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# DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

Pune, May 31, 2002

All Workshop Incharge  
DC India dealerships / ASC

## Customer Satisfaction Campaign – Replacement of electronic keys – W 203

Dear All,

Based on the feedback received from the field regarding electronic keys in C Class vehicles, we initiating following steps.

We are enclosing herewith a list of chassis nos. for your ready reference.

If you find a complaint in the electronic key from any of the chassis nos. mentioned in the list, instead of placing the order for one key, kindly place your order for **both** keys (Replacement keys for track 1 & track 2).

You are requested to order the electronic keys through our spare parts department as per the normal procedure.

Please note this is a passive campaign and it is not necessary to call the vehicles for this purpose alone.

### Operation text and flat rates: Replacement of electronic keys, W203

Operation no. – 80 0000 01

Flat rates – Basic work 0.6 Hrs. X

Damage code – 0 80 602 73 7 ✓

Cont.....2

DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhali Village, Pimpri, Pune 411 018 (India)  
Phone: (+91) 20 7470810

Fax: Managing Director & CEO: (+91) 20 7477257, Marketing: (+91) 20 7478222, Production: (+91) 20 7478760, Finance and Controlling (+91) 20 7478748,  
Corporate Affairs: (+91) 20 7473597, Human Resources: (+91) 20 7473618

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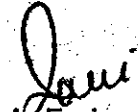
*noted action will be taken  
as per para 3 above.*

*Shah 24/6/02*

A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting the accounting no. 80 602 07

Please acknowledge receipt of this letter. In case of any queries, please do not hesitate to contact us.

With best regards,  
DaimlerChrysler India Private Limited



A. Faria  
General Manager  
Aftersales



Ashish Salvi  
Manager  
Customer Service

Copies – DCIPL Service Representatives

Encl – List of Ch. nos.

# DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

Pune, November 13, 2002

All Workshop Incharge  
DC India dealerships / ASC

## Supplement to Customer Satisfaction Campaign – Replacement of electronic keys – W 203

Dear All,

We refer to the Customer Satisfaction Campaign on the replacement of electronic keys in W 203 vehicles, which we had released on 31<sup>st</sup> May' 2002.

Although we have observed that all the dealers are carrying out this campaign on regular basis, there is a need to speed up the campaign and to cover all the vehicles in the list as soon as possible. We therefore request you to follow the instructions mentioned below.

- Refer the list of the chassis numbers, which is provided with the above mentioned campaign.
- From the list, locate the pending vehicles and parallelly ensure that the vehicles reporting for regular service / maintenance to your workshop are also monitored.
- Order both new keys (replacement track 1 & 2) through our spare part department.
- After getting the new keys, inform the Customer that new version keys have been supplied by DC India on free of cost basis. Obtain an authority letter from the Customer as per the existing key order process.
- Initialize the new keys by calling the vehicle or by attending it at Customer's site, whichever is mutually convenient.

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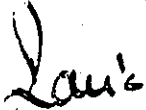


Considering the importance of this matter, please ensure that the due weightage and priority is accorded to this activity and all concerned are fully alert and active to fulfill the requirement urgently.

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

