

DAIMLERCHRYSLER

[DaimlerChrysler
India Private Limited]

Pune, April 24, 2006

All Workshop Incharge
DC India dealerships / ASC

Service Measure during next major maintenance service
Clean sleeves on front axle carrier; install new bolts and washers - Model 211
Accounting No. 3390012.

Dear All,

As per the information received from DCAG, prevention action is suggested for the front axle carrier on the vehicles mentioned in the enclosed CD. In these vehicles, dirt particles can collect in the rear sleeves of the front axle carrier. This can cause obstruction in the water drainage on vehicles with extended operating times. Hence the rear sleeves of the front axle carrier are to be cleaned, with installation of new bolts and washers during the next major maintenance service of these vehicles.

Copy of Work Instructions is attached herewith for your ready reference.

Parts, Operation texts and flat rates:

Please refer to the enclosed work instructions for the parts, operation texts and flat rates.

Damage Code: 033900127

Cost Settlement:

A warranty/goodwill claim for the costs of labor and material may be submitted to us, quoting the accounting number 33 900 12.

Note: The cleaner A002 986 04 71 05 is enough for about 25 vehicles. For this reason please claim Rs. 20/- per vehicle as an additional expense in sublet column (53).

Cont.....2

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Completion Deadline: This service measure should be completed by **30th June 2008**.

Please acknowledge receipt of this letter and feel free to contact us for any queries.

Thanking you for your cooperation.

With best regards,
DaimlerChrysler India Private Limited




D. Chandavarkar
Director
After-Sales



Ashish Salvi
Dy. General Manager
Field Service

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

Encl. - Work Instructions (Accounting No. 3390012)

- Vehicle list 

WORK DESCRIPTION FOR SERVICE MEASURE

Code: 0508P33A57

Version: 2.2

Clean sleeves on front axle carrier; install new bolts and washers
Model 211

Work procedure

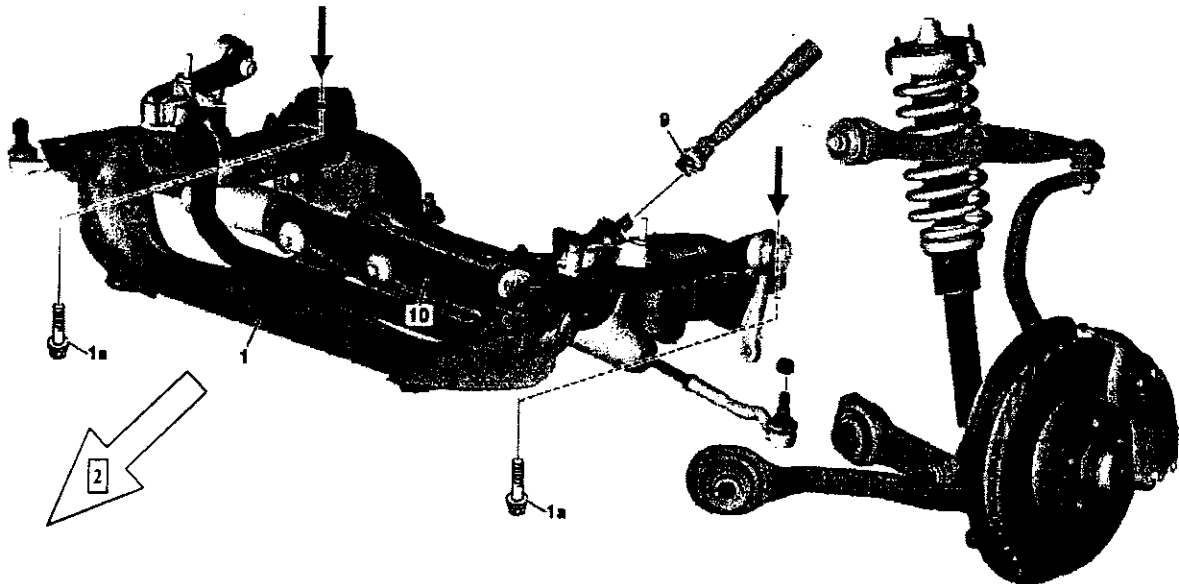


Figure 1

- 1 Front axle carrier
- 1a Bolts
- 2 Direction of travel
- 9 - Steering coupling
- 10 Rack-and-pinion steering

i Make absolutely sure that only one bolt at a time is removed from the front axle carrier.

