

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, January 31, 2008

All Workshop Incharge
DC India dealerships / ASC

Service Measure
Perform engine oil and filter change
Model W 211

Dear All,

The engine oil of the vehicles mentioned in the attached list may not fully meet our Specifications. As a precautionary measure, we need to replace engine oil & oil filter in these vehicles.

Please refer to the attached work instructions for the required procedure. Please note that the locations mentioned in the attached vehicle list are only indicative and any vehicle mentioned in the list visiting your workshop has to be attended for this Service Measure.

Kindly note that you need to send invitation letter to the Customers requesting them to bring their vehicles to your workshop to complete the Service Measure. The Customer is to be informed through a written communication as per the attached approved text format, advising the Customer about this action and requesting to send the 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: 001910127.

Cost settlement:

A warranty/goodwill claim for the costs of material and labor can be submitted quoting accounting number 0191012.

4/1/08
H. 2.08

Service Manager for N A PL

[Signature]
4. 2. 08.

[Signature]
4/2/08

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Completion deadline

This Service Measure should be completed by **31st December 2008.**

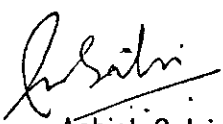
Please advise your concerned staff accordingly and ensure that each vehicle (mentioned in the list) visiting your workshop is attended for this action.

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
- Vehicle list
- Letter to the Customer - Format

WORK DESCRIPTION FOR SERVICE MEASURE

Code: 0711P32B29

Version: 2.0

Perform engine oil and filter change

Model 211 054

Work Procedure

1. Perform engine oil and filter change (AP18.00-P-0101TS).

Parts

Quantity	Designation	Part no.
8	Engine oil	A 000 989 78 01 10
1	Oil filter	A 000 180 26 09

Operation Text and Flat Rate

Operation no.	Operation text	Flat rate	Accounting no.
02-5897-01	Perform engine oil and filter change	0.4 h	01 910 12

Daimler AG
Global Service & Parts

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Letter to Customers

(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 as a precautionary measure.

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.

We have come across isolated cases wherein the engine oil filled in your vehicle may not fully meet our specifications. To deal with this case in a preventative manner, we will replace the engine oil in your vehicle.

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