

Dhany / Semr  
 P1. check attached  
 list and P1. check if  
 any vehicle talks in  
 an dealership  
 inform me  
 at the earliest  
 21/04

DAIMLERCHRYSLER

202  
 checked  
 and found no cars  
 belong to our territory  
 (and e-mailed the  
 same to Mr. P. Thakur  
 on April 4, 2005  
 Chy.

DaimlerChrysler  
India Private Limited

Pune, March 30, 2005

All Workshop Incharge  
 DC india dealerships / ASC

**Service measure - Replace battery**  
**Model 203, right-hand drive vehicle**

Dear All,

As per the information received from DCAG, to avoid malfunctions in the electrical system of the vehicles mentioned in the attached list, the starter batteries of these vehicles need to be replaced.

Please note that the Customers are to be informed through written communication with recorded delivery as per the approved text format, advising them about this action and requesting to send their vehicles to your workshop.

For the required work procedures, please refer the work instructions AR 54.10-P-0005P in WIS.

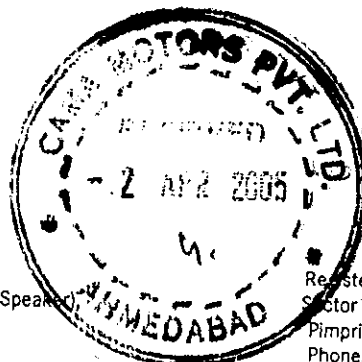
**Operation texts and flat rates:**

<u>Operation no.</u>	<u>Flat rate</u>	<u>Operation Text</u>
02-3809/01	0.5h	Replace battery

**Parts:**

<u>Part Designation</u>	<u>Part No.</u>	<u>Quantity</u>
Starter battery 100 Ah	A 005 541 21 01 05	01

**Damage Code: 054900497**



Cont.....2

Board of Management :  
 Dr. Klaus-Peter Arnold, Piyush Arora, Hans-Michael Huber (Speaker)  
 Suhas Kadlaskar, Augustus Mallier, Sanjiv Sahajwala

A Company of the DaimlerChrysler Group

Registered office, Corporate Office & Works  
 Sector 15-A, Chikhali  
 Pimpri, Pune 411 018 (India)  
 Phone: (+91) 20 27505000  
 www.mercedes-benz.co.in

: 2 :

**Cost Settlement:**

A warranty/goodwill claim for the costs of labor and material may be submitted to us, quoting the accounting number **5490049**.

**Completion Deadline:** This service measure should be completed by **31<sup>st</sup> December 2005**.

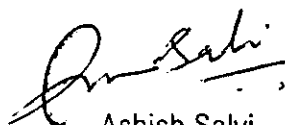
Please acknowledge receipt of this letter and feel free to contact us for any queries.

Thanking you for your cooperation.

With best regards,  
DaimlerChrysler India Private Limited



D. Chandavarkar  
General Manager  
Aftersales



Ashish Salvi  
Divisional Manager  
Field Service

Copy to - DCIPL Service Representatives ] for close follow up with the workshops

Encl. - Letter format  
- Vehicle list

201

Letter to Customers

(Please fill in the appropriate details in the brackets & send this letter on your Dealerships Letter head)

**Sub: Free inspection of your vehicle as a precautionary measure.**

Dear Sir/ Madam,

We would like to inspect your car and also we will be replacing the starter battery on your vehicle. This is necessary to avoid electrical malfunctions.

Please make an appointment with the service advisor at your Mercedes-Benz Authorised Service center / dealership to have this work done. The fixed appointment will reduce the down time to a minimum.

This work will take approximately one and half hrs. and will, of course, be free of charge.

If you have in the meantime sold your vehicle, we kindly request that you write the address of the new owner or the whereabouts of the vehicle on the back of this letter and return it to us.

We are convinced that the measures we are taking here also serve your best interest and we apologize for any inconvenience caused by this unscheduled service.

(Dealer Name)

(Dealer Address)

Tel: (Tel. No.)

Fax: (Fax No.)

Awaiting your reply and assuring you of our best services at all times, we remain.

Yours sincerely,  
For (Dealer Name)

(Name)

Customer Care Executive)

**Cama Service**

---

**From:** "Cama Service" <cama@sancharnet.in>  
**To:** "Devdutta Chandavarkar"  
**Cc:** "Devendra Thakur" <devendra.thakur@daimlerchrysler.com>  
**Sent:** Monday, April 04, 2005 11:00 AM  
**Subject:** Service Measure - Replace Battery  
Dear Sir,

We take reference of the subject service measure dated March 30, 2005 received at our end on April 2, 2005.

Further in line with the same we have checked the list of all 18 vehicles and found that none of them belong to our territory or have reported to us, hence the same service measure is closed at our end.

The above is for your information please.

With warm regards,  
Alok Mehrotra  
Officer - Customer Care  
Cama Motors Pvt. Ltd.  
Rustom Cama Marg  
Lal Darwaja  
Ahmedabad- 380 001

Phone : 0091 79 25505281-89,  
Facsimile: 0091 79 25500491

—  
Outgoing mail is certified Virus Free.  
Checked by AVG anti-virus system (<http://www.grisoft.com>).  
Version: 6.0.659 / Virus Database: 565 - Release Date: 2/14/05

①  
4/5/05

4/4/05