

8th December, 2010

To,
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,

This is with further reference to our letter addressed to you dated 15 November 2010 to which unfortunately till date we have received no reply.

We were the authorized distributors of Mercedes Benz vehicles for the States of Gujarat and Rajasthan for almost 12 years and what we had conveyed to you in that letter was the distillation of our experience with the quality of these vehicles and the repeated mal-functions observed by us in these vehicles over a period of time.

We had also drawn your attention to the failures suffered by us in our own vehicles (CLS 350 and S350). We had also pointed out to you the extent of worldwide failure of a similar nature and we had also requested you to analyze the extent of our complaint, query the manufacturers on these failures and offer us some assistance by way of clarification, as to how MBI chooses to overlook such serious life threatening mal-functions and refuses to acknowledge these failures.

Moreover, when Daimler AG and Mercedes India refused to answer even our legal Notices and suppressed scanner reports vital to proving our allegations, we were forced to import the necessary equipment, whereby we were able to reveal the most shocking cover up. We informed yourself and others that even during the active failure of Gearbox and ESP sensors, vehicles are made to remain operational without any Driver alert. During this time vehicles remain locked in one gear or fail to move while in gear, which can occur at random. Videos of these failures were forwarded to all concerned whereby it can be seen that no dash board warning is given even after many different sensors have been failing intermittently for months. It was the standard practice during the past that when such sensors fail, a red warning was displayed and the car was locked in first gear. This prevented any further risk to the Driver and forced him to have his vehicle repaired immediately. However, with the increasing certainty of failure in all Mercedes Cars due to shared components, Daimler has reprogrammed this function and now the vehicles remain in a higher gear and do not warn the Driver at all. As the key is reinserted the vehicle returns to normal and may not malfunction for an indefinite period. It seems to be the hope of Daimler to secretly observe the stored fault codes during any Dealer visit and promptly replace the parts which have started to fail. They are aware that we have pieced together a major violation of every single customer's basic rights and that in any of these cars if the sensors fail at the wrong time it could lead to death. It is not surprising that to date Daimler has not answered any question raised by us.

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For example, we have requested certified data on Gear box, valve body and ESP sensor replacements. In fact we have independently found many pieces of service documentation showing a long and deep rooted knowledge of all failures mentioned by us. Modified parts are often available but this information as in the case of the wheel speed sensors is kept from owners of affected vehicles. Replacements are carried out secretly and this information has been shared with you. We were even instructed in writing that our cars were safe to be driven after damage codes pertaining to critical sensors were found. Knowing that we had discovered the truth about the driver warning system, the Mercedes Benz dealer, Mercedes India and Daimler actively denied the seriousness of the failures, further endangering our lives.

We fully understand that your Institute as the Apex Research Body in the country was pointed out to us by MBI to be the qualified organization which would screen such complaints and report on the same. However we are greatly disappointed and distressed at the lack of response in this very important issue from your side.

We have in our possession all data, necessary to prove the failures on these vehicles as well as similar life threatening failure on other vehicles in India and else where in the world.

We had only sought from you, a clarification and analyses and we would have expected that some investigative personnel would have been deputed by you to take a serious look at our complaint.

As far as we understand the ARAI is the body which is authorized homologate all vehicles imported into the India and permitted to be operative in Indian roads and the safety on all these vehicles would be ensured by your certification. Regretfully however this does not appear to be the case and these vehicles manufactured and marketed in India by Mercedes Benz are operating with totally defective system which would claim many lives if permitted.

We are therefore addressing this letter to you finally in the hope that even at this late stage you would be good enough to depute a team of engineers to determine the legitimacy of our claim and ensure that the lives of other persons using these vehicles are not further endangered and that we would receive due justice and rightful compensation.

We once again stress that this matter require your immediate attention and we hope to receive your urgent response failing which we would reserve our right to take matter further to the Government bodies and organizations.

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

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