



Mercedes-Benz

Mercedes-Benz
India Limited
A DaimlerChrysler Company

Pune, March 23, 2001

All Workshop Managers
Mercedes-Benz India Dealers / Service Stations

Service Measure

**Replacement of clutch slave cylinder and pipe
Model E-Class [W 124, W 210 (up to Model year 1999)].
Accounting No. – 29 900 01, Code – KNEHMERZYL.**

Dear Sir,

On above referred vehicles, temporary malfunctioning of the clutch pedal in vehicles with manual transmission has been reported in isolated cases. Although this did not in any way impair or affect safety of the vehicle, related parts have been modified for better performance.

The suggested measure is to replace the existing slave cylinder and line with the newly modified insulated parts. It is also recommended that the operating fluid should be changed during this job and thereafter regularly on an yearly basis as a preventive measure.

This service measure is a passive one and therefore, the work is to be conducted during the vehicle's next visit to the workshop and it is not necessary to call the vehicle for this purpose alone.

The fitment of Heat Shield as per Service Information, dated 20th February 1998 and 28th May 1998 is not to be followed henceforth, as such related claims will not be settled further on.

Organizational procedure

The working instructions are enclosed herewith for your ready reference and use.

Operation text, flat rates and parts

Please find the relevant parts numbers, operation text and flat rates in the working instructions.

Contd. 2

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Cost Settlement

A warranty / goodwill claim for the cost of labour / material may be submitted quoting accounting number 29 900 01 (in the damage code field).

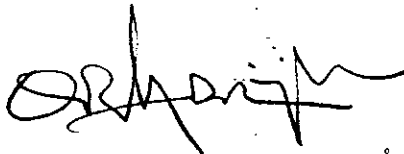
Completion deadline

Every endeavour should be made to complete this service measure before the end of November 2001.

Please acknowledge receipt of this letter.

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

With best regards,
Mercedes-Benz India Limited



O Oliveira
General Manager
Aftersales



D. Chandavarkar
Divisional Manager
Field Service

Encl. : As above

Work Instructions for Service Measure

Accounting No. - 29 900 01, Code - KNEHMERZYL

Model : W 124 and W 210

Assembly : Gearbox 717.4

Scope of work :

1. Remove protection shield, if installed.
2. Replace clutch pipe (transmission side).
3. Replace clutch slave cylinder (AR 25.20-P-0150A).
4. Charge operating fluid DOT 4 + (A 000 989 08 07 10)
5. Bleed clutch system.

NOTE : DO NOT FIT THE HEAT SHIELD (REMOVE, IF INSTALLED).

Parts required :

	Part No.	Description	Quantity
For W 124 & W 210	210 290 00 11	Slave Cylinder	1
For W 210	210 290 29 13	Pipe, Clutch line	1
For W 124	126 295 01 13	Pipe, Clutch line	1

Operation text and flat rates :

Operation No.	Particulars	Flat Rate
29-1565/01	Replacement of clutch slave cylinder	Basic Work, 1.2 Hr
29-6710/01	Replacement of clutch pipe	Basic Work, 0.2 Hr



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India Limited
A DaimlerChrysler Company

Pune, April 19, 2001

All Workshop Managers
Mercedes-Benz India Dealers / Service Stations

REMINDER - 1

Service Measure : Replacement of clutch slave cylinder and pipe

Dear Sir,

With reference to the subject matter, we had released a service measure on 23rd March 2001. As you are all aware, this subject is of critical importance considering the related risks and liabilities. In view of your familiarity with the service measure of heat shield fitment and the importance of the same stressed by us time and again, the importance and urgency of the subject measure need not be highlighted.

Contrary to our strong belief that this subject will be given utmost and priority attention by all of you, we are surprised to have noted that within the past one month only 8 to 10 cases of completion were reported. Further, we observed that except one dealer others have ordered only 2 - 4 pieces of the replacement material and a few of you have not even ordered the required material.

Considering our national daily throughput of over 50 vehicles, we had expected that at least 20 of these vehicles would belong to the affected range. Thus, a minimum of 500 jobs against this service measure should have been completed within a month.

In view of the foregoing, we once again stress upon you to carry out the actions under this service measure on top-most priority. Further, to ensure your due attention to the subject, we are instructing our spare part department to dispatch 20 pieces each of the material required for this service measure to you immediately.

Please keep us updated of the completion status on a regular basis.

With best regards,
Mercedes-Benz India Limited

O Oliveira
General Manager
Aftersales

D. Chandavarkar
Divisional Manager
Field Service

Copy. : Mr. M. M. Sheode - Spare Parts Dept. - MBIL

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