

**Cama Service**

From: "Cama Service" <cama@sancharnet.in>  
 To: "Devendra Thakur" <devendra.thakur@daimlerchrysler.com>  
 Sent: Saturday, June 11, 2005 11:37 AM  
 Subject: Silent Service Measure Seal off Internal Suction Damper

Dear Sir,

This is in reference of the subject. In line with the same we would like to inform you that we are having two (210) vehicles for other repair work. Both of the above vehicles are eligible under the subject service measure and the required Adhesive is not available at Pune (as checked by our stores department). Not to mention the order has been placed under VOR by us.

The criticality of the matter is that we cannot ask the customer to leave the vehicle at our workshop as the Measure is silent in nature and both of them are willing to take back the vehicle also both the vehicles have come from 300 kms. away hence cannot be recalled often. Kindly advise how can such sort of silent service measure be taken care of within the stipulated time period (as mentioned in deadline of the same).

The above is for your information please.

With warm regards,  
 Alok Mehrotra  
 Officer - Customer Care  
 Cama Motors Pvt. Ltd.  
 Rustom Cama Marg  
 Lal Darwaja  
 Ahmedabad- 380 001

Phone : 0091 79 25505281-89,  
 Facsimile: 0091 79 25500491

*Alok*  
 Pl. take proper  
 & keep for future reference  
 Also let me know their reply  
 11/08

6/11/05

## **Cama Service**

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**From:** "Cama Service" <cama@sancharnet.in>  
**To:** "Devendra Thakur"  
**Sent:** Tuesday, May 03, 2005 11:21 AM  
**Attach:** ServiceMeasureReportApril2005.xls  
**Subject:** Service Measure Report for April 2005

Dear Sir,

Kindly find enclosed herewith the report for Service Measures for April 2005.

Further to our letter dated April 18, 2005 we would like to inform you that many of Silent Service Measures date have expired in last month and some of the vehicles have not visited us even after various efforts.

Kindly advise what needs to be done for the same

With warm regards,  
Alok Mehrotra  
Officer - Customer Care  
Cama Motors Pvt. Ltd.  
Rustom Cama Marg  
Laf Darwaja  
Ahmedabad- 380 001

Phone : 0091 79 25505281-89,  
Facsimile: 0091 79 25500491

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Version: 6.0.859 / Virus Database: 585 - Release Date: 2/14/05

5/3/05



Mercedes-Benz

Cama Motors Pvt. Ltd  
Dealer for Mercedes Benz  
Passenger Vehicles

April 18, 2005

To,  
**Mr. Devendra Thakur**  
**Senior Manager – Customer Service**  
**DaimlerChrysler India Private Limited**  
Sector 15/A, Chikhali,  
Pimiri,  
Pune – 411 018

**Service Measures**

Dear Mr. Thakur,

With reference to the above subject, we would like to inform you that while updating our records for required various Service Measures, we found that many vehicles are required to be attended for more than one or two Service Measures and need much more time to carry out the same. In fact certain such vehicles are reporting to us only for regular service or normal repair and we are very much constraint with the time as customer demands vehicle at earliest or within day as some of them are traveling from longer distances.

Further majorities of the Service Measures are silent measures hence not possible to reveal such activities. Also normally these vehicles are reporting to us once a year. In such situations it is very difficult to complete all Service Measures within the validity period, hence kindly guide us how to carry out such silent measures within time frame or what action to be taken at our end.

Expecting you early reply in the matter.

With warm regards,

Cama Motors Pvt. Ltd.

**Sanjay Shah**  
GM – Service

**Dhanraj Kamdar**  
AM – Shop Floor

**CC.: Mr. D. Chandavarkar, General Manager – Aftersales**  
**Mr. Ashish Salvi, Divisional Manager – Field Service**

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Authorised Service Station : C/o. K. S. Motors, Anand Circle, Niwaru Road, Jothwara Industrial Area, Jaipur.  
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