

From: Mohammed Shanidh shanidh.shadh@gmail.com
Subject: Fwd: My recent vehicle Purchase
Date: 13 July 2014 2:33 pm
To: Sunil CA sunilrufus@gmail.com

Hi.

Below is the conversation I had with the guys at bmw.

Raghuchandra was the GM of sales at that point of time for mangalore branch. And yes the car is now 16 months old.

Regards,
Mohammed Shanidh

Begin forwarded message:

From: Mohammed Shanidh <shanidh.shadh@gmail.com>
Date: 18 June 2013 6:01:21 pm IST
To: "raghuchandra.kakkarme@bmw-navnitmotors.in" <raghuchandra.kakkarme@bmw-navnitmotors.in>
Cc: Dad <kmkunhi@yahoo.com>, Shanidh Shadh <shanidh.shadh.uk@gmail.com>
Subject: My recent vehicle Purchase

Hello.

After owning different models from BMW in the past years from your dealership, I recently bought a new X3 Xdrive 30d from you. The vehicle was purchased three months ago. Vehicle details are below:

Purchase date: 12 March 2013

Make: BMW

Model: X3 Xdrive 30d

Chassis number: WBAWY57090LN71083

Engine number:30857943

Right from the moment I took the delivery of the vehicle, I have been facing disappointing problems. Right on the delivery day, the washer fluid level low indicator was on and on checking the issue I was told that the washer fluid tank was damaged. Your workshop said that they would replace within a weeks time. But, it was never fixed as the workshop claims they never got the part.

Next I found that the front right and the rear right windows do not open easily as it is supposed to be. Instead I have to press the button a few times and also use my hands to push the windows down. When I consulted this with your workshop they said they would call me once the particular liquid is available to them that will soften the part that is causing the problem. This was never rectified. It makes me wonder that how does a vehicle of this brand and quality pass the PDI checks and come out with damaged parts. This liquid never arrived either.

After driving the vehicle for about 500kms, I felt that the Auto Start/Stop feature was not functioning to the fullest. The engine would not switch off like it should be doing. It switches off only once or twice in a day whereas on my other BMW it switches off at least 5 times in an hours time in the same manner of driving. And sometimes if I deactivate this feature, even then it would not deactivate. This was never fixed even after having kept the car at your workshop for 2 days.

Further after driving the car for about 3000kms, I observed that the Oil Level indicator in the vehicle information screen had started to show gradual decrease in the Oil level from Max to Medium and one day it came to LOW. When I got it checked at your workshop, report said that the Oil levels are fine but the sensor is faulty. Then they said they would order that part which will arrive in two days which never arrived. so the vehicle kept showing the warning that the Oil level is low every time I switched the car on. And I kept driving as I was advised by the workshop that it is safe to drive. Part never arrived.

Then in few days at about 6000kms, when I was driving the vehicle, smoke filled in the engine bay and the cabin with the MMI screen displaying various warnings. I then had to stop the vehicle and noticed that oil was pouring under the car and so I had to use roadside assistance to tow the vehicle to your workshop.

Your workshop then sent the vehicle to Bangalore workshop and now the vehicle is been there for about 20 days and I still don't see any quick progress although you are keeping me updated on the progress. This is all going to be a time consuming process. So, Although I loved this car and would like to keep it, considering the amount of time and effort I am losing to keep a track on this, I asked you to consider taking this car back for cash or in exchange for another new vehicle from your dealership.

So here are the figures what I spent in owning this car.

Ex-showroom cost: 47,00,000

Insurance: 99,000

Road tax: 9,40,000

Total: 57,39,000

I am more than frustrated with what I have experienced after buying this car. Please make an offer.

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Regards,
Mohammed Shanidh
+918970889955.