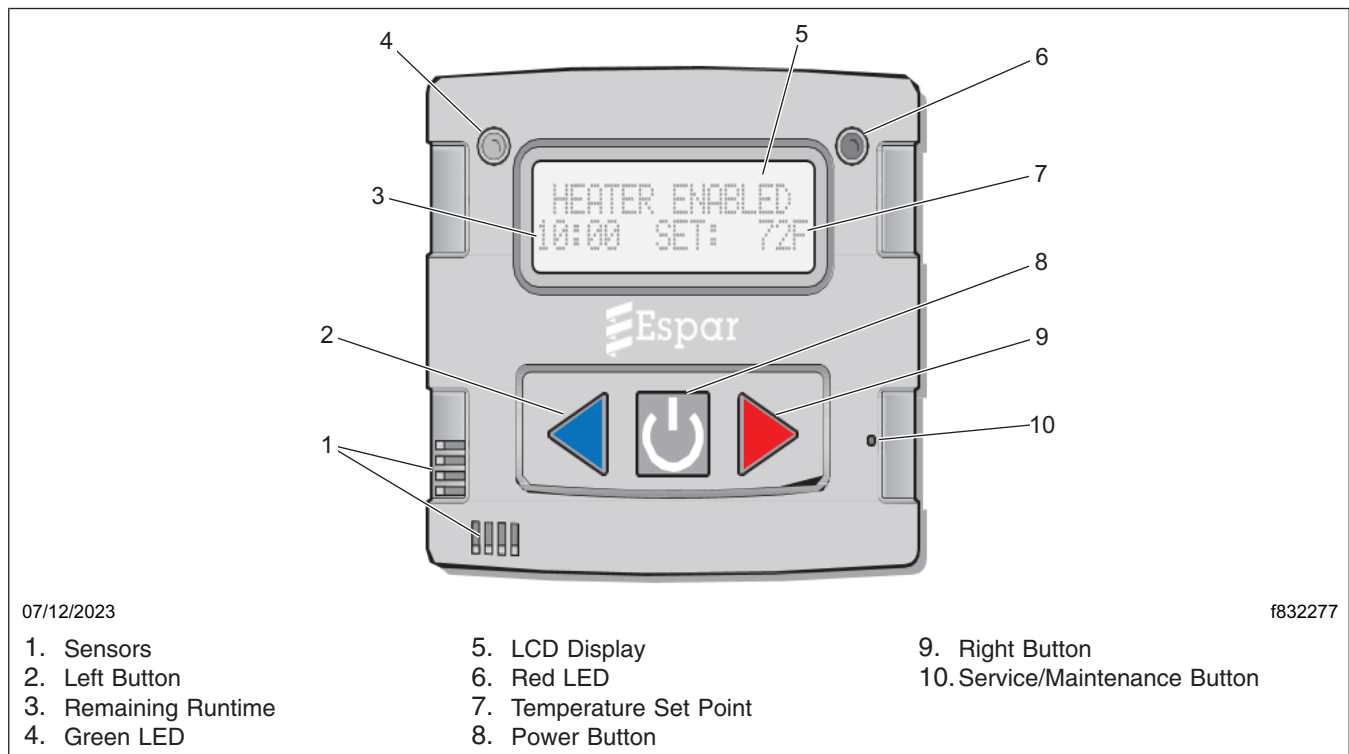


Fig. 17, Espar Digi-Max D1000 Controller

Follow the substeps to run the heater unit through one complete heat-up and cool-down cycle.

- 25.1 Turn the cab power cut-off switch to the ON position.
- 25.2 Turn the ignition switch to the OFF position.
- 25.3 From the sleeper area, use the power button to turn on the Digi-Max controller.
- 25.4 Use the left or right button on the Digi-Max controller to set the desired temperature setting. Set a temperature at least 10 degrees above the current ambient temperature to begin the Espar heater operation test.
- 25.5 Run the unit through a complete heat-up and cool-down cycle. Allow the heater to run until constant hot air is felt from the heater outlet louver, then turn off the heater. The heater start-up cycle will start and stop a few times while the fuel system is purged of air.
- 25.6 Allow the fan to cool down the heater unit.

