



SERVICE CIRCULAR

~~INFORMATION~~ / ~~POLICY~~ / TECHNICAL

ISSUE NO	D-27/2018
DATE	07.05.2018
PAGE	01 of 03

REPLACEMENT OF BRAKE VACUUM HOSE

APPLICABLE MODEL: New Swift & Baleno (Petrol & Diesel)

A) BACKGROUND:

Few cases reported from market Brake pedal hard / not effective in New Swift & Baleno. Based on feedback, market action (Service Campaign) has been planned as given below.



Picture of Brake Vacuum hose

B) ACTION TO BE TAKEN:

1. It is requested to inform the owners of suspected vehicles by letter sent through registered post (with acknowledgement). The letter has to be issued by GM/WM (Service) of the selling dealer. List of suspected vehicle is provided in Annexure-1.
2. Format of the letter is given in Annexure-2.
3. Registered letter should be sent to customers and telephone calls are to be made to customer **based on availability of the part**. The proof of letter/acknowledgement slip is to be retained at dealer workshop for future verification/audit purpose.
4. When the vehicle visits the workshop, during job card opening "pop-up" will appear on the DMS screen/ job card print out.

Master copy should be retained in your records.

Works Manager to explain all concerned as mentioned in the circular

Works Manager	Customer Care Manager	Service Advisor	Supervisor	Technical Advisor	Spare Parts Manager

Previous Circular No. D-26/2018 dated 02.05.2018 has been sent to all dealers

ISSUE NO	D- 27/2018
DATE	07.05.2018
PAGE	02 of 03

5. Parts are to be replaced in applicable models as per below table

S.No	Model	Part name	Part no	Qty
1	New Swift (K12-Petrol)	Brake Vacuum hose Kit-New swift, Baleno (Petrol)	99000M24121-103	1
2	Baleno (K12-Petrol)	Brake Vacuum hose Kit-New swift, Baleno (Petrol)	99000M24121-103	1
3	New Swift (D13- Diesel)	Brake Vacuum hose Kit-New swift (Diesel)	99000M24121-104	1
4	Baleno (D13- Diesel)	HOSE, VACUUM BSTR TO PIPE	51010M68P10	1
5	Baleno (K10C-Petrol)	HOSE, VACUUM BSTR TO PIPE	51010M68P10	1

6. Free wash is to be provided.

7. Update the action taken in DMS while closing job card.

8. **Update letter dispatch cum acknowledgement status in DMS. (New option created)**

C) SUPPLY OF PARTS:

Supply of parts will be carried out through MSIL Spares in phases.

Parts will be dispatched to the selling MSIL dealer and few service dealers based on service visit of the customer.

Don't place order to MSIL Spares for this part.

D) JOB CARD CLOSURE & DMS UPDATION:

- 1) While closing the job card for this activity, the action taken should be correctly updated in DMS as given below.

ACTION TAKEN ON VEHICLE	DMS UPDATION
Replacement of Brake vacuum hose	Rectified with Part Replacement.

ISSUE NO	D-27/2018
DATE	07.05.2018
PAGE	03 of 03

- 2) As this activity is being done under 'RCC' category, the labour amount is **not to be punched** in DMS during job card closing.
- 3) The demand code / problem code / fault code and action taken codes are as follows:

Demanded Code	Problem code	Problem Description	Fault code	Fault description	Action Code	Action Code Description
VZ00325	VA2	As per Circular	C6	As per Circular	RE	Replaced

While claiming in DMS, claim category will be selected as "**RCC**"
MB04R0 Labour code may be used as labour charge.

E) WARRANTY REIMBURSEMENT

- 1) Dealer has to claim labour amount along with parts as given below.

DESCRIPTION	COST DESCRIPTION	Amount
Replacement of Brake Vacuum hose, Washing & administrative charges	Labour cost (installation cost + taxes)	Rs.881 /- per vehicle + 18% tax

The status of vehicles attended under this action will be tracked through DMS.

Details of the circular may kindly be explained to all concerned in the workshop.



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