

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 #: ICI23-044

Effective: 11/02/2023

Release: 11/02/2023

SUBJECT: SF665 – Campaign Suspended

This letter is to inform you that campaign SF665, Common Telematics Platform, will be suspended today Thursday, November 02, 2023. As of Thursday, November 02, 2023, you will see SF665 marked as “Suspended” in OWL.

Due to an activation issue with the new Common Telematics Platform, DTNA is suspending Field Service Campaign SF665. DTNA Engineering is working on a resolution and will reactivate the campaign once a solution has been implemented.

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.

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.