

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 on the Web using the [WSC Link](#) on DTNA Portal

REF #: ICI25-022

Effective: 09/26/2025

Release: 09/26/2025

SUBJECT: FL994 Campaign Suspended

This letter is to inform you that campaigns FL994, Western Star Suspension Hanger Welds, will be suspended today, Friday, September 26, 2025. As of Friday, September 26, 2025, you will see FL994 marked as "Suspended" in OWL.

Recent shipments to PDCs have included parts reported to be out of specification. We are currently addressing this issue and will reactivate the Recall Campaign when the issue is resolved. DTNA dealerships should not perform work under this Recall Campaign until it has been reactivated.

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.

REF #: ICI25-022

En vigueur: 26/09/2025

Date de sortie: 26/09/2025

OBJET: Campagne FL994 Suspendue

Cette lettre a pour but de vous informer que les campagnes FL994, Western Star Suspension Hanger Welds, seront suspendues aujourd'hui, vendredi 26 septembre 2025. À compter du vendredi 26 septembre 2025, vous verrez FL994 marqué comme « Suspendu » dans OWL.

Des livraisons récentes aux centres de distribution de pièces (PDC) contenaient des pièces signalées comme non conformes. Nous traitons actuellement ce problème et réactiverons la campagne de rappel dès sa résolution. Les concessionnaires DTNA ne doivent pas effectuer de travaux dans le cadre de cette campagne de rappel tant qu'elle n'est pas réactivée.

Si vous avez des questions ou avez besoin de plus amples informations, contactez le service des campagnes de garantie par soumettre une demande à l'aide de l'application Garantie Support Center (WSC), située sur le 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.