

Constellation  
Heritage  
> 4700 Models

> 4800 Models  
> 4900 Models  
5700 Models

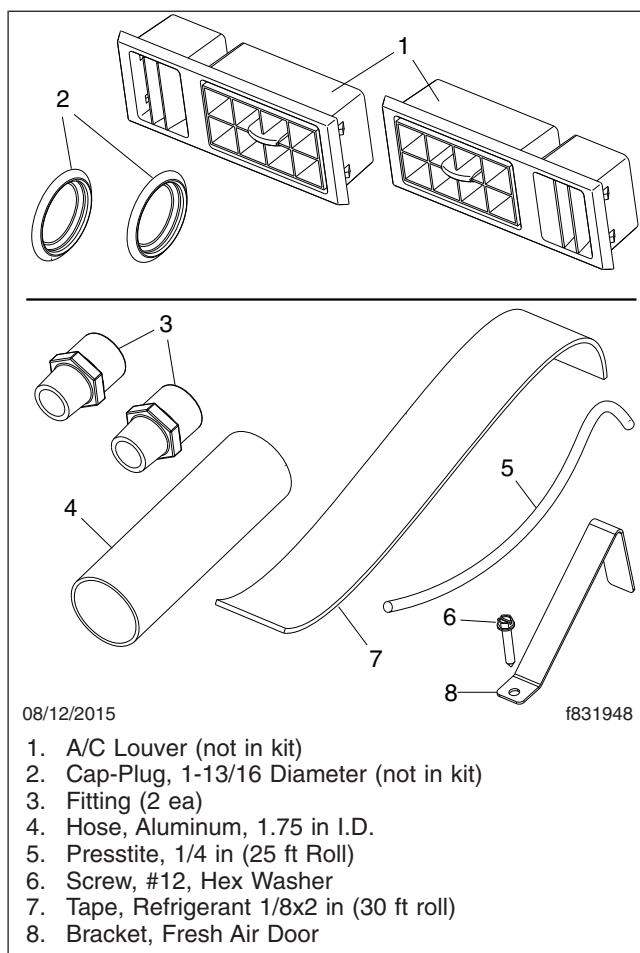
5900 Models  
> 6900 Models

Western Star  
Service Bulletin

**Description of revisions:** *This bulletin replaces the version dated October 2015. 5700 models have been removed from the affected vehicles list, and a cutoff date is added for the door stop bracket installation in step 4.*

## General Information

This procedure improves the side window defrost function and overall A/C performance on Western Star 4700, 4800, 4900, 6900 models. In extreme cold conditions, the side windows may ice up and limit visibility. A retrofit kit (WWS RD-3-19025-0) is available to remedy the side window issue. See [Fig. 1](#) for installation parts. Installation of the new louvers directs air flow to the side windows. Installing the fresh-air door-stop bracket, and sealing leaks in the A/C ducting, significantly improves air flow in heater/defrost and cooling modes, providing noticeable improvement in overall system performance.



**Fig. 1, Side Window Defrost Retrofit Parts**

## Procedure

1. Park the vehicle on a level surface, shut down the engine, and set the parking brakes. Chock the tires.

2. Install the left-side window defroster louver.
  - 2.1 Lower the steering column.
  - 2.2 Loosen the fasteners, and tilt the instrument panel out.
  - 2.3 Remove the existing louver from the instrument panel. See [Fig. 2](#).



**Fig. 2, Original Left-Side Louver**

- 2.4 Install the new louver from the kit with the non-movable louvers pointing toward the side window.
  - 2.5 Close the instrument panel, and secure the fasteners.
3. Install the right-side window defroster louver. See [Fig. 3](#).
  - 3.1 Remove the louver.
  - 3.2 Install the new louver into the dash as shown in [Fig. 4](#).



**Fig. 3, Original Right-Side Louver**



**Fig. 4, New Right-Side Louver**

**NOTE:** All vehicles manufactured after October 1, 2015 have the door stop bracket factory installed.

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4. If not already installed, install the fresh-air door-stop bracket.
  - 4.1 Remove the trim panel.
  - 4.2 Set the HVAC system to recirculation mode; this moves the door out of the way and allows access to the location for the bracket installation.
  - 4.3 Position the bracket and secure it with a self tapping screw as shown in [Fig. 5](#).



