



CAMA
INDIA

ALL ABOUT LUXURY CARS

27th June 2012

To,
Ms. Jyoti Jindgar
Additional Director General
O/o Director General
Competition Commission of India
3rd Floor, B-Wing,
HUDCO-Vishala Building,
14-Bhikaji Cama Place,
New Delhi.

Sub. : Notice under section 36(2) read with section 41(2) of the Competition Act, 2002

Dear Ms. Jyoti Jindgar,

We refer to our visit along with Mr.Vimal Saraf of Jaipur and the representative of Mr. Mahendra Patel of Ahmedabad on the 19/04/2012.

We had visited you at the end of a long series of correspondence about the RAMPANT MALPRACTICES OF MERCEDES BENZ after we received a notice (under section 36(2) read with section 41(2) of the Competition Act, 2002) regarding the after market practices of manufacturers and responded to the same by our response dated 07/03/2012 to Mr. A.K. Singhal and once again on 30/03/2012.

At the time, we realized that you were not aware of the extent of our allegations against Daimler AG (parent of Mercedes Benz) and Mercedes Benz India.

We are pained that the apparent arrogance and **abuse of dominance** by this company **goes on unhindered** and the country along with the **Government agencies and media** etc. are truly incompetent to intervene.

Once again we turn to you, to question how a citizen or an ex-dealer like us, is supposed to expose this **MONSTROUS** abuse of power when no agency exists to regulate this industry.

We have shown you letters, including RTI applications, and their answers from the Surface Transport Ministry and Heavy Industries Ministry **passing the buck** and even forwarding our complaints to Mercedes Benz for response!!! The Heavy Industries Ministry even forwarded us a **year old letter from the A.R.A.I.**, admitting that they have no competence to examine our allegations!!! Before forwarding this letter perhaps they should have questioned this apparent



CAMA
LUXURY CARS

ALL ABOUT LUXURY CARS

incompetence considering that they have allowed this company to operate in India **giving them the necessary clearances.**

Ms. Jindgar, the **enclosed letter to Mercedes Benz** is our final letter to them on the issue of the stolen data from the car of Mr. Mahendra Patel in which, tragically, his only son was fatally injured. To this day his search for the truth about the functioning of the airbag system has been treated like a travesty of justice by Mercedes Benz and their response after five years that the **data has been destroyed** by them along with many ridiculous and cruel stands taken by them over five years, is truly reprehensible.

We urgently seek your organizations intervention in this and other matters requiring an investigation by appropriate, qualified and honest persons.

We have provided enough material for investigation by experts and are awaiting a chance to aid your commission in any way.

In the mean time, a case having the same circumstances as that of Mr. Patel, is awaiting attention in Jaipur where Mr. Vimal Saraf has lost his son in a tragic accident. Similar to the case of Mr. Mahendra Patel here too no airbags have inflated and there is no reason to believe that the Airbag system and other safety systems have functioned as expected. There is a document where cars of the same series of chassis numbers have had their airbags replaced but such documents are maintained secretly by the company and such operations are carried out selectively by dealers, secretly, as exposed by us in detail. This and dozens of pieces of hard evidence are **awaiting an appropriate body to verify or deny** them in an atmosphere of fairness, but we have failed to find any such body.

The journalists of this country are working on free-bees provided by the same companies and future postings in the marketing departments of these very companies. Many of them are in bed with the prominent persons of the industry and resent dissenting voices like ours.

Consumer rights are flagrantly violated and we wish to approach you with the **combined grievances of our customers and report to you regarding the prevalent malpractices** of Mercedes Benz through a **consumer welfare body**. We are also in possession of various documents which rightly belong in the **PUBLIC DOMAIN**. If customers worldwide are able to access these documents, the quality problems that they rightly suspected, but **were illegally denied information about**, will be proved and they will receive justice. Therefore it is **BINDING** on organizations like yours to assist us in exposing these illegal practices based on the illegal maintenance of **MONOPOLIES on INFORMATION**.

On the other hand if we are not protected and allowed to expose these documents, along with the necessary explanations, thousands of customers worldwide, who are seeking justice, for the very malpractices **proved in the said documents**, will be denied any justice for **lack of proof**.

CAMA
STUDIO
Rental & Design

CAMA
signature
LUXURY CARS

CAMA
care
Floor to Floor Maintenance

In connection with the above, we seek to once again approach the Commission along with some of the affected parties such as Mr. Patel and Mr. Saraf and would like to have an appointment with the chairman of the Competition Commission of India.

Hoping for a positive response.

Thanking you and with best regards,

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


Jhangir R J Cama
Chairman
Rustom Cama
Executive Director

Encl. : Letter to Mr. Peter Honegg – MD & CEO, Mercedes Benz India Pvt. Ltd.

- Cc:
1. Mr. Ashok Chawla, Chairman
Office of Director General, Competition Commission of India, New Delhi
 2. Mr. A K Singhal, Assistant Director General,
Office of Director General, Competition Commission of India, New Delhi
 3. Mr. V. G. Patel, Chairman, Consumer Education & Research Centre
Suraksha Sankool Building, Sarkhej-Gandhinagar Highway, Thaltej, Ahmedabad
 4. Mr. A. K. Upadhyay, Secretary, Ministry of Road Transport & Highways
Transport Bhavan, 1, Parliament Street, New Delhi – 110001
 5. Mr. Rajeev Lochan, Director (Safety), Ministry of Road Transport & Highways
Transport Bhavan, 1, Parliament Street, New Delhi – 110001
 6. The Director, Ministry of Heavy Industries & Public Enterprises
Government of India, 155, Udyog Bhavan, New Delhi - 110011
 7. Mr. S. Sundareshan, Secretary, Ministry of Heavy Industries & Public Enterprises
Government of India, 155, Udyog Bhavan, New Delhi - 110011
 8. Mr. Mahendra Patel, Klockner Desma Machinery Pvt. Ltd., Ahmedabad
 9. Mr. Vimal Saraf, Zap India, Jaipur