

July 2024
SF689 A

Subject: Twin Steer Idler Arm

**Models Affected: Specific model years 2023-2024 Western Star
47X vehicles manufactured July 28, 2022, through December 1, 2023.**

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 SF689 to modify the vehicles mentioned above.

Certain vehicles were built with an incorrectly manufactured idler arm, which may cause improper tracking of the trailing steer axle due to a drag link pinch bolt not correctly holding the drag link in place.

The idler arm will be replaced.

There are approximately 50 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 kit and/or 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 SF689, a list of the customers and vehicle identification numbers will be available on the DTNA Portal via OWL. Please refer to this list when ordering parts for this campaign.

Table 1 - Replacement Parts for SF689

Campaign Number	Part Number	Part Description	Qty.
SF689A	A14-20896-001	IDLER ARM-STRG,TNDM,47X	1 ea
	23-09114-000	WASHER-HRDN,0.69X1.31X.177,ZN	4 ea
	23-09445-350	SCREW-CAP,HEX5/8-18X3.5 GR8PO	2 ea
	23-13833-210	NUT-HEX,LKG,XL SIL,5/8-18	2 ea
	CHR 453869 8	HUB CAP GASKET	1 ea
	BLANK COMPLETION STICKER	WAR261	1 ea

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
SF689A	REPLACE TWIN STEER IDLER ARM	5.0	996-F186A	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 (**SF689-A**).
- In the Primary Failed Part field, enter **25-SF689-000**.
- 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 July 31, 2025**. 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.) 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: Twin Steer Idler Arm

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary Western Star Truck Sales, Inc., is initiating Field Service Campaign SF689A to modify specific 2023-2024 Western Star 47X vehicles manufactured July 28, 2022, through December 1, 2023.

Certain vehicles were built with an incorrectly manufactured idler arm, which may cause improper tracking of the trailing steer axle due to a drag link pinch bolt not correctly holding the drag link in place.

The idler arm will be inspected and replaced as needed.

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 five 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 July 31, 2025**. 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-war-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: Twin Steer Idler Arm

Models Affected: Specific model years 2023-2024 Western Star
47X vehicles manufactured July 28, 2022, through December 1, 2023.

Replacement of the Twin Steer Idler Arm

1. Check the base label (Form WAR259) for a completion sticker for SF689 (Form WAR261), indicating this work has been done. 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.
3. Remove the idler arm fasteners, and remove both drag links from the idler arm. See [Fig. 1](#).

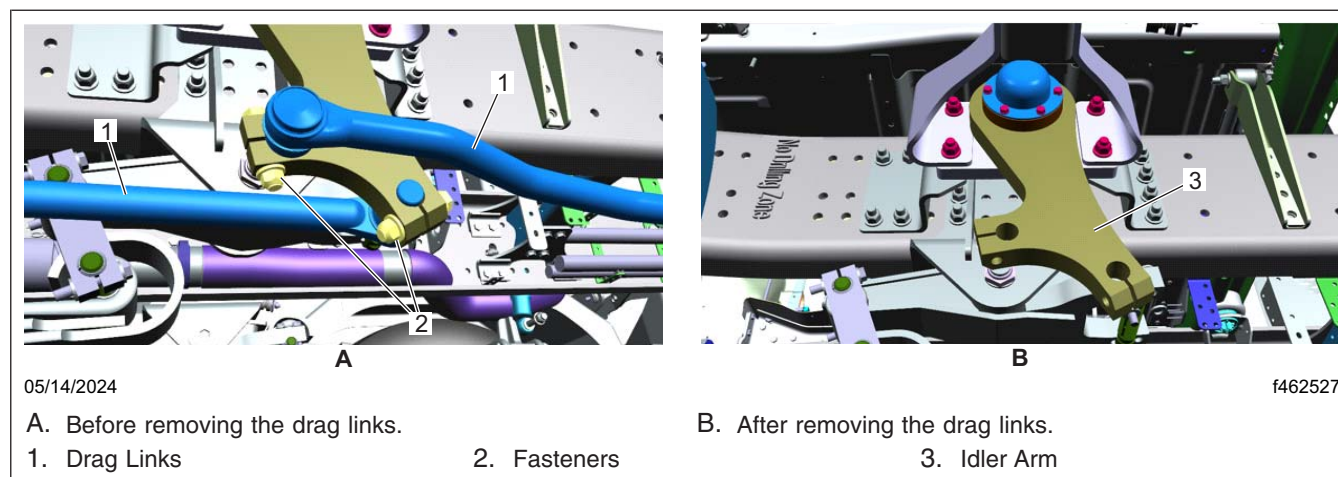


Fig. 1, Removal of the Drag Links

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4. Loosen the two cab access step mounting fasteners on the fender. See [Fig. 2](#).

