



DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, March 28, 2002

All Workshop Incharge
DC India dealerships / ASC

Customer Satisfaction Campaign – Rectification of possible water seepage in passenger compartment – W 203

Dear All,

In isolated cases in the factory, the minor water seepage was noticed in the passenger compartment through the sealant bead applied under the rear seat cushion on underbody.

Although, under normal usage conditions, there is a least possibility that the Customer would face this problem, we have already started corrective action on the vehicles in the factory.

However, the vehicles, which have been dispatched before 25th February' 2002, will have to be attended in the field.

We request you to carry out this Customer Satisfaction Campaign for W 203 at your workshop. **Please note that work is to be conducted during the vehicle's next visit to the workshop and it is not necessary to call it for this purpose alone.** Enclosed please find the work instruction to eliminate a chance of water seepage through the sealant.

Operation text and flat rates: Rectification of water seepage in passenger compartment, W203

Operation no. – 61 0000 01

Flat rates – Basic work 0.7 Hrs.

Damage code – 0 61 *** 04 7

Cont.....2

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A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting the accounting no. 61 000 07


Please place the order for sufficient quantity of the sealant (part no. A 000 989 72 20 & A 000 989 75 20), which will enable you to carry out this Customer satisfaction campaign immediately during the visit of affected vehicles in your workshop.

Kindly note that every effort should be made by you to try and complete the above Customer satisfaction campaign preferably before the start of this monsoon.

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 – DCIPL Service Representatives

