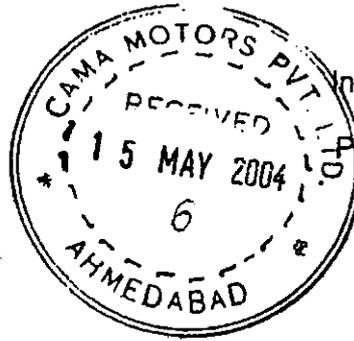


DAIMLERCHRYSLER



DaimlerChrysler  
India Private Limited  
Pune, May 14, 2004

*Handwritten notes:*  
D. J. Anthony  
Crysler  
5/10/04

Kind Attention - Workshop Managers :

Recall Service Measure – W 211 and R 230 SBC

Dear All,

We are in receipt of a subject recall service measure from DCAG for vehicle models W 211 and R 230 .The list of the vehicles in your responsibility is attached herewith.

As per the details received from DCAG, on the above mentioned vehicles, recoding of the SBC hydraulic unit is to be carried out as per attached work instructions.

Please note that this action is to be carried out on:

- W 211 / R 230 Vehicles presently in your workshop.
- Customers specifically visiting your workshop for SBC problem or related query about the world-wide announced recall.

For the Customers otherthan the above two categories, no communication of any sort is to be made. For these remaining vehicles appearing in the attached list, 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. The text format of the letter to be sent to the remaining Customers will be e-mailed to you shortly!

Operation texts and flat rates:

<u>Operation no.</u>	<u>Flat rate</u>	<u>Operation text</u>
02 - 4389	0.3 hrs.	Recode SBC Hydraulic unit.
02 - 4390	3.8 hrs	Replace SBC Hydraulic unit

Cont.....2

DaimlerChrysler India Private Limited. Registered Office, Corporate Office & Works: Sector 15-A, Chikhali Village, Pimpri, Pune 411 018 (India)  
Phone: (+91) 20 7470810  
Fax: Managing Director & CEO: (+91) 20 7477257, Marketing: (+91) 20 7478222, Production: (+91) 20 7478780, Finance and Controlling (+91) 20 7478748,  
Corporate Affairs: (+91) 20 7473597, Human Resources: (+91) 20 7473618



*Handwritten signatures and initials at the bottom of the page.*

**Damage code**

For Recoding SBC Hydraulic unit: 0 53584\*\*8

For replacement of SBC Hydraulic unit: 0 53584\*\*7

A warranty/goodwill claim for the costs of labour and material (if any) may be submitted to us, quoting the accounting number 5358401.

Please acknowledge receipt of this letter and feel free to contact us if you have any queries.

With best regards,  
DaimlerChrysler India Private Limited



D. Chandavarkar  
Divisional Manager  
Field Service



D. Thakur  
Senior Manager  
Customer Service

Encl. - Work Instructions - 3 Pages.  
- Vehicle List

## Work description for the "Recoding the SBC hydraulic unit" recall

Recoding the SBC hydraulic unit:

MODEL W 211 / R 230

Information:

For all of the following operations please use a DAS version of at least 04/2004 or 05/2004. The CD with DAS AddOn 0248 is enclosed herewith. Please download the CD in star as per given instructions which are attached separately.

Procedure for Recoding:

1. Connect STAR Diagnosis to the vehicle
2. Select the MODEL (211 or 230)
3. Select "Control unit" in the menu
4. Select "Chassis" in the menu
5. Select "SBC" in the menu
6. Select "General maintenance" in the menu
7. Perform "Check coding and correct if necessary"
8. Vehicles that have been repaired are to be marked with a green dot on the SBC hydraulic unit's pump motor.
9. End of test

If the coding process was not successful, follow the instructions from STAR Diagnosis. If STAR Diagnosis instructs to replace the SBC hydraulic unit, use the enclosed "Procedure for the replacement of SBC hydraulic units.doc" document.

Recoded vehicles must not be diagnosed later with DAS versions 04/2004 and 05/2004 without the AddOn 0248 or with older DAS versions.

DaimlerChrysler India

## Work description for the "Recoding the SBC hydraulic unit" recall

### Recoding the SBC hydraulic unit:

MODEL 211 up to chassis end number A-586.896  
X-163.060  
MODEL 230 up to chassis end number F-085.469

### Information

For all of the following operations please use a DAS version of at least 04/2004 or 05/2004. Furthermore, the DAS AddOn 0248 (also called intermediate update 0248) must also be installed. This AddOn can also be downloaded and installed at:

<http://stardiagnosis.daimlerchrysler.com/pkw/chooserelease.html>

Instructions for the installation can also be found at this address.

At the same time you will also be mailed the CDs with AddOn 0248 as fast as possible.

This AddOn is also available in DAS starting with version 06/2004.

### Important:

Correct processing of this recall is only possible when AddOn 0248 is installed with a DAS version of 04/2004 or 05/2004.

