

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, January 9, 2003

All Workshop Incharge
DC India dealerships / ASC

Customer Satisfaction Campaign – Replacement of bleeder valve – W 203 (C 200 CDI)

Dear All,

Based on the feedback received from the field regarding the diesel leak complaints in C 200 CDI/W203 vehicles, we have decided to initiate Customer Satisfaction Campaign for the replacement of bleeder valve.

In view of the above, we request you to carry out this campaign at your workshop. The bleeder valves should be replaced in the vehicles upto chassis serial no. 397023, which were dispatched by DC India before 31st December 2002. This is important to note since some vehicles within the above chassis no. range (still in our stock) have been rectified by us.

We are enclosing herewith a photograph of the new & old bleeder valve for your ready reference. Please ensure that the bleeder valve is replaced only if you find an old bleeder valve on the vehicle. We are also enclosing herewith a list of the chassis numbers on which bleeder valves have already been replaced in the field.

The replacement of bleeder valve should be done during the vehicle's next visit to the workshop and there is NO need to call the vehicle for this purpose alone. (However if the chassis nos. are common, this campaign can be performed during the campaigns of electronic keys & horns replacement)

Kindly instruct your parts department to keep adequate stock of the parts so that the vehicles can be attended immediately during their visit to the workshop. Kindly note that as per the new parts update, the bleeder valve is not separately available and is coming along with the line to which it is connected. Depending on the engine no. (not chassis no.), following two types of lines are to be used.

Part no. A 611 070 73 32 (from eng. No. 30 257722 upto eng. 30 368193)

Part no. A 665 070 01 32 (from eng. No. 30 368194)

Warranty / Goodwill claims for the cost of labour & material can be submitted through the usual warranty process channel quoting the accounting no. 07 276 01

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Operation text and flat rates : Replacement of bleeder valve, W 203

Operation text – 07 9230 02

Flat rates – Basic work 0.7 Hrs.

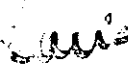
Damage code – 0 07 276 04 7

We kindly ask you to explain the above instructions to your concerned staff and also provide your personal attention to complete this campaign as soon as possible.

Kindly acknowledge receipt of this letter and 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 up with the workshops

Encl. – List of chassis numbers

OLD PART

NEW PART

**Colour of the
plug is white**

**Colour of the
plug is black**

