

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager
Freightliner Dealers – U.S. and Canada
Western Star and Sterling Dealers – U.S. and Canada
FCCC Dealers – U.S. and Canada
Thomas Built Buses Dealers – U.S. and Canada
Direct Warranty Customers – U.S. and Canada
Detroit Diesel Distributors
Export Distributors

Daimler Trucks North America LLC

WARRANTY CAMPAIGNS DEPARTMENT

P.O. Box 4090 800-547-0712
Portland, Oregon 97208-4090

If you have questions about this Letter, please submit your inquiry on the Web using the [WSC Link on DTNAConnect](#)

REF #: ICI20-027

Effective: 09/02/2020

Release: 09/02/2020

SUBJECT: FL855 – Limited Parts Availability

This letter is to inform you that due to initial kit availability, the vehicle population in this Recall Campaign will be released in phases over a planned six-month period. Units in each phase will be prioritized based on vehicle age, miles, and corrosion factors. Please wait to perform the repair until the vehicles' phase is released.

DO NOT OVERSTOCK KITS, AND DO NOT PERFORM ON VEHICLES THAT ARE NOT YET ACTIVE IN OWL.

You must confirm a vehicle displays FL855 on the OWL Coverage Info screen before proceeding.

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNAConnect.

The information contained in this letter supercedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.