### Procedure

1. Connect STAR Diagnosis to the vehicle
2. Select the MODEL (211 or 230)
3. Select "Control unit" in the menu
4. Select "Chassis" in the menu

NOTE → READ SOFTWARE version  
& record with job no.  
& km & chassis no.

5. Select "SBC" in the menu
6. Select "General maintenance" in the menu

- SERVICING

→ ~~add~~

7. Perform "Check coding and correct if necessary" → successful → print out  
→ not - 11 → → 11
8. Vehicles that have been repaired are to be marked with a green dot on the SBC hydraulic unit's pump motor.

9. End of test

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Bartels, GSP/TPP

If the coding process was not successful, follow the instructions from STAR Diagnosis.  
If STAR Diagnosis instructs to replace the SBC hydraulic unit, use the enclosed  
"Procedure for the replacement of SBC hydraulic units.doc" document.

**Information**

Recorded vehicles must not be diagnosed later with DAS versions 04/2004 and 05/2004 without  
the AddOn 0248 or with older DAS versions.

**Parts**

Quantity	Designation	Part number
—	—	—

**Operation text and flat rate**

**Test Step**

Operation no.	Operation text	Flat rate
02-4389	Recode SBC hydraulic unit	0,3 h

DaimlerChrysler AG -  
Global Service & Parts

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Bartels, GSP/TPP

## Procedure for the replacement of SBC hydraulic units

Valid as of May 14, 2004:

MODEL 211  
MODEL 230

Work units:

02-4390	Replace SBC hydraulic unit	3,8 h
---------	----------------------------	-------

1. Ensure a voltage supply of more than 12.5V by hooking up a charger to the battery. Do not connect the charger's ground cable to the battery's ground terminal, but rather to one of the vehicle's ground points, e.g. underneath the battery control unit.
  
2. Using the following list, determine which hydraulic unit must be used:

**Note:** *Vijay*

Hydraulic units ordered from the replacement parts department are so-called "wet hydraulic units". They are already filled with brake fluid. However, the part number found on SBC hydraulic units is a part number for a so-called "dry hydraulic unit" installed at the factory. For this reason the part number on the packages of the replacement hydraulic units is different from the part number on the originally installed hydraulic units. Replacement SBC hydraulic units delivered from the replacement parts department are always the most up-to-date versions. This is why the part number on delivered hydraulic units may not be the same as the part number used to order them. In this case the SBC hydraulic units have been automatically updated to the most recent versions.

Version	Old hydraulic unit from vehicle (Part no. on hydraulic unit)	Hydraulic unit to be installed in vehicle (Replacement part no. on packaging)
32MHz (Veh. without SBC Hold/Stop features)	004 431 42 12	004 431 98 12
	004 431 97 12	
40MHz (Veh. with SBC Hold/Stop features)	004 431 69 12	005 431 06 12
	004 431 99 12	
	004 431 05 12	

3. Replace SBC hydraulic unit as per AR42.46-P-0010R.

**Info:** The repair instructions available in WIS may only be used starting 04/2004.

..... 2

: 2 :

4. The new hydraulic units are to be marked with a green dot on the SBC hydraulic unit's pump motor.
5. If the STAR Diagnosis test for air in the system was not passed or was interrupted, this test must be repeated. If necessary, bleed the SBC system a second time.
6. Close up all of the hydraulic connections on old SBC hydraulic units with the replacement part stop plugs from the new hydraulic units so as to avoid brake fluid from spilling out during transport.
7. Carefully pack old SBC hydraulic units to avoid any damage to intake connection fittings during transport.
8. Send back old hydraulic units together with the quick test reports through the usual warranty channels.

End of test

# DAIMLERCHRYSLER

DaimlerChrysler India Private Limited

May 14, 2004

Adishwar Auto - Mahavir Motors.	Mr. Mukesh Maheshwari
Cama Motors Ltd.	Mr. Sanjay Shah
Rajasree Motors Pvt. Ltd.	Mr. Sivakumar
Sundaram Motors, Bangalore	Mr. Rajendrakumar
T & T Motors Ltd.	Mr. A. Bhattacharya
Tai-Pan Traders Ltd.	Mr. Jashanjit Singh Bedi
Trans Car India (P) Ltd.	Mr. K. Raja
Patel Auto Services P. Ltd.	Mr. Ravi Patel
Sundaram Motors, Chennai	Mr. A. J. Sankar
Millennium Motors	Mr. Zersis Maneckji
Auto Hangar (India) Ltd.	Mr. Ryan Fernandes
Sundaram Motors, Coimbatore	Mr. P. Mahendran
Sanghi Motors	Mr. O. Fernandes
Interkrafts	Mr. Binny Alexander

## IMPORTANT UPDATE for your STAR DIAGNOSTIC UNIT

REF : Recoding of the SBC Hydraulic Unit

- DAS Add-on 0248

Enclosed herewith, you will find a CD-ROM, which contains an important update for our vehicles.

