

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, June 11, 2004

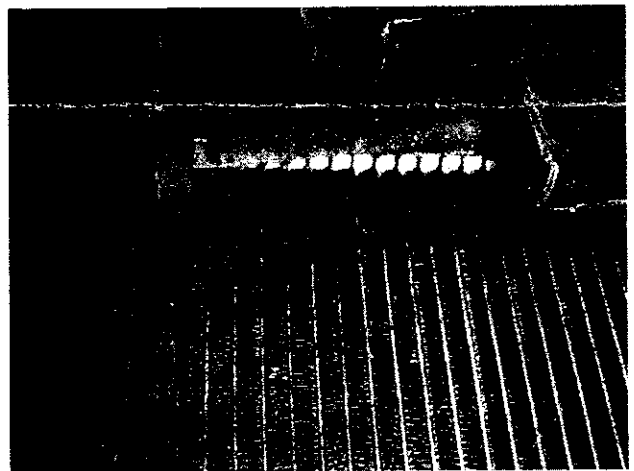
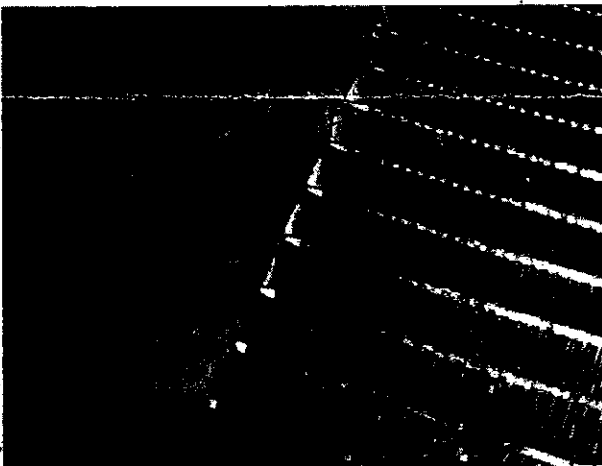
All Workshop Incharge
DC India dealerships / ASC

**Customer Satisfaction Campaign – Modification of Air Baffle at Front Module
W 203 (C 200 CDI)**

Dear All,

We have observed few cases of condenser failures in C 200 CDI vehicles. The side rubber strips of the air baffle in the front module rub against the condenser tubes near header joints causing refrigerant leakage. To avoid such cases in future, we have decided to initiate Customer Satisfaction Campaign for the modification of air baffle.

In view of the above, we request you to carry out this campaign at your workshop during the next visit of the vehicles. The list of vehicles to be attended is attached herewith. The photographs of the damaged condenser are shown below for your reference. The damaged tubes near header joint are indicated by arrows.



Handwritten signature and date: 18/06/04

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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



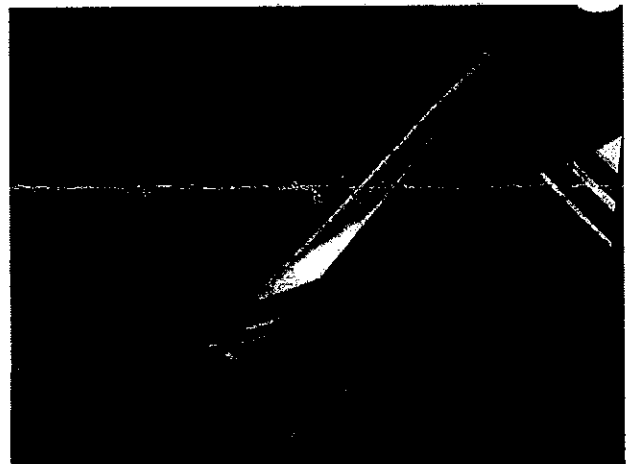
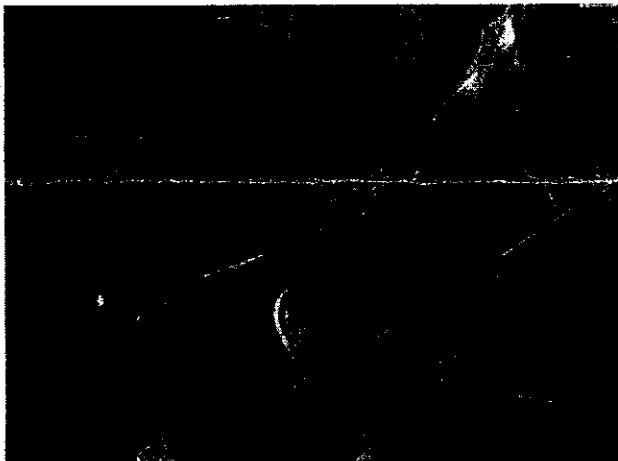
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Work Instruction:

1. Remove the Air Baffle at front module.



2. Cut the Side rubber in a straight line reducing the width of the rubber strip by 5 mm. The cut should be given on both the sides as shown in the photographs below.



3. Refix the Air Baffle at front module. The reduction in width of rubber strip will avoid its rubbing with condenser tubes caused due to engine vibrations.

Warranty / Goodwill claims for the cost of labour can be submitted through the usual warranty process channel quoting the **accounting no. 8300003**.

Operation text and flat rates:

Modification of Air Baffle at Front Module

Flat rates – Basic work 1.0 Hrs.


Damage code – 020509**8

Please 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. – As above



Handwritten initials and date: *AB*
18/10/04