

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
 Love's Travel Stops

Daimler Truck 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 using the **WSC app on the DTNA Portal.**

REF #: ICI23-018R
 Effective: 06/01/2023
 Release: 05/23/2023 (Revised: 08/01/2023)

SUBJECT: Revised Love's Travel Stops Authorized Campaign Program

Revisions are in blue font.

This letter is to inform you that, per the 05/24/2023 joint memo from DTNA and the Dealer Council, DTNA will now allow Love Service Locations to perform select Recall and Field Service 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. By adding recall repairs to the Love Service Agreement, regulatory compliance by sponsoring locations and customers is also required.

With approval from sponsoring locations, select Love Service locations are authorized to perform specific Freightliner Campaign repairs. Love Service locations may only do this work with the agreement of their sponsoring locations.

Love sponsoring locations are responsible for the management of this program (i.e., determining whether customer facilities are suitable and identifying the specific, DTNA-approved campaigns that a Love Service location can perform).

The following Recall Campaigns are approved for Love Service Centers:

Campaign Number	Campaign Name	Start Date	Open Vehicle Population
FL756	Brake Light Pressure Switch	4/7/2018	104,095
FL848	Mud Flap Reflective Tape	5/22/2020	30,371
FL855	Braking system Platform Single Modulator Valves	9/2/2020	22,730
FL863	Freightliner Brake Light Illumination	8/14/2020	4,924
FL872	Cascadia Bridgestone Steer Tires	3/17/2021	4,387
FL900	Cascadia Drag Link Tapered Joint	11/11/2021	20,568
FL969	Windshield Wiper Arms	5/30/2023	68,789

If you have questions or need further information, contact the Warranty Campaigns Department by submitting an inquiry using the Warranty Support Center (WSC) app, located on the DTNA Portal.

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.

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