

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, June 10, 2004

All Workshop Incharge
DC India dealerships / ASC

Customer Satisfaction Campaign – Replace both telescoping springs on trunk lid – Model W 220.

Dear All,

In isolated cases, it has been observed that the mounts for the telescoping springs on the trunk lid on model W 220 vehicles can break. This affects the automatic opening feature of the trunk lid. Furthermore, there is the chance that the trunk lid could unintentionally close.

Hence it is requested to replace both of these telescoping springs with those that have been modified in their construction.

The activity is to be completed during next visit of the vehicle to your workshop. The list of affected vehicles is attached herewith. Please note that the locations mentioned in the list are only indicative and any vehicle mentioned in the list visiting your workshop has to be attended for this Campaign.

Parts

| <u>Quantity</u> | <u>Designation</u> | <u>Part No.</u> |
|-----------------|---------------------------------------|--------------------|
| 02 | Telescoping Springs (for Model W 220) | A 220 980 10 64 05 |

Operation text and flat rates:

Operation text: Replace both telescoping springs on trunk lid

Operation No. – 02-4336/01

Flat rates – 0.2 Hrs.

Damage code – 075 900 337.

Cont.....2

DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhali Village, Pimpri, 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



Cost Settlement:

A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting **accounting no. 75 900 33**.

Completion Deadline:

This Customer satisfaction campaign is to be completed as soon as the vehicle reports to workshop for any work. Please note that if the vehicle visits the workshop for some warranty repairs then the activities of relevant campaigns must be done immediately otherwise the warranty claims for the other repairs will not be processed.

Kindly explain the above instructions to your concerned staff and also provide your personal attention to complete this campaign as soon as possible.

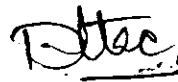
Please acknowledge receipt of this letter and in case of any queries, please feel free to contact us.

Thanking you,

With best regards,
DaimlerChrysler India Private Limited



A. Faria
General Manager
Aftersales



D. Chandavarkar
Divisional Manager
Field Service

Copies to – DCIPL Service Representatives } for close follow up with the workshops.

Encl. – As above

