

SF718 A

Creation Date: June 2025

Subject: Transmission Oil Cooler Line Clearance

Models Affected					
Make	Model	Model Yr. Start	Model Yr. End	Prod. Start Date	Prod. End Date
Western Star	47X	2025	2026	March 21, 2024	April 9, 2025
Western Star	47X RHD	2025	2025	April 9, 2024	September 9, 2024
Western Star	48X RHD	2025	2026	March 18, 2024	March 27, 2025
Western Star	49X	2025	2026	March 21, 2024	April 8, 2025
Western Star	49X RHD	2025	2026	March 23, 2024	February 27, 2025

General Information

On behalf of the entity listed below, Daimler Truck North America LLC (DTNA) is initiating Field Service Campaign SF718 to modify the affected vehicles.

- Wholly owned subsidiary Western Star Truck Sales, Inc.

PROBLEM: The transmission cooler lines may come in contact with nearby surfaces.

SOLUTION: A Daimler Truck North America authorized service facility will inspect the cooler line for damage and modify the recirculation baffle to ensure proper clearance.

There are approximately 8,290 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 WAR261).

Replacement Parts

If our records show your dealership has ordered any vehicle(s) involved in campaign number SF718, 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 field service campaign.

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Note: Please do not order parts ahead of the repair. Fewer than 1% of the population are expected to require replacement parts.

IMPORTANT - After Repair is Complete:

Write the campaign number on a red completion sticker (WAR261) and attach sticker 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.

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

(TBB is exempt from the completion sticker process.)

Removed Parts

- For U.S. and Canadian Dealers, use the part disposition 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 Field Service campaign 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.

Table 1 - Claim Reimbursement Table

Claim Type	Field Service Campaign
Campaign	SF718 A
VMRS Component Code	F99-999-005
Cause Code	A1 – Campaign
Primary Failed Part	25-SF718-000

Table 2 – Labor Allowance for SF718-A

Groups	Procedure	Time Allowed (hours)	SRT Codes	Corrective Action
A	Modify Right-Hand Radiator Baffle	0.7	996-F240A	12-Repair Recall/Campaign
B	Modify Right-Hand Radiator Baffle and Replace Line	1.3	996-F240B	12-Repair Recall/Campaign

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Claims for Credit

- Claim type is Field Service Campaign.
- In the Campaign field, enter the campaign number and group (SF718-A).
- In the Primary Failed Part field, enter 25-SF718-000.
- 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 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 Field Service 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 Field Service campaign 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, if you have any questions, contact the Warranty Campaigns Department by submitting an inquiry through WSC (Warranty Support Center) located in OWL (Online Warranty Link). Export distributors, submit a WSC ticket 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 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

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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 SF718 to modify specific 2025-2026 Western Star 47X, 47X RHD, 48X RHD, 49X, 49X RHD vehicles, manufactured March 18, 2024, through April 9, 2025.

The transmission cooler lines may come in contact with nearby surfaces.

A Daimler Truck North America authorized service facility will inspect the cooler line for damage and modify the recirculation baffle to ensure proper clearance.

Please contact an authorized DTNA dealer to arrange to have the campaign performed and to ensure that parts are available. The campaign will take approximately one hour and will be performed **free of charge**. To locate an authorized dealer go to <https://northamerica.daimlertruck.com/brands/support>. At the bottom of the page click on the appropriate brand (shown as an icon), and at the top of each brand's page is an option to 'Find a Dealer'.

This Field Service Campaign will **terminate on June 30, 2026**. 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, Daimler Truck North America LLC will not pay for any damage caused by failure to properly maintain your vehicle. Daimler Truck North America LLC considers the work necessary under this campaign to be proper maintenance and, therefore, will 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.

If you have any questions, 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 contact the Customer Assistance Center at (800) 385-4357.

WARRANTY CAMPAIGNS DEPARTMENT
Enclosure

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Work Instructions

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SF718 – Modification of the Right-Hand Baffle

1. Check the base label (Form WAR259) for a completion sticker for SF718 (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. Open the hood.

NOTICE

To prevent galling on the stainless-steel grill fasteners, do not use high-speed tools to remove/install them.

