



Apurva Gupta <apurvapg@gmail.com>

RE: Airbag check for MH43AJ8594

12 messages

SushilN_Bodyshop <sushiln@skwheels.com>

29 June 2013 17:54

To: apurvapg@gmail.com

Cc: SushilN_Bodyshop <sushiln@skwheels.com>

Dear Sir,

We really apologize for the inconvenience caused to you.

But as you know your vehicle was met with major accident hence major parts needs to be replaced which we have ordered & procured.

Mean while you have requested for cashless but as your policy is from SBI no cashless facility is available & the same is informed to you at the time of receipt of the vehicle.

But as the bill amount will be high we are trying for cashless but it will take some time approx. one week but if you are want vehicle early can collect by Tuesday evening by paying total bill.

Kindly confirm so that we can proceed the process.

Thanks & Regards.....

Sushilkumar Nalawade
Bodyshop Manager
9930137910

Please don't print this E-mail unless you really need it. This will preserve trees on planet earth.

From: Apurva Gupta [mailto:apurvapg@gmail.com]
Sent: Saturday, June 29, 2013 10:59 AM
To: ROW1/Dubey AmitK, L-12(SWZ)
Subject: Re: Airbag check for MH43AJ8594

Dear Mr. Dubey,

It has been 45 days since my car is being repaired.

Everytime I call SK Wheels they are not able to give me a delivery date for my vehicle, I have been chasing them since the 20th of June till now and all they have told me that they dont have parts to repair my car. I'm shocked at the level of stupidity of your company, if you do not have the parts then how can you even think of running a service centre so ill equipped.

Also they are not giving me a cashless facility even after it is a major accident.

I request Maruti to investigate the matter, as Im not happy with the service quality and would not recommend Maruti Suzuki to a friend of mine who is considering to buy a Swift.

Especially after you have not even bothered giving an Airbag Sensor to the Left Hand side of the car.

Regards,
Apurva Gupta
9930308096

On Mon, May 20, 2013 at 11:09 AM, Apurva Gupta
<apurvapg@gmail.com<mailto:apurvapg@gmail.com>> wrote:
Dear Mr. Dubey,

As per our telephonic discussion request you to please check and verify the working condition of the SRS Airbag in my car MH-43-AJ-8594 at SK Wheels (Turbhe).

Kind Regards,
Apurva Gupta
9930308096

CONFIDENTIALITY/PROPRIETARY NOTE

This mail is governed by Maruti Suzuki India Limited's IT policy which can be referred at <http://www.marutisuzuki.com/email-confidentiality.aspx>

Apurva <apurvapg@gmail.com>
Reply-To: Apurva <apurvapg@gmail.com>
To: sushiln@skwheels.com
Cc: sushiln@skwheels.com

29 June 2013 18:10

Dear Mr. Sushil,

Please tell me the total amount I shall pay and collect the car on Tuesday.

Thanks.

Apurva

[Quoted text hidden]

Apurva <apurvapg@gmail.com>
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[Quoted text hidden]

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Date:

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Subject: RE: Airbag check for MH43AJ8594

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To: Apurva <apurvapg@gmail.com>

29 June 2013 18:24

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Bodyshop Manager

9930137910



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From: Apurva [mailto:apurvapg@gmail.com]

Sent: Saturday, June 29, 2013 6:10 PM

To: sushiln@skwheels.com

Cc: sushiln@skwheels.com

Subject: RE: Airbag check for MH43AJ8594

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Apurva Gupta <apurvapg@gmail.com>

1 July 2013 10:10

To: vineet.jain@maruti.co.in

Cc: sachin.gupta@maruti.co.in, kenichi.ayukawa@maruti.co.in, toshiaki.hasuike@maruti.co.in, keiichi.asai@maruti.co.in, shinzo.nakanishi@maruti.co.in

Dear Mr Jain,

I would request you to see the trail of mails below; I asked your Mr. Amit Dubey to investigate the matter relating to incomplete service and repair of my vehicle **MH43AJ8594**. All he has done is get the dealer to respond, there is no feedback or revert from him. He has just delegated a customer to the dealer, as if he couldn't be bothered or even have the basic courtesy to reply to my mail himself.

