

ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager  
FCCC Dealers – U.S. and Canada  
Thomas Built Buses Dealers – U.S. and Canada

Daimler Trucks North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

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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 #: ICI21-004  
Effective: 02/01/2021  
Release: 02/15/2021

**SUBJECT: Dealer Travel for Campaign Performance – TBB**

This letter is to announce reimbursement is available to Thomas Built Buses (TBB) dealers for travel to a customer’s location to perform recall or field service campaigns.

**Beginning with recall and field service campaigns released 02/01/2021 and later, travel distance may be included on recall and field service claims. Guidelines:**

- Applies to TBB bodies/chassis and Freightliner Custom Chassis Corporation (FCCC) school bus chassis
- Travel distance may be claimed for campaigns; reimbursement is at the agreed upon Warranty rate
- Travel should be for a technician from the repair location (parts and service dealer or satellite) closest to the customer
- Whenever possible, perform campaigns on multiple vehicles during one trip and perform all open campaigns on each vehicle
  - For multiple vehicles or multiple campaigns, include travel expenses on one (1) claim and note all VINs and all campaigns completed in the claim narrative.
- Travel distance reimbursement is limited to one (1) claim per service truck per repair date
- Claim travel distance in the “Other Charges” section of the claim with an expense type of “Other” and description of “Campaign road call”
- Exclusions:
  - Campaigns released prior to 02/01/2021
  - Expenses other than travel distance (e.g., travel time, gas, food, hotel, tolls, etc.)
  - Repairs that must be done physically at the dealership

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.*