

May 2024
SF698 AB
THIRD REVISED (December 2024)

Subject: Western Star Heated Headlight Parameters

Models Affected: Specific model years 2019-2024 Western Star 47X, 49X, and 57X vehicles, manufactured August 9, 2019, through March 9, 2024.

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 SF698 to modify the vehicles mentioned above.

THIRD REVISION: The instructions have been revised to provide clarification on the parameter settings used.

The parameters that control the headlight heat function do not operate properly.

The heated headlight parameters will be updated.

There are approximately 23,829 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

No replacement parts are required

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF698, 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

Campaign Number	Part Number	Part Description	Qty.
SF698 AB	WAR261	BLANK COMPLETION STICKER	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
SF698 AB	Update Heated Headlight Parameters	0.5	996-F184A	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 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 (**SF698 A or SF698 B**).
- In the Primary Failed Part field, enter **25-SF698-000**.
- 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 **May 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. 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: return kits to your facing PDC. Export Distributors: Excess inventory is not returnable.

For questions, U.S. and Canadian dealers, contact the Warranty Campaigns Department via the Warranty Support Center (WSC) 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: Western Star Heated Headlight Parameters

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Field Service Campaign SF698 to modify specific model years 2019-2024 Western Star 47X, 49X, and 57X vehicles, manufactured August 9, 2019, through March 9, 2024.

The parameters that control the headlight heat function do not operate properly.

The heated headlight parameters will be updated.

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 **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 **May 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, 7 a.m. to 4 p.m. Pacific Time, M-F, 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: Western Star Heated Headlight Parameters

Models Affected: Specific model years 2019-2024 Western Star 47X, 49X, and 57X vehicles, manufactured August 9, 2019, through March 9, 2024.

Heated Headlight Programming Update

THIRD REVISION: The instructions have been revised to provide clarification on the parameter settings used.

1. Check the base label (Form WAR259) for a completion sticker for SF698 (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. Connect an RP1210B-compliant vehicle diagnostic adaptor to the diagnostic connector on the vehicle.
4. Connect the other end of the RP1210B-compliant vehicle diagnostic adaptor to the laptop.
5. Open DiagnosticLink®.

IMPORTANT: Make sure that DiagnosticLink is updated to the latest version (8.18 SP1 at the time of publication, or newer) before programming the vehicle.

To update DiagnosticLink, from the menu bar, select 'Tools,' then select 'Update' from the dropdown menu.

6. Use the DTNA Portal credentials to connect DiagnosticLink to the server.
7. Go to the 'Program Device' tab, and make sure that the vehicle identification number (VIN) that appears is correct. Select 'Download data from server.' See [Fig. 1](#).

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DiagnosticLink

File Edit View Log Parameters Actions Tools Help

Program Device

Gather server data Select operation Program device → Unit data management

Connected unit

5K...13N...126 - 47...831 - 20... Western Star New S700 Chassis
Server data has not been downloaded for this unit.

Program Device

Download data from server

09/28/2023 f121445

A. Go to the 'Program Device' tab.
B. Verify the VIN.
C. Select 'Download data from server.'

Fig. 1, Downloading Data from the Server

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8. After the server data download is complete, go to the 'Parameters' tab.

IMPORTANT: It is possible that all the parameter sub-folders within the 'XMC02T' folder are grayed out after downloading the unit data, and a banner that reads the following is displayed, as shown in [Fig. 2](#).

"Parameters for [ECUs, including XMC02T] cannot be edited because the device does not match the software or hardware part number contained in the Last Serviced data. Click here to open the Program Device view to reprogram these devices before attempting to make parameter changes."

- This typically occurs on a new vehicle with no service record uploaded to the server. Even though the banner suggests reprogramming the listed ECUs, this is not usually necessary.
- To remedy the situation, allow the parameters to finish reading when the 'Parameters' tab is selected, then go to the 'Program Device' tab, and there should be unit data to upload. Select 'Connect to Server' to upload the data to the server, then return to the 'Parameters' tab. At this point, the XMC02T parameters should no longer be grayed out.
- If the parameter sub-folders within the 'XMC02T' folder still continue to be grayed out, programming the XMC02T to the 'Newest' configuration will be necessary to remedy the situation.