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26. For vehicles equipped with a **Thermo King® TriPac HMI controller (SF664B)**, shown in **Fig. 18** :

- **On/Off Button** → The On/Off button is behind the mode-selector knob on the controller. The On/Off button provides several functions depending on how long the button is pressed. To turn the system on, press the mode-selector knob for a minimum of one second. The mode icon will flash for 10 seconds while the controller completes a boot process. Once the system has been turned on the system mode, temperature or fan speed may then be selected. If no selection is made the system will be in Monitor Mode. To turn the system off, press the mode-selector knob for a minimum of two seconds.

NOTE: Pressing the mode-selector knob for less than one second will not turn the TriPac system on.

- **Display System Status** → If the system is on but the display has dimmed, press the mode-selector knob for less than one second to display the system status in full brightness. The display will automatically dim again in about 90 seconds. Pressing the mode-selector knob for less than one second is referred to as a 'bump.'
- **Mode Selector** → Rotate the mode-selector knob to select between the three operating modes: cool mode, fan-only mode, and heat mode. The selection is indicated by the flashing and lighting of the mode icon. To prevent momentary or accidental mode changes, there is a two-second delay before the new mode is activated. When the system is first turned on at the HMI, there is a 10-second delay before the selected mode is activated.

NOTE: When the system is turned on for the first time after replacing or disconnecting the main controller from power, the mode icon will flash for approximately 60 seconds. This is the initial boot of the micro processor.

- **Temperature Selector** → Rotate the temperature-selector knob to adjust the desired cab temperature, suitable for the operator comfort. Rotating the knob clockwise (towards red) increases the temperature. The default range represented is approximately 65 to 80°F (18 to 27°C) in cool mode, and 50 to 80°F (10 to 27°C) in heat mode.
- **Fan Speed Selector** → Rotate the fan speed-selector knob to select between the operating modes: off, low, medium, and high. Rotate the knob clockwise to increase the evaporator fan speed; rotate the knob counterclockwise to decrease the fan speed. As fan speed increases/decreases, groups of four LEDs progressively turn on/off. The fan continues to run at the selected speed.
- **System Condition Indicators** → Additional information about the system condition is indicated by the group of LEDs on the left-hand side of the controller.

