

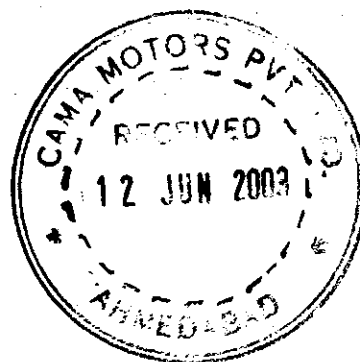
DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, June 11, 2003

Kind Attention - Workshop Managers :

- Cama Motors, Ahmedabad
- Sundaram Motors, Bangalore
- Interkraft, Kolkata
- Tai-Pan Traders, Chandigarh
- Trans Cars, Chennai
- T & T Motors, New Delhi
- Adishwar Auto, Hyderabad
- Sanghi Motorcar Co., Mumbai
- Auto Hangar, Mumbai
- Millennium Motors, Pune
- DC India Transit Park



Service Measure – Replace hose clamp on steering return hose, Model 163

Dear All,

We are in receipt of a subject service measure from DCAG on Model 163. On M Class vehicles (list of chassis nos. from your region enclosed), the steering return hose connection at the cooler may develop leak. In order to prevent the incidence of leakage from this area, we kindly ask you to replace the hose clamp on the return hose as a precautionary measure.

We are enclosing herewith the Work Instructions for the replacement of hose clamp. **Kindly note that this is an active service measure and you need to call the vehicles to complete the same. Please ensure that the new hose clamps are available in your parts stock in sufficient quantity before calling the vehicles.**

We suggest following communication that should be sent **in writing** to the Customers from your region :

"We have determined that M-Class vehicles may develop a leak at the steering hose due to a hose clamp that is slightly oversize. In the case of substantial fluid loss, this can compromise the hydraulic steering assist. In order to avoid these risks, we intend to install a smaller hose clamp on your vehicle as a precautionary measure. This simple measure will prevent any possible pollution to the environment caused by leaked hydraulic fluid and will

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 7478780, Finance and Controlling (+91) 20 7478748,

Corporate Affairs: (+91) 20 7473597, Human Resources: (+91) 20 7473618



contribute to the operational safety of your vehicle. We, therefore, ask you to kindly contact us as soon as possible to make an appointment for having us carry out the required modifications. This work will take approx. 30 minutes and will of course be carried out on free of charge basis.

If you have sold the vehicle in the meantime, please return this letter to us, if possible with the details of the new owner."

Please note that a copy of the above letter must be retained in the Customer's file and should be produced whenever required by us.

Operation texts and flat rates : Replace return hose clamp on oil cooler

<u>Operation no.</u>	<u>Flat rate</u>
02 - 3918	Basic operation - 0.4 Hrs for model 163.113

<u>Operation no.</u>	<u>Flat rate</u>
02 - 3918	Basic operation - 0.3 Hrs for models 163.136/154/157/172/174/175

<u>Parts description</u>	<u>Part no.</u>	<u>Qty per vehicle</u>
Hose clamp	A 000 995 76 10 05	01

A warranty/goodwill claim for the costs of labor and material can be submitted through the usual warranty channels quoting accounting no. 46 950 27.

As indicated in the work instructions, if you find the steering hose damaged, then it must be replaced (Part no. of steering hose A 163 460 32 24). For this work, claims for labour and material costs can be submitted quoting the accounting no. for this service measure as well as the respective operation no. (please note that the hose should not be replaced unless outer casing exhibits cuts or splits.)

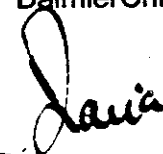
Please make sure that your concerned staff is aware of this service measure and proper monitoring is done to complete the vehicles from your region, as early as possible.

Deadline for service measure completion - Six months from the date of this letter.

Please confirm receipt of this letter.

Thanking you and please feel free to contact us if you have any queries.

