

Campaign Part Reorder Notification FL969 Windshield Wiper Arms 11/14/2023 • Campaigns

Colleagues,

The DTNA Campaigns group, with the support of the Aftermarket Parts group and the DTNA Dealer Council, has initiated a **second proactive** campaign part order for DTNA Recall Campaign FL969. This action is to ensure parts are available during customer service events (warranty repairs, service bulletin updates, customer repairs, etc.), mitigating additional downtime for the customer.

These reinitialized order quantities are being generated based on the overall campaign open claim population and the current dealer inventories of the customer's registered dealer location.

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

For the FL969 recall campaign, this will result in the following order quantities being distributed to selected dealerships:

Part Description	Part Number	Quantity
ARM-WINDSHIELD WIPER,M2,LH	A22-74082-000	3ea
ARM-WINDSHIELD WIPER,M2,RH	A22-74082-001	3ea

By continuing to proactively provide inventory to the network, DTNA is looking to cut customer downtime by having parts onsite to meet an unscheduled service event, increase campaign completion rates, and provide the 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