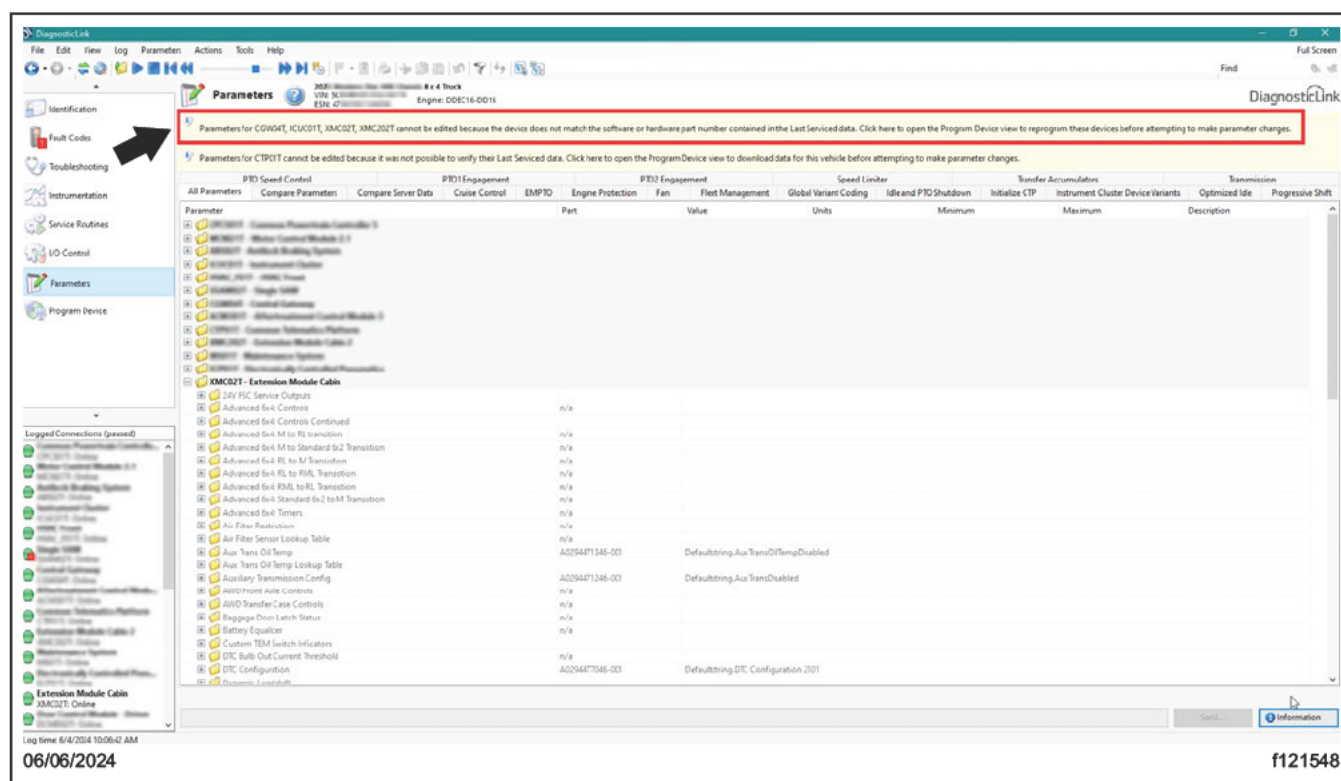


Fig. 2, XMC02T Parameters Grayed Out

9. Select and expand the 'XMC02T – Extension Module Cabin' folder, as shown in [Fig. 3](#), and set the parameter values listed in [Table 3](#).
10. Select the 'FSC Logic Block 11_15' sub-folder. Set the parameter value to 'A0334471246-003 PARM-FSC,LGC BLK 11-15,HTD HDL 81Z-008, ZGS-003.' See [Fig. 3](#).

The screenshot displays the DiagnosticLink software interface. On the left, the 'Parameters' option in the sidebar is highlighted with a red rectangle and labeled 'A'. The main window shows the 'Parameters' tab, where a tree view lists various system components. Under the 'XMC02T - Extension Module Cabin' folder (highlighted with a red rectangle and labeled 'B'), the 'FSC Logic Block 11-15' parameter is selected (labeled 'C'). This selection opens a dropdown menu showing the current value 'WriteHeatedHL' (labeled 'D') and a detailed description of the parameter, which includes a red box around the code 'A03344/1246-003: PARM-FSC/GC BLK 11-15.HTO HDL 81Z-008_ZGS-003'. The bottom status bar indicates the log time as '4/24/2024 8:07:01 AM'.

