

F1014 A-B

Creation Date: *March 2025*

Subject: Western Star DEF Header Emission Recall

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Western Star	47X, 49X	2025	2025	November 25, 2024	December 7, 2024
Identifying Feature	Equipped with a DD13 engine.				

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) has decided that a defect that relates to emissions exists on the vehicles mentioned above.

- Wholly owned subsidiary Western Star Truck Sales, Inc.

PROBLEM:	On the affected vehicles, incorrect DEF Headers were installed on trucks with DD13 engines. This may result in a DEF level fault in error, as the header installed is not compatible with the current calibration.
SOLUTION:	A Daimler Truck North America authorized service facility will replace the DEF header.

There are approximately 62 vehicles involved.

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 WAR260).

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.

If our records show your dealership has ordered any vehicle(s) involved in campaign number F1014 a list of the customers and vehicle identification numbers will be available on DTNA Portal. Please refer to this list when ordering parts for this recall.

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IMPORTANT - After Repair is Complete*:

Attach a red completion sticker (WAR260) to the base label (WAR259).

If the vehicle does not have a base label, clean a spot on the appropriate location, and attach a base label, prior to attaching the completion sticker.

If a campaign kit is not required, write the campaign number on a blank sticker and attach it to the base label.

(Failure to install a completion sticker may result in a chargeback of the campaign claim.)

* TBB is exempt from the completion sticker process

Table 1 – Replacement Parts for F1014 A-B

Group	Part Description	Part Number	Qty
A	HEADER-DEF,UQLS,13/23 GAL,KUS	04-35959-001	1 ea
B	HEADER-DEF,UQLS,8 GAL,KUS	04-35749-001	1 ea
All Groups	Blank completion sticker	WAR260	1 ea

Table 1 – Replacement Parts for F1014 A-B

Removed Parts

- ☐ For U.S. and Canadian Dealers, use the part disposition in OWL to determine how to manage removed parts (return, scrap, etc.). Dispositions are available at the date of the repair.
- ☐ For Export Dealers, destroy removed parts unless otherwise advised.

Claim Reimbursement - Labor Allowance

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

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.

- ☐ In OWL, use the 'Retrieve' function and select the appropriate procedure. This will auto-populate the PFP, component code, replacement parts, cause, corrective action and SRT code in OWL.

Table 2 - Claim Reimbursement Table

Claim Type	Recall Campaign
Campaign	F1014 A-B
VMRS Component Code	F99-999-005

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Cause Code	A1 – Campaign
Primary Failed Part	25-F1014-000

Table 3 – Labor Allowance for F1014 A-B

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A, B	DEF header replacement	2.0	996-R247A	12-Repair Recall/Campaign

Table 3 – Labor Allowance

- ☐ Claim type is **Recall Campaign**.
- ☐ In the Campaign field, enter the campaign number and appropriate group (F1014-A, and F1014-B).
- ☐ In the Primary Failed Part field, enter 25-F1014-000.
- ☐ 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 auto-populate if applicable using SRT 939-6010A, for 0.3 hours.
- ☐ The VMRS Component Code is F99-999-005 and the Cause Code is A1 - Campaign.
- ☐ U.S. and Canada – Reimbursement for Prior Repairs. When a customer asks about reimbursement, please do the following:
 - ☐ Accept the documentation of the previous repair.
 - ☐ Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the 'Copy of Owner Letter' section of this bulletin for reimbursement guidelines.)
 - ☐ Submit an OWL Recall Pre-Approval Request for a decision.
 - ☐ Include the approved amount on your OWL claim in the Other Charges section.
 - ☐ Attach the documentation to the pre-approval request.
 - ☐ If approved, submit a 'based on claim' for the pre-approval.
 - ☐ The Dealer is required to reimburse the customer the appropriate amount.

IMPORTANT: OWL must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

U.S. and Canadian dealers, contact the Warranty Campaigns Department via Web inquiry at DTNAPortal.com/WSC, if you have any questions or need additional information. Export distributors, submit a Web inquiry or contact your International Service Manager.

