

14<sup>th</sup> May 2007

To:

**Customer Support  
Honda Siel Cars India Ltd.**

U.P. 201 306

**Fax:** 0120 - 234 1313/ 1321/ 1327/ 1801/ 1806

Subject: Regarding the manufacturing defect and delay of my Car TN-09-AT-\*\*\*\* from servicing.

I had purchased a new “New Warm Silver” colour Honda City GXi from Sundaram Honda, Chennai in the last week of March '07, vehicle # TN-09-AT-\*\*\*\*, engine #LISA 3010\*\*\*\*.

For the first free service, I had left the car for servicing with Sundaram Honda, Chennai on the 2<sup>nd</sup> May 2007. One Mr.Kishore had been assigned for the vehicle from Sundaram Honda as the contact point. On the day I drove the vehicle, it was very sunny in Chennai and in the bright sunlight I noticed for the first time a colour variance of one of the rear-doors from rest of the vehicle and door's lock feeling different from other doors. On complaining this to Sundaram at the time of service, initially they accused me of painted it with 3<sup>rd</sup> a party. I should be out of my minds to do such a thing for a Rs.8 Lakh car. This act by itself was unacceptable & unexpected behavior of such a reputed firm.

Mr.Kishore kept promising every day when we called (Sundaram never called me back – not even once), he will get back the next day and this is a serious supply chain problem of Honda and he has escalated to Delhi and in turn to Japan of Honda. Though I understand it is important for you to identify the root cause of this serious issue, it cannot be at my expense.

I was severely limited in mobility and my work is getting affected due to having no vehicle with me for over a week. Having lost my confidence with Sundaram, I launched a complaint on 9<sup>th</sup> May morning with you (Honda One2One) and got a complaint #50700191. I was promised by the lady I will get to hear back by that evening. Till today (14<sup>th</sup> May) I never got to hear either from Sundaram or from Honda.

Again, this morning I called up Honda One2One and got another promise that someone higher up will call me by evening. No call so far till 5PM on 14<sup>th</sup> May I am sending this fax. I called up Mr.Kishore in the morning and demanded to speak to his manager – till evening no calls from his manager as well. I am totally disappointed on the kind of service I have been getting in this and I demand an explanation and compensation for my ordeal.

With this fax, I wish to get my vehicle back in perfect condition and compensation for the days I have been without a vehicle. This whole issue is due to your manufacturing and service problems, and if it is not resolved to my satisfaction by 15<sup>th</sup> May 2007 evening, I will be forced to go to my legal counsel and seek legal remedy.

Regards,

T.N.C.Venkata Rangan

CC: Sundaram Honda. Fax: 044-2857 9410, 044-2857 9355.