- A. Go to the 'Parameters' tab.
- B. Select and expand the 'XMC02T – Extension Module Cabin' folder.
- C. Select the 'FSC Logic Block 11_15' sub-folder.
- D. Set the parameter value to 'A0334471246-003 PARM-FSC,LGC BLK 11-15,HTD HDL 81Z-008, ZGS-003.'

Fig. 3, Setting the FSC Logic Block 11_15 Parameter Value

XMC02T - Extension Module Cabin (XMC1) Parameter Values			
Module	Parameter	Parameter Value	Parameter Description
XMC02T	FSC Logic Block 11_15	A0334471246-003	A0334471246-003 PARM-FSC,LGC BLK 11-15,HTD HDL 81Z-008, ZGS-003
	FSC Logic Block 21_25	A0334471346-003	A0334471346-003 PARM-FSC,LGC BLK 21-25,HTD HDL 81Z-008,ZGS-003
	FSC Logic Block 6_10	A0334471146-003	A0334471146-003 PARM-XMC,FSC,LOGIC BLK 6-10 81Z-008,R2303, ZGS-003
	FSC Timer Block 1_20	A0304474746-003	A0304474746-003 FSC Timer Block 1_20 42NLG1PS1 ZGS 003
	FSC CAN Event 1_32*	A0264471946 (use latest version of dash number)	A0264471946 PARM-XMC,FSC,CAN EVENT 1-32
	FSC Parameters OutputPinBlock 1_12*	A0264472146-001	A0264472146-001 Defaultstring.HeatedHL

* These parameters should already be set to the values shown.

Table 3, XMC02T - Extension Module Cabin (XMC1) Parameter Values

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11. Select the 'FSC Logic Block 21_25' sub-folder. Set the parameter value to 'A0334471346-003 PARM-FSC,LGC BLK 21-25,HTD HDL 81Z-008,ZGS-003.' See [Fig. 4](#).

05/14/2024 f121536

A. Select the 'FSC Logic Block 21_25' sub-folder.
B. Set the parameter value to 'A0334471346-003 PARM-FSC,LGC BLK 21-25,HTD HDL 81Z-008,ZGS-003.'

Fig. 4, Setting the FSC Logic Block 21_25 Parameter Value

12. Select the 'FSC Logic Block 6_10' sub-folder. Set the parameter value to 'A0334471146-003 PARM-XMC,FSC,LOGIC BLK 6-10 81Z-008,R2303, ZGS-003.' See [Fig. 5](#).

05/14/2024 f121537

A. Select the 'FSC Logic Block 6_10' sub-folder.
B. Set the parameter value to 'A0334471146-003 PARM-XMC,FSC,LOGIC BLK 6-10 81Z-008,R2303, ZGS-003.'

Fig. 5, Setting the FSC Logic Block 6_10 Parameter Value

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13. Select the 'FSC Timer Block 1_20' sub-folder. Set the parameter value to 'A0304474746-003 FSC Timer Block 1_20 42NLG1PS1 ZGS 003.' See [Fig. 6](#).

The screenshot shows a file explorer view on the left with 'FSC Timer Block 1_20' selected (indicated by arrow A). The main pane shows a list of parameters. The parameter 'A0304474746-003 FSC Timer Block 1_20 42NLG1PS1 ZGS 003' is highlighted (indicated by arrow B). The date '05/14/2024' is at the bottom left, and the code 'f121538' is at the bottom right.

A. Select the 'FSC Timer Block 1_20' sub-folder.
B. Set the parameter value to 'A0304474746-003 FSC Timer Block 1_20 42NLG1PS1 ZGS 003.'

Fig. 6, Setting the FSC Timer Block 1_20 Parameter Value

NOTE: The 'FSC CAN Event 1_32' parameter should already be set to the correct value. If so, no change is needed.