U.S. and Canadian Dealers: To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number. Export Distributors: Excess inventory is not returnable.

The letter notifying U.S. and Canadian vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states

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that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60-day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

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Copy of Notice to Owners

Subject: Western Star DEF Header Emission Recall

For Notice to U.S. Customers: Your vehicle may be equipped with a DEF header that violates (California and Federal) standards and regulations. **For Notice to Canadian Customers:** This notice was sent to you in accordance with the requirements of Canadian Environmental Protection Act (CEPA), 1999. Vehicles registered in Canada will require DEF header replacement.

For Notice to U.S. Customers: The U.S. Environmental Protection Agency and California Air Resources Board have determined that your engine/equipment may be emitting pollutants in excess of federal emission standards (and/or California standards) as defined in Title 40 of the Code of Federal Regulations. These emission standards protect the public health and welfare from air pollution. To ensure your full protection, by federal law, under the emission warranty on your engine/equipment, and your right to participate in future recalls, we recommend you have your vehicle serviced as soon as possible. Failure to do so can be considered improper maintenance.

Your vehicle or engine may be releasing air pollutants, which exceed federal and California standards. Failure to receive the repair may cause the vehicle to fail a vehicle inspection when such tests are required under state law. There is not an adverse effect on performance, fuel economy, nor durability of the vehicle or engine. These vehicles cannot be operated in the State of California if the recall is not completed once available.

Daimler Truck North America LLC (DTNA), on behalf of its wholly owned subsidiary, Western Star Truck Sales, Inc., is initiating Emission Recall F1014 to modify model year 2025 Western Star 47X, and 49X vehicles manufactured November 2024, through December 2024. The recall will be performed at the expense of the manufacturer.

For Notice to U.S. Customers: If you reside in the State of California, a Proof of Correction form will be provided to you by the service facility upon completion of the repair. Please retain it as it may be requested by the DMV in order to register your vehicle.

For Notice to U.S. Customers: Please understand that the California DMV (Department of Motor Vehicles) will reject vehicle registration renewals if this emission related recall has not been completed.

For Notice to U.S. Customers: Certain 2025 Western Star 47X, and 49X vehicles no longer meet updated California Air Resource Board (CARB) emission standards and regulations. See below for additional detail on vehicle applicability:

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Western Star	47X, 49X	2025	2025	November 25, 2024	December 7, 2024

On the affected vehicles, incorrect DEF Headers were installed on trucks with DD13 engines. This may result in a DEF level fault in error, as the header installed is not compatible with the current calibration.

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Records indicate that your vehicle has one of the affected vehicles. Instructions for this emission recall have been sent to your local DTNA authorized repair facility. A Daimler Truck North America authorized service facility will replace the DEF header. The recall will take approximately two and a half hours and will be performed free of charge.

Please contact a DTNA authorized repair facility to arrange to have the emission recall performed. To locate an authorized facility, search online at <https://demanddetroit.com/find-a-dealer/>

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification.

If you do not own the vehicle that corresponds to the identification number(s), which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle emissions.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

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Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Truck North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair
- The Vehicle Identification Number (VIN) of the vehicle that was repaired
- What problem occurred, what repair was done, when the repair was done
- Who repaired the vehicle
- The total cost of the repair expense that is being claimed
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt)

Reimbursement will be made by check from your Daimler Truck North America LLC dealer.

Please speak with your Daimler Truck North America LLC authorized dealer concerning this matter.

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Work Instructions

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Models Affected					
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Western Star	47X, 49X	2025	2025	November 25, 2024	December 7, 2024
Identifying Feature	Equipped with a DD13 engine.				

F1014 A – Replacement of the Diesel Exhaust Fluid (DEF) Tank Header

1. Check the base label (Form WAR259) for a completion sticker for F1014 (Form WAR260), 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. Open the hood.