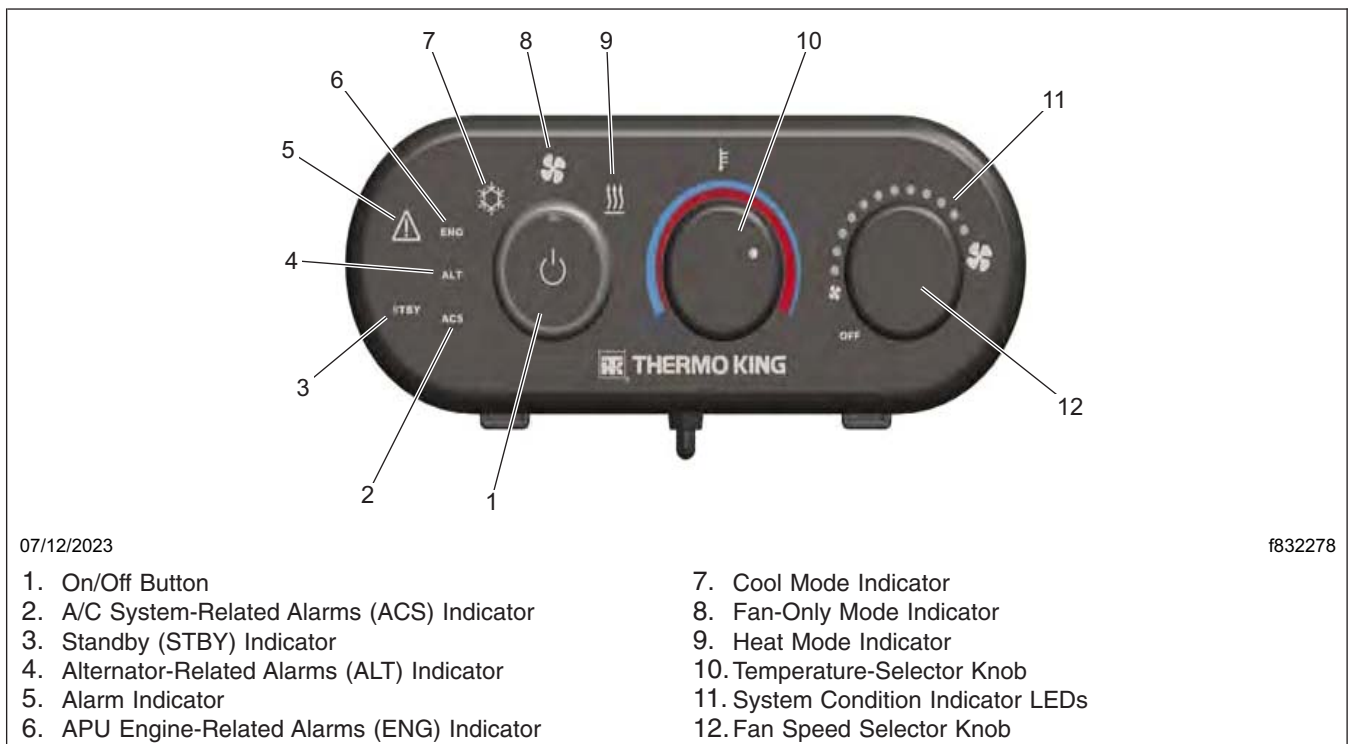


Fig. 18, Thermo King TriPac HMI Controller

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Follow the substeps to run the heater unit through one complete heat-up and cool-down cycle.

- 26.1 Turn the cab power cut-off switch to the ON position.
 - 26.2 Turn the ignition switch to the OFF position.
 - 26.3 From the sleeper area, use the On/Off button to turn on the TriPac controller.
 - 26.4 Rotate the mode-selector knob clockwise to select Heat Mode.
 - 26.5 Rotate the temperature-selector knob clockwise to maximum heat (red) to begin the heater operation test.
 - 26.6 Run the unit through a complete heat-up and cool-down cycle. Allow the heater to run until constant hot air is felt from the heater outlet louver, then turn off the heater. The heater start-up cycle will start and stop a few times while the fuel system is purged of air.
 - 26.7 Allow the fan to cool down the heater unit.
27. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF664 (Form WAR261), indicating this work has been completed.

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SF664D – Auxiliary Heater Retrofitting

1. Check the base label (Form WAR259) for a completion sticker for SF664 (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.

NOTE: A video displaying auxiliary heater access and installation is available at

<http://dtna.info/122SDAuxHeaterInstall>.

3. From inside of the sleeper cab and underneath the bunk, remove the six fasteners that attach the auxiliary heater cover to the sleeper floor. Remove the auxiliary heater cover. See **Fig. 19** and **Fig. 20**.

