

DAIMLERCHRYSLER

DaimlerChrysler  
India Private Limited

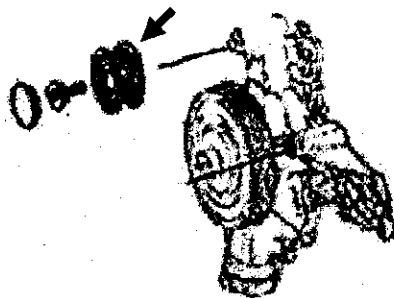
Pune, January 24, 2008

All Workshop Incharge  
DC India dealerships / ASC

**Customer Satisfaction Campaign - Replacement of Engine Idler Pulley - W 221**

Dear All,

Based on the feedback received from the field about Engine Idler pulley noise in W 221 vehicles, we have decided to initiate a Customer Satisfaction Campaign for its replacement with a modified pulley.



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**. Idler Pulleys are available with our parts department and please ensure that your parts department keeps sufficient stock of these pulleys after studying the no. of affected vehicles in your region.

**Operation Text and Flat Rate:**

Operation no.	Operation text	Flat rate	Accounting no.
13 3350 01	Guide Pulley for V belt replace	0.7 h	2025301

Damage code - 020253017

**Parts required:**

Engine Idler Pulley - A 272 202 08 19

*Service Manager for NA PL*

*4-2-08*

*Ashishbhai,  
Six vehicles belong to  
Cama Motors plz order  
the parts according to.*

*Ashishbhai  
4/1/08*

..... 2

*4/2/08*

Registered office, Corporate Office & Works:  
Sector 15-A, Chikhali  
Pimpri, Pune 411 018 (India)  
Phone: (+91) 20 27505000  
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**Cost settlement:**

A warranty claim for the costs of material and labor can be submitted quoting accounting number 2025301.

**Completion deadline**

This field campaign should be completed by 31<sup>st</sup> December 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)