



Mercedes-Benz

Cama Motors Pvt. Ltd
Dealer for Mercedes Benz
Passenger Cars

Date: June 9, 2004

To,
Mr. A. Faria
GM- After Sales
Daimler Chrysler India Private Limited
Sector 15/A, Chikhali,
Pimpri,
Pune - 411 018

Sub. : Progress status of Customer Satisfaction Campaigns and S & C Class Body repair campaign.

Dear Sir,

With reference to the your letters dated June 1, 2004 on above mentioned subjects, we would like to bring to your kind attention that we too are concerned about various service measures and very much understand importance of the same. In fact you will appreciate that out of all service measures brought to our knowledge by your concerned office, we have carried out some of them well or before time frame. Some of the service measures do not pertain to our territory and for remaining we are, as instructed vigorously and skillfully following with our valued customers to do the needful at the earliest. Please note that we are regularly updating your concerned department with the status of Customer Satisfaction Campaign. Enclosing herewith the copy of the latest status for your kind information.

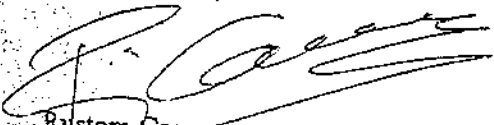
Further we do agree that on some occasion we have received vehicles and could not carry out required service measure because customers wanted their vehicle urgently and as you are aware that some of the service measure we have to carry out without knowledge of the owner, silently and skillfully and for body protection we require minimum process time (for applying sealant, drying and touching up paint etc).

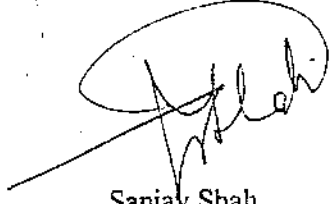
In fact for service measure of SBC our management has shown immediate initiative and wanted to attend such job on owners convenient place but on consultation with your concerned department we were advised to go about very carefully and on receiving invitation letter format we have immediately mailed to all concerned customers and also are following on phone to get vehicle to do the needful.

Further please note that some of the vehicles are running quite far from our workshop and it is very difficult to call such vehicle without appropriate approval/ reason.

We assure our prompt and best efforts and action to complete such satisfaction campaign.

With warm regards,
For Cama Motors Pvt. Ltd.


Rustom Cama
Executive Director


Sanjay Shah
GM- Service

Encl. Status of Various Service Measures Sheet.

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