

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

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 the DTNA Portal**

REF #: ICI21-016R
 Effective: 07/02/21
 Release: 07/05/21 (Revised: 12/07/2023)

SUBJECT: Revised: CPWA Recall Program

Revisions are in blue font.

On a limited basis, DTNA allows the Customer Performed Warranty Agreement (CPWA) Program to support select Recall Campaigns.

Recall Campaigns address urgent safety and emission compliance issues. DTNA complies with U.S. and Canadian federal regulations and adheres to all requirements for recall campaign documentation, repair completion, reporting to federal agencies, etc. In adding recall repairs to the CPWA Program, regulatory compliance by sponsoring locations and customers is also required.

With approval from sponsoring locations, select customers are allowed to perform certain safety and emission Recall Campaign repairs. **Customers may only do this work if their CPWA has been adjusted and is on file with DTNA. Sponsoring locations are responsible for the management of this program (i.e., determining whether customer facilities are suitable and identifying the specific, DTNA-approved recalls that a customer can complete).**

The following recalls are approved for CPWA activity, pending sponsoring-dealer approval:

RECALL NUMBER	RECALL NAME	START DATE	VEHICLE POPULATION
D18R3	SOFTWARE REPROGRAMMING FOR CALIFORNIA INSPECTION AND MAINTENANCE	5/8/2018	3,625
D19R3	GHG17 DD PLATFORM MODEL YEARS 2019 SOFTWARE REPROGRAMMING	9/18/2019	418
D19R6	GHG17 DD13 MODEL YEAR 2019 SOFTWARE REPROGRAMMING	11/20/2019	334
D20R1	EMISSION RECALL GHG21 DETROIT DD13 MODEL YEAR 2020 SOFTWARE REPROGRAMMING	8/14/2020	1,188
D21M4	LOW PRESSURE FUEL LINE REPLACEMENT	8/2/2021	22,258
D21M7	DD16 DEACTIVATE ACCELERATION RATE MANAGEMENT	11/11/2021	1,177
D21M8	GEN5 DD15 FUEL LINE SUPPORT BRACKET BOLT REPLACEMENT	12/3/2021	8
D21R1	EMISSION RECALL GHG14 DETROIT DD13 WITH TWO-BOX AFTERTREATMENT SOFTWARE REPROGRAMMING	4/5/2021	10
D21R4	D21R4 - HDEP NOX SENSOR/COOLING SYSTEM MONITOR UPDATE	1/24/2022	8,602
D21R5	EMISSION RECALL GHG17 DETROIT DD5 NOX SENSOR AND COOLING SYSTEM MONITOR SOFTWARE REPROGRAMMING	4/8/2021	160
D22M1	GEN5 DD15 ADJUSTMENT SCREW FAILURES ICA IDLE SPEED INCREASE	1/21/2022	16,411
D22M2	HDEP GHG14 DD15 CARB SETTLEMENT MY13 - 15 472906	2/1/2022	14,199
D22R1	HDEP GHG14, MY13 DD13 1-BOX REPROGRAMMING	2/18/2022	4,286
D22R2	DD8 MY2022 CONDITIONAL CERTIFICATION RESOLUTION	9/1/2022	2,541
D22R3	GEN5 ACM3 MISSING 6N4C GROUP ACM REPROGRAMMING	8/29/2022	1,683
D22R4	DD15 GEN5 MCM DOWN-FLASHED ZGS PROGRAMMING	8/29/2022	274
D22R7	MCI DD13 SCR CLOSED LOOP FAULTS: MCM FUEL MAP UPDATE	7/25/2022	478
FL756	BRAKE LIGHT PRESSURE SWITCH	4/17/2018	503,903
FL814	FCCC MT CHASSIS BRAKE PEDAL CLEVIS PIN	8/23/2019	10,417
FL834	WESTERN STAR BAGGAGE & SLEEPER DOORS	8/14/2020	5,255

The information contained in this letter supersedes 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.

FL836	WESTERN STAR VENT WINDOWS	8/14/2020	4,924
FL848	MUD FLAP REFLECTIVE TAPE	5/22/2020	64,047
FL855	BRAKING SYSTEM PLATFORM SINGLE MODULATOR VALVES	9/2/2020	148,912
FL857	KONGSBERG ADJUSTABLE BRAKE PEDAL	7/28/2020	1,720
FL859	OPTIVIEW DASH CLUSTER BRIGHTNESS	8/14/2020	1,719
FL863	FREIGHTLINER CASCADIA BRAKE LIGHT ILLUMINATION (DETROIT ENGINE)	6/9/2022	145,443
FL865	EATON CLUTCH REPLACEMENT	5/27/2020	6,516
FL872	CASCADIA BRIDGESTONE STEER TIRE FAILURES	3/17/2021	4,387
FL874	M2 TRANSMISSION OIL COOLER LINE	4/9/2021	16,673
FL893	ALUMINUM BATTERY CABLE FAILURE	2/22/2022	141,201
FL898	TBB HDX ALTERNATOR CHARGE CABLE ROUTING	10/15/2021	2,047
FL900	CASCADIA DRAG LINK TAPERED JOINT	10/29/2021	115,008
FL904	TBB ALTERNATOR CABLE LOOSE	12/17/2021	1,451
FL907	WESTERN STAR POWER CABLE STUDS	1/8/2022	9,317
FL908	WIDE BASE TIRE AND WHEEL COMBINATIONS	4/28/2022	1,256
FL912	FCCC MOTORHOME VALVE STEM STABILIZERS	1/13/2022	18736
FL917	FCCC CHASSIS REAR PDM	3/24/2022	25185
FL922	FREIGHTLINER CASCADIA AND WESTERN STAR 49X EXHAUST SUPPORT BRACKET (EMISSIONS)	5/17/2022	52,565
FL958	BRAKE MODULATOR VALVES	10/5/2023	64,942
FL966	BRAKE MODULATOR VALVES	10/5/2023	90,675
FL969	WINDSHIELD WIPER ARMS	05/30/2023	68,789

If you have questions or need further information:

- Contact the Warranty Campaigns Department by submitting an inquiry through the WSC Link on DTNA Portal
- Review the *Special Warranty Programs > CPWA Program* section of the DTNA Warranty Manual
- Review current customer agreements on file