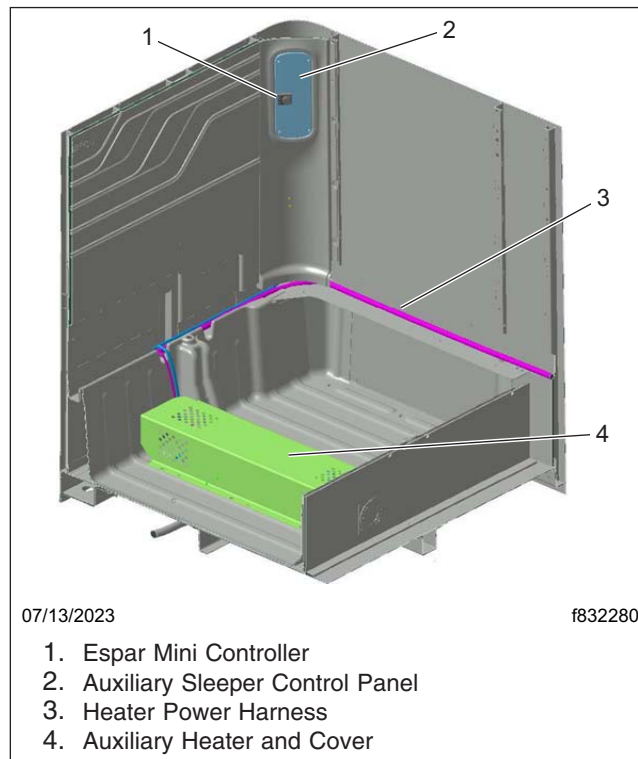


Fig. 19, Location of the Auxiliary Heater and Sleeper Control Panel

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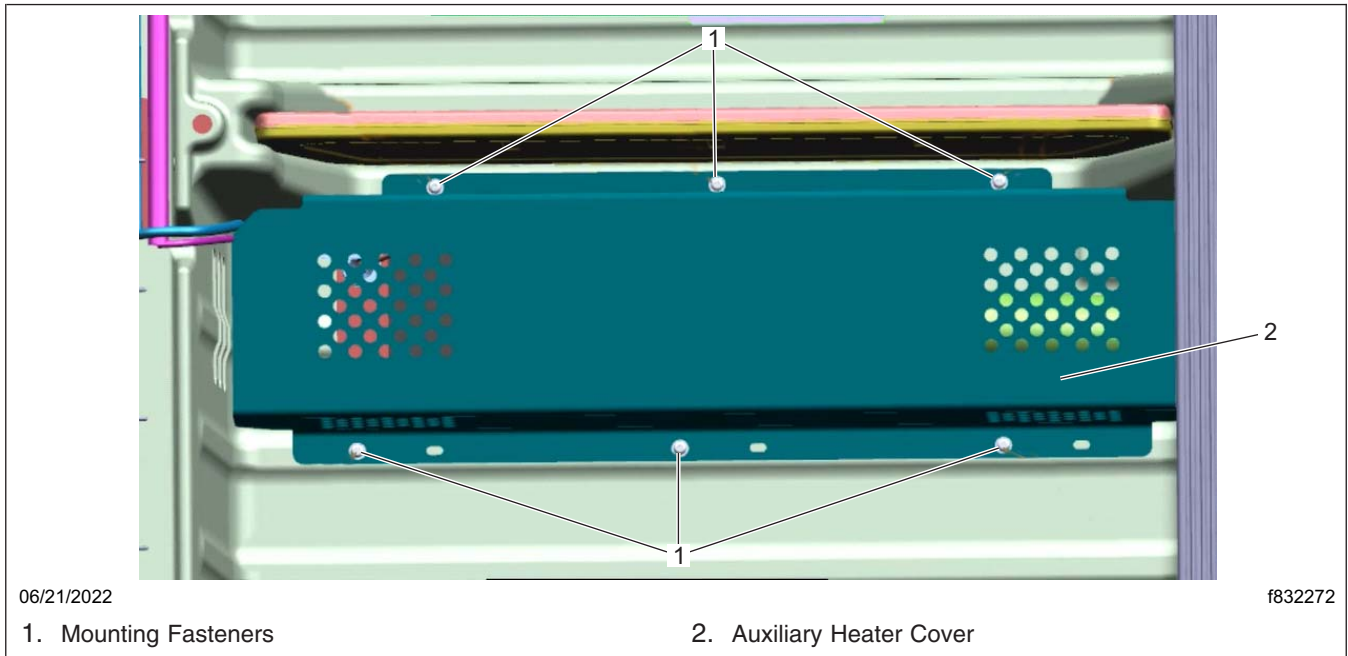


Fig. 20, Location of the Auxiliary Heater Cover Fasteners

4. Check whether the auxiliary heater is already installed.

Is the auxiliary heater installed already?

YES → No further repair is needed. Install the auxiliary heater cover and fasteners, lower the bunk, and install the mattress. Go to step 20, on Page 22.

NO → Continue with step 5.

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5. Remove the aluminum tape covering the floor, as shown in **Fig. 21**. Components of the auxiliary heater assembly pass through the hole. Discard the tape.

NOTE: Ensure the exhaust pipe and the clamp are prepared for installation. The exhaust clamp may need to be loosened prior to installation.

6. Locate the auxiliary heater exhaust pipe shown in **Fig. 22**. Cut the tie straps and remove the protective coverings as required.