**Fig. 5, Fresh-Air Door-Stop Bracket Installation**

NOTE: Some vehicles may have a round defrost louver outlet on the end of the dash facing the door panel. These outlets must be blocked.

5. If installed, remove the round defrost louvers at each end of the dash and install plugs in the holes. See [Fig. 6](#).

NOTE: Refer to the examples in [Fig. 7](#), [Fig. 8](#), [Fig. 9](#), and [Fig. 10](#) for the following procedure.

6. Seal any accessible duct-to-plenum interface leaks.
  - 6.1 If not already done, open the instrument panel, the auxiliary instrument panel, and remove the fuse panel cover.
  - 6.2 Temporarily tape closed all of the in-dash louvers.
  - 6.3 Set the mode switch to blow from the dash panel, and turn on the fan switch.
  - 6.4 Check for air leaks at all accessible interfaces between the ducting and plenums.  
Depending on the size of the gap, seal the connections with either RD-5-4092 Presstite Bead, or RD-5-4058 Refrigeration Tape or other suitable material.
  - 6.5 Set the mode control switch to window defrost
  - 6.6 Check for air leaks at all accessible interfaces between the ducting and plenums.  
Depending on the size of the gap, seal the connections with either RD-5-4092 Presstite Bead, or RD-5-4058 Refrigeration Tape or other suitable material.
  - 6.7 Remove the tape from all the in-dash louvers.