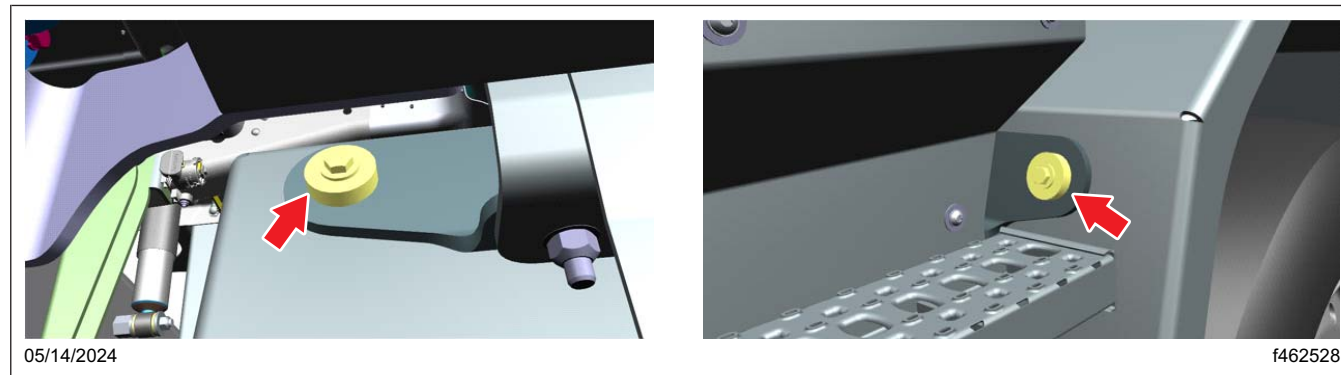


Fig. 2, Removal of the Cab Access Step Mounting Fastener

NOTICE

Be careful not to drop the idler arm as the mounting bolts are removed.

5. Remove the four bolts that attach the idler arm bracket to the shared step mount. Be careful not to drop the idler arm when removing these bolts. Remove the step completely for access. See [Fig. 3](#).

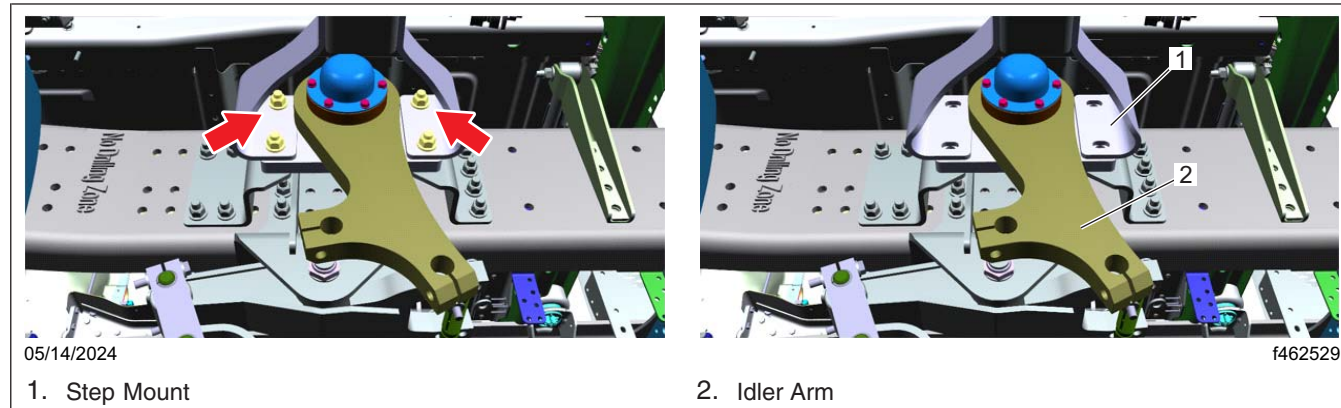


Fig. 3, Idler Arm Bracket Fasteners

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6. Remove the idler arm and the bracket assembly, and place it on the bench. See [Fig. 4](#).

