

DAIMLERCHRYSLER

Service Information

Distribution: Dealers + Service Centres
DCIPL Field Service Rep.

X
X

26th December 2007

S. I. No. - IND 72/002



Passenger Car

Applicable to: W221

Outside door handle on front or rear door gets stuck in the pulled position (end position) and fail to return automatically to the starting position

Kind Attention - Workshop Managers

Dear All,

Our workshops have reported isolated cases on W221 vehicles with the subject complaint. For this reported complaint, TIPS document GI72.12-P-037832 instructed us to install repair kit on the bearing bracket of the outer door handle. However, despite following these repair instructions, some of the vehicles are reporting to the workshop with similar complaint in due course. Please refer to the below mentioned repair procedure in case the vehicles are reporting to the workshop with above mentioned door handle behavior on a case to case basis. The related cost of 0.6 hrs per door handle will be reimbursed through regular warranty claim as per standard warranty guideline. Kindly be informed that this service information supersedes the TIPS document GI72.12-P-037832 of installing repair kit on bearing bracket.

Cause

The outside door handle gets stuck on the door skin due to the protrusion of the front rib on the floating bearing hook of the outside door handle.

Remedy

- Remove outside door handle (Refer WIS as necessary)
- Bevel the front rib (see figure 2) on the floating bearing hook (see figure 1) of the outside door handle by approx. 45° (see Figures 3 and 4) using a triangular scraper or a small file. Finished handle is seen in the figure 5 (see attachment).
- Install outside door handle (Refer WIS as necessary)

Kindly ensure that your concerned staff is well aware of the above.

In case of any queries, please feel free to contact us.

With best regards,
DaimlerChrysler India Private Limited

Ashish Salvi
Dy. General Manager
Field Service

Prafull Padgaonkar
Manager
Field Service

Copy to - DCIPL Workshop
DC India Service Representatives.
DC India Training Department

Sunish
Nautilin } NA.
Jasmin }

Info all MT's and S.T.
Incl in weekly training.

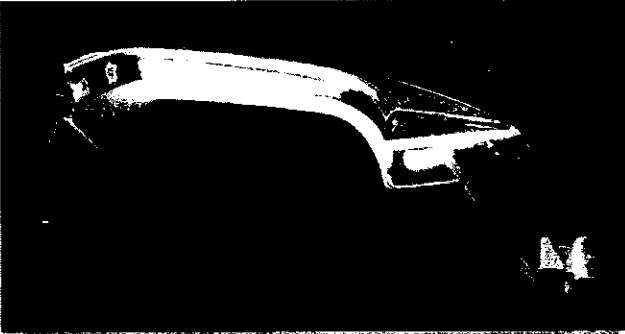
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Service Information

Continuation of S. I. No. - IND 72/002 dated 26th December 2007.

1)



2)



3)



4)



5)



Bevel door handle rib by approx. 45 degree with a file or triangular scrapper

