



DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, January 7, 2003

All Workshop Incharge
DC India dealerships / ASC

Customer Satisfaction Campaign – Replacement of Roots horn set – W 203

Dear All,

Based on the feedback received from the field about Roots horns in W 203 vehicles, we have decided to initiate a Customer satisfaction campaign for its replacement.

Accordingly, modified Roots horn sets need to be installed in the vehicles up to chassis serial no. 260241. Kindly note that the vehicles from sr. no. 260242 are already fitted with the modified horns from the factory.

In view of the above, we kindly ask you to carry out this campaign at your workshop. Please note that the work is to be conducted during the vehicles next visit to the workshop and it is not necessary to call it for this purpose alone. However, attempts should be made to attend to the vehicles while performing the campaign for the electronic keys (if the vehicles are common) as per our letter dated 13th November' 2002 (Supplement to Customer Satisfaction Campaign – Replacement of electronic keys W 203).

Modified Roots horn sets are available with our parts department and it is necessary for your parts department to keep sufficient stock of these horns after studying the affected vehicles from your region.

Warranty / Goodwill claims for the cost of labour & material can be submitted through the usual warranty process channel quoting the accounting no. 54 511 01.

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Operation text and flat rates : Replacement of horn set, W 203

Operation text – 54 1555 01

Flat rates – Basic work 0.6 Hrs.

Damage code – 0 54 511 47 7

We request you to keep the old horns, duly tagged, in your warranty store. At the end of every month, a statement containing Ch. no., Eng. No., mileage, date of replacement & warranty claim no. should reach our warranty department. Based on this data, we will advise Roots Horns representative to collect the old horns from your workshop.

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



Copies to – DCIPL Service Representatives – For close follow with the workshop.