

Mercedes-Benz

Mercedes-Benz  
India Private Limited

Pune, June 30, 2008

**Workshop Incharge**  
MB India Authorised Workshops

**Recall Campaign**  
**Replace crankshaft position sensor**  
**Models 164, 211 and 221 with engine OM642**  
**Accounting No. 1593034.**

Dear All,

We are in receipt of the subject Recall Campaign from DAG for vehicle models 164, 211 & 221 with OM 642 engine. The list of affected vehicles is attached herewith for your ready reference.

On these vehicles, an interruption of the electrical connection in the interior of the crankshaft sensor's chip housing may occur in very remote circumstances. When this problem occurs, the engine may lose power. It will also be no longer possible to restart the engine. To deal with this case in a preventative manner, we need to replace the Crank Shaft Position sensor on these vehicles. Please refer to the attached work descriptions for the work procedures.

**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.

**Spare Parts, Operation texts and flat rates:**

Please refer enclosed Work Instructions.

**Please ensure that the necessary parts are available in your parts stock before sending the letter to the Customer.**

*All vehicles affected have been recognised. Awaiting parts to be received so that ready letter can be sent to customers.*

..... 2

A Company of the Daimler Group

Registered office, Corporate Office & Works  
Sector 15-A, Chikhali  
Pimpri, Pune 411 018 (India)  
Phone: (+91) 20 27505000  
www.mercedes-benz.co.in

- ① list of vch not found attached.
- ② 1/2 shop floor - H. Spk on priority
- 3 Alerts

*Attn: 4 Rakesh - D. K. Kulkarni*  
*5 Sunish*  
*6 Jasmin*  
 5-7-08 - 1700h

: 2 :

**Damage code: 015930347.**

**Accounting No.:** A warranty/goodwill claim for the costs of labour and material (if any) may be submitted to us, quoting the accounting number **1593034**.

**Completion Deadline:** This service measure should be completed by **31<sup>st</sup> December 2008**.

Considering the criticality of this activity, kindly explain the above instructions to your concerned staff and also provide your personal attention to complete this campaign as soon as possible.

For any queries you may have related to this information & activities, please immediately contact the right undersigned or Mr. Devendra Thakur.

Please acknowledge receipt of this letter.

With best regards,  
Mercedes-Benz India Private Limited



D. Chandavarkar  
Director  
After-Sales



Ashish Salvi  
Dy. General Manager  
Field Service

Copies to - MBIL Service Representatives - For close follow up with the workshops.

Encl. - Work Instructions  
- Vehicle list  
- Letter format

## WORK DESCRIPTION FOR SERVICE MEASURE

Code: 0711P15B27

Version: 2.1

### Replace crankshaft position sensor

Model 211; 221; 164 with OM 642

#### Modification notes

- i** • Model designation 164.128 added in labor time table.

#### Work Procedure

- i** Modified repair method! The existing WIS literature will be adapted.

1. Remove rear bottom section of soundproofing.
2. Replace position sensor of crankshaft (AR15.12-P-2133\*).  
\* Select the document that corresponds to the model and equipment variant.

**In addition, the following work must be performed on model 211 with OM629:**

- Remove coolant hose at firewall.
- Remove bracket of rear soundproofing.
- Loosen bolts (A) at crossbar from rear engine mount to transmission (**Nm** 50; figure 1).

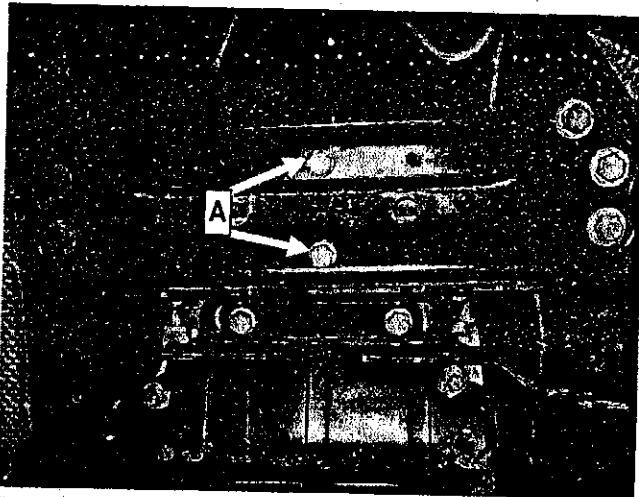


Figure 1

- Lift engine at rear of transmission.
3. Assemble in the reverse order.
    - i** Reading out and erasing the fault memory is **not** necessary.

