

# DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

Pune, February 7, 2002

All Workshop Managers  
DC India dealerships / ASC

## **Customer Satisfaction Campaign – Retrofitment of emergency drain valve on the air/water collector box, Model W 220 / W 215**

Dear All,

In isolated cases, it has been observed that the leaves & dust particles settle in the drainpipe, thus clogging the free water passage of the air/water collector box. In the rainy season, this results into the seepage of rain water in the passenger compartment causing extensive damage especially to the blower motor and other electronic components, apart from the inconveniences to our esteemed Customers.

For the above mentioned complaint, you may recollect that we had sent Service Information (S.I. no. 83/002 dated 22<sup>nd</sup> June' 2001) regarding regular cleaning of the drain valve.

We were also investigating the matter in co-ordination with DCAG, for further improvement in attending to this complaint. In view of this, an emergency drain valve has been developed for right hand drive vehicles, which is to be retrofitted on the air/water collector box. (Please note that for W 220 from VIN. approx. 278000 & for W215 from VIN approx. 025600 all RHD vehicles have been equipped with this emergency drain).

Enclosed please find a special working instruction for retrofitting the emergency drain valve. Please make sure that you clean the drain valve as mentioned in the above Service Information along with this Customer Satisfaction Campaign. Also, please note that work is to be conducted during the vehicle's next visit to the workshop and it is not necessary to call for this purpose alone.

Cont...2

DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhali Village, Pimpri, Pune 411 018 (India)  
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Corporate Affairs: (+91) 20 7473597, Human Resources: (+91) 20 7473618



Operation text and flat rates: Retrofitment of emergency valve on air/water collector box

Operation no. – 83 0000 99

Flat rates – Basic work 1.2 Hrs.

Damage code – 0 83 000 01 7

A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting the accounting no. 83 000 01

Please place the order for sufficient quantity of the emergency valves (part no. A 140 832 00 84) which will enable you to carry out this Customer satisfaction campaign immediately during the visit of affected vehicles in your workshop.

**Completion deadline -**

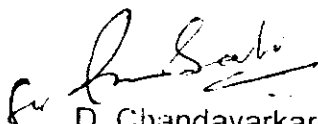
This Customer satisfaction campaign should be completed by the **end of May' 2002**

Please acknowledge receipt of this letter and also send your report after completion of the job. In case of any queries, please do not hesitate to contact us.

