



ALL ABOUT LUXURY CARS

11th June, 2011

To,
Mr. Thomas Matussek
German Ambassador to India
6/50, G, Shanti Path, Chankaya Puri
New Delhi- 110 021

Your Excellency,

We are enclosing herewith for your kind attention copies of our letters addressed by us to the Trade Commissioner to which unfortunately we have not received any response.

We are therefore forced to intrude upon your time and to seek your assistance in solving a major cause of dispute between us and a wholly owned subsidiary of a German Company.

In these letters we had brought forward instances of virtually criminal neglect of complaints about lack of quality and life threatening failures on Mercedes Benz vehicles manufactured in India.

For the past 8/9 years we had observed major mechanical and quality failures in these vehicles which we were at that time marketing. We were award winning dealers of MBPIL for the States of Gujarat and Rajasthan for over 10 years. We had constantly drawn the attention of this company towards these failures and the great dangers and harassment these failures would cause to our customers.

Even on cars owned by ourselves personally and in our company we had come across major faults like brake failures but to all these complaints MBIPL continued to show not only complete disregard but actively demonstrated evasive tactics and continued to instruct us as dealers to cover up by carrying out further experimental procedures (this can be entirely substantiate by their own letters, circulars, etc.).

In retrospect the analysis of the total list of complaints and failures including on our own cars we realized that there was an extensive premeditated campaign at the highest level to cover up defects and dealers were used as an instrument of such covering up where so-called patch-up instructions were constantly offered then revised or reversed while keeping the owner/users completely in the dark about the dangers faced by them due to such failures.



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It would be impossible for us to put in this letter the extent of such dubious practices followed by this company. But, we had objected to this form of manipulation right from the year 2003-2004 onwards and the range of issues including management mal-practice was so great that out of sheer frustration arising out of MBIPL's total neglect we resigned as dealers in the year 2009.

Representation against management mal-practices even unto the parent German company's (Daimler AG) Business Practices Organisation (BPO) produced no results and the Board Members of the Company and Managing Director turned a completely deaf ear to all our representation and request for ethical rectification.

We have been forced to reopen this chapter in view of the fact that we ourselves have faced life threatening failures once-again on our own vehicles.

Considering this, we found that these defects have been noted worldwide and had already been inadequately addressed by the company's so-called service measures. We are now aware that these failures arising from design and manufacturing failures have been kept secret over the years. This is a pattern which we had pointed out as dealers when the brakes of one of our own cars failed for the second time after the company treated it in a similar dubious manner. The technical details are beyond the scope of this letter, however, we have demonstrated adequately to MBIPL that every standard practice of the industry has been violated by them and a great many lives put to risk. What was more shocking was that even in view of hard evidence we received first a vague denial that defects even existed and since then evasive tactics like threats pertaining to non-disclosure of technical information have been faced by us. This attitude of evading rightful answers and on the contrary threatening us with irrelevant law suits is further emphasized by the fact that even representation to the Hon'ble Court, they have deleted entire paragraphs from their own letters, circulars, etc. merely to be able to avoid their responsibility and to pressurize us.

The idea of addressing this letter to you is to request your kind intervention in obtaining answers to the most basic questions regarding the safety of Mercedes Benz cars and compelling this very prominent and high profile German manufacturing Company to stop suppressing technical and engineering information.

We also seek your kind help in forcing this Company to release to us the full details and data pertaining to our own vehicles which they have suppressed and pilfered with some malafide intent after our vehicles were inspected by them.



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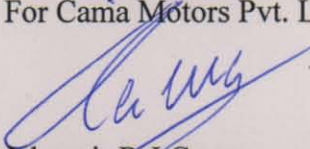
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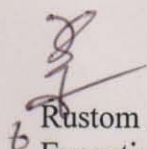
All the ethical and moral options have been rejected continuously for years by MBIPL by a conspiracy of silence. Now that proof of such violations of customers rights has been provided, your intervention would be of great service to the Indian Motoring Public.

We certainly hope that we shall receive an early acknowledgement and positive action.

With respect,

Yours faithfully,
For Cama Motors Pvt. Ltd.,


Jehangir R J Cama
Chairman


Rustom J. Cama
Executive Director

Cc to:

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Lodhi Road
New Delhi – 110 003

Indo German Chamber of Commerce
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Shri Anand Prakash
Director Road Transport & Highways
Ministry of Road Transport & Highways
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