Encl – Work Instruction

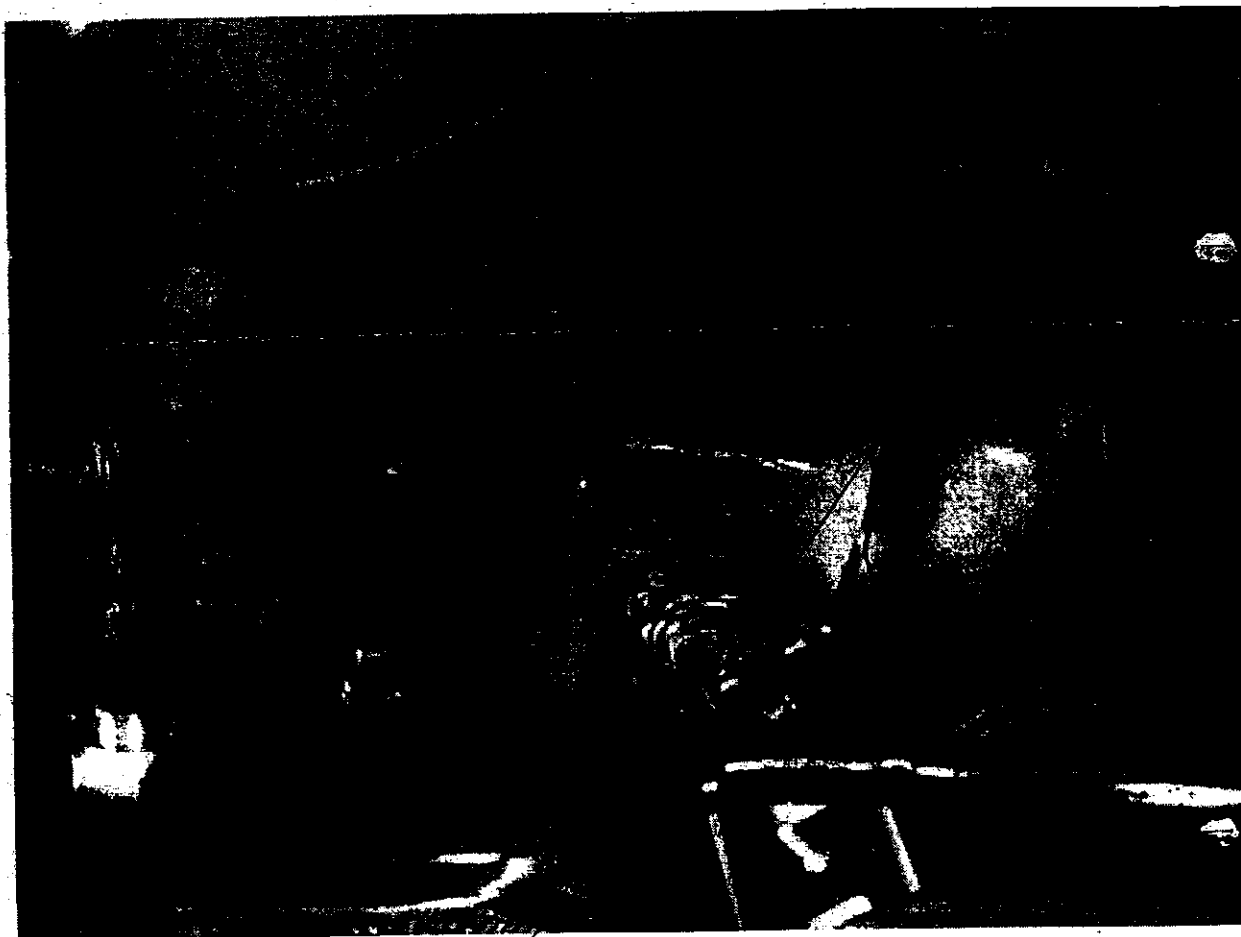
WORK INSTRUCTION

To eliminate a chance of water seepage through sealant on W203

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Kindly carry out the following rework on all W203 under the rear seat cushion

There are chances of water seepage through the sealant bed, which is applied under the rear seat cushion on underbody.



Application of the sealant to be done on the periphery of these plates (LH and RH [RH plate shown here])

Date	18/02/2002	Reviewed:	Approved:
		TPA <i>[Signature]</i>	HOD TPA <i>[Signature]</i> 2/2/2

WORK INSTRUCTION

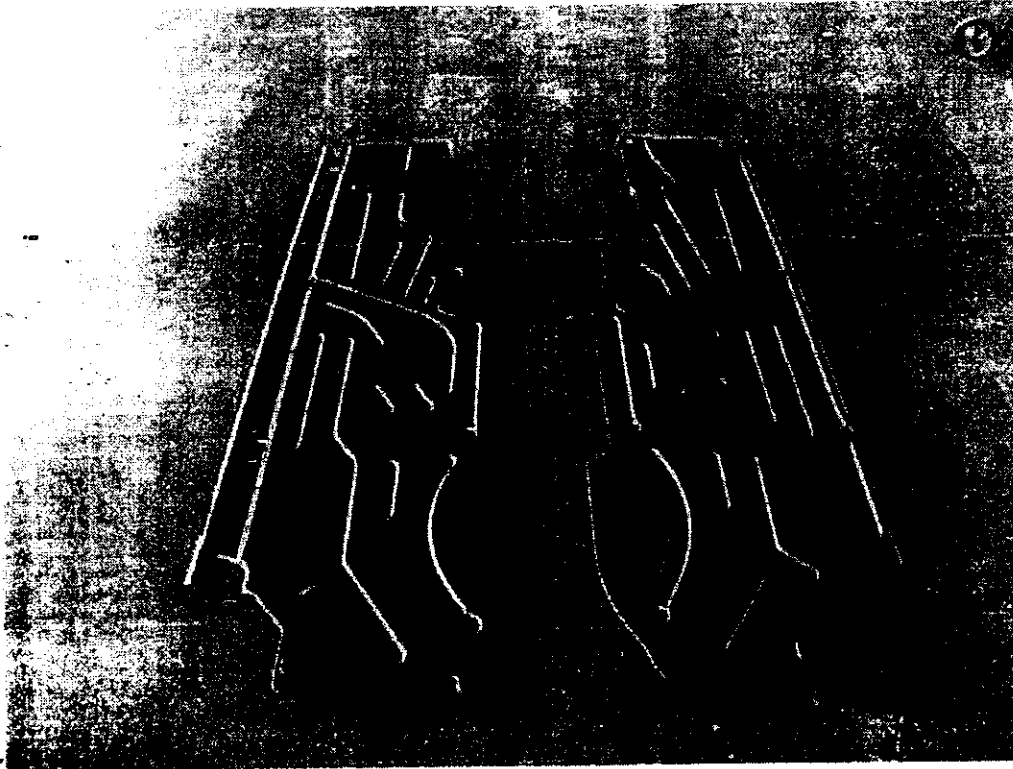
ASSEMBLY LINE

Shower test

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Procedure

- 1 Raise the vehicle on two post / four post lift.
- 2 Wash the underbody of the vehicle.
- 3 Remove the under protection cover LH & RH
part number : LH A203 619 01 38
RH A203 619 02 38

