

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, February 7, 2002

All Workshop Managers
DC India dealerships / ASC

Customer Satisfaction Campaign – Retrofitment of emergency drain valve on the air/water collector box, Model W 220 / W 215

Dear All,

In isolated cases, it has been observed that the leaves & dust particles settle in the drainpipe, thus clogging the free water passage of the air/water collector box. In the rainy season, this results into the seepage of rain water in the passenger compartment causing extensive damage especially to the blower motor and other electronic components, apart from the inconveniences to our esteemed Customers.

For the above mentioned complaint, you may recollect that we had sent Service Information (S.I. no. 83/002 dated 22nd June' 2001) regarding regular cleaning of the drain valve.

We were also investigating the matter in co-ordination with DCAG, for further improvement in attending to this complaint. In view of this, an emergency drain valve has been developed for right hand drive vehicles, which is to be retrofitted on the air/water collector box. (Please note that for W 220 from VIN. approx. 278000 & for W215 from VIN approx. 025600 all RHD vehicles have been equipped with this emergency drain).

Enclosed please find a special working instruction for retrofitting the emergency drain valve. Please make sure that you clean the drain valve as mentioned in the above Service Information along with this Customer Satisfaction Campaign. Also, please note that work is to be conducted during the vehicle's next visit to the workshop and it is not necessary to call for this purpose alone.

Cont...2

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Operation text and flat rates: Retrofitment of emergency valve on air/water collector box

Operation no. – 83 0000 99

Flat rates – Basic work 1.2 Hrs.

Damage code – 0 83 000 01 7

A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting the accounting no. 83 000 01

Please place the order for sufficient quantity of the emergency valves (part no. A 140 832 00 84) which will enable you to carry out this Customer satisfaction campaign immediately during the visit of affected vehicles in your workshop.

Completion deadline -

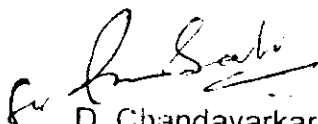
This Customer satisfaction campaign should be completed by the **end of May' 2002**

Please acknowledge receipt of this letter and also send your report after completion of the job. In case of any queries, please do not hesitate to contact us.

With best regards,
DaimlerChrysler India Private Limited



A. Faria
General Manager
Aftersales



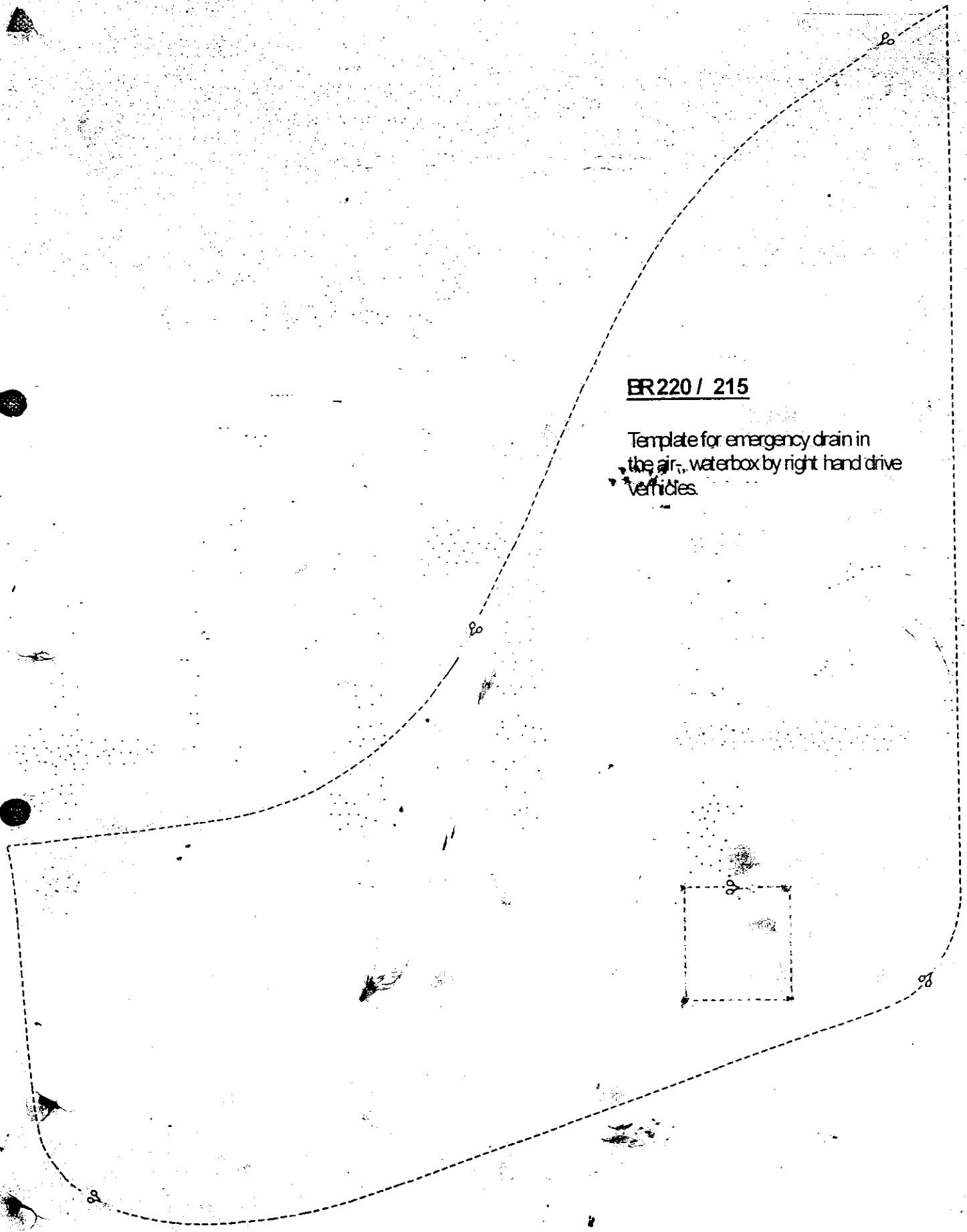
D. Chandavarkar
Divisional Manager
Field Service