We request you to immediately update your Star diagnostic Units as under:

- **Ensure that DAS version 04/2004 is already installed (VERY IMPORTANT)**
- Insert the enclosed CD-ROM in the Drive
- Go to Start → Programs → Setup
- The PC prompts " Do you wish to start the application? " Click on Yes.
- The PC starts updating the existing version to the required.
- Updation Complete.

Once this is done, the unit can be used for further programming.

Please feel free to contact us for further clarifications, if any.

With best regards,  
DaimlerChrysler India Private Limited

  
Y. P. Kulkarni  
Manager  
Service Marketing

  
Jignesh Vyas  
Manager  
Service Marketing

Welcome to Rediffmail:

Page 1 of 2

From: "CAMA MOTORS PVT.LTD." <cama@satyam.net.in> | [Add to Address Book](#) | [This is spam](#)

To: "camamotors workshop" <cama2k2@rediffmail.com>

Subject: Fw: Recall 211 & R230 (SBC)

Date: Mon, 17 May 2004 14:52:00 IST

Note: To help protect your privacy, images from this message have been blocked. [View images](#) | [What is this?](#)

----- Original Message -----

From: <devdutta.chandavarkar@daimlerchrysler.com>  
To: <m3warranty@ddmmp.com>; <m3bws@ddmmp.com>;  
<warranty@autohangarindia.com>; <ryanf@autohangarindia.com>;  
<hrishikesh@autohangarindia.com>; <smmbblrw@dishnetdsl.net>;  
<smmbblr@eth.net>; <121taipan@indiatimes.com>; <servicechd@taipanindia.com>;  
<servicetaipan@taipanindia.com>; <warranty@patelautoindia.com>;  
<pas\_warranty@indiatimes.com>; <cama\_service@indiatimes.com>;  
<cama@satyam.net.in>; <tnwnty@vsnl.net>; <tandt@ndf.vsnl.net.in>;  
<transwarr@indiatimes.com>; <transwork@vsnl.net>;  
<smmbmdswty@dishnetdsl.net>; <ikwarranty@sify.com>;  
<benzwarranty.tvscbe@tvssons.com>; <madplhyd@eth.net>;  
<adishwar\_auto@indiatimes.com>; <rajasreemotors@vsnl.net>;  
<rajasree@spectrum.net.in>; <sanghiwarranty@sanghimotor.com>  
Cc: <1302980@vsnl.net>; <thomas-garbarek@dishnetdsl.net>;  
<tekayrameshan@eth.net>; <lino.marques@daimlerchrysler.com>;  
<stephen.lobo@daimlerchrysler.com>; <devendra.thakur@daimlerchrysler.com>  
Sent: Monday, May 17, 2004 12:20 PM  
Subject: Recall 211 & R230 (SBC)

Dear Colleagues,

With reference to the subject matter, as confirmed during telecon, you have already received the related mails sent earlier to you. In this connection, please note that till the final release of the Campaign by DCAG, the letter to be sent to Customers will not be available with us. Therefore, with a view to ensure that each concerned staff member in your workshop is fully sensitised about the critically, urgency & importance of this matter, please note & comply with the following:

We are arranging for the visits of the Service Representatives to each Dealership so that the work process is very clearly demonstrated and explained to your Team members. In view of the same, please go in contact with the Service Representative (responsible for your workshop), as soon as you have a W211 or R230 in your workshop (either from a Customer or from your Retail stock).

Ensure that the cars in your Retail stock are recoded on priority and completed at the earliest.

Please ENSURE that for each vehicle after the recoding process, take a STAR-Print out as a proof of no-defect in the vehicle.

As the contents of the Letter to be sent to the Customers for this recall action are still awaited, to ensure that the activity of this campaign goes fast, please use following means to get the affected cars to your workshops at the earliest:

Please send a normal Service Reminder to the Customer, if the car has not visited the workshop for more than a year OR where, based on the history the vehicle is expected to have covered the required mileage for the next Service. Thus when the car visits for the service, please carry out the recall action and ensure that it is properly recorded in the job card.

Additionally, for cars in the valid range of the Free Inspection period i.e. 3000- 6000 kms mileage, please send a reminder to

*Handwritten notes:*  
Atul  
D. Ganesh  
M. Ganesh and  
S. Ganesh  
14/05

Welcome to Rediffmail:

and ask him to send the car to the workshop at the earliest.  
During such visit ensure that the Recall action is completed as a  
first priority.

Looking forward to your active support in conduct of this campaign on  
priority.

with best regards,

D. Chandavarkar  
Div. Manager - Field Service  
DaimlerChrysler India Ltd.  
15A, Chikhali, Pimpri  
Pune 411018  
India

Tel : +91 20 2750 5000

Fax : +91 20 2750 5963

e-mail devdutta.chandavarkar@daimlerchrysler.com

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