

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, May 15, 2007

*Sanjay / Joonraj
Nandani - PK check
and order the parts
accordingly.
All*

All Workshop Incharge

Atok / Joonraj / Nandani

Dear Sirs / Madams / Sirs / Madams / Madams / Sirs / Madams

Dear All,

Based on the feedback received from the field about Bosch horns in W 221 vehicles, we have decided to initiate a Customer satisfaction campaign for its replacement.

Accordingly, indigenously developed Roots horn sets need to be installed in the vehicles mentioned in the attached list. Kindly note that the vehicles produced from May 2007 by DC India are already fitted with Roots horns.

In view of the above, we kindly ask you to carry out this campaign at your workshop. Please note that the work is to be conducted during the vehicles next visit to your workshop. Roots horn sets are available with our parts department and please ensure that your parts department keeps sufficient stock of these horns after studying the no. of affected vehicles from your region.

Operation Text and Flat Rate:

Operation no. Operation text Flat rate Accounting no.

54 1557 03	Signal Horns (both) replace	0.7 h	54 511 02
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Damage code - 0 54 511 02 7

Parts required:

1. Low tone horn - A 005 542 84 20
2. High tone horn - A 005 542 85 20

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Cost settlement:

A warranty claim for the costs of material and labor can be submitted quoting **accounting number 5451102**.

Completion deadline

This field campaign should be completed by **30th June 2008**.

Please advise your concerned staff accordingly and ensure that each vehicle mentioned in the attached list visiting your workshop is attended for this action.

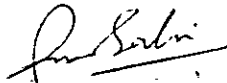
Please acknowledge receipt of this letter and feel free to revert to us for any queries.

Thanking you

With best regards,
DaimlerChrysler India Private Limited



D. Chandavarkar
Director
After-Sales



Ashish Salvi
Dy. General Manager
Field Service

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

- Quality Department
- DC India workshop

Encl: Affected Vehicle List (soft copy being sent by e-mail)