

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, May 31, 2002

All Workshop Incharge
DC India dealerships / ASC

Customer Satisfaction Campaign – Replacement of electronic keys – W 203

Dear All,

Based on the feedback received from the field regarding electronic keys in C Class vehicles, we initiating following steps.

We are enclosing herewith a list of chassis nos. for your ready reference.

If you find a complaint in the electronic key from any of the chassis nos. mentioned in the list, instead of placing the order for one key, kindly place your order for **both** keys (Replacement keys for track 1 & track 2).

You are requested to order the electronic keys through our spare parts department as per the normal procedure.

Please note this is a passive campaign and it is not necessary to call the vehicles for this purpose alone.

Operation text and flat rates: Replacement of electronic keys, W203

Operation no. – 80 0000 01

Flat rates – Basic work 0.6 Hrs.

Damage code – 0 80 602 73 7 ✓

Cont.....2

DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhali Village, Pimpri, Pune 411 018 (India)

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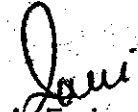
*noted action will be taken
as per para 3 above.*

Noty 24/6/02

A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting the accounting no. 80 602 07

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



Ashish Salvi
Manager
Customer Service

Copies – DCIPL Service Representatives

Encl – List of Ch. nos.