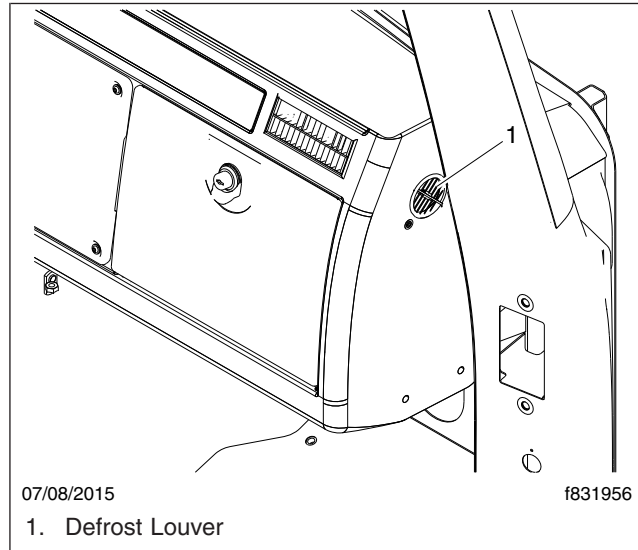


Fig. 6, Defrost Louver

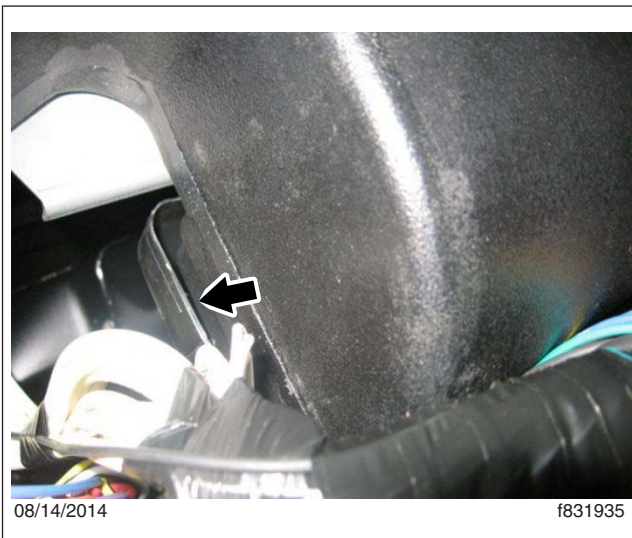


Fig. 7, Example of Gap



Fig. 8, Example of Gap

7. Install the fuse panel cover, then close and secure the auxiliary and main instrument panels.
8. Verify that the heater water valve is fully closed when the selector switch is in the full cold position.
  - 8.1 Cycle the temperature control switch several times, stopping at full cold, then move it two clicks back toward hot. See [Fig. 11](#) and [Fig. 12](#).
  - 8.2 Verify that the water-valve arm is resting on the stop. See [Fig. 13](#).  
If the arm is not resting against the stop, Go to the next step.  
If the arm is resting against the stop, no further adjustment is needed.

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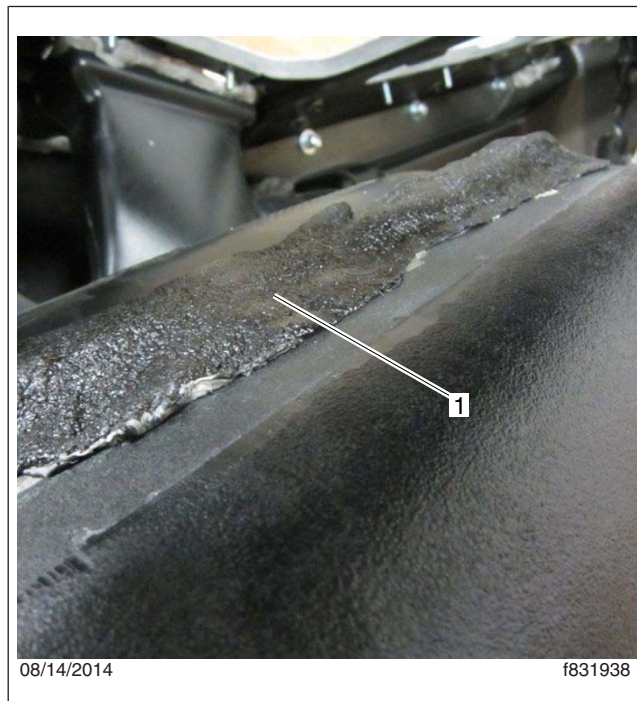
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**Fig. 9, Presstite Bead**



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**Fig. 10, Refrigerant Tape**



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**Fig. 11, Control Knob, Full Cold**



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**Fig. 12, Control Knob, Two Clicks Back**

- 8.3 With the temperature control still at the two-clicks-back position, loosen the cable housing clamp and move the cable assembly until the arm is against the stop.
- 8.4 Tighten the clamp.
- 8.5 Cycle the temperature control switch several times, stopping at full cold, then move it two clicks back toward hot. Verify that the water-valve arm is now resting on the stop. Adjust it again if needed.



**Fig. 13, Water-Valve Arm Resting on the Stop**

### Parts

See [Table 1](#) for required parts. Parts are available through the PDC separately, or order Red Dot retrofit kit WWS RD-3-19025-0 plus the louver and plug.

Side Window Defrost Retrofit Parts			
Part Number	Description	Quantity	Source
WWS RD-3-19025-0	Red Dot Side Window Defroster Retrofit Kit	1	Red Dot
	Includes the following parts:		
RD-5-4092	Presstite Bead	1	Red Dot
RD-5-4058	Refrigeration Tape	1	Red Dot
RD-5-15258-0	1.75 Inch Diameter Aluminum Ducting Hose, 24-Inch Long Extended (not used)	1	Red Dot
436-010	Lasco PVC Fitting, 1-Inch Male Adapter, Schedule 40 (not used)	2	Red Dot
N/A	Silicone Sealant, Tube	1	Red Dot
RD-5-9453-0-1.25	Screw	1	Red Dot
RD-3-19024-OP	Door-Stop Bracket	1	Red Dot
A22-71764-000	A/C Louver	2	PDC
23-11688-019	Plug (used on vehicles with open louver on the end of the dash panel)	2	PDC

**Table 1, Side Window Defrost Retrofit Parts**

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## Warranty

This procedure is informational only. Warranty does not apply.