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ALL ABOUT LUXURY CARS

24th February, 2011

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:

With the total refusal of Mercedes Benz India and Daimler AG to answer our concerns regarding the failures in our cars, we addressed copies of our letters and finally direct appeals to your organization.

We had been informed by Mercedes Benz in written that only A.R.A.I. may inspect our cars for safety defects but our cars would have to be handed over to their dealer for "service" and "software updates" first. Such manipulation would clearly be a violation of our basic rights so we refused. Since that day we have received no response to our requests for a fair third party investigation. **The matter has therefore been manipulated into a stalemate, with your organization refusing even to answer our communications. Mercedes Benz and Daimler are aware that in this situation we are the only sufferer with two cars worth two crores lying unusable and all the violations of safety norms un-questioned.**

We have shared with you detailed analysis and videos showing that all safety warnings are bypassed when the various speed sensors are in a state of random failure. In spite of this the manufacturer has set the self-diagnosis system of all cars to return to normal as soon as the system is reset. You or your engineers can easily understand that as per the norms such technology should be immediately recalled. Yet, as you are now aware many people are driving vehicles with the exact defects as our vehicles and we have already collected evidence of this and informed you.

We feel that since your organization is responsible for certifying the road-worthiness of cars with the exact same technology and parts, it is your duty to check the reasonableness of our allegations.



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With that motive we are appealing to you for the final time. Please go through the evidence shown on our videos taken while false signals are being sent by various sensors. Note the absence of serious permanent warnings. Also note various secret documents relating to these failures, issued to dealers, **while no recall has been issued.**

Please provide us with the response of Mercedes Benz and Daimler AG to our genuine concerns. Following effects of these failures have been shared with you:

- Transmission remains locked in gear and refuses to shift at random while driving. Restarting the car temporarily returns the car to normal.
- While shifting from D to R at any random moment the car stops moving and the rpm rises without motion while car is in gear.
- Car does not fall in D or R at all suddenly and after many attempts returns to normal.
- Speedo-meter rises to 260 kmph on a stationary car. Car functions erratically.
- During all of the above no indication is given about the unsafe condition and the customer can continue to drive the car with these defects unaware of the danger.
- Abnormal gear change and jerks which can cause a serious collision without warning.

If you are interested, all the above points can be examined **openly** and the same can be proved to be applicable to **all cars of the same model**. We will prove at all costs that Mercedes Benz and Daimler AG are aware that their faulty technology can cause fatality but to avoid a recall they have desensitized the response of their safety devices and have been changing valve bodies, ESP sensors and wheel speed sensors by calling cars frequently for service or free check-ups and changing the parts quietly on an ongoing basis. This has put certain customers like us in grave danger.

We will take all necessary action including criminal action against the responsible parties. We hope you will reconsider your policy of silence before it is too late. If you wish to understand our problems in more detail please feel free to contact the left undersigned on +919824034754. The subject vehicles can be examined by your engineers in our presence.



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If you are convinced that this matter does not fall under your organization's area of responsibility please direct us to the right authority.

Hoping for a timely response.

Thanking you & with regards,

For **Cama Motors Pvt. Ltd.,**

Sof/L

Rustom Cama
Executive Director

For **Cama Hotels Ltd.,**

Sof/L

Jehangir R J Cama
Chairman & Managing Director

Cc to:

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Director Road Transport & Highways
Ministry of Road Transport & Highways
Ground Floor, Main Gate, Near Reception
Transport Bhavan, 1 Parliament Street
New Delhi- 110 001

Society of Indian automobile Manufacturers (SIAM)
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