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Andheri resident moves court against car firm in fake parts case

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Mumbai: Hariish Kanchan, an Andheri resident, on Thursday filed a complaint against Skoda and its dealers at the Bandra consumer court stating that some parts of his car were replaced with fake ones, when he had given it for repair after an accident in February.

On February 29, Kanchan's Skoda Octavia met with an accident near Nashik and skidded off the road. The vehicle was towed to a service centre, Nummar Bins Motor (P) Ltd at Chembur. The repair centre assured delivery within seven days.

Kanchan said that he has not got his car back even though it has been over four-and-a-half months. He found that several original parts of the vehicle were replaced with duplicate ones. According to him, the fuse box, radiator fan, brake disc, flywheel, horn-setting and headlight motor were tampered with during repair.

According to Kanchan, he visited the workshop when the car was being repaired and was surprised

to see the service centre's employees working on the steering rack which was not at all damaged in the accident. He added that the car was then sent to some other yard for repair. When he visited it, he found that the original parts were replaced. "I paid Rs 1.9 lakh to get my car back from the first dealer and now it is kept with another dealer for repair." According to him, he spoke to Srinivas Sudhir from the customer care department who agreed that the replacement will be done free of cost. "They said they would take up the issue with the dealer, M/s Nummar Bins Motors (P) Ltd. The vehicle was repaired but I was asked to give a disclaimer for the duplicate parts which were removed from the vehicle as a pre-condition to the delivery of the vehicle," said Kanchan.

Srinivas Sudhir of Skoda Auto India said, "This matter is being handled by our legal department. We don't want to comment on it right now."