14. Select the 'FSC CAN Event 1_32' sub-folder. Set the parameter value to 'A0264471946-003 PARM-XMC,FSC,CAN EVENT 1-32.' Use the highest level dash number available. For example, 'A0264471946-XXX' with 'XXX' being the highest value available. See [Fig. 7](#).

The screenshot shows a file explorer view on the left with 'FSC CAN Event 1_32' selected (indicated by arrow A). The main pane shows a list of parameters. The parameter 'A0264471946-003 PARM-XMC,FSC,CAN EVENT 1-32, 81Z-008,R2203' is highlighted (indicated by arrow B). The date '07/24/2024' is at the bottom left, and the code 'f121551' is at the bottom right.

A. Select the 'FSC CAN Event 1_32' sub-folder.
B. Set the parameter value to 'A0264471946-003 PARM-XMC,FSC,CAN EVENT 1-32.' Use the highest level dash number available. For example, 'A0264471946-XXX' with 'XXX' being the highest value available.

Fig. 7, Setting the FSC CAN Event 1_32 Parameter Value

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NOTE: The 'FSC Parameters OutputPinBlock 1_12' parameter should already be set to the correct value. If so, no change is needed.

15. Select the 'FSC Parameters OutputPinBlock 1_12' sub-folder. Set the parameter value to 'A0264472146-001 Defaultstring.HeatedHL.' See [Fig. 8](#).

05/14/2024 f121540

A. Select the 'FSC Parameters OutputPinBlock 1_12' sub-folder.
B. Set the parameter value to 'A0264472146-001 Defaultstring.HeatedHL.'

Fig. 8, Setting the FSC Parameters OutputPinBlock 1_12 Parameter Value

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16. Select the 'Send' button to write the parameter changes to the XMC02T ECU in the vehicle. A window opens asking to confirm the parameter changes. Select 'OK.' See [Fig. 9](#).

