

DaimlerChrysler  
India Private Limited  
Pune, June 1, 2004

Mr. Rustom Cama  
Cama Motors Ltd.  
Rustom Cama Marg  
Lal Darwaja  
Ahmedabad 380 001

**Progress status of Customer Satisfaction Campaigns.**

Dear Mr. Cama,

With much regrets we are presenting the unfavourable status of the various Customer Satisfaction Campaigns (Service Measures) issued by DC India on several occasions. In few of these campaigns, we are indeed surprised to learn that they are not completed so far, although the time frames for them are already over. In few other cases, we have learnt that the same were left undone even when the vehicles have visited the workshop for other repair works.

As you are aware that these are the technical aspects which are time bound in nature and needs to be addressed on priority. If they are not carried out within the specified time limits, it may eventually result into severe consequential problems, which will adversely affect our Brand Image. We have already highlighted your Workshop Manager on the importance of the subject matter vide our email on 31<sup>st</sup> May 2004. (A Copy of this communication is attached herewith for your ready reference).

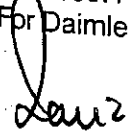
Considering the gravity of the matter, we are requesting your direct intervention in the matter for the earliest completion of the Customer Satisfaction Campaigns in accordance to the stipulated time limits. Further, it will be pertinent to note that in the event of any consequential damage resulting due to the non-completion of the related service measure will be entirely at your own dealership's onus. DCIPL will not be responsible for any such damages.


**According to the direct instruction from DCAG, if any of the related service measures is / are not carried out on a particular chassis number, any warranty / goodwill claims for that particular vehicle for any other repairs will be rejected. Such cost involved will be borne by the concerned dealer.**

You are, therefore, requested to please instruct your concerned staff to take proper care to complete the Service Measures within the time limit.

Thanking you and looking forward to your forthcoming co-operation, we remain.

With best regards  
For DaimlerChrysler India Pvt. Ltd.

  
A. Faria  
General Manager  
Aftersales

  
R. Presanna Kumar  
Senior Manager  
Warranty

Encl: As above.

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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