

**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  
Detroit Diesel Distributors – U.S. and Canada

Daimler Trucks 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 DTNAConnect](#)

REF #: ICI20-022

Effective: 08/03/2020

Release: 08/03/2020

**SUBJECT: Dealer Travel for Campaign Performance**

This letter is to announce a reimbursement available to dealers for travel to a customer's location to perform a recall or field service campaign.

**Beginning with repair dates of 08/03/2020 and later, travel expenses may be included on recall and field service claims. Guidelines:**

- For actual travel expenses within the location's AOR,
- Expenses are subject to audit and charge back for travel outside the AOR,
- For repairs that may be done away from the dealership only (repairs that must be done physically at the dealership are not eligible for travel reimbursement),
- Claim as two items in the "Other Charges" section of the claim as:
  - 1) "Road Call" with the mileage and the description of "Campaign road call" and
  - 2) "Labor" with any hours claimed and the description of "Campaign road call."

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

*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.*