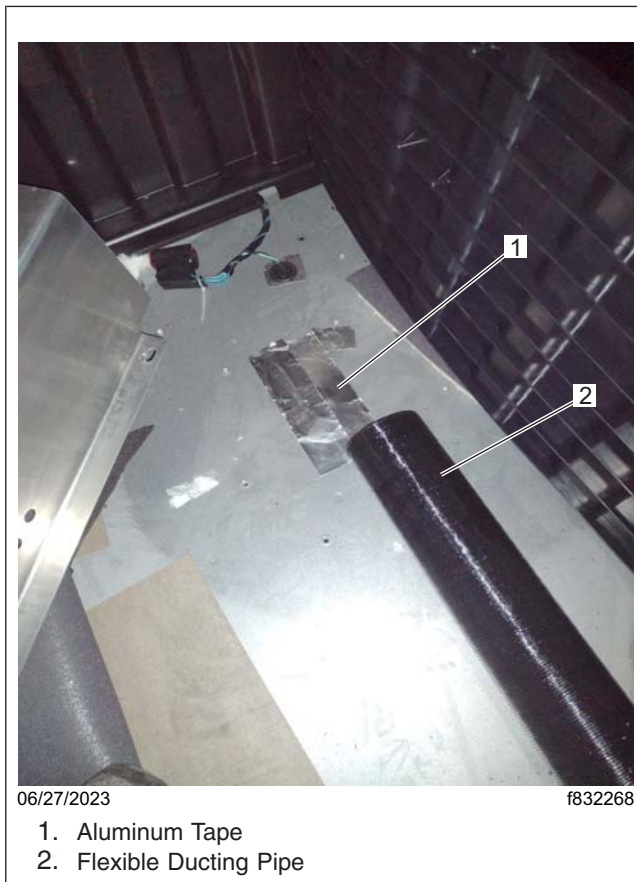


Fig. 21, Aluminum Tape Covering the Floor

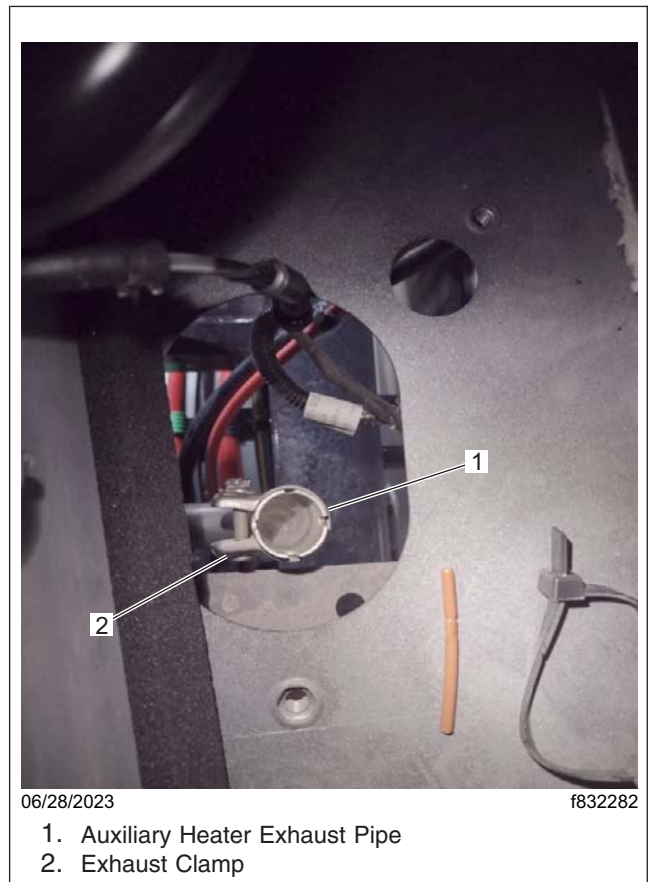


Fig. 22, Auxiliary Heater Exhaust Pipe Location

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7. Locate the auxiliary heater fuel supply line shown in **Fig. 23**. Cut the tie straps, and remove the coverings and plugs. Ensure the fuel supply line and the spring clamp are prepared for installation.
8. Locate the auxiliary heater electrical harness shown in **Fig. 24**. Cut the tie straps, and remove the coverings. Ensure the electrical harness is prepared for installation.