With best regards,
DaimlerChrysler India Private Limited


A. Faria
General Manager
Aftersales


D. Chandavarkar
Divisional Manager
Field Service

Copy to - DC India Service Representatives, for close follow up with the workshops

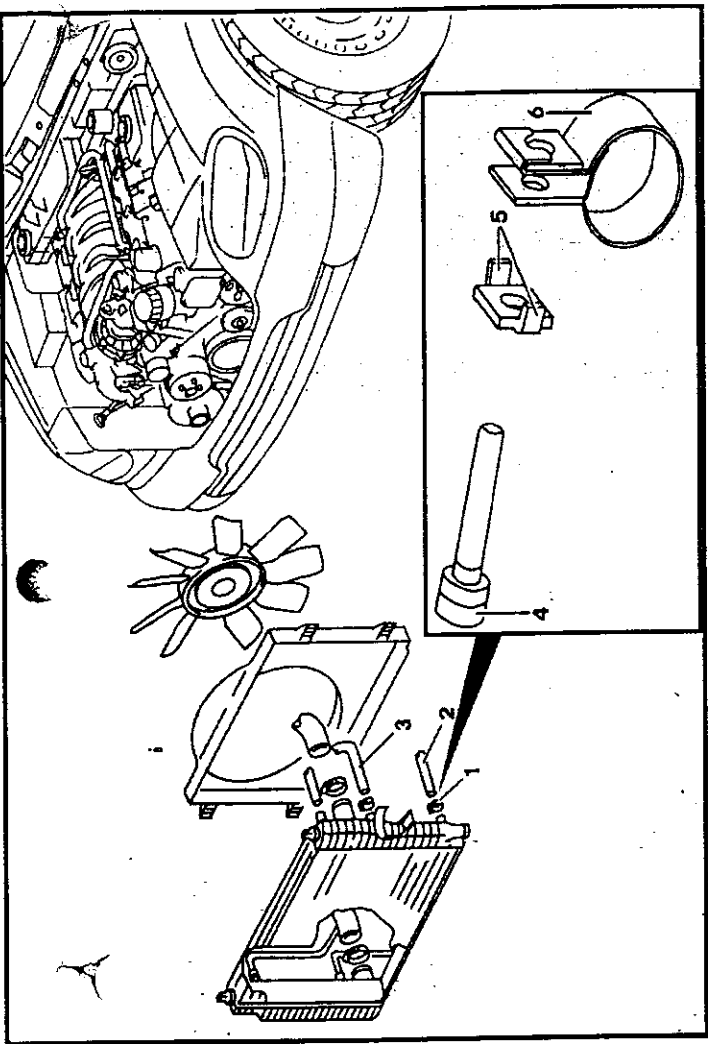
Illustrated on Model 163.154

- 1 Clamp
- 2 Lower steering hose (steering gear → radiator)
- 3 Upper steering hose (radiator → expansion reservoir of power steering pump)
- 4 Screw
- 5 Anti-rotation tab
- 6 Clamp, replacement

