

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
Detroit Diesel Distributors – 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 #: ICI21-003
Effective: 02/15/2021
Release: 02/15/2021

SUBJECT: Dealer Travel for Campaign Performance

This letter supersedes ICI20-022R.

This letter is to announce reimbursement is available to dealers for travel to a customer’s location to perform recall or field service campaigns. Potential travel reimbursement applies to DTNA truck dealers and Detroit Diesel distributors. Thomas Built Buses (TBB) will be addressed separately.

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

- Only applies to actual travel expenses within the location’s AOR
 - Expenses are subject to audit and chargeback for travel outside the AOR.
- Only applies if a repair is actually performed
 - Prior to travel, confirm the campaign is not already complete and confirm the repair is not required to be performed on-site at the dealership.
 - If vehicle already has a completion sticker or a claim is already present in OWL, then the repair is considered complete.
- 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.
- For reimbursement, use the “Travel Distance” and “Travel Hours” fields in the “Other Charges > Travel” section of the claim
- Excludes Freightliner Custom Chassis Corporation (FCCC) recreational vehicles

For FCCC school bus chassis and TBB reimbursement, see letter ICI21-004.

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 supersedes 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.