Fig. 23, Location of the Auxiliary Heater Fuel Supply Line

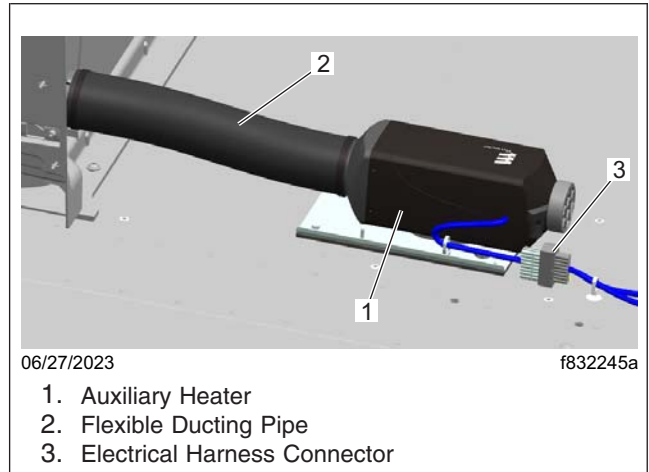


Fig. 24, Auxiliary Heater Electrical Harness Location

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9. Locate the auxiliary heater flexible ducting outlet pipe and louver located in the front wall of the bunk partition, as shown in **Fig. 25**. Cut the tie straps, and remove the coverings. Ensure the flexible ducting outlet pipe and louver are prepared for installation.
10. Prepare the new Espar auxiliary heater assembly for installation. Remove any covers or plugs, if so equipped. Make a note of the serial number of the new heater assembly within the repair order.
11. Position the heater above the mounting location and install the fuel line on the heater. Secure the fuel line with a spring clamp. See **Fig. 26**.

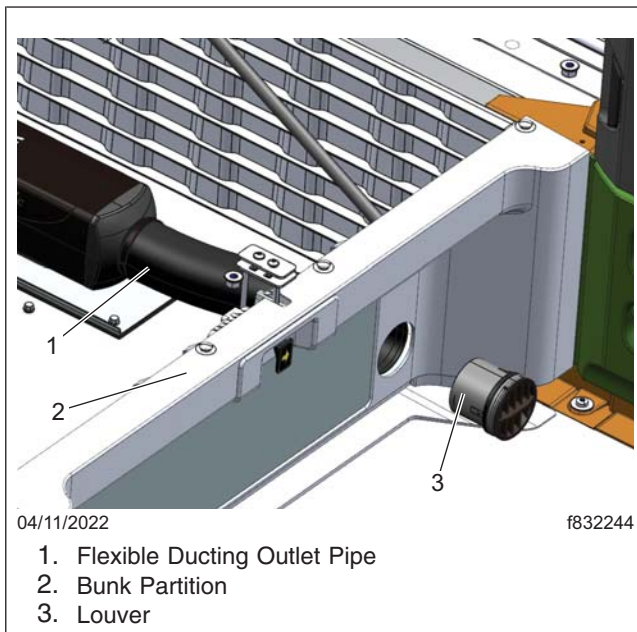


Fig. 25, Location of the Flexible Ducting Outlet Pipe and Louver



Fig. 26, Fuel Line Connected to the Heater

12. Carefully lower the new Espar heater in position, and align the heater with the exhaust pipe.

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13. Install the exhaust pipe on the exhaust port of the heater. If accessible, fully install and hand-tighten the exhaust pipe clamp from inside the cab; otherwise, hand-tighten the exhaust pipe clamp from below the cab. See [Fig. 27](#) and [Fig. 28](#).

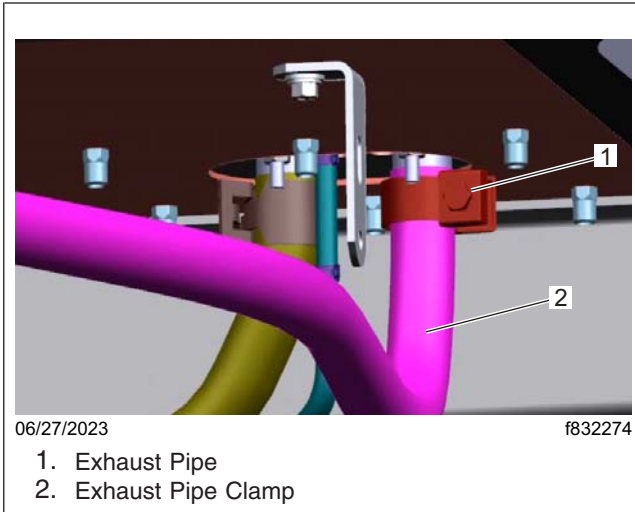


Fig. 27, Exhaust Pipe Clamp Location

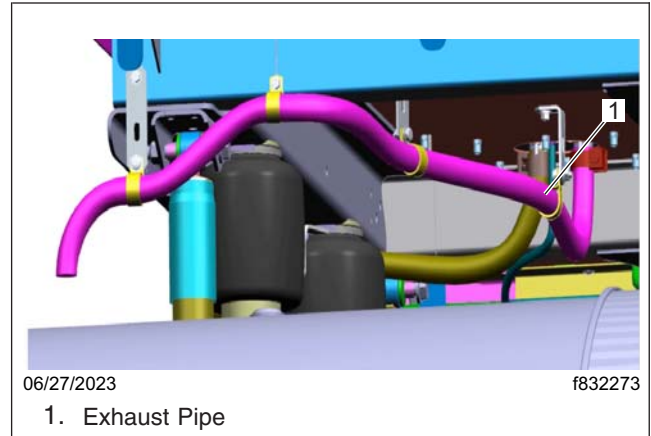


Fig. 28, Exhaust Pipe Location

NOTE: The four mounting plate fasteners (910105 006006) are supplied with the Espar heater kit.