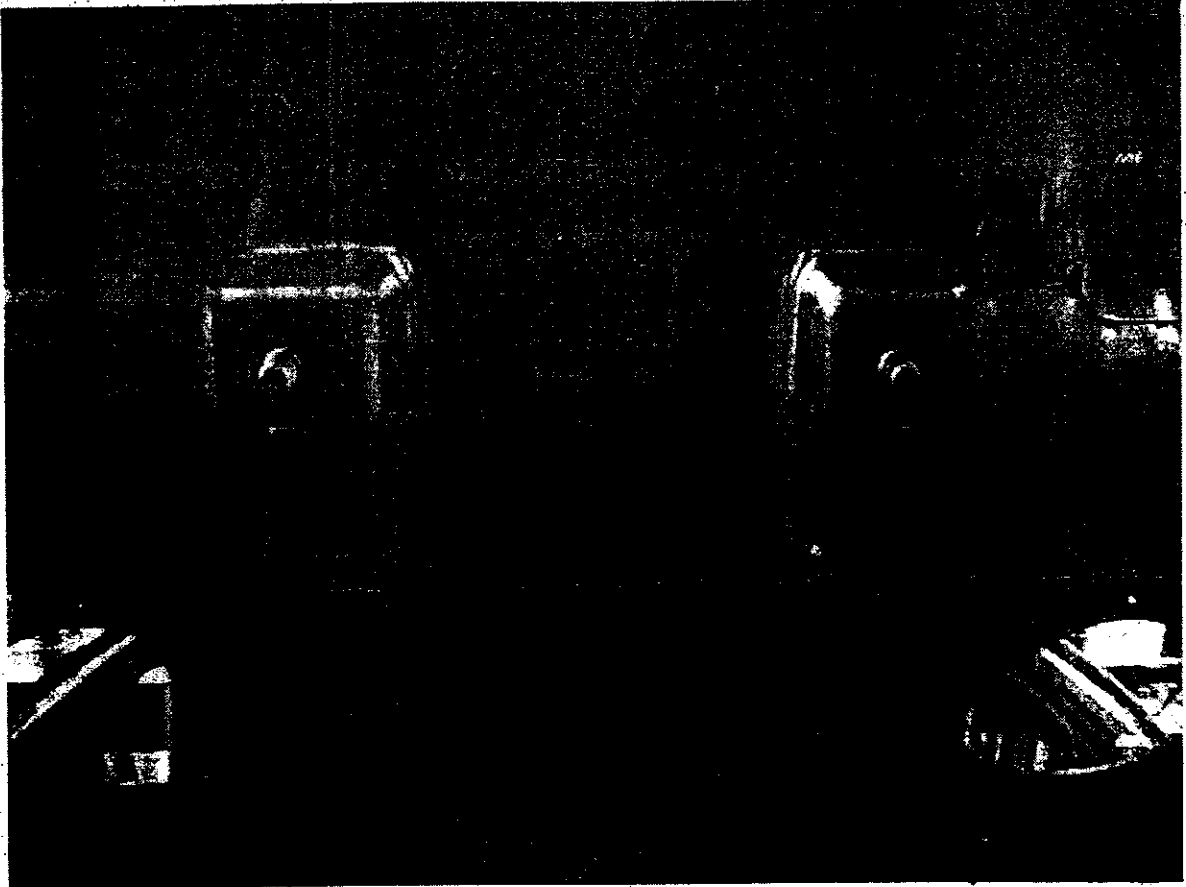


- 4 Check the sealant bid on the underbody under the rear seat, exactly on the sheet metal box section and the flooring on which fuel tank is mounted.