4. Remove the radiator-mounted grill.
5. Remove the right-hand radiator baffle from the grill bracket.

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6. Mark the new cut-out shape for the transmission cooler plumbing, per the dimensions detailed in [Fig. 1](#).

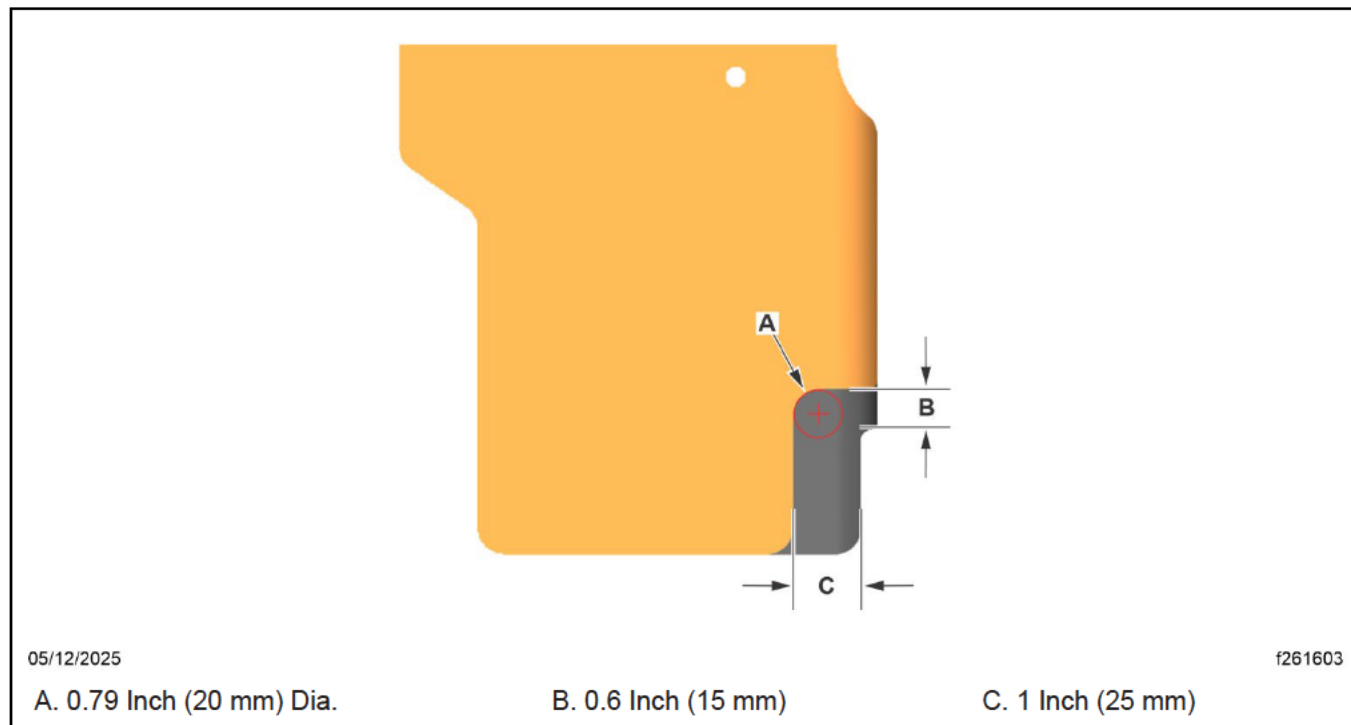


Fig. 1, Cut-Out Adjustment Dimensions

7. Modify the recirculation baffle by drilling a hole at the intersection and cutting in from the edges.
8. Inspect the cooler lines for evidence of wear in the section where the baffle is close to or contacting the line.
Does the line show evidence of wall thickness thinning, or deep grooves?
YES → Replace the damaged line; continue with step 8.
NO → Go to step 19.

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9. Remove the top fastener that holds the line guard to the radiator frame, then loosen the bottom fastener enough to extract the top line from the cooler. See [Fig. 2](#).