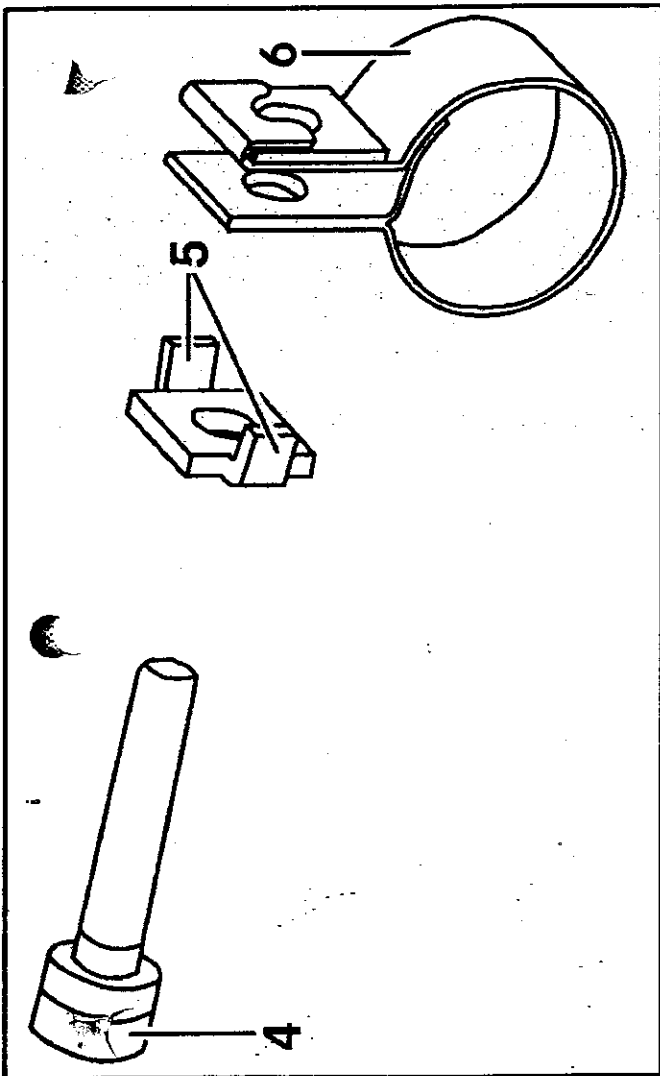
Work Instructions

e Remove

- 1. Place vehicle on lift.
 - i Model 163.113 only **WIS Document: AR00.60-P-1000GH**
- 2. Turn off engine and remove ignition key.
- 3. Open hood.
- 4. Clamp upper (3) and lower (2) power steering hoses using specified hose clamping tools.
 - i 000 589 40 37 00
- 5. Remove front section of noise encapsulation.
 - i Model 163.113 only **WIS Document: AR94.30-P-5400GH**
- 6. Loosen existing lower clamp (1) and slide clamp down hose away from radiator fitting.
 - i DO NOT detach or disturb hose in order to prevent fluid loss.
- 7. Inspect condition of lower steering hose (2).
 - i Hose should NOT be replaced unless outer casing exhibits cuts or splits.



- 4 Screw
- 5 Anti-rotation tab
- 6 Clamp, replacement

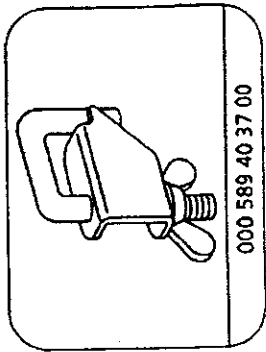


d Install

8. Open replacement clamp (6) to fit over lower steering hose (2).
 - p Do not open clamp more than just enough to fit over hose, or clamp may be damaged.
 - i New clamp **MUST** have "Nr St 15" stamped on outer surface. Other hose clamps must **not** be used.
9. Secure replacement clamp (6) in proper position around lower steering hose (2) and tighten screw (4).
 - p Observe proper torque specification! Ensure proper orientation of anti-rotation tabs (5).
 - n 2.0 +0.5 / -0
 - i Do not exceed torque value, even if hose can still be rotated on fitting.
10. Open previous clamp (1) sufficiently to remove from around lower steering hose (2).
 - i Discard clamp (1).
11. Remove specified hose clamping tools from upper (3) and lower (2) power steering hoses.
 - t 000 589 40 37 00
12. Start vehicle and check for leakage at connection.
13. Reinstall front section of noise encapsulation.
 - i Model 163.113 only

WIS Document: AR94.30-P-5400GH

Special tool



Clamp

Parts Ordering Notes

<u>Part Number</u>	<u>Designation</u>	<u>Quantity</u>
A000 995 76 10 05	Clamp	1

m

Replace clamp on power steering hose

n

MODEL 163.136 /154 /172 #A as of 043552,
163.136 /154 /172 #X as of 700001,
163.113 /157 /174 /175 #A up to 449799,
163.113 #X up to 777100

i The clamp securing the power steering hose at connection to the oil cooler must be replaced. Refer to the instructions below for the proper procedure for replacing this clamp.

Damage code for warranty/goodwill: 46 950 27

<u>Operation Number</u>	<u>Operation Text</u>	<u>Time</u>	<u>Account Number</u>	<u>Code</u>
02-3918	Replace hose clamp at connection to oil cooler (Model 163.136 /154 /157 /172 /174 /175)	0.3 h	46 950 27	0303P46A13
02-3918	Replace hose clamp at connection to oil cooler (Model 163.113)	0.4 h	46 950 27	0303P46A13



Mercedes-Benz

Cama Motors Pvt. Ltd
Dealer for Mercedes-Benz
Passenger cars

Date: June 12, 2003

To,
Mr. D. Chandavarkar
Divisional Manager- Field Service
DaimlerChrysler India Ltd.,
Sector 15 A, Chikhali
Pimpri
PUNE 411 018

Hose clamp replacement on steering return hose, Model 163

Dear Mr. Chandavarkar,

Please refer to the service measure dated June 11 2003 regarding the above subject.

Kindly note that till date, we have neither sold any 163 model (M Class) in our territory, nor any vehicle of this category has reported/listed in our customer database.

Secondly, with respect to the customer details mentioned in the above service measure, there is no area in Gujarat as 'Sojkra'.

Requesting you to kindly elaborate the address, so that we can initiate necessary action at our end.

FOR CAMA MOTORS PVT. LTD

Major (Retd) Vishwanathan Nair
(GM- Service)

Dhanraj Kamdar
(Officer: Customer Care)