

15th November, 2010

Mr. S.R. Marathe (Director)
The Automobile Research Association of India
Survey No. 102, Veta Hill, Off. Paud Road, Kothrud
Pune- 411 038

Dear Mr. Marathe:

We have been trying to get answers from Daimler AG and Mercedes Benz India Pvt. Ltd. for an unacceptably long time over what we believe to be the most serious cover-up of global safety failures caused by bad design and poor manufacturing.

We have forwarded some of our correspondence to you over the months but we accept that it is beyond your scope or mandate to fully comprehend the true meaning of what we have discovered.

Over recent years we have observed and objected strongly to various so called "safety campaigns" which as dealers of Mercedes Benz India, we were asked to carry out. Over time it became obvious that the entire system of sensors connected with the transmission and ESP system were bound for certain failure in every single car and the same news was received from all countries.

What is unacceptable is the deep knowledge Daimler has of its faulty designs and their consequences on the safety of customers. The approach of the company is in simple terms, CRIMINAL. We have concrete evidence of every kind of violation of safety norms regarding braking systems, Transmissions and ESP hardware.

Long after we resigned due to conflicts with the management of Daimler AG, we were shocked by the serious defects in our own families cars and choose to question Mercedes Benz India on purely technical grounds and demand a third party inspection. We were even told that ARAI is the only body which can inspect our car as a third party. However we were told in writing that if we wanted a third party inspection we would have to have our cars software "updated" by the authorized dealer as a precondition!!

This is most ridiculous since our allegation is clearly meant to highlight the illegal experiments carried out on customer's cars behind their back, particularly with regard to the use of software patches which are added by a process of "flashing". The matter is too complex to put in a nutshell but we assure you that even the technician empowered with playing such games with the lives of customer's, does not know what he is doing.

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For example, earlier it was standard practice that with the first incident of sensor failure or implausible data, the concerned Transmission or ESP hardware should go into some form of serious driver alert. It should be impossible for the car to behave as normal until the dealer has removed the problem from the source. However now cars are reprogrammed to deceive the driver to believe the car is safe while the total failure of the part is just a matter of time. It is obvious that Daimler is aware of the certainty of the failures of these parts and is trying to prevent legal liability.

However every customer should be aware of the consequences. We have hard evidence of cars remaining stationary while the RPM rises and if this happens at the wrong time, death is assured. We also have evidence of gears getting locked and the absence of any warning system which indicates Daimler's involvement in a dangerous cover-up.

In our S350 the wheel speed sensors show high RPM in a stationary car. The transmission sensors also malfunction in every way. Reasons given by all including Daimler range from Glycol contamination from the radiator to graphite and metal debris on the sensors but what is undeniable is the companies advance knowledge of these matters. We were greatly disturbed to know that Daimler is aware of the exact failures in our cars for years. Regarding the wheel speed sensors, there is even a bulletin since more than a year and **new design** replacement parts have been secretly made available, yet no recall has been issued. This is totally unacceptable and we feel it should be brought to light. In the case of our transmission sensors, even the false RPM readings are the same as those noted by us in previous cases and forwarded to Mercedes Benz India.

We plan to ensure that Daimler AG is held accountable for the following:

- Keeping information on design flaws and poor parts secret against the interests of customer's safety while issuing work instructions etc. directly to dealerships.
- Carrying out secret changes to software and hardware without disclosure. Being aware of safety risks which can be fixed at the dealership but only performing corrective measures on cars which report on their own for some other work, as and when. This increases the risk to customers whose right it is to know about such safety risks. The wheel speed sensors have been replaced by better designs yet customers are denied the immediate replacement which is their right.
- Turning off the indication of transmission and ESP failure from the dashboard warning system to deceive customers and reduce liability. However as a result there is a high possibility that customers could drive their cars even after the sensors have started to malfunction. This can have many fatal consequences, for example, if the customer is making a U turn on the highway, at any time, he could

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lose all traction and before he can fiddle around to restart the car, an oncoming vehicle could kill him. In the last six months while we have brought these exact facts to the knowledge of Daimler AG, more cars have been observed by us with these exact problems and there has still not been any recall from Daimler AG.

Sir, we have nothing to hide. A copy of this letter is even being sent to the NHTSA and Daimler AG. We have been cheated with these unsafe cars and our lives have been endangered by Daimler AG. Today we are able to say with certainty that the dealers of Mercedes Benz India are already busy changing the entire set of wheel speed sensors as per instructions of Daimler AG. The description of each of these failures given to dealers matches what we have seen occurring and reoccurring years later, yet there is no way to hold Daimler AG accountable.

We hope you see fit to analyze all the points brought up by us and since it is your institutions certification that allows this company to sell their products in India, we feel you are accountable too. To start off we would appreciate it if you could obtain for us a full understanding of Daimler's self diagnosis system. In spite of two legal notices and many letters we have not got any response from Daimler AG with regard to the same. We have identified cars other than our own, with ongoing sensor malfunctions and found a total absence of warning for the owner in those cars too. It is only because of our advanced knowledge and equipment that we have been able to find out the truth.

Our understanding, as well as the minimum safety norms of any civilized country, requires a car to have an adequate warning system. However on analyzing our own cars as well as some W221 and W211 cars we find that even during active failures of multiple sensors, the dashboard warning system does not indicate the seriousness of the emergency. Are you aware of this? Is this allowed as per Indian standards?

We will be happy to welcome your analysts in case you are interested in further information and we look forward to receiving your response on the issue of warning systems. It would also be useful if you could request **certified** information on warranty and out of warranty replacements as well as service information for the following:

- Valve bodies
- Valve body components(electronics plate)
- Wheel speed sensors
- ESP sensors

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We apologize for this intrusion and request your corporation in obtaining the above details. We also request you to protect the interests of thousands of customers who are unaware of the certain failures of their cars in the near future, possibly leading to their death.

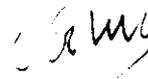
Thanking you and with regards,

For Cama Motors Pvt. Ltd.,



Rustom Cama
Executive Director

For Cama Hotels Ltd.,



Jehangir R. J. Cama
Chairman & Mg. Director