Copies – DCIL Service Representatives


*Assigned to all
City 4 demanded initially*

ER220 / 215

Template for emergency drain in
the air, waterbox by right hand drive
vehicles.



5 February, 2002

 Passenger Cars

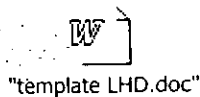
applicable: model 220/215

Working instruction for retrofitting the emergency drain on water/air box

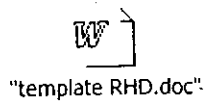
1. Remove air collector box and water collector (AR: 83.10-P-9998M)
2. Clean clogged valve (refer to SM: 83.10-P-0002M)
(Assure free movement of lamellas)
3. Printout template and cut it out considering the marking



Fig 1: Clogged valve



"template LHD.doc"



"template RHD.doc"

4. Fix (glue on) template on air collector box and water collector and mark cut-out with wax crayon.
5. Mark bore holes at all 4 edges and set them with $\varnothing 5,0$ mm (refer to fig. 2)

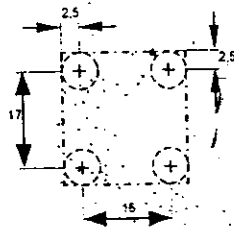


Fig 2: drawing cut-out

6. Saw and file out this cut-out
7. Install emergency drain valve (part no. 140 832 00 84)
8. Carry out functional check
9. Reinstall air collector box and water collector
(AR: 83.10-P-9998M)



fig 3: air collector box and water collector

The procedure for removing drain valves of E class vehicles is as under:

1. Turn steering wheel all the way to the left.
2. Loosen screws and expansion rivets on the left fender liner, see Fig. 2.
3. Press fender liner to the side using an assembly wedge. Slacken nuts on the valve and remove valve, see Fig. 3.
4. Ensure that there are no obstructions in the water drain passage.
5. Reassemble left fender liner.
6. Loosen screws and expansion rivets on the right fender liner.
7. Remove right side drain valve in the same way.



Fig. 1



Fig. 2



Fig. 3

Hence, during the visits of vehicle for routine Service or repairs, please remove the drain valves of all the vehicles of the above mentioned models. Also A/C water condensation drain valve should also be checked for its alignment and open passage for flow.


Please ensure that your concerned staff is well informed of the above action and they comply with this activity with high diligence.

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

With best regards,
DaimlerChrysler India Limited



D. Chandavarkar
General Manager
Aftersales



Ashish Salvi
Divisional Manager
Field Service

Copies to - DCIPL Service Representatives