With best regards,  
DaimlerChrysler India Private Limited



A. Faria  
General Manager  
Aftersales



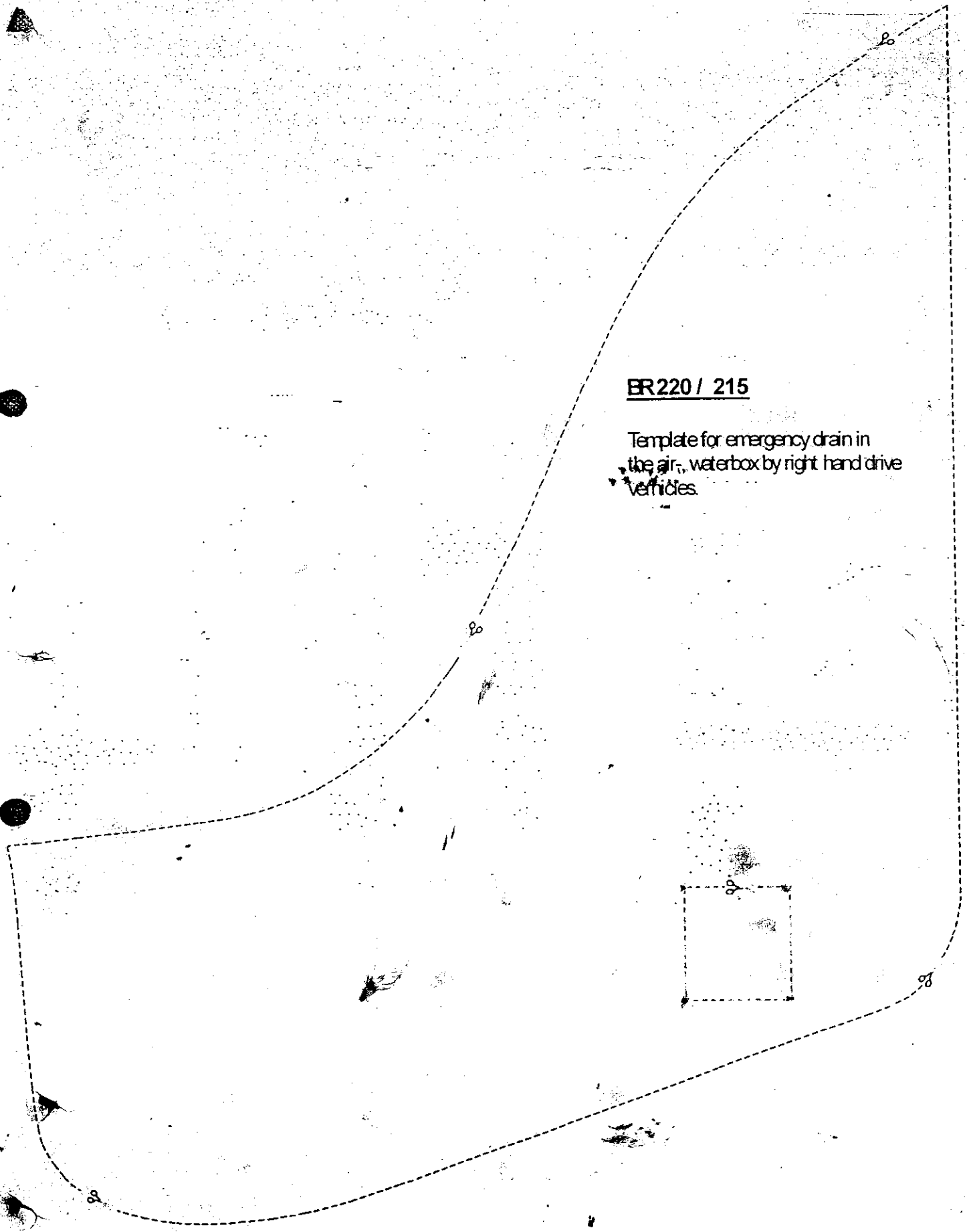
D. Chandavarkar  
Divisional Manager  
Field Service

Copies – DCIL Service Representatives


*Assigned to all  
City 4 demanded initially*

ER220 / 215

Template for emergency drain in  
the air, waterbox by right hand drive  
vehicles.



5 February, 2002

 Passenger Cars

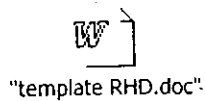
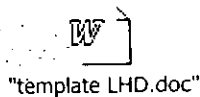
applicable: model 220/215

### Working instruction for retrofitting the emergency drain on water/air box

1. Remove air collector box and water collector (AR: 83.10-P-9998M)
2. Clean clogged valve (refer to SM: 83.10-P-0002M)  
(Assure free movement of lamellas)
3. Printout template and cut it out considering the marking



Fig 1: Clogged valve



4. Fix (glue on) template on air collector box and water collector and mark cut-out with wax crayon.
5. Mark bore holes at all 4 edges and set them with  $\varnothing 5,0$  mm (refer to fig. 2)

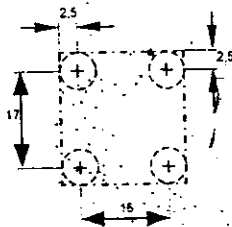


Fig 2: drawing cut-out

6. Saw and file out this cut-out
7. Install emergency drain valve (part no. 140 832 00 84)
8. Carry out functional check
9. Reinstall air collector box and water collector (AR: 83.10-P-9998M)



fig 3: air collector box and water collector

Distribution : Dealers + Service Centres  
DCIPL Field Service Rep.