WARNING:

Remove the radiator cap only when the system is cool. Removing the cap when the system is hot can cause severe personal injury due to scalding.

4. Recover the engine coolant into a clean container to prevent it from leaking at the DEF tank connections.
5. Transfer enough DEF into a clean container, so the tank can be lifted out of the frame.
6. Remove the fasteners that attach the left-hand step bracket to the DEF tank cage.
7. Loosen the fasteners that secure the cab access steps to the fuel tank band brackets.
8. Remove the DEF tank beauty cover.

NOTICE:

To remove DEF lines, push the coupling in toward the male connector, and move the holding clip to the unlocked

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NOTICE:

To remove DEF lines, push the coupling in toward the male connector, and move the holding clip to the unlocked position, then compress the prongs of the holding clip to remove it.

IMPORTANT: Wait at least five minutes after shutting down the engine to service the DEF lines. The system requires time to purge DEF from the lines.

9. Remove the DEF lines from the supply and return ports.
10. Remove the wiring harness connections from the tank header unit.
11. Remove the coolant lines from the supply and return ports.
12. Remove the tank retaining bracket. See [Fig. 1](#).

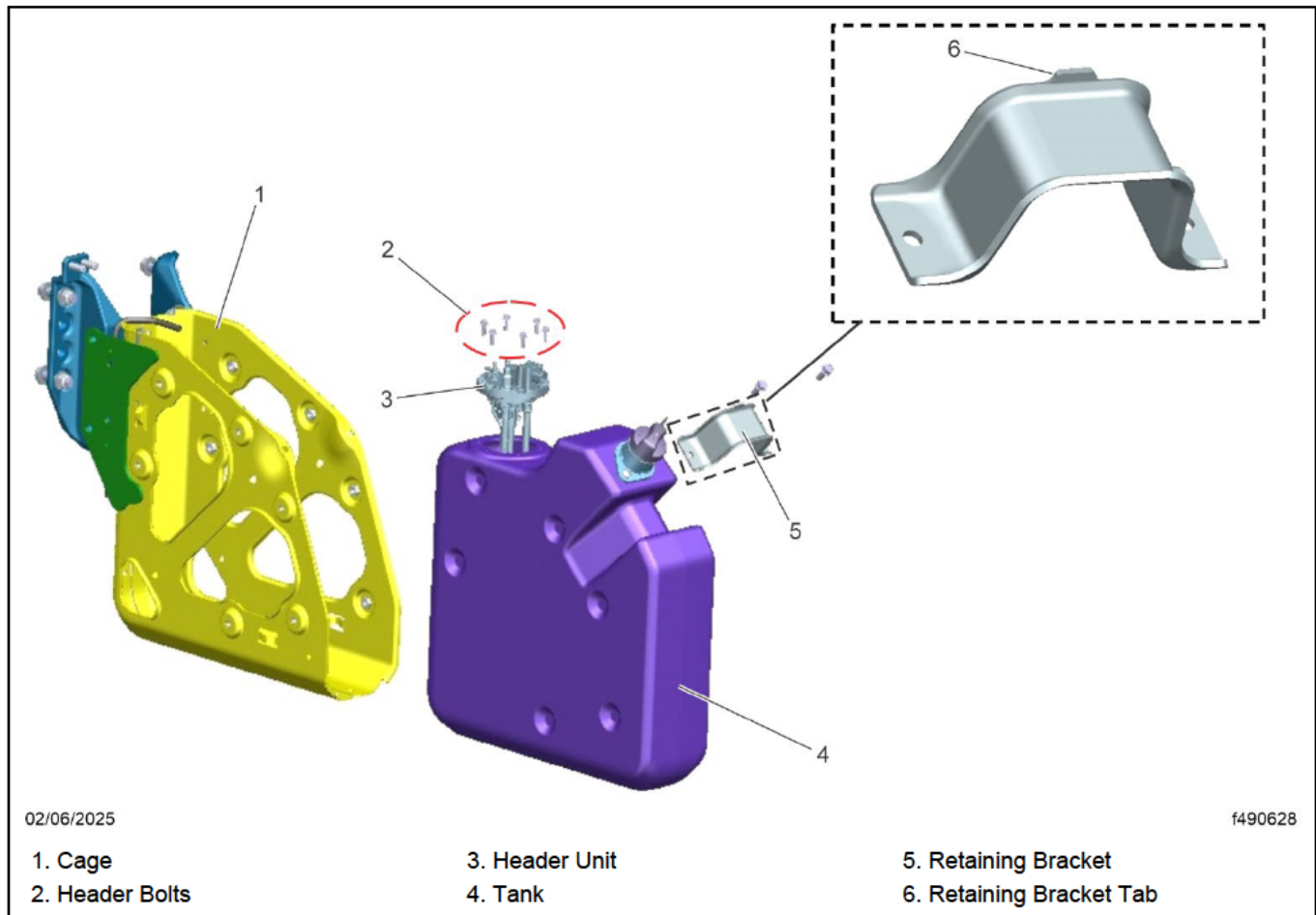


Fig. 1, 8-Gallon DEF Tank Assembly

13. Clean any spilled coolant from the header area to prevent it from contaminating the tank.

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NOTICE:

Do not use impact tools on DEF header fasteners, the high torque and heat could damage the threaded inserts.

