## DAIMLERCHRYSLER

DaimlerChrysler India Private Limited

Pune, July 3, 2002

All Workshop Incharge DC India dealerships / ASC

Customer Satisfaction Campaign – Additional body protection measures in W 203

Dear All,

We have received instructions M/s. DaimlerChrysler AG to carry out a Customer Satisfaction Campaign for additional body protection in W 203 vehicles.

Considering the fact that we have sold approx. 1000 nos. of W 203 vehicles all over India, we are arranging region wise on job trainings to the body and paint specialists of all the workshops as per the schedule mentioned below :

Wes	estern region venue – M/s. Sanghi Motorcar Company Plot. No. CS/1/107	
	Off, Raghuvanshi Mills Compound	
	Senapati Bapat Marg, Lower Parel	
	Mumbai – 400 013	·
	Tel – 4970228; Fax – (020) 4970227	
Date Wol	tes- 9 <sup>th</sup> & 10 <sup>th</sup> July' 2002 (9.00 am onwards) orkshops involved - Cama Motors, Auto Hangar, Sanghi Motors	scar
Sou	uthern region venue – M/s. Sundaram Motors	
000	107, Kasturba Road,	
	Bangalore – 560 001	
	Tel – 2213774/1; Fax – (080) 2273533	
Det	tes – 16 <sup>th</sup> & 17 <sup>th</sup> July' 2002 (9.00 am onwards)	
Wo	orkshops involved – Trans Cars, Sundaram Motors ( bimbatore), Adishwar Auto Diagnostics, Rajasree Motors	Chennai, Bangalore &
Nor	orthern region venue – M/s. T & T Motors Ltd.	
1101	Plot no. 212, Okhla Ind. Estate,	
	Phase III, New Delhi - 110 020	
	Tel – 6835823/24, 6821005/6; Fax – (01	11) 6821013
Dat	ites – 23 <sup>rd</sup> & 24 <sup>th</sup> July' 2002 (9.00 am onwards)	
- Dai Mo	orkshops involved – Tai-Pan Traders, Patel Auto, T & T Motors	<b>3</b>
440		Cont
	DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chik Phone: (+91) 20 7470810	
Fax: Ma	anaging Director & CEO: (+91) 20 7477257, Marketing: (+91) 20 7478222, Production: (+91) 20 74787808, I Corporate Affairs: (+91) 20 7473597, Human Resources: (+91) 20 74	Finance and Controlling (+91) 20 7478748 473618
	omoany of the DaimlerChrysler Group	

In view of the above, we kindly ask you to send the nomination from your workshop before 8<sup>th</sup> July' 2002 to us by fax (020-7470850) or on e-mail, prafull\_padgaonkar@rediffmail.com

Please note that this training is compulsory since we have to start this campaign immediately in the field. The subject campaign should start as soon as your person reaches your workshop after the above mentioned training. The related work instruction will be handed over to your participant at the time of training.

Kindly be informed that the work is to be conducted during the vehicle's next visit to the workshop and it is not necessary to call the vehicles for this purpose alone. However, the vehicles in your stock should be attended on priority without any delay.

It is important to note that only the vehicles dispatched before 30<sup>th</sup> June' 2002 from DC. India needs to be attended vide this campaign. For all the vehicles dispatched after 1<sup>st</sup> July' 2002, the required action has already been completed in the factory.

In case you receive any W 203 CBU unit, kindly confirm the chassis no. with our warranty department before starting this measure.

It goes without saying that this matter has to be taken care with the required precautions taking into consideration all the related aspects and the potential sensitivities.

Operation text and flat rates: Body protection measures, W203

Operation no. - 98 0236 33

Flat rates – Basic work 1.7 Hrs.

Damage code - 0 98 900 34 8

A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting the accounting no. 98 900 34

Please acknowledge receipt of this letter. In case of any queries, please do not hesitate to contact us.

With best regards, DaimlerChrysler India Private Limited

A. Faria General Manager Aftersales

Andriah Sahri

C:

Ashish Salvi Manager Customer Service

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Copies – DCIPL Service Representatives



DaimlerChrysler India Private Limited

Pune, February 5, 2003

All Workshop Incharge DC India dealerships / ASC

Customer Satisfaction Campaign – Updated training for additional body protection measures in W 203

Dear All.

We take reference to our letter dated 3<sup>rd</sup> July 2002 pertaining to the captioned subject. As per this letter, we had conducted the related on-the-job-training for the campaign at various locations. The following communication is further to it.

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It has been observed by us that there has been lot of deviations by the dealership / service station from the expected methodology of execution of the repair work. It will be pertinent to note that the correct procedure was very much outlined by our Service, Representatives during the last training to the participants. However, we have learnt that the related service personnel undertaking these repairs do not rightly follow these steps.

In view of the above, we have again planned an updated training for additional body protection measure on W 203 as per the following schedule. This training is an add-on to the earlier training and also provides further information on the associated repair work.

Date of training : 24<sup>th</sup> and 25<sup>th</sup> February 2003

Venue : M/s Auto Hangar (India) Pvt. Ltd. C/o Modak Rubber & Textile Mills, 6, Kondivita Lane, Opp. Marol Bazaar, Andheri (E), Mumbai – 400 059 Tel Nos. : (022) 5690 11 91 / 2 / 3.

Expected Participant profile : Paint specialists of your workshop. (As the participant may have to do trial job during this training, please ensure that the individual actually working in the operations is deputed)

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DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhell Village, Pkrpri, Pune 411 018 (India) Phone: (+91) 20 7470810

Fax: Managing Director & CEO: (+91) 20 7477257, Marketing: (+91) 20 7478222, Production: (+91) 20 7478780, Finance and Controlling (+91) 20 7478748, Corporate Affairs: (+91) 20 7473597, Human Resources: (+91) 20 7473618

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Please note that it is mandatory for the related service personnel to attend the above mentioned updated training.

Secondly, we have also observed that this service campaign is carried out in various dealerships / service station at an extremely slow pace. Considering the gravity of the situation, it goes without saying that the campaign execution needs to be expedited.

Further it must be noted that <u>no warranty claims will be entertained</u> by us (DC India) for the following errors while executing the repair work on the affected vehicles:

Consequential damages caused due to improper repairs carried out on these vehicles.

The affected vehicles show a sign of corrosion due to non-carrying out of this campaign on the same.

Kindly acknowledge receipt of this communication.

We look forward to your confirmed nomination and active participation in this updated training at the earliest. You may intimate us of the details of the nominees on the following email address :

hubertk@rediffmail.com prafull\_padgaonkar@rediffmail.com ashish.salvi@daimlerchrysler.com

In case you require any further clarifications, please feel absolutely free to contact us at your convenience.

With best regards, DaimlerChrysler India Private Limited

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A. Faria General Manager Aftersales

D. Chandavarkar Divisional Manager Field Service

Copies to : Mr. H. Katzenmeier / Mr. P. Padgaonkar - DCIPL Service Representatives

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