

DAIMLERCHRYSLER

DaimlerChrysler
India Private Limited

Pune, March 28, 2002

CONFIDENTIAL

Workshop Incharge
DC India dealerships / ASC

Customer Satisfaction Campaign – Replacement of turbocharger, E 220 CDI /W210

Dear All,

To analyze the component performance in the field, we have decided to replace the turbochargers on **E 220 CDI vehicles indicated in the attached list**, under a Customer Satisfaction Campaign.

In this regard, kindly call the above listed vehicles by sending letters to the Customers, using the following draft.

"Dear Customer,

Under a special scheme, we are pleased to inform you that based on a random pick-up, your E 220 CDI vehicle bearing Ch. no. ----- has been selected for a free inspection. We would appreciate if you could send the vehicle for this inspection, which would take about ½ a day and is of course free of charge.

Kindly inform us the date and time that would be convenient to you for sending the vehicle to our workshop.

Looking forward to receive your reply.

With best regards

Workshop Manager"

Please note that all attempts should be made from your side to attend to these vehicles on priority basis. Also, prior to calling the vehicles, we advise you to make sure that the turbochargers are in your stock, which will enable you to attend the vehicle immediately on its receipt.

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Operation text and flat rates: Replacement of turbocharger, E 220 CDI

Operation no. – 09 6020 01

Flat rates – Basic work 1.8 Hrs.

Damage code – 0 09301 36 7


A warranty / goodwill claim for the cost of labour and material can be submitted through the usual warranty process channel quoting the accounting no. 09 930 08 in the field 25 of warranty claim form.

Please acknowledge receipt of this letter and also send your report after completion of the job. In case of any queries, please do not hesitate to contact us.

With best regards,
DaimlerChrysler India Private Limited



A. Faria
General Manager
Aftersales



D. Chandavarkar
Divisional Manager
Field Service

Copies – DCIPL Service Representatives

Encl – List of [REDACTED] vehicles

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AFFECTED