14. Remove the bolts that hold the header to the tank.
15. Remove the header.
 - 15.1. Pull the assembly straight up.
 - 15.2. Rotate it to pull the horizontal end clear of the tank. See [Fig. 2](#).



Fig. 2, Rotating Header

16. Install the header.
 - 16.1. Fit the header into the tank.
 - 16.2. Adjust the header so the bottom section fits into the support feature in the bottom and seat the top flange on the seal.
 - 16.3. Install the fasteners and tighten 6 lbf·ft (8 N·m).
17. Position the tank in the mounting cage.
18. Install the retaining bracket by tightening the fasteners in an alternating sequence until the strap is against the cage. Tighten the strap fasteners 35 lbf·ft (47 N·m).

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IMPORTANT: To install the DEF lines, push the line coupling on the port connector, then pull back gently on the coupling to engage the locking feature.

19. Clean any DEF crystals from the header port and line fittings, then install the lines.
20. Install the coolant supply and return line connections on the tank.
21. Install the wiring harness connections on the tank header unit.
22. Fill the DEF tank with the recovered fluid.
23. Fit the DEF tank cover and loosely install the fasteners that only hold the cover.
24. Install the step support bracket on the DEF tank. Tighten all the cover and bracket fasteners 35 lbf·ft (47 N·m).
25. Position the tread retaining bars that hold the steps to the fuel tank band brackets, and if required, adjust the position of the treads as shown in [Fig. 3](#). Tighten the tread retaining bars 9 lbf·ft (12 N·m).