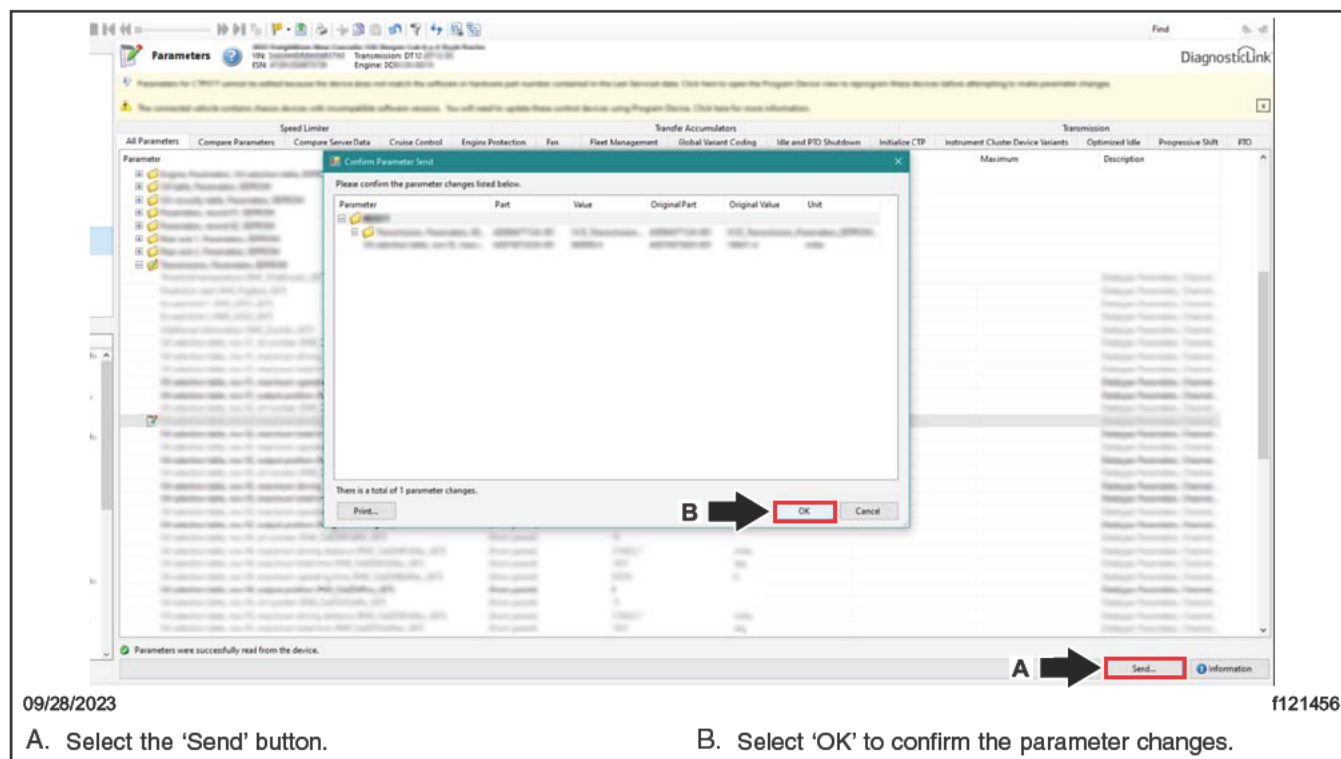


Fig. 9, Writing the Parameter Changes to the Vehicle

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17. Once the parameter change is complete, go to the 'Program Device' tab. Select 'Unit data management' in the upper-right corner. See [Fig. 10](#).

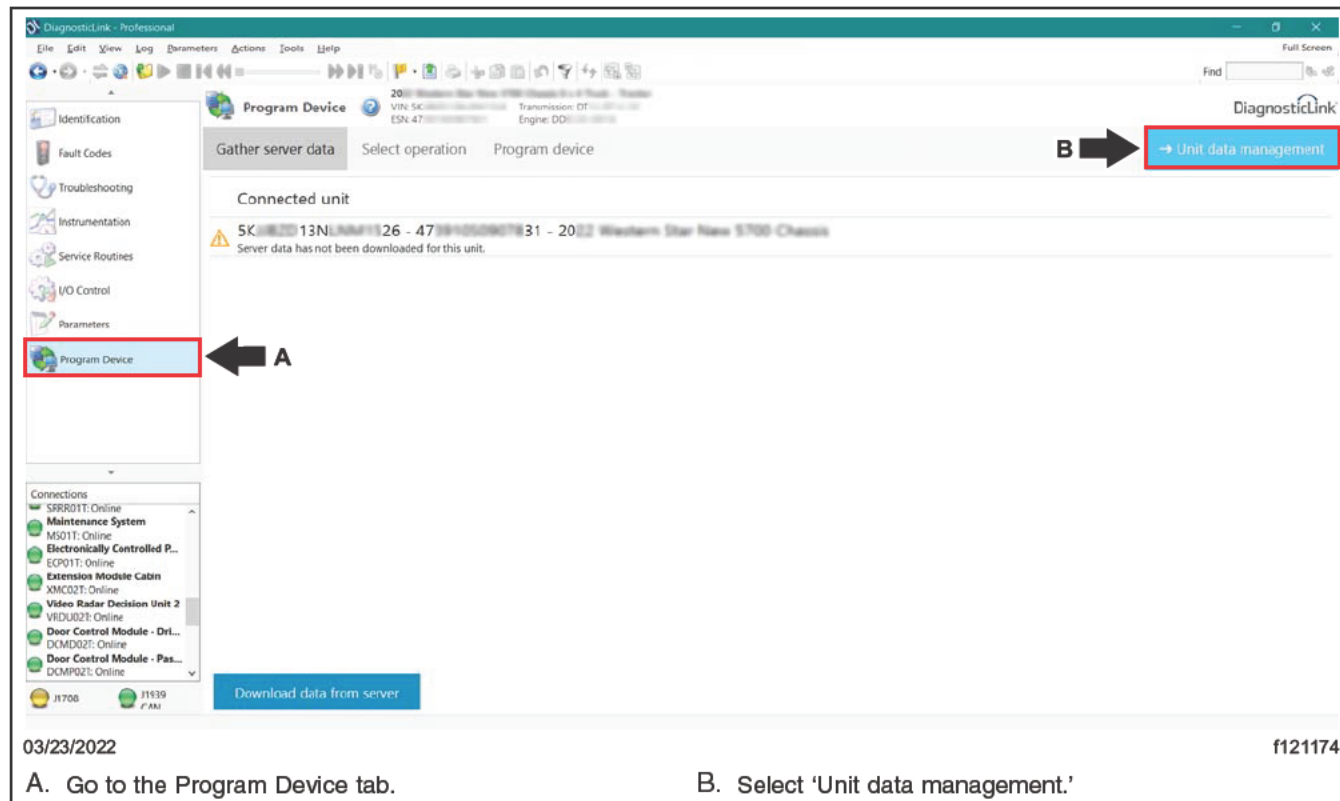


Fig. 10, Selecting Unit Data Management

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18. The information corresponding to the VIN should appear under the 'Unit data for upload.' Select 'Connect to server' to upload the new parameters. See [Fig. 11](#).

