

27 April 2011

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To:  
Mr. Gulshan Ahuja  
Editor & General Secretary  
FADA Journal  
805, Surya Kiran, 19, K G Marg  
New Delhi-110 001

Dear Sir,

We have to bring to your kind attention a very serious issue in regard to quality failures encountered by us on Mercedes Benz vehicles manufactured not only in India but all over the world. The transmissions and ESP related hardware in these cars are prone to sudden failure which can lead to a life-threatening situation.

We were authorized dealers for Mercedes Benz vehicles from 1996 upto 2009 and were encountering these quality problems for a major part of this time without receiving any positive response or systematic assurance of quality improvement from the side of the manufacturer. It was our sad experience, that issues related to these failures were ignored on a continuous basis.

There should have been an immediate publicly announced recall and rectification / replacement campaign, immediately on realization of such failures. However the dealers were forced to merely carryout certain modification without the knowledge of the owners / users.

We continued to complain against these quality failures as we were ourselves exposed to such major failures on our own vehicles. Without getting any positive response, on the contrary, we were pressurized and harassed for a long period of time to the extent that we resigned our dealership.

Even complaints and petitions to the Business Practices Organization at Daimler Benz in Germany the parent company did not evoke any response for years together.

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The object of approaching you at the highest level, as a member of the respected Automotive media is to request you to kindly follow up on this matter and expose the methodology and operations of a Multinational Company which produces products which can endanger lives and also cause great financial loss to the buyers and owners. It is pertinent to note that this organization chooses to advertise itself based on the safety of their products.


We would be able to substantiate all that we have stated above by proof of what we have placed on record with MBIL as well as by proof of their own circulars, letters, information sheets etc... as we have prepared a complete brief on this entire issue enclosed herewith along with our letter addressed to the Managing Director of Mercedes Benz India.

We would request that a thorough investigation could be carried out by a person nominated from your organization so that the matter can be laid down before the public in its true dimensions. In order to understand the serious world-wide implications of these shocking quality failures you may scan the internet using search words such as defective ESP or Transmission 722.9. You may search Google with only the words "defective ESP" **without mentioning Mercedes Benz** and the results will speak volumes. There has been no allegation brought up by us which has not been encountered by users world-wide and the experiences can be easily verified on credible Mercedes Benz owner forums.

If such an investigation can be carried out it would stand to benefit the public and also enhance the standing of investigative journalism and media in India.

Thanking you & with regards,

Yours faithfully,  
For Cama Motors Pvt. Ltd.,

  
**Rustom Cama**  
Executive Director  
**Jehangir R J Cama**  
Chairman & Managing Director