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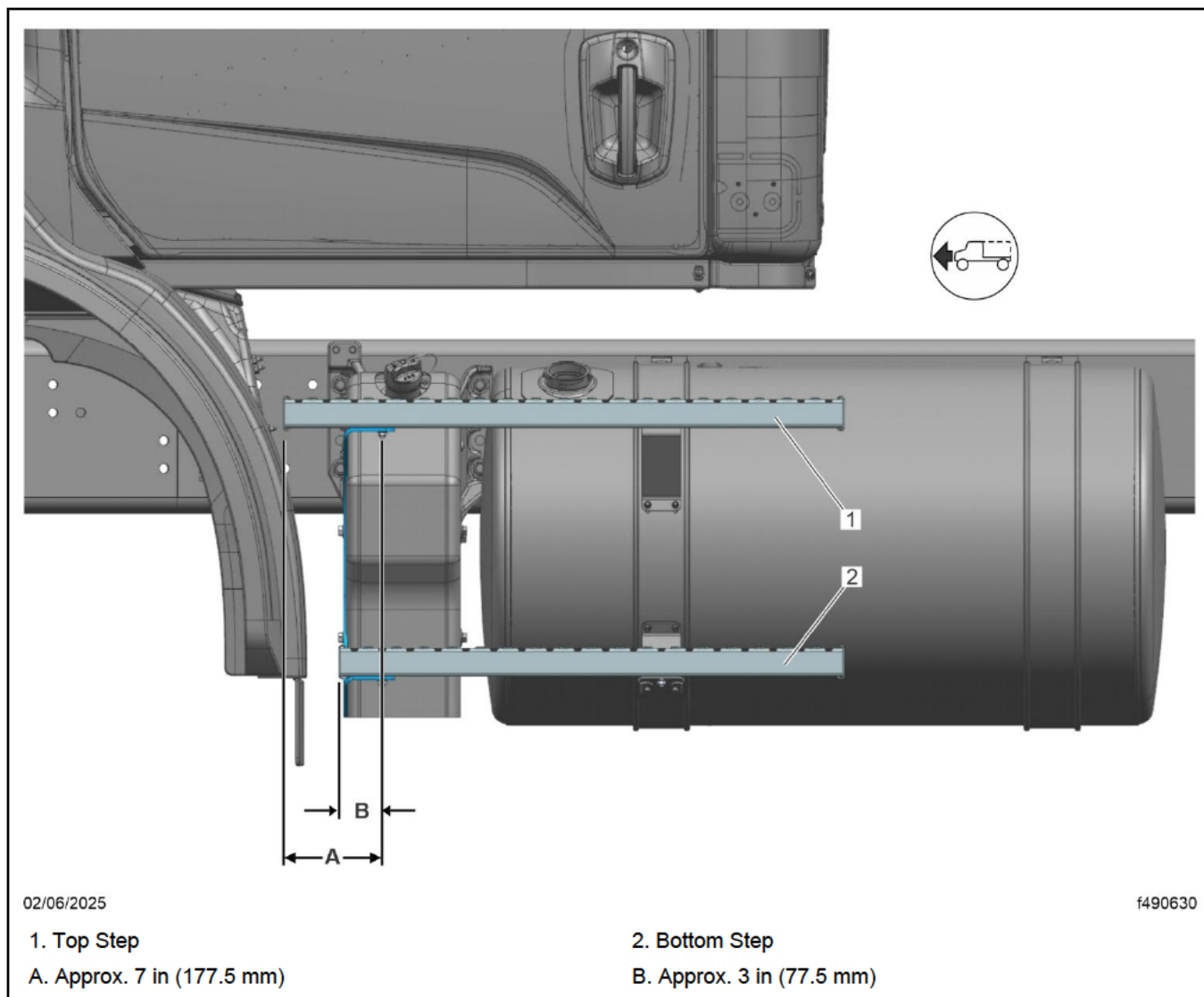


Fig. 3, Positioning the Tread Retaining Bars Holding the Steps

26. Fill the cooling system and perform any bleeding procedures required by the engine supplier.
27. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for F1014 (Form WAR260), indicating this work has been completed.

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F1014 B – Replacement on the Diesel Exhaust Fluid (DEF) Tank Header

1. Check the base label (Form WAR259) for a completion sticker for F1014 (Form WAR260), 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. Open the hood.



WARNING:

Remove the radiator cap only when the system is cool. Removing the cap when the system is hot can cause severe personal injury due to scalding.

4. Recover the engine coolant into a clean container to prevent it from leaking at the DEF tank connections.
5. Transfer enough DEF into a clean container, so the tank can be lifted out of the frame.

NOTICE:

To remove DEF lines, push the coupling in toward the male connector, and move the holding clip to the unlocked position, then compress the prongs of the holding clip to remove it.

6. Remove the fasteners that attach the left-hand step bracket to the DEF tank cage.
7. Loosen the fasteners that secure the cab access steps to the fuel tank band brackets.