14. Position the Espar heater on the sleeper floor, and align the four mounting holes with the threaded inserts on the sleeper floor. Install the four fasteners that attach the auxiliary heater mounting plate to the sleeper floor. See [Fig. 29](#).

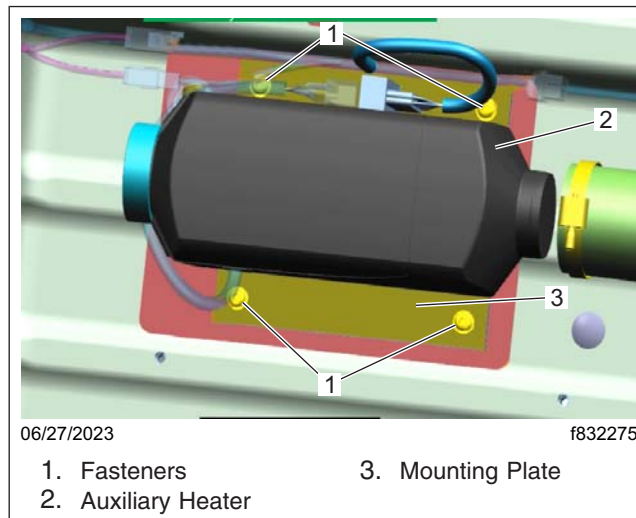


Fig. 29, Auxiliary Heater Mounting Plate Location

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15. Connect the electrical harness to the Espar auxiliary heater. See **Fig. 30**. Secure the harness within the bunk area, as shown in **Fig. 31**.

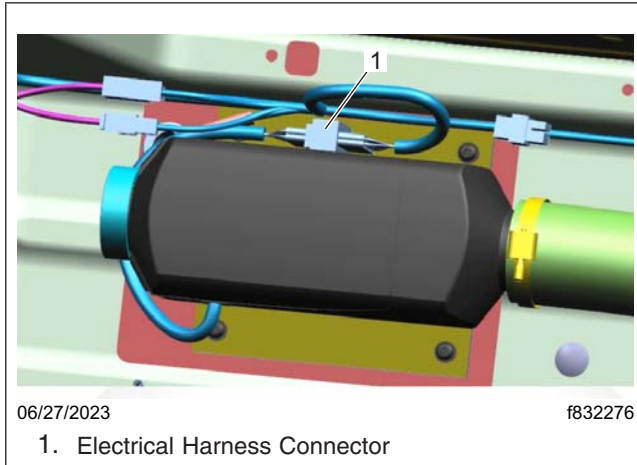


Fig. 30, Electrical Harness Connected to Auxiliary Heater



Fig. 31, Securing the Harness within the Bunk Area

16. Install the flexible ducting pipe to the auxiliary heater.
- 16.1 Attach the louver to the front wall of the bunk partition.
 - 16.2 Slide the flexible ducting pipe on to the auxiliary heater, and secure with tie strap.
17. Install the auxiliary heater cover from inside the sleeper cab and from underneath the bunk. Lower the bunk and install the mattress.
18. From underneath the sleeper cab, ensure the auxiliary heater exhaust pipe support brackets are secure. Secure the fuel line and the harness as needed using the tie straps.

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19. The operation of the Espar Digi-Max® D1000 Controller, shown in **Fig. 32**, is as follows:
- Pressing the power button enables the display on the screen.
 - The green LED illuminates to indicate the heater is running.
 - The remaining runtime and the temperature set point are displayed on the screen.
 - Pressing the left or right button alters the desired temperature, and the same is displayed on the screen. Temperature setting can be adjusted at any time. The temperature adjustment range is from 48 to 93°F (9 to 34°C).
 - The heater can be switched off any time by pressing the power button. A heater cool-down cycle of five to eight minutes is then initiated.
 - The controller has a real-time diagnostic feature which automatically displays the fault codes as they happen. The red LED also illuminates to indicate that the heater requires attention. An example of a fault code is: '48-Check Fuel Pump!'

