

DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

Pune, August 25, 2003

All Workshop Incharge  
DC India dealerships / ASC

**Customer Satisfaction Campaign – Updated for additional body protection measures in W203**

Dear All,

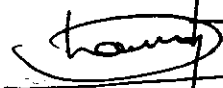

We take reference to our letter dated 3<sup>rd</sup> July 2002 pertaining to the captioned subject. As per this letter, we had conducted the related on-the-job training for the campaign at various locations. The following communication is further to it.

It has been observed by us that in isolated cases, even after sealing the flanges with clear coats, the oxidation/paint bubbles are forming and propagating on the flanges of door, trunk lid and engine hood.

Therefore, while attending the vehicles for the first time, in addition to the earlier work instructions, you are requested to seal these flanges with the seam sealer instead of sealing with clear coat on the vehicles. A copy of the WIS document no. AR97.10-P-4000-04P is attached herewith, which shows the area to be sealed on doors, trunk lid & engine hood. After drying the sealant the same can be painted by brush/spray.

Kindly note that in the above cases, the standard text and flat rate for carrying out additional body protection measure will remain unchanged. You may claim one cartridge of seam sealer instead of half in a regular warranty claim for carrying out this measure.

Further, we request you to carry out this update on the vehicles, which have already been attended by you under this campaign. You may attend these vehicles during their next visit to your workshop. For this job, you are entitled to claim 0.8 hrs. under warranty along with 1 cartridge of seam sealer. For your ready reference we are attaching the list of vehicles which have been attended by your dealership.

Dhanraj   
Harshik Shah 

Cont.....2

DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhali Village, Pimpri, Pune 411 015  
Phone: (+91) 20 7470810

Fax: Managing Director & CEO: (+91) 20 7477257, Marketing: (+91) 20 7478222, Production: (+91) 20 7478780, Finance and Controlling: (+91) 20 7478743  
Corporate Affairs: (+91) 20 7473597, Human Resources: (+91) 20 7473618

Copy sent to ASC

- 2 -

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

With best regards,  
DaimlerChrysler India Private Limited

to,   
A. Faria  
General Manager  
Aftersales

  
D. Chandavarkar  
Divisional Manager  
Field Service

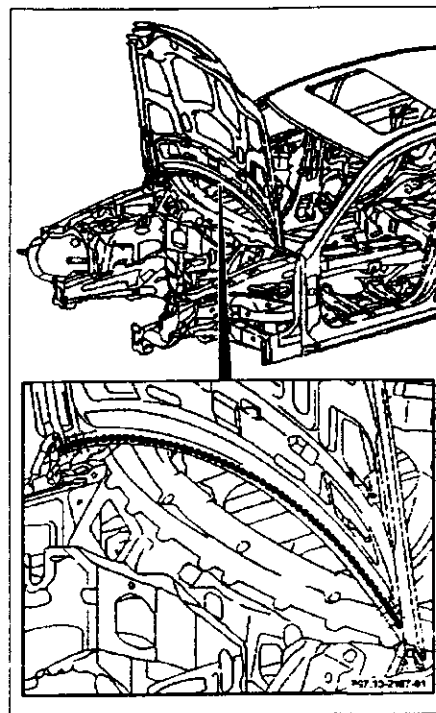
Copies to : Mr. H. Katzenmeier / Mr. P. Padgaonkar – For your close follow up please

AR97.10-P-4000-04P	Seam sealing following repair, detachable body components		
--------------------	---	--	--

**i** Insert plastic plugs and rubber grommets with sealing compound. Keep thread of welding nuts and threaded bolts free from sealant by masking with tape or by covering with cardboard sleeves. Also keep contact surfaces for axle mounts, windows and detachable body components free of sealant.

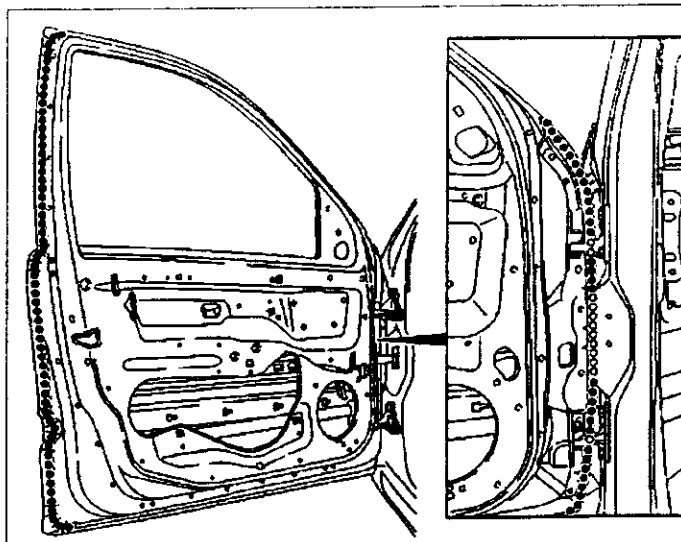
Seal spot welding flange on both sides, where accessible. If accessible from one side only seal corresponding surface. Observe standard seals!

#### Engine hood



P97 10-2166-13

#### Front door



P97 10-2145-11