IMPORTANT: Wait at least five minutes after shutting down the engine to service the DEF lines. The system requires time to purge DEF from the lines.

8. Remove the DEF lines from the supply and return ports.
9. Remove the wiring harness connections from the tank header unit.
10. Remove the coolant lines from the supply and return ports.
11. Clean any spilled coolant from the header area to prevent it from contaminating the tank.

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12. Remove the tank retaining bracket. See [Fig. 4](#).

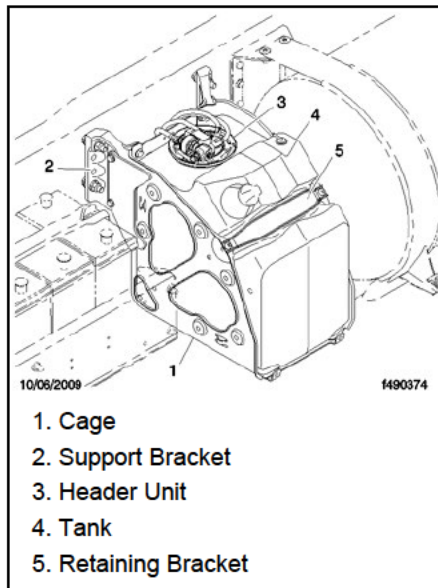


Fig. 4, 13- or 23-Gallon DEF Tank Mounting Assembly

13. Remove the tank from the mounting cage.

NOTE: A wrench (DDE W001582000700) is available for removal and installation of the locking.

14. Rotate the header locking counterclockwise to loosen it, then remove the locking.

15. Remove the header.

15.1. Pull the assembly straight up.

15.2. Rotate it to pull the horizontal end clear of the tank. See [Fig. 5](#).

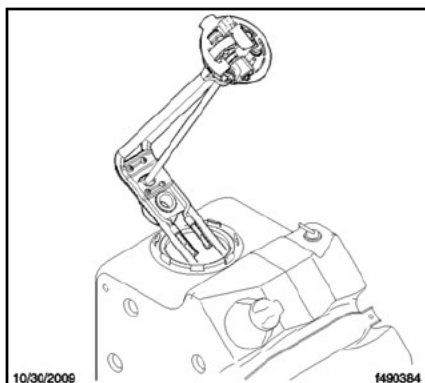


Fig. 5, Header Unit

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16. Install the header.
 - 16.1. Fit the header into the tank.
 - 16.2. Adjust the header so the bottom section fits into the support feature in the bottom and seat the top flange on the seal.
 - 16.3. Install the header lockring and rotate it clockwise to secure it to the tank.
 17. Position the tank in the mounting cage.
- NOTE: 23-gallon DEF tanks use a spacer between the retainer and the cage.
18. Install the retaining bracket by tightening the fasteners until the strap is against the cage. Tighten the strap fasteners 35 lbf·ft (47 N·m).
- IMPORTANT: To install the DEF lines, push the line coupling on the port connector, then pull back gently on the coupling to engage the locking feature.
19. Remove any DEF crystals from the ports on the header, and install the lines.
 20. Install the coolant supply and return line connections on the tank.
 21. Install the wiring harness connections on the tank header unit.
 22. Fill the DEF tank with the recovered fluid.
 23. Fit the DEF tank cover and loosely install the fasteners that only hold the cover.
 24. Install the step support bracket on the DEF tank. Tighten all the cover and bracket fasteners 35 lbf·ft (47 N·m).

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25. Position the tread retaining bars that hold the steps to the fuel tank band brackets, and if required, adjust the position of the treads as shown in **Fig. 6**. Tighten the tread retaining bars 9 lbf·ft (12 N·m).

