

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
Direct Warranty Customers – U.S. and Canada
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 app on DTNA Portal**

REF #: ICI24-050

Effective: 12/14/2024

Release: 12/16/2024

SUBJECT: DDC D24R4 - Campaign Inactivated

This letter is to inform you that Emission Recall Campaign D24R4, *GHG14 DETROIT™ DD16® Software Reprogramming* has been temporarily inactivated due to a server issue with software compatibility sets and availability.

The bulletin will remain available on DTNA Portal while we work to correct the server issue. **The software levels required for D24R4 will remain unavailable until D24R4 is reactivated in OWL and a new ICI letter is published. No repairs will be accepted in OWL until further notice.**

We appreciate your patience while we correct the software issue on the server.

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