1. Remove rear right bolt (1a) from front axle carrier (figure 1).
2. Clean rear right sleeve in front axle carrier using a clean rag and cleaning agent.
3. Install a new rear right bolt (1a) and a new washer on front axle carrier (figure 1).
Nm 100
Nm 120 on VEHs with 4-Matic
4. Remove rear left bolt (1a) from front axle carrier (figure 1).
5. Clean rear left sleeve in front axle carrier using a clean rag and cleaning agent.
6. Install a new rear left bolt (1a) and a new washer on front axle carrier (figure 1).
Nm 100
Nm 120 on VEHs with 4-Matic

Parts

Quantity	Designation	Part no.
As required*	Cleaner	A 002 986 04 71 05
2	Bolts for VEHs without 4-Matic	A 211 984 00 29 05
2	Bolts for VEHs with 4-Matic	A 168 984 04 29 05
2	Washer	A 003 990 12 82 05

* Note: 1 container is to be used for approx. 25 vehicles.

Operation text and flat rate

Operation no.	Operation text	Flat rate	Accounting no.
02501501	In addition to ASSYST PLUS, major maintenance scope: Clean sleeves on front axle carrier	0.2 h	33 900 12

DaimlerChrysler AG
Global Service & Parts

Cama warranty

From: <devendra.thakur@daimlerchrysler.com>
To: <camawarranty@camamotors.com>
Cc: <ashish.salvi@daimlerchrysler.com>; <presanna.kumar@daimlerchrysler.com>
Sent: Tuesday, May 23, 2006 10:04 AM
Subject: Re: Service measure-Clean sleeves on front axle carrier- Model 211

Dear Mr. Dhanraj,

Thanks for the mail. The sublet cost of Rs. 20 /- is based on DCAG guidelines.

Nevertheless you may please claim Rs. 42 /- per vehicle as sublet for subject Service Measure.

with best regards

Devendra Thakur
 Sr. Manager - Customer Service
 DaimlerChrysler India Private Ltd.
 15A, Chikhali, Pimpri
 Pune 411018
 India
 Tel : +91 20 2750 5373
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 e-mail : devendra.thakur@daimlerchrysler.com

camawarranty@camamotors.com To:
devendra.thakur@daimlerchrysler.com
 cc: presanna.kumar@daimlerchrysler.com
 05/22/06 05:54 Subject: Service measure-Clean sleeves on front axle carrier- Model
 211
 PM

Dear Mr. Thakur,

This refers to the service measure dated 24/4/2006 for 'cleaning of sleeves

5/23/2006

on front axle carrier; install new bolts and washers- Model 211' ACcounting

No. 3390012.

Please note that in cost settlement it is mentioned that the cleaner A002986047105 is enough for about 25 vehicles which has unit price of Rs.970/- (MRP: Rs. 1208/-, less 25 % = 906/- plus CST 4 % = Rs. 942 plus

3% octroi = Rs. 970.50/- plus GST 8% = Rs. 1048.14) So the cost involved for each vehicle is Rs. 42/- (Rs. 1048.14 divided by 25 vehicles). Where as the

amount advised to be claimed is Rs. 20/- per vehicle.

We have received the required part and done service measure on already 2 vehicles. Your earliest guidance in this regard will enable us raise the warranty claim within the guidelines.

Regards
Dhanraj

Cama Motors Pvt. Ltd.,
Rustom Cama Marg, Lal Darwaja
Ahmedabad - 380 001

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5/23/2006