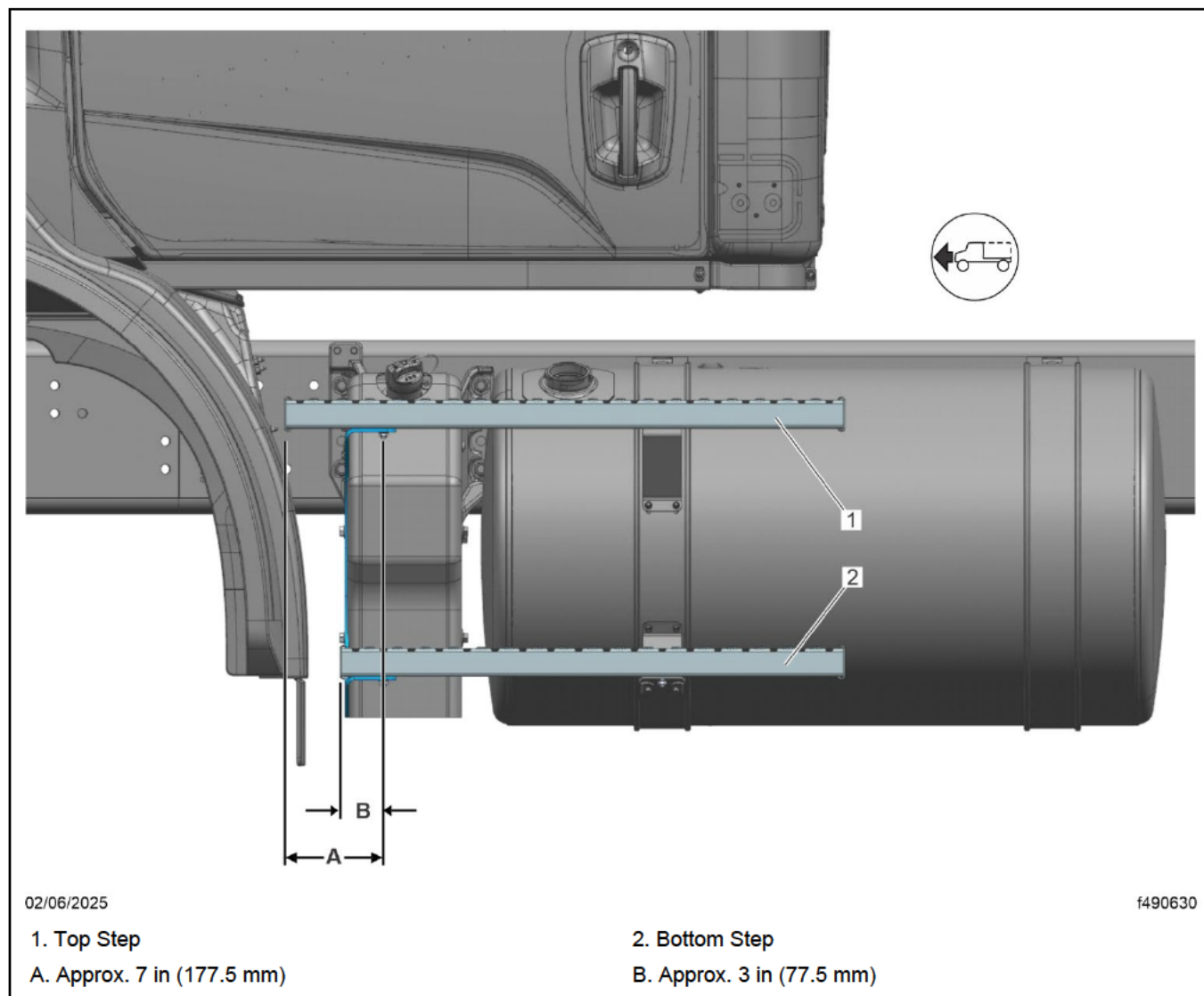


Fig. 6, Positioning the Tread Retaining Bars Holding the Steps

26. Fill the cooling system and perform any bleeding procedures required by the engine supplier.
27. Clean a spot on the base label (Form WAR259), and attach a campaign completion sticker for F1014 (Form WAR260), indicating this work has been completed.