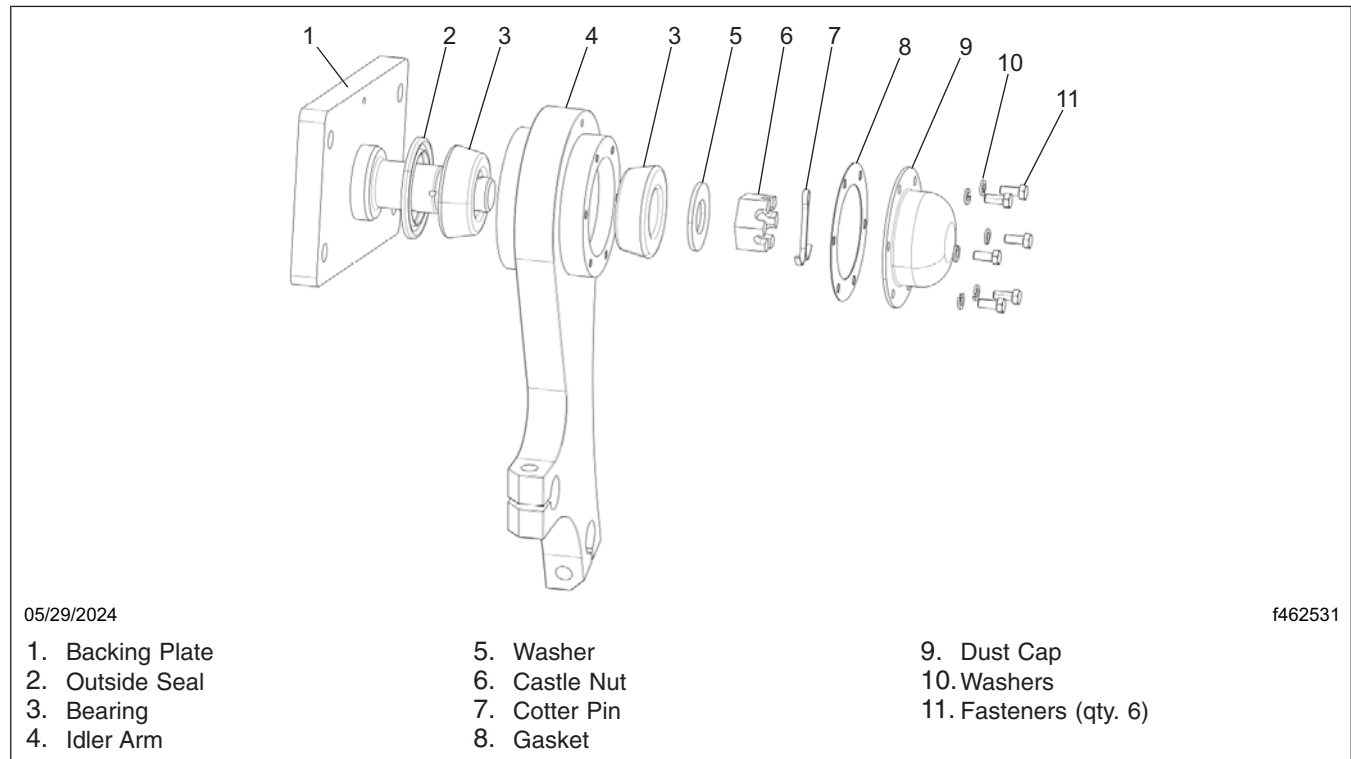


Fig. 4, Idler Arm Assembly

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7. Remove the idler arm dust cover fasteners, and remove the dust cover. Discard the gasket. See [Fig. 5](#).

