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Sent: Friday, November 28, 2008 3:16 PM
Attach: SI - Air Intake Hose - 101108.PDF.zip; Affected Vehicles - CSC - Fittment of Tie Strap on Air Intake Hose - W 204.xls.zip
Subject: Customer Satisfaction Campaign - Fittment of Tie Strap on air Intake hose - W 204 - C 220 CDI - Accounting number 0912238.

Kind Attn: Workshop Managers

Dear All,

This refers to Service Information No. IND 09/ 002 regarding tie strapping of Air intake hose in C220CDI/ W204 vehicles. This action is now being uploaded in e-Dealer as Customer Satisfaction Campaign. The related details, including the affected vehicle list is attached below for your ready reference.

Part: Cable strap - Part No. A 002 997 24 90 - 02 Nos.

Operation text: Fittment of Tie Strap on air Intake hose**Operation No.:** 09-0000-01**Flat rate:** 0.1 Hr.**Damage code:** 0 09 122 38 7.

Accounting No.: A warranty claim for the costs of labour and material may be submitted to us, quoting the accounting number 0912238.

Completion Deadline: 30th June 2009.

Kindly inform the same to your concerned staff and also provide your personal attention to complete

11/28/2008

this campaign as soon as possible.

With best regards,
Mercedes-Benz India Private Limited

Ashish Salvi
Dy. General Manager
Field Service

Devendra Thakur
Sr. Manager
Customer Service

If you are not the addressee, please inform us immediately that you have received this e-mail by mistake, and delete it. We thank you for your support.

Vaibhav
Adwant

11/11/2008
01:18 PM

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Subject: Service Information - Model C220CDI/ W204 - Tie strapping of Air Intake Hose

Dear All,

Please find herewith the Service Information No. IND 09/ 002 regarding tie strapping of Air intake hose in C220CDI/ W204 vehicles. The action is mandatory for all C220CDI/ W204 vehicles in your region.

Kindly ensure that your concerned staff and the personnel at your ASC's are adequately informed of the appended details.

With best regards,
Mercedes-Benz India Private Limited

Ashish Salvi
Dy. General Manager
Field Service

Vaibhav Adwant
Sr. Manager
Customer Service

If you are not the intended addressee, please inform us immediately that you have received this e-mail in error,

11/28/2008



Service Information

Distribution: Dealers + Service Centers
MBIPL Field Service Rep.

x
x

10th November 2008

S. I. No. - IND 09/ 002

 Passenger Car

Applicable to Model: C220CDI/ W 204

Kind Attention - Workshop Managers

Dear All,

In few cases, it has been observed that the lower & upper portions of 'Air intake hose' are splitting/ opening at the joint due to breakage of locking lugs. As a result, the lower portion of the Air intake hose is hanging at its position in split-open condition or is getting completely dislocated from its position (falling inside the engine compartment).

Complaint

- The lower & upper portion of Air intake hose are splitting/ opening.
- The lower portion of Air intake hose dislocates from its location and falls inside the engine compartment. (Please see the appended photographs - Figures 1, 2 & 3)

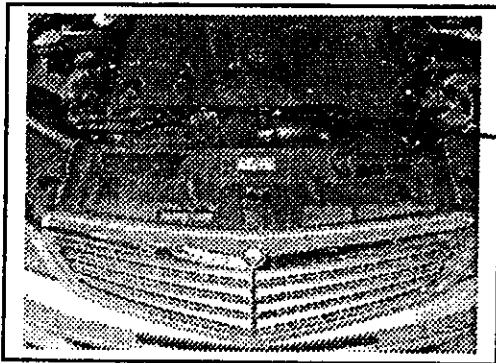


Figure 1 - Position of Air Intake Hose

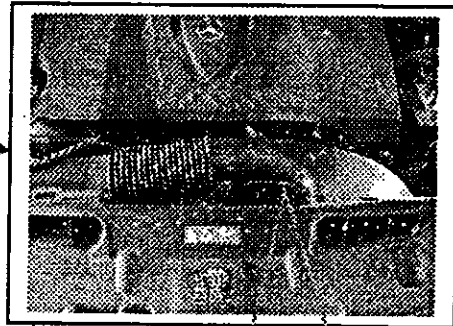


Figure 2
Lower portion & Upper portion of the air intake hose
splitting at the joint due to broken locking lugs



Figure 3 - Broken locking lugs

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

Cause

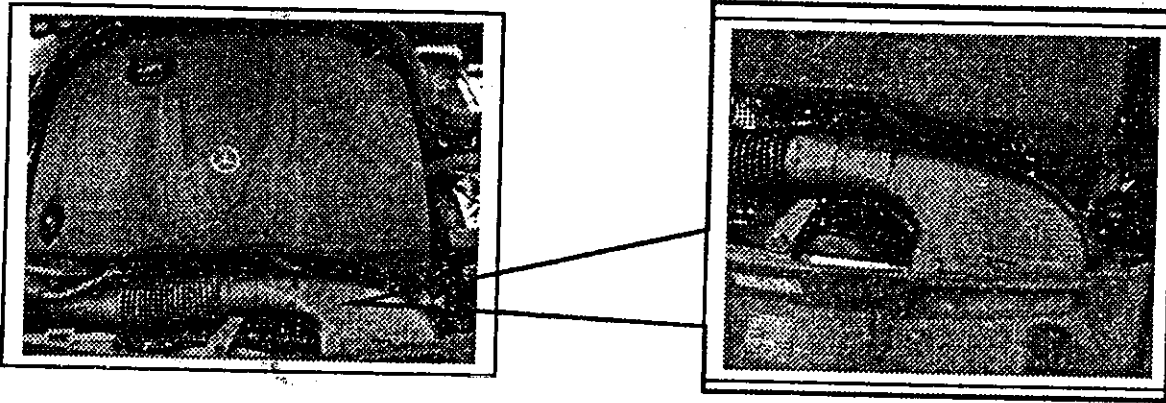
The locking lugs at the joint of lower & upper portion of the air intake hose breaking down due to excess wear.

Repair Remedy

It is thus essential to resecure the splitting lower & upper portion of the air intake hose with the help of a long tie strap (black colour) in such a way that air intake hose does not split-open at joint.

- *Important - Please note that the air intake hose is required to be "tie strapped" even if the locking lugs are observed to be intact (unbroken). (i.e. the action of tie strapping the air intake hose is mandatory for every C220CDI/ W204 vehicle visiting the workshop).*

In view of the above, please inform all concerned personnel at your end to 'tie strap' all C220CDI/ W204 vehicles visiting your workshop at recommended position as shown in the appended photograph (Figure 4).



(Figure 4 - Position of tie strap)

The air intake hose should be replaced only in case the lower portion is completely dislocated from its position and is damaged in such a way that it cannot be resecured by tie strapping.

- *Important - In case of replacement of air intake hose in few cars, the new air intake hose should also be tie strapped, prior to its fitment in the vehicle: This action will ensure that the newly fitted air intake hose does not split-open.*

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

With best regards,
Mercedes Benz India Private Limited

Ashish Salvi
Dy. General Manager
Field Service

Vaibhav Adwant
Sr. Manager
Customer Service

Copy to - Mr. Y. P. Kulkarni
Mr. S. Deshmukh
Mr. M. Desai
MB India Service Representatives