

Date : 4<sup>th</sup> November 2011

Mr. S. P. Singh,  
Indian Foundation of Transport  
Research and Training,  
865/32 Guru Nanak house,  
S P Mukherjee Marg,  
Delhi 110 006 ( India )

**Sub: Endangerment of public safety by Daimler AG**

Dear Mr. Singh.

Our company is a seventy year old automobile business which has been developed by three generations of our family.

When Mercedes Benz asked us to become their dealer in 1997 we considered it an honor and gladly accepted. To us it seemed to be the pinnacle of what was possible for us as dealers.

However the elevated position we held Mercedes Benz in, was brought crashing down within a few years and we found ourselves trapped in a nightmare.

Even seeing a total violation of our customers rights we watched in horror and tried to manage from within the system. Our hopes for a better quality of human being at the more senior positions were also dashed and in fact as we raised our voices the position of our dealership was reduced to a pariah.

All our offers to allow an internal investigation and preserve the reputation of an age old brand were ridiculed and we were defamed in our community as a means to neutralize our message.

However we will never be silenced. In our effort to expose a company which would **prefer to see a few people die** than to accept the responsibility for reckless and inadequately tested designs and parts, we will spare no effort.

Contd.....2

We would like to share with you stories like that of a customer whose clutch would go down to the floor in a moving car and fail to return!! The same defect was secretly rectified years ago with a heat shield which failed and after three years in 2001 a new insulated clutch cylinder was secretly fitted on all cars with a period of further eight months given to dealers. Now for this customer who faced the same problem in 2002-2003, after repeatedly changing fluid and refitting finally the senior most ex-pat engineer of Mercedes Benz CUT OPEN THE ONDERBODY OF THE CAR saying that the air would cool the clutch but if we gave a new cylinder the two year old dispute would go against Mercedes Benz !!! We had to threaten the head of sales in the bitterest dispute when in the end **after years of endangerment** a new design clutch was offered to the customer due to our pressure.

Then there is the case of the customer who died of head injuries in a car where the air bags did not deploy. After a year of so called analysis a mere read out of the airbag control unit was presented in the raw form with no interpretation at all. Much later when the customer's family questioned the data in the sheet they were threatened with legal action. However this led to a reexamination of the data sheet by technically sound persons who confirmed that it is a fabrication!!! Now Mercedes Benz refuses to answer.

These are just small glimpses into the behavior of this so called world leader. We can provide a wealth of information into the devious methods of trampling on customers rights and the pre meditated efforts to hide failures at the possible cost of even more deaths of customers.

We are enclosing our letter to the German Ambassador who has refused so far to respond to us along with a set of so called "service measures" which you will see is the greatest Scam in the automobile industry as per our knowledge. The documents are still being analyzed and understood so the lists provided should be taken as tentative while records before 2001 and after 2008 are not in the set. Finally only Daimler AG can be forced to reveal all that is kept secret.

We would like your frank and honest analysis of these documents and your help in ensuring that no "giant" can endanger the lives of its customers or hide defects while secretly fixing them in a fraudulent manner.


Contd.....3

Our records will be thrown open to your organization and our personnel will help anyone who wishes to establish the truth.

Thank you for offering to help with the professional skills of your organization and your personal interest in the subject.

With warmest regards

For Cama Motors Pvt. Ltd.



Rustom Cama  
Executive Director