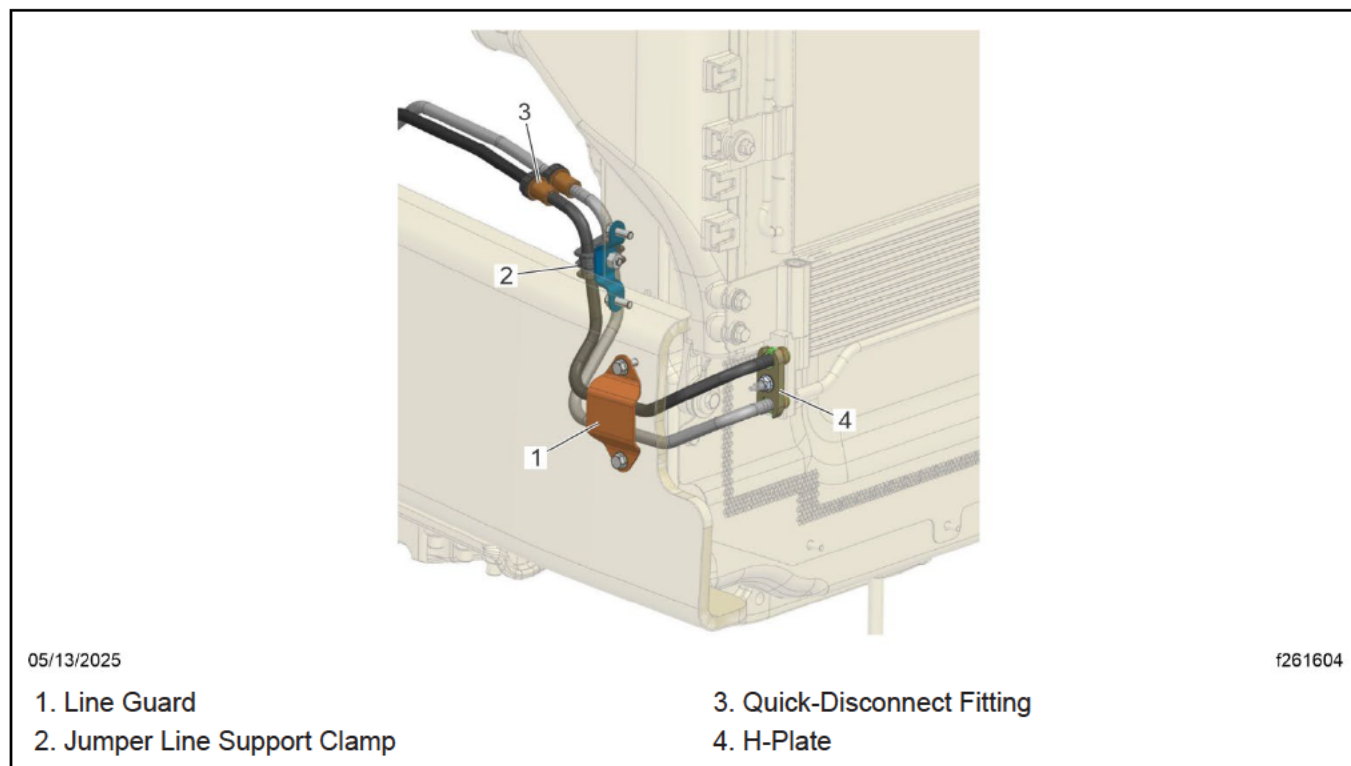


Fig. 2, Cooler Jumper Routing Through the Line Guard Bracket

10. Loosen the jumper line support clamp center-bolt.

IMPORTANT:

- Only the outboard jumper line needs to be removed from the rail-mounted line.
- Be prepared to cap the ports or capture transmission fluid draining from the line connections and cooler.
- The Voss quick-disconnect retaining clip can be rotated to reposition the serrated section, but the clip cannot be removed from the fitting without risking the integrity of the retention function.

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11. Separate the quick-disconnect fitting, item 3 in [Fig. 2](#), on the rail-mounted line, from the jumper line going to the top cooler port. Press the serrated section of the retaining clip towards the line to unlock it and continue to hold the clip down while removing the jumper from the line. The clip details are shown in [Fig. 3](#).