27 December, 2004

S. I. No. - IND 68/001



**Passenger Car**

**Applicable to: W 203 / W 211**

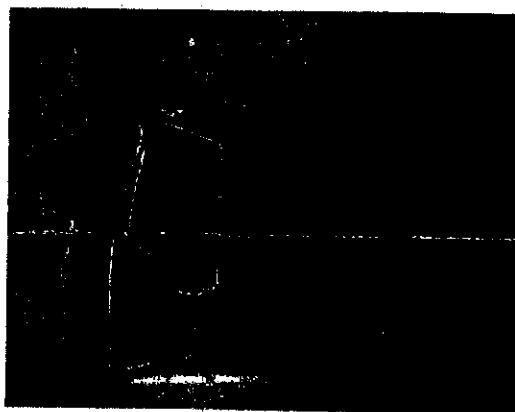
Kind Attention - Workshop Managers

**Remove water drain valves:**

We are in receipt of field feedback that most of our W 203, W 211 vehicles are reporting with the complaint of water seepage in the passenger compartment. Upon diagnosis, it is commonly observed that the drain valves are getting clogged and the water is entering the passenger compartment through fuse box or through opening of air inlet for heater box resulting in water accumulation which in turn cause electrical failures. Even after cleaning the drain valve, the same are getting clogged due to dirt. The vehicles are also not reporting to the workshop due to the long service interval. Therefore, instead of cleaning, please remove the drain valves. Please refer attached photographs for location of these valves in C Class vehicles. The opening can be waxed to preserve from rusting due to continuous exposure to water.



W 203 - LHS below battery tray



RHS - below front SAM

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Board of Management :  
Dr. Klaus-Peter Arnold, Piyush Arora, Hans-Michael Huber (Speaker),  
Suhas Kadlaskar, Rolf Löffler, Augustus Mallier, Sanjiv Sahajwala

A Company of the DaimlerChrysler Group

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*W 203 in all cars, Mumbai, Pune, Hyderabad, Bangalore, Chennai, Kolkata, Mysore, Coimbatore, Thiruvananthapuram, Pondicherry, Hyderabad, Bangalore, Chennai, Kolkata, Mysore, Coimbatore, Thiruvananthapuram, Pondicherry*

*Pls keep records in VPC  
Such removed drain plug.  
Also observe condition  
Opening must report to DCIPL*

*(Handwritten mark)*

*(Handwritten signature)*

The procedure for removing drain valves of E class vehicles is as under:

1. Turn steering wheel all the way to the left.
2. Loosen screws and expansion rivets on the left fender liner, see Fig. 2.
3. Press fender liner to the side using an assembly wedge. Slacken nuts on the valve and remove valve, see Fig. 3.
4. Ensure that there are no obstructions in the water drain passage.
5. Reassemble left fender liner.
6. Loosen screws and expansion rivets on the right fender liner.
7. Remove right side drain valve in the same way.



Fig. 1



Fig. 2



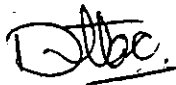
Fig. 3

Hence, during the visits of vehicle for routine Service or repairs, please remove the drain valves of all the vehicles of the above mentioned models. Also A/C water condensation drain valve should also be checked for its alignment and open passage for flow.


Please ensure that your concerned staff is well informed of the above action and they comply with this activity with high diligence.

In case of any queries, please feel free to contact us.

With best regards,  
DaimlerChrysler India Limited



D. Chandavarkar  
General Manager  
Aftersales



Ashish Salvi  
Divisional Manager  
Field Service

Copies to - DCIPL Service Representatives



# DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

Pune, June 18, 2004

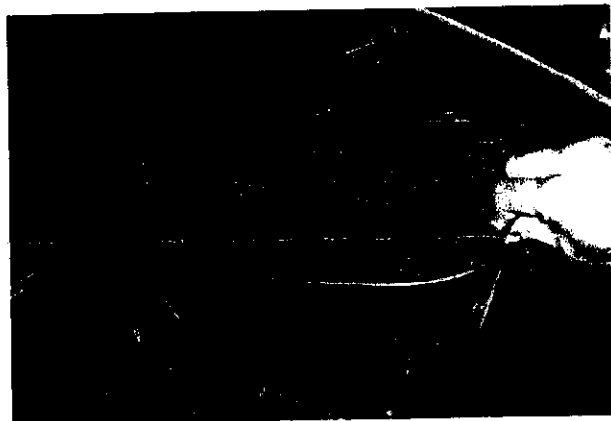
All Workshop Incharge  
DC India dealerships / ASC

## Customer Satisfaction Campaign – Installation of Protective Net in Air Duct - All W 220 Vehicles

Dear All,

We have already initiated Customer Satisfaction activity for retrofit of emergency drain valve on W 220 vehicles. Also cleaning of drain valves during every service is recommended. Further to avoid the entry of leaves and other foreign matters in the Air Duct, a protective net is to be fitted on the Air Duct of all W 220 vehicles. The procedure for installation of net is given below:

1. Pull out the Air Duct Grill.



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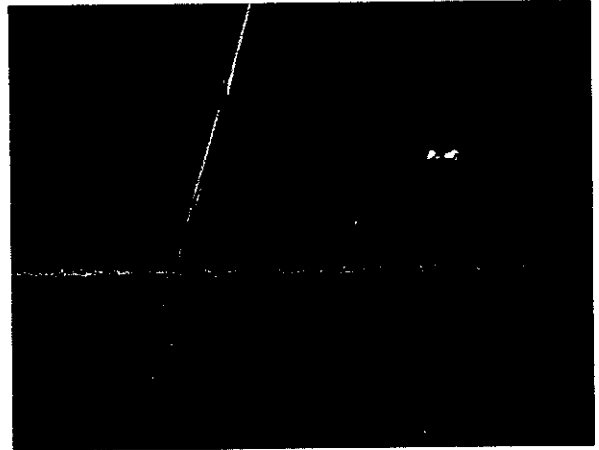
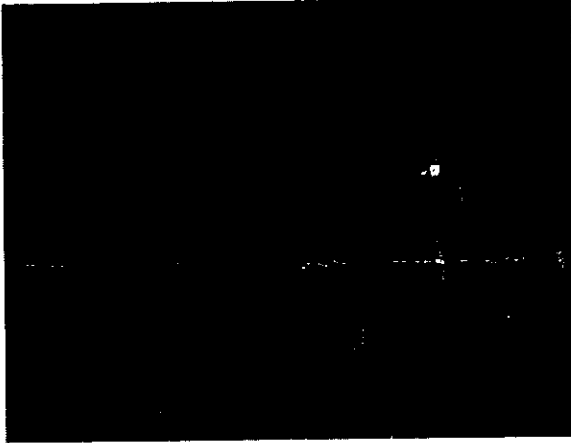
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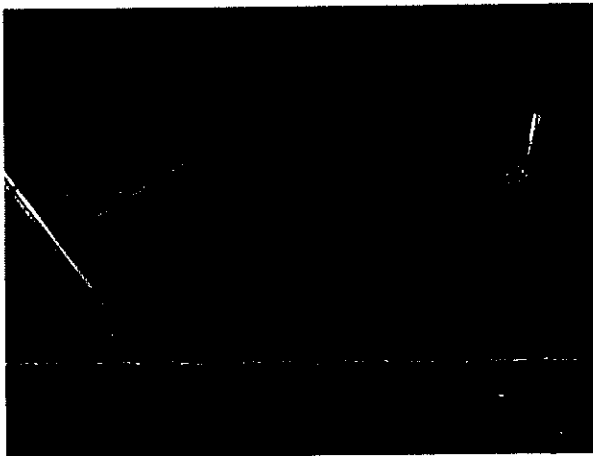


: 2 :

2. Check whether the net supplied by DCIPL fits properly in the Air Duct Grill. If required cut the edges of the net so that it fits correctly in the Air Duct Grill.



3. Install the net and glue the net as shown below with suitable adhesive. Additional glue spots may be applied if required.



4. Refix the Air Duct Grill. Please note that the Grill to be refitted only after the glue has dried completely.

#### **Cost Settlement:**

Warranty / Goodwill claims for the cost of labour can be submitted through the usual warranty process channel quoting the **accounting no. 8300004**.

: 3 :

**Operation text and flat rates:**

Installation of Air Duct Protective Net

Flat rates – Basic work 0.3 Hrs.

Damage code – 083104\*\*7

**Part:**

The information regarding part number and availability of Protective Net will be informed separately.

Please explain the above instructions to your concerned staff and also provide your personal attention to complete this campaign as soon as possible.

Kindly acknowledge receipt of this letter and in case of any queries, please feel free to contact us.

Thanking you,

With best regards,  
DaimlerChrysler India Private Limited



A. Faria  
General Manager  
Aftersales



D. Chandavarkar  
Divisional Manager  
Field Service

Copies to – DCIPL Service Representatives } for close follow up with the workshops