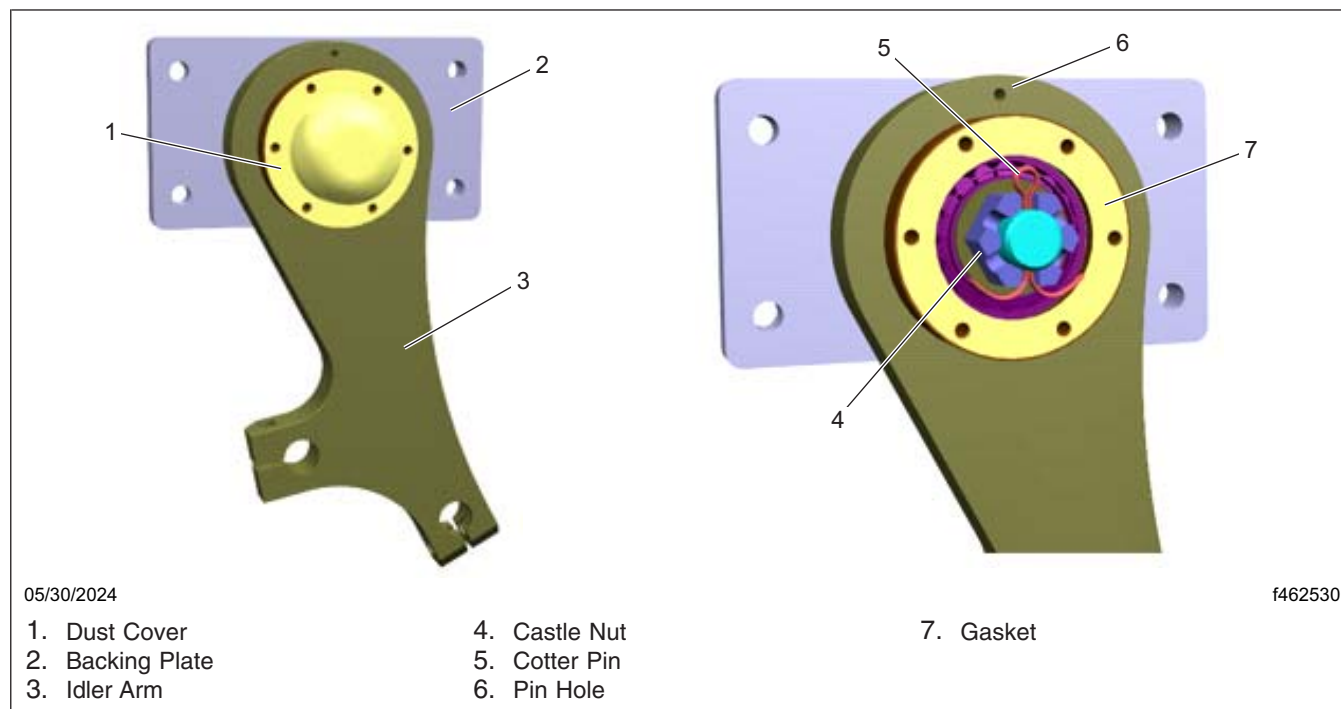


Fig. 5, Dust Cover Removal

8. Remove and discard the cotter pin.
9. Remove the castle nut.
10. Remove the washer.
11. Remove the idler arm assembly from the backing plate.
12. Remove the bearing and the bearing case.
13. Rotate the idler arm to the opposite side. Remove the seal and bearing.
14. Place the new idler arm.
15. Install the bearing case and bearing.
16. Install the new seal.
17. Rotate the idler arm to the original position.
18. Align the new idler arm and the bracket to the pin hole located at 12 o'clock position. See [Fig. 4](#).
19. Install the new washer.
20. Install the castle nut.
21. Install the bearing case and adjust the bearing inside the idler arm.
- 21.1 When pivoting the arm, tighten the nut 100 lbf·ft (136 N·m).
- 21.2 Loosen the nut until it reaches zero torque.
- 21.3 When pivoting the arm, tighten the nut 50 lbf·ft (68 N·m).
- 21.4 Loosen the nut slightly between 1/6 to 1/4 of a turn. Look for a slot that aligns with the first hole on the spindle. Once aligned, put in a cotter pin and bend its ends in opposite directions.

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22. Install the gasket and the dust cap.
23. Install the new gasket and the original dust cover with the fasteners.
24. Install the idler arm assembly to the place behind the step mount and check the pin hole alignment.
See **Fig. 4**.
25. Install the four bolts and nuts, and tighten the nuts 173 lbf·ft (235 N·m).
26. Install the drag links to the idler arm. Install the mounting pinch bolts and nuts and tighten 148 lbf·ft (201 N·m).
27. Tighten the two cab access step mounting fasteners on the fender.
28. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF689 (Form WAR261), indicating this work has been completed.