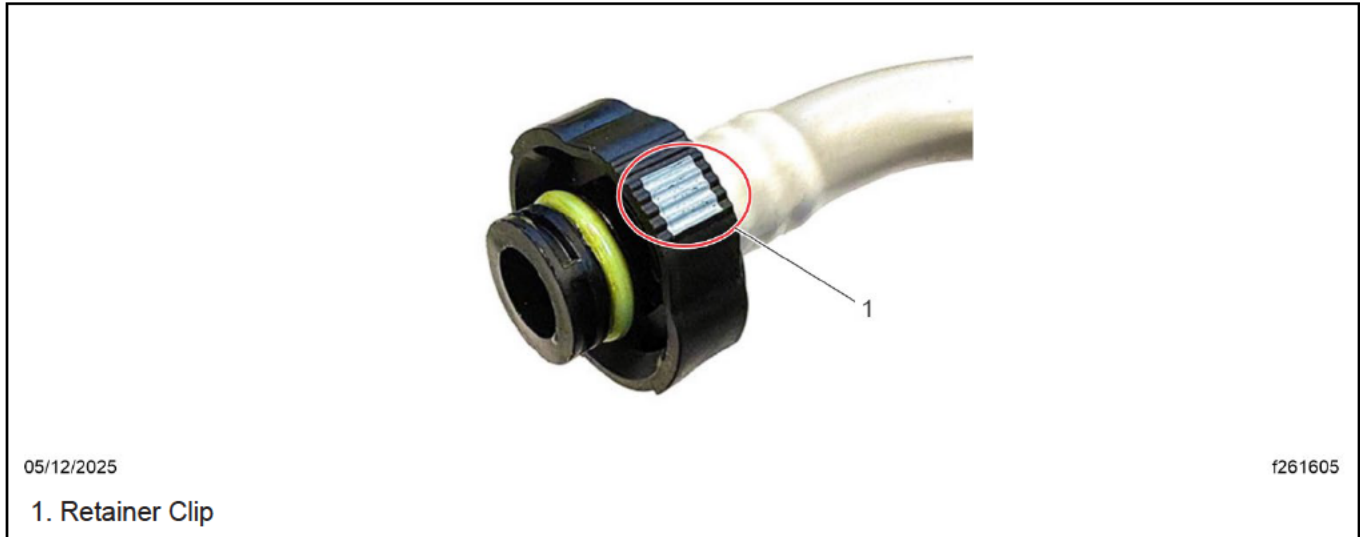


Fig. 3, Serrated Section for Unlocking the Retainer Clip

12. Remove the H-plate that holds the jumper lines to the cooler.
13. Remove the top jumper line from the cooler.

IMPORTANT:

- Fit the jumper line into the cooler port by hand, do not drive it into position with the H-plate.
- Lubricate the cooler line O-rings with a small amount of transmission fluid before installing the fittings.

14. Position the new jumper line, then fit it into the cooler port.
15. Install the jumper fitting on the rail-mounted line and confirm the latch feature of the retainer clip is secure.
16. Install the line guard, then tighten the fasteners 11 lbf·ft (15 N·m).
17. Install the jumper line support clamp, then adjust the position of the line to prevent rubbing on the line guard. Tighten the clamp fastener 11 lbf·ft (15 N·m).
18. Install the H-plate on the cooler and tighten 15 lbf·ft (20 N·m).
19. Install the baffle on the grill bracket and tighten the fasteners 62 lbf·in (700 N·cm).
20. Install the grill.
 - 20.1. Fit the grill and leave the fasteners loose.
 - 20.2. Position the grill so it is centered in the opening and approximately even with the bottom edge of the hood.

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21. If the cooler line was replaced, top up the transmission oil level.
 - 21.1. Run the engine for five minutes.
 - 21.2. Shut down the engine and allow the exhaust system to cool.
 - 21.3. Remove the fill plug and check the level. For detailed instructions, see **Chapter 8: Transmission** in the *49X Workshop Manual*, or the service information provided by the transmission supplier.
22. Clean a spot on the base label (Form WAR259) and attach a campaign completion sticker for SF718 (Form WAR261).