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A. gothogel and do the needful.
29/10/04*

*ALOK
Pl. give details of vehicle
for cost attached
29/10/04*

DAIMLERCHRYSLER

*Total of 16
Vehicles trackless
VDC's list attached
29/10/04*

DaimlerChrysler
India Private Limited

Pune, September 23, 2004

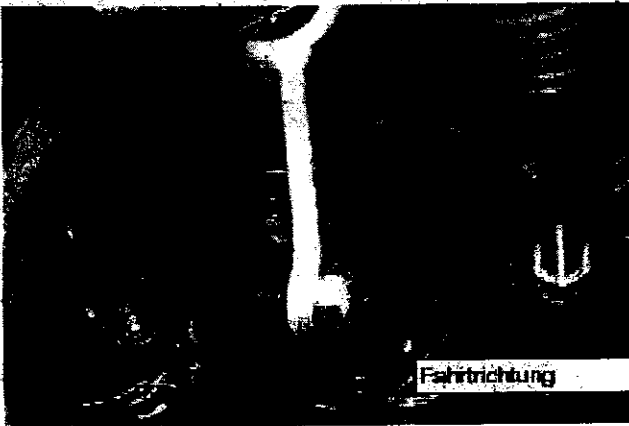
All Workshop Incharge
DC India dealerships / ASC

Customer Satisfaction Campaign - Interchange torsion bar linkages - Model W 220.

Dear All,

This is to inform you that the below mentioned torsion bar linkages are to be interchanged with each other i.e. the torsion bar link A 220 320 1589 LI is to fitted on the **right** hand side of the car and the torsion bar link A 220 320 1689 RE is to be fitted on left side of the car. The list of affected vehicles is attached herewith.

The torsion bar link photographs are shown below for your ready reference:



Availability of nuts

Please note that new nuts (Part No. A 220 990 0151 - 04 Nos. per vehicle) are to be used while fitment of Torsion Bar Linkages. Also mark both the torsion bar linkages (on area where the part nos. are punched) with green paint spot to avoid repetition of this action.

Please refer WIS document no. AR32.20-P-03001 for torque specifications.

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DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhalil Village, Pimpri, Pune 411 018 (India)
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: 2 :

Operation text and flat rates:

Operation text: Interchange torsion bar linkages on front

Operation No. - 32 333 001

Flat rates - 0.6 Hrs.

Damage code - 032211017

Cost Settlement:

A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting **accounting no. 3221101**.

Completion Deadline:

The activity is to be completed **during next visit of the vehicle** to your workshop. The target completion date for this campaign is **31st December 2005**. Please note that the locations mentioned in the list are only indicative and any vehicle mentioned in the list visiting your workshop has to be attended for this Campaign.

Please advise your concerned staff accordingly and ensure that each vehicle (mentioned in the list) visiting your workshop is attended for this action without fail.

Please 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



Devendra Thakur
Sr. Manager
Customer Service

Copies to - DCIPL Service Representatives} for close follow up with the workshops.

Encl. - As above

