

# DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

Pune, June 18, 2004

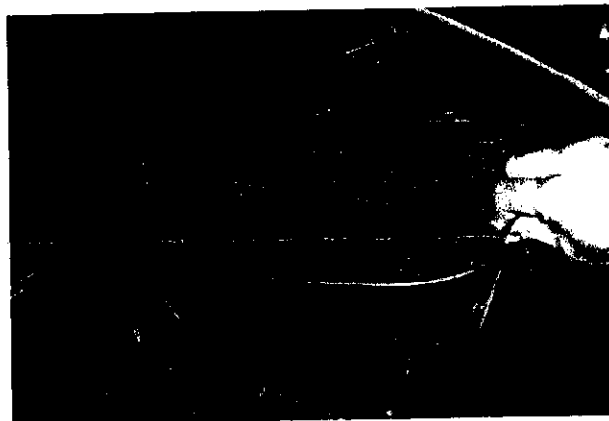
All Workshop Incharge  
DC India dealerships / ASC

## Customer Satisfaction Campaign – Installation of Protective Net in Air Duct - All W 220 Vehicles

Dear All,

We have already initiated Customer Satisfaction activity for retrofitment of emergency drain valve on W 220 vehicles. Also cleaning of drain valves during every service is recommended. Further to avoid the entry of leaves and other foreign matters in the Air Duct, a protective net is to be fitted on the Air Duct of all W 220 vehicles. The procedure for installation of net is given below:

1. Pull out the Air Duct Grill.



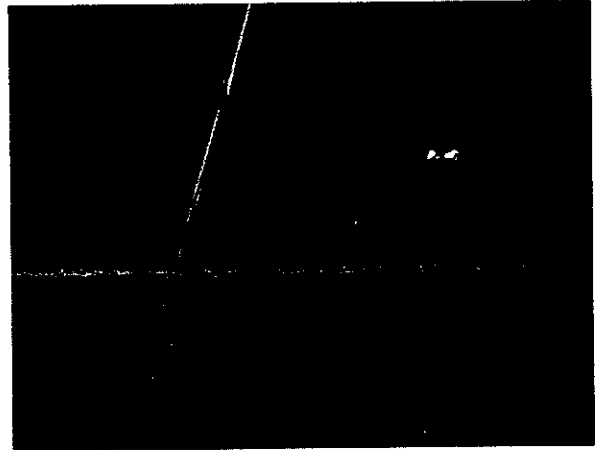
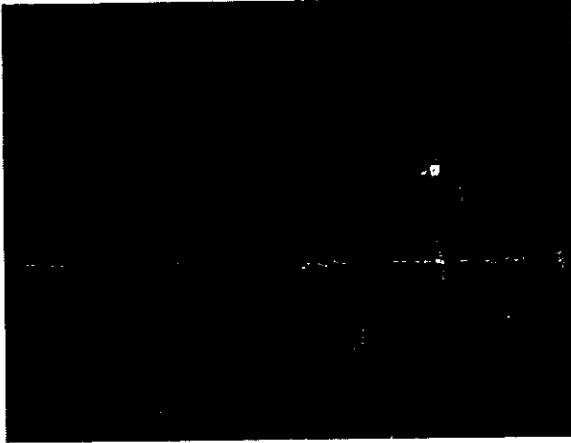
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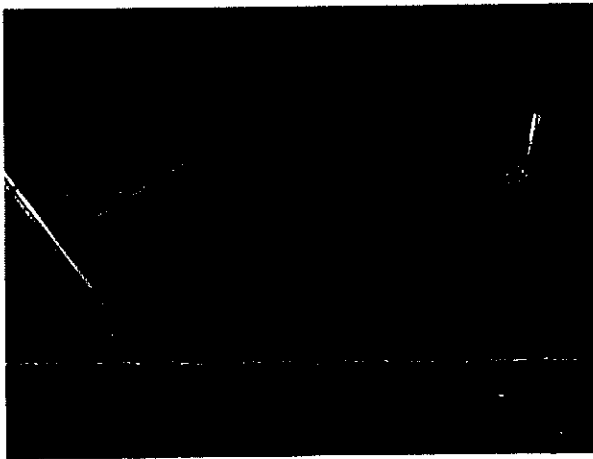


: 2 :

2. Check whether the net supplied by DCIPL fits properly in the Air Duct Grill. If required cut the edges of the net so that it fits correctly in the Air Duct Grill.



3. Install the net and glue the net as shown below with suitable adhesive. Additional glue spots may be applied if required.



4. Refix the Air Duct Grill. Please note that the Grill to be refitted only after the glue has dried completely.

#### **Cost Settlement:**

Warranty / Goodwill claims for the cost of labour can be submitted through the usual warranty process channel quoting the **accounting no. 8300004**.

: 3 :

**Operation text and flat rates:**

Installation of Air Duct Protective Net

Flat rates – Basic work 0.3 Hrs.

Damage code – 083104\*\*7

**Part:**

The information regarding part number and availability of Protective Net will be informed separately.

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