

Mediation**30 Punkte**

Sie sind Auszubildende/r bei einer Logistikfirma. Ihr Chef gibt Ihnen den Brief der Nuyotashi Service Division über die Rückrufaktion von Elektro-Vans. Er bittet Sie, die Informationen auf die Webseite Ihrer Firma zu stellen, um die Fahrer/innen zu informieren.

Fassen Sie die wichtigsten Informationen auf Deutsch stichwortartig zusammen unter Berücksichtigung folgender Punkte:

- Grund der Rückrufaktion
- Angebot des Herstellers
- zeitlicher Aufwand für die Inspektion
- Nachricht an etwaige Käufer von Gebrauchtwagen der Firma

Recall MEVCX 2018/120742; Vehicle identification number MEVCX 7278196702

Dear Sir or Madam

Recently there have been rumours about software problems with one electronic control unit (ECU) in our Multi EVanCX (2018 models). The rumours that a control unit might malfunction in hotter regions and affect the Electronic Stability Control (ESC) or the Adaptive Cruise Control (ACC) interface have not been confirmed by any of our dealers. Nor have any accidents caused by ECU failures been reported so far.

If you have not experienced problems with your van so far, you can be certain that your MultiEVanCX is safe to drive. Should you have any questions or concerns, please contact the service manager of your authorized retailer.

However, we take the issue very seriously and advise you to call your local dealer without delay to request a service date for Recall MEVanCX 2018/1 20742. Please provide your dealer with the VIN of your vehicle which is printed at the beginning of this letter.

We have authorized our dealership to check and service the software of the electronic control units. This is free of charge (including parts and labour). The inspection is estimated to take three hours. We have instructed our dealers to provide you with a van of similar design in case the inspection cannot be completed the same day.

This offer also extends to other 2017 model Multi EVanCX vehicles in your possession which you might have bought second-hand. In case you have sold the above-mentioned vehicle (VIN MEVCX 7278196702), please inform the new owner of our offers.

We apologize for any inconvenience this precautionary measure may cause you and thank you for your attention to this important matter.

Sincerely

James Usinto

Nuyotashi Service Division Europe