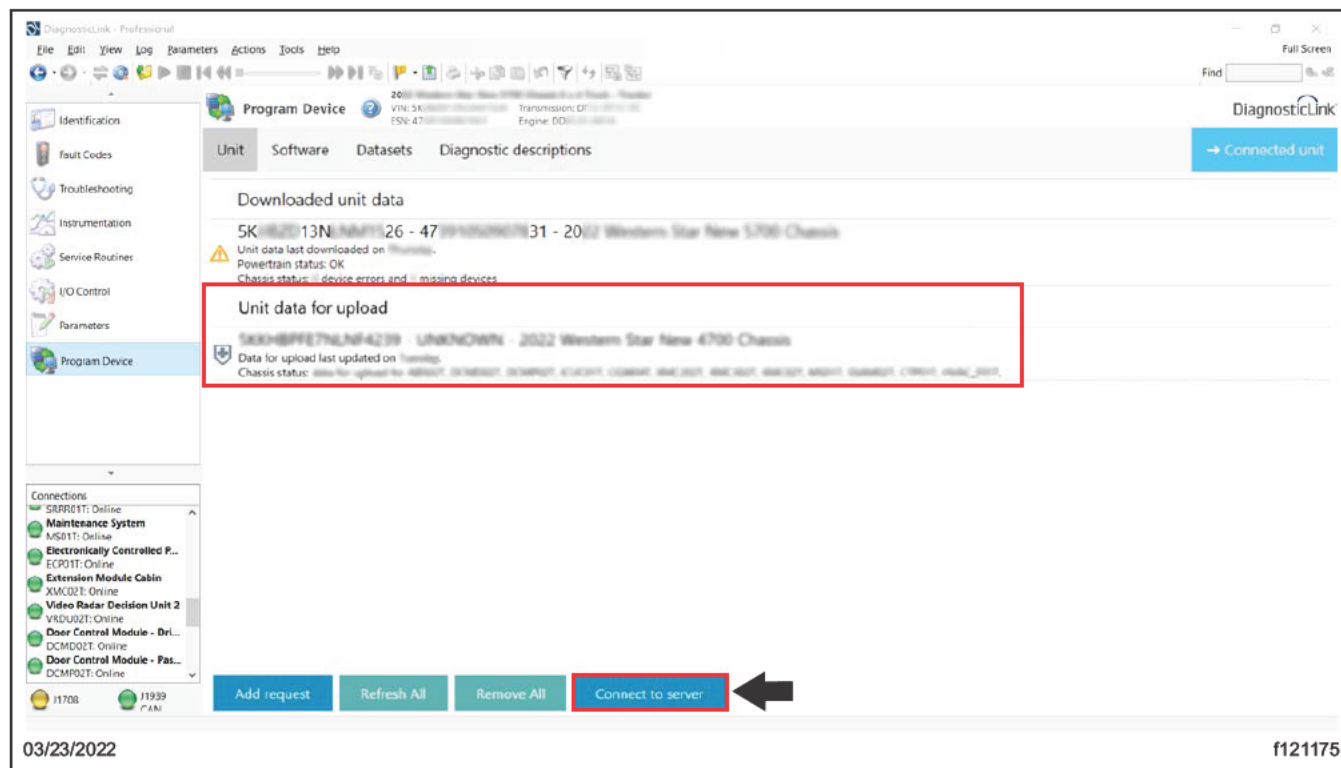


Fig. 11, Uploading the New Parameters

19. Once the parameter updates are uploaded to the server, disconnect the vehicle from DiagnosticLink.
20. Turn the ignition key to the OFF position.
21. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for SF698 (Form WAR261), indicating this work has been completed.