**Parts**

Quantity	Designation	Part no.
1	Position sensor of the crankshaft	A 642 153 07 28 05
8*	MB 325.0 anticorrosion/antifreeze agent	A 000 989 08 25 10

\* Only model 211 with OM629

**Operation Text and Flat Rate**

Operation no.	Operation text	Flat rate	Accounting no.
02-5900-01	Replace crankshaft position sensor Model 251	0.5 hours	15 930 34
02-5900-01	Replace crankshaft position sensor Model 164; 204; 209; 211; 219; 221	0.6 hours	15 930 34
02-5900-01	Replace crankshaft position sensor Model 203; 463	0.7 hours	15 930 34
02-5900-01	Replace crankshaft position sensor Model 221 with OM 629	0.9 hours	15 930 34
02-5900-01	Replace crankshaft position sensor Model 164 128	1.0 hours	15 930 34
02-5900-01	Replace crankshaft position sensor Model 164 828	1.3 hours	15 930 34
02-5900-01	Replace crankshaft position sensor Model 211 with OM 629	1.7 hours	15 930 34
02-5329-01	Perform additional operation VEH with offroad package Model 164	0.3 hours	15 930 34

Daimler AG  
Global Service & Parts

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

**Sub: 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 and safety. Quality, as we understand it, tolerates no compromises.

Despite meticulous quality control checks during the production of and at the point of delivery of your vehicle, we have come across isolated case of engine not starting. The reason for this might be an electrical discontinuity in the crankshaft sensor which may occur in the most remote circumstances. Hence, as a precautionary measure, we will replace the crankshaft sensor on your vehicle.

We therefore request that you make an appointment as soon as possible with our service advisor. The scheduled 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



Mercedes-Benz

SAMPLE

Cama Motors Pvt. Ltd  
Dealer for Mercedes Benz  
Passenger Vehicles

July 7, 2008

To,  
Mr. Arvind Kumar D. Choksi  
408/5, Arvinbhai House,  
Opp. Lal Bungalow,  
C.G. Road,  
Ahmedabad

**Sub: Free Inspection of your vehicle.**

Dear Sir,

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

Despite meticulous quality control checks during the production of and at the point of delivery of your vehicle, we have come across isolated case of engine not starting. The reason for this might be an electrical discontinuity in the crankshaft sensor which may occur in the most remote circumstances. Hence, as a precautionary measure, we will replace the crankshaft sensor on your vehicle.

We therefore request that you make an appointment as soon as possible with our service advisor. The scheduled 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 our best services at all times, we remain.

Yours sincerely,

For Cama Motors Pvt. Ltd,

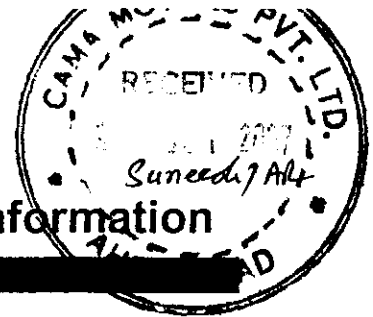
Rakesh Mehta  
General Manager - Service

Alok Mehrotra  
Asst. Manager - Customer Care

Showroom, Service Station : Rustom Cama Marg, Lal Darwaja, Ahmedabad - 380001.  
Phone : (079) 25505281 to 89, Fax : (079) 25500491, 24Hr. Service : (O) 98254 04419,  
Sales - e - mail : [cama@satyam.net.in](mailto:cama@satyam.net.in), Service - e - mail : [mercedesservice@camamotors.com](mailto:mercedesservice@camamotors.com) Page : 1 of 1

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Service Information

Distribution : Dealers + Service Centres  
DCIPL Field Service Rep.

x
x

26<sup>th</sup> June 2007

S.I. No. - IND 15/002

 Passenger Car

Applicable to: All Models

Kind Attention - Workshop Managers

Dear All,

~~In isolated cases reported to us, we have observed engine stalling due to crank shaft position sensor malfunction.~~

While diagnosing this complaint, Fault codes 2045 or 0703 Component B70 (Crankshaft hall sensor) are recorded depending upon the vehicle model. In some cases, technician erased the fault code and released the vehicle. However, complaint recurred leading to Customer total dissatisfaction since in some of the reported cases; Customers were stranded on the road due to this complaint on more than one occasion.

In view of the above, we recommend the replacement of Crank shaft position sensor in the first occasion on getting related fault codes. Kindly instruct your technicians not to release the vehicle by just erasing the fault code but to replace the sensor. It would certainly avoid recurrence of the complaint.

Kindly ensure that your concerned staff is well aware of the above immediately.

In case of any queries, please feel free to contact us.

Thanking you,

With best regards,  
DaimlerChrysler India Private Limited

Ashish Salvi  
Dy. General Manager  
Field Service

Devendra Thakur  
Sr. Manager  
Field Service

*Handwritten notes:*  
30/6/07, Part 3 of 10/07

*Handwritten note:*  
Jasmine pls inform all concerned technicians

Copy to - DC India Service Representatives