

Resend Campaign Part Pre-order Notification - FL958 and FL966 Phase II 02/05/2024 • Campaigns

Colleagues,

The DTNA Campaigns Group, with support of the Aftermarket Parts group and the DTNA Dealer Council, has initiated a proactive campaign part order for the DTNA for the Phase II release of **Recall Campaigns FL958 and FL966**. This action is to ensure dealer part inventory availability in line with the campaign's phase II release (01/26/2024).

This effort is supported by the Aftermarket Paragon Support Part System, which initiates orders within the dealer network prior to campaign activation to support specific recalls and field service campaigns.

These initialized order quantities are generated based on the overall population and registered customer location.

Going forward DTNA Campaigns will be using Paragon and RIMpro systems to help manage these initial dealer orders on campaigns and mitigate missed repair opportunities on newly released campaigns.

For the SF679 campaign, DTNA Compliance and Aftermarket Parts Group, the kit in question is:

Part/Kit Number	Part Description	Initial Order
25-FL958-000	SMV Campaign Kit 5ea.	

By initiating these orders, DTNA is looking to reduce customer downtime by having campaign parts available to meet an unscheduled campaign service event, increase overall completion rates, and provide customer with an overall enhanced level of CX.

If you have questions regarding this information, please contact the DTNA Campaigns Group at 503-745-7366, or email DTNA-WAR-Campaigns@DaimlerTruck.com.

Thanks,

DTNA Campaigns