WORK INSTRUCTION

ASSEMBLY LINE
Shower test

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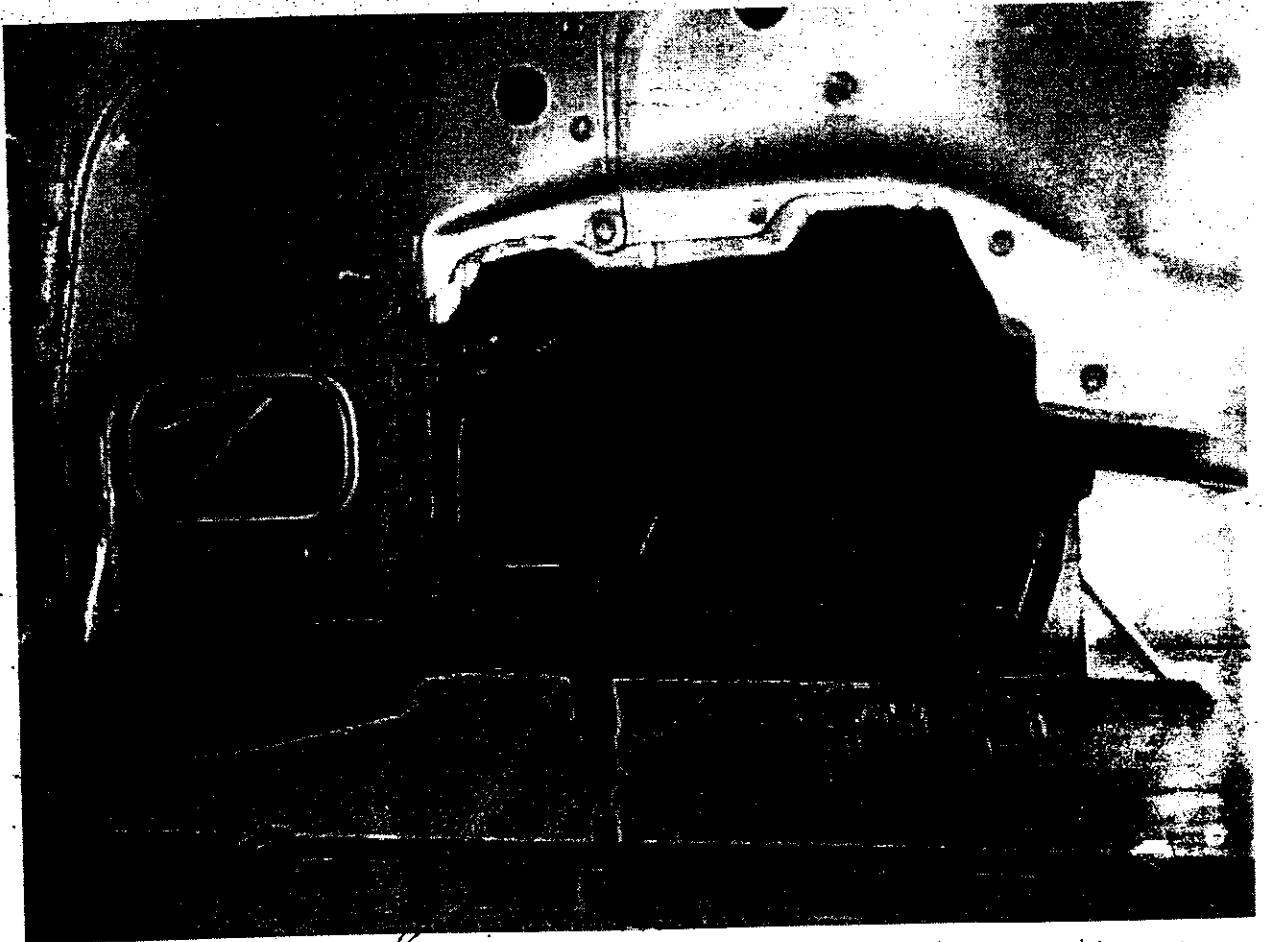
The photograph is taken on a cab from below the floor on a cab
Application of sealant to be done at the open edge of these plates

- 5 Apply the sealant on LH & RH side
Use the sealant with equal proportion of
Part No. : A 000 989 7220
A 000 989 7520

WORK INSTRUCTION

ASSEMBLY LINE
Shower test

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Application of sealant along the open edges of the plates

- 4 Allow the sealant to dry.
- 5 Reassemble the LH and RH covers.
- 6 Lower the car from Two post/ Four post lift.
- 7 Please note that it is not necessary to remove the fuel tank for application of the sealant on the above mentioned areas.