



CANAL MUTARS  
K.A. MIRA

YOU CAN SEE THAT THE REMOVAL OF THE LAST 2 LINES WAS MORE IMPORTANT AND WHEN WE RE-FAKED A TONED DOWN LETTER THAT WAS THE LAST WORD HERE ON THE TOPIC.

29/04  
O-DC  
CAF

Date : 23<sup>rd</sup> September 2004

To,  
Mr. Davendra Thakore,  
Sr. Manager - Customer Services  
DaimlerChrysler India Private Ltd,  
Sector 15A, Chikhali Village,  
Pimpri, Pune - 411018.

Ref. : Second complete brake failure in our E-Class (W211)

Dear Mr. Thakore,

As I explained to you, I am extremely disturbed about the above mentioned subject. As long ago as October last year, we had informed your department that while I was driving the said car, the braking system of the car failed completely. Within minutes all signs of the malfunction disappeared, after the vehicle was restarted. A full description alongwith a TPR was submitted to DCIPL. Our technician had carried out certain actions in co-ordination with Mr. Lino Marques. As I recall in the end it was not seen necessary to replace any devices.

With full trust on DCIPL, once again the car was put into service. Subsequently, I became aware of the worldwide Controversy regarding this issue. In fact, it was after many months that some light was thrown on the matter by your service people. At this point, I had personally questioned whether this was a permanent solution.

Facing this problem barely a few months after carrying out your own service measures, has seriously shaken my faith. Dozens of all innocent and unaware customers could be potentially affected by this shocking failure. Considering, that so far only one persons' life has been threatened, I firmly request a very serious investigation into the matter. I am very clear that without this, I will not stand behind this product which falls below even the safety standards of a bicycle, in light of this appalling failure.

Thanking you,  
Yours sincerely,  
For Cana Motors Private Ltd.

Dear Mr. Rustan Cause

I would like to talk to you on this as soon as possible.

Rustan Cause  
Executive Director.

Encl : TPR & Previous TPR

Cc to : (1) Mr. Sanjiv Sahajwala - Director (Sales & Mktg.)  
(2) Mr. A. Faria - General Manager (After Sales)

Laur

ANTONIO FARIA HEAD OF AFTER SALES

Mercedes-Benz logo and footer text including 'Old Partners', 'Pinnacle Partners', and 'DaimlerChrysler AG'.