

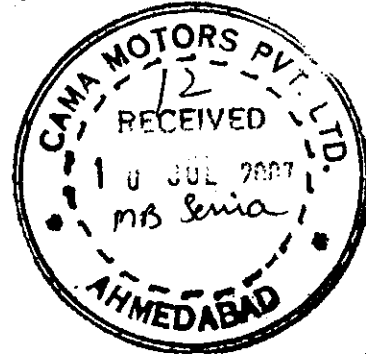
# DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

Pune, July 04, 2007

All Workshop Incharge  
DC India dealerships / ASC

**Recall Campaign**  
**Replace ABC distribution line**  
**Model W 215, W 220 with Active Body Control (ABC)**



Dear All,

On the vehicles mentioned in the attached list, corrosion in the steel braiding of the ABC distribution line may occur when exposed to heat and moisture. This may cause leaks at the ABC distribution line between the pressure supply valve unit and the front axle/rear axle distributor. For this reason, ABC distribution line with a modified design needs to be installed on the affected vehicles as a precautionary measure.

Please refer to the attached work instructions for the required procedure. 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.

Kindly note that this is an active Service Measure and you need to call the vehicle to complete the same. The Customer is to be informed through a written communication with recorded delivery (Registered AD) as per the attached approved text format, advising him about this action and requesting to send his vehicle to your workshop. Please note that there should not be any change in the approved text format of the invitation letter. In case the vehicle is visiting your workshop for the first time, you may inform the Customer about this action & carry out the necessary job on the same day.

For operation texts, flat rates and spare part details, please refer to the attached work instructions.

Damage Code: 032950217

2

Registered office, Corporate Office & Works  
Sector 15-A, Chikhali  
Pimpri, Pune 411 018 (India)  
Phone: (+91) 20 27503000

**Cost settlement:**

A warranty/goodwill claim for the costs of material and labor can be submitted quoting accounting number 3295021.

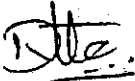
**Completion deadline**

This field campaign should be completed by 31<sup>st</sup> December 2007.

Please advise your concerned staff accordingly and ensure that each vehicle (mentioned in the list) visiting your workshop is attended for this action.

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

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  
- Affected vehicle list  
- Letter format

# WORK DESCRIPTION FOR SERVICE MEASURE

Code: 0705P32A50

Version: 2.0

**Replace Active Body Control (ABC) hydraulic line for pressure supply valve unit to distributor Model 220 with code 487; 215**

**i** Code 487 corresponds to ABC suspension (Active Body Control)

### Work Procedure

1. Replace ABC hydraulic line for pressure supply valve unit to front axle/rear axle distributor (AR32.50-P-0005M).

**!** Before opening the hydraulic circuits of the power steering and the ABC system, the areas near the separation points are to be thoroughly cleaned. Even the smallest dirt particles that enter the hydraulic components can lead to damages and malfunctions.

### Parts

Quantity	Designation	Part no.
1	Hydraulic line	A 220 320 04 54 05
1	Pentosin hydraulic fluid	A 001 989 24 03 10

### Operation Text and Flat Rate

Operation no.	Operation text	Flat rate	Accounting no.
02-5719-01	Replace Active Body Control (ABC) hydraulic line for pressure supply valve unit to front axle/rear axle distributor	1.5 h	32 950 21

DaimlerChrysler AG  
Global Service & Parts

61

(Please fill in the appropriate details in the brackets & send this letter on your Dealerships Letter head)

Sub: Service Measure - Free inspection of your vehicle.

Dear Sir/ Madam,

With your purchase of a Mercedes-Benz vehicle, you have decided to go with a brand whose hallmarks include the highest level of quality. Quality, as we understand it, tolerates no compromises.

When purchasing your Mercedes-Benz, you selected a vehicle with an Active Body Control suspension (ABC). This suspension offers you the possibility of choosing between the greatest ride comfort and sporty handling characteristics. Despite meticulous quality control checks during the production of and at the point of delivery of your vehicle, we have come across isolated cases of minor oil leakage at a hydraulic line of the suspension system. For this reason, we plan to install an ABC distribution line with a modified design on your vehicle as a precautionary measure.

We therefore request that you make an appointment as soon as possible with our service advisor. The fixed appointment will reduce the down time to a minimum. The work will require approx. 2.0 hours and will of course be carried out free of charge.

We will continue to do everything it takes to maintain the trust that you have reposed in us by purchasing a Mercedes-Benz. We are convinced that by proceeding in this manner we are also acting in your best interests, and we apologize for the need to make an unscheduled visit to the workshop.

Awaiting your reply and assuring you of our best services at all times, we remain.

Yours sincerely,  
For (Dealer Name)

(Name)  
Workshop Incharge

Date: Wed, 11 Jul 2007 12:49:23 +0530

From: "Cama Motors" <cama\_service@indiatimes.com> [Block Sender](#) | [This is SPAM](#) |  [Add to Address Book](#)

To: <ashish.salvi@daimlerchrysler.com>

Cc: <devendra.thakur@daimlerchrysler.com>

Subject:  Recall Campaign - Replace ABC Distribution Line with Model W 215, W 220 with Active Body Control  
[Delete message excluding attachments](#) [Show Related Mails](#)

Dear Sir,

We are in receipt of the captioned Recall Campaign Service Measure.

After checking the attached sheet of affected vehicles, we have come to know that only one vehicle belongs to us. The same vehicle had been sold to the below mentioned customer:

Mr. Arun Puri  
M/s. Raj Palace  
A-3, Sardar Patel Marg,  
C- Scheme,  
Jaipur  
Phones: 0141 - 2634077/ 09829011543

As the territory of Jaipur is now being handled by M/s. T&T Motors, hence requesting you to intimate them to attend the subject vehicle.

Your earliest initiation in the matter will be highly appreciated.

With best regards,


Alok Mehrotra Nauttam Vaghela  
Asst. Manager - Customer Care Service Advisor  
Cama Motors Pvt. Ltd.  
Rustom Cama Marg,  
Lal Darwaja,  
Ahmedabad  
Phones: 079- 25505282/ 89/ 25505165  
Fax: 079- 25500491

Date: Wed, 11 Jul 2007 12:58:10 +0530

From: devendra.thakur@daimlerchrysler.com **Block Sender** | **This is SPAM** |  **Add to Address Book**

To: <ntaramachandran@vsnl.net>

Cc: <cama\_service@indiatimes.com> , <ashish.salvi@daimlerchrysler.com>

Subject:  Re: Recall Campaign - Replace ABC Distribution Line with Model W 215, W 220 with Active Body Control

[Delete message excluding attachments](#) [Show Related Mails](#)

Dear Mr. Ramachandran,

Please refer below mentioned e-mail from M/s. Cama Motors on the subject matter.

Kindly instruct the concerned to send letter to this Customer for necessary Service Measure action. Please ensure that necessary parts are available with you before inviting the Customers.

with best regards

Devendra Thakur  
Sr. Manager - Customer Service  
DaimlerChrysler India Private Ltd.  
15A, Chikhali, Pimpri  
Pune 411018  
India  
Tel : +91 20 2750 5373  
Fax : +91 20 2750 5983  
e-mail : devendra.thakur@daimlerchrysler.com

CN. # WPD 2624077  
310407

55002

Gold Fo

Raj Palace

A-3, Satdas Patel Marg

C-scheme, Jaipur.

M.C. Arun. Puri

0141-2624077

~~002901543~~ ~~~~~

Tele - Information Service on

55 55 00 00

