

IMPORTANT CAMPAIGN INFORMATION

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 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 #: ICI23-039
Effective: 10/04/23
Revised: 10/10/23

SUBJECT: FL981 – Termination & Reimbursement of Repair Work Prior to Release of FL981

This letter is to inform you that repairs prior to the release of Recall FL981 ~TBB Loose AC Ground Stud, **must be completed by Wednesday 10/11/23.** An e-mail with **completed VINs must be sent to TBB no later than Thursday 10/12/23.**

A Policy Claim for 0.4 SRT needs to be submitted for reimbursement of repair completed prior to the release of FL981.

FL981 ~TBB Loose AC Ground Stud will be released on 10/16/23. At that time, the FL981 bulletin will be available on the DTNA Portal. Once visible on the DTNA Portal, outstanding repairs need to resume as soon as possible. Repairs completed after 10/16/23 will need to be submitted through the OWL system.

Last pre-release Repair Date for FL981: 10/11/23

Last Date for e-mail of completed VINs: 10/12/23

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