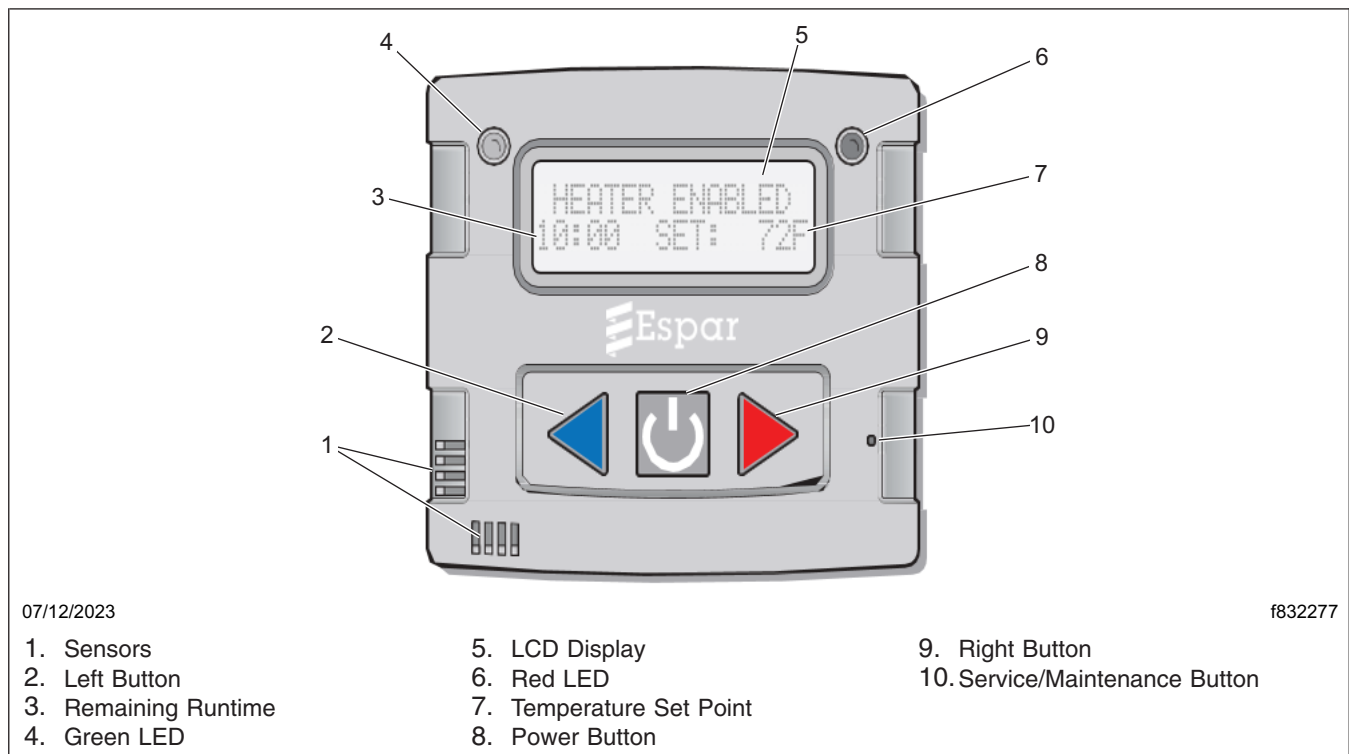


Fig. 32, Espar Digi-Max D1000 Controller

Follow the substeps to run the heater unit through one complete heat-up and cool-down cycle.

- 19.1 Turn the cab power cut-off switch to the ON position.
 - 19.2 Turn the ignition switch to the OFF position.
 - 19.3 From the sleeper area, use the power button to turn on the Digi-Max controller.
 - 19.4 Use the left or right button on the Digi-Max controller to set the desired temperature setting. Set a temperature at least 10 degrees above the current ambient temperature to begin the Espar heater operation test.
 - 19.5 Run the unit through a complete heat-up and cool-down cycle. Allow the heater to run until constant hot air is felt from the heater outlet louver, then turn off the heater. The heater start-up cycle will start and stop a few times while the fuel system is purged of air.
 - 19.6 Allow the fan to cool down the heater unit.
20. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF664 (Form WAR261), indicating this work has been completed.