Is this the sort of high handedness you treat all your customers with?

I bought a Swift believing the product and service quality is above par as compared to the rest of the industry, but obviously I'm wrong.

My vehicle has been in a major accident and the Airbags did not even deploy; all Mr. Dubey told me over the phone is that the Airbag sensor is on the front left side of the car and since the accident happened to front right side of the car the Airbags would not deploy.

I would like to ask you is this the sort of safety standards Maruti Suzuki is offering to its customers?

If so then I have made the biggest mistake of my life buying this car and I shall never recommend your brand of any of friends and relatives.

It has been 45 days since my vehicle is under repair and every time I have to follow up with the dealer in regards to delivery.

This is ridiculous, I am completely disappointed with the quality of product and service of Maruti Suzuki.

This email has been written to you with the intention that you are informed about what is going on in your Region.

Regards,
Apurva Gupta
9930308096

----- Forwarded message -----

From: **SushilN_Bodyshop** <sushiln@skwheels.com>

Date: Sat, Jun 29, 2013 at 6:24 PM

Subject: RE: Airbag check for MH43AJ8594

[Quoted text hidden]

postmaster@maruti.co.in <postmaster@maruti.co.in>

1 July 2013 10:10

To: apurvapg@gmail.com

Delivery has failed to these recipients or groups:

shinzo.nakanishi@maruti.co.in

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

kenichi.ayukawa@maruti.co.in

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

keiichi.asai@maruti.co.in

The e-mail address you entered couldn't be found. Please check the recipient's e-mail address and try to resend the message. If the problem continues, please contact your helpdesk.

Diagnostic information for administrators:Generating server: maruti.co.inshinzo.nakanishi@maruti.co.in

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

kenichi.ayukawa@maruti.co.in

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

keiichi.asai@maruti.co.in

#550 5.1.1 RESOLVER.ADR.RecipNotFound; not found ##

Original message headers:

Received: from msil-imss.maruti.co.in (10.1.1.116) by MSILCASHT2.corp.maruti.co.in (10.1.45.94) with Microsoft SMTP Server (TLS) id 14.2.318.4; Mon, 1 Jul 2013 10:10:19 +0530

X-TM-IMSS-Message-ID: <199a25ff0003d2d8@maruti.co.in>

Received: from mail-lb0-f172.google.com (mail-lb0-f172.google.com [209.85.217.172]) by maruti.co.in ([10.1.1.116]) with ESMTP (TREND IMSS SMTP Service 7.1; TLSv1/SSLv3 RC4-SHA (128/128)) id 199a25ff0003d2d8 ; Mon, 1 Jul 2013 10:09:38 +0530

Received: by mail-lb0-f172.google.com with SMTP id v20so21132321bc.3 for <multiple recipients>; Sun, 30 Jun 2013 21:40:37 -0700 (PDT)

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;

d=gmail.com; s=20120113;

h=mime-version:in-reply-to:references:date:message-id:subject:from:to:cc:content-type;

bh=4+9A0UKTPy0TCw6IC1lptn6lhBoGpEyRx54du9k7qP8=;

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MIME-Version: 1.0

X-Received: by 10.152.28.66 with SMTP id z2mr11039396lag.5.1372653637428; Sun, 30 Jun 2013 21:40:37 -0700 (PDT)

Received: by 10.112.156.33 with HTTP; Sun, 30 Jun 2013 21:40:37 -0700 (PDT)

In-Reply-To: <[006e01ce74c7\\$bdcd28980\\$39479c80\\$@com](mailto:006e01ce74c7$bdcd28980$39479c80$@com)>References: <514q1n24t1895rka80g94kuk.1372509560073@email.android.com><[006e01ce74c7\\$bdcd28980\\$39479c80\\$@com](mailto:006e01ce74c7$bdcd28980$39479c80$@com)>

Date: Mon, 1 Jul 2013 10:10:37 +0530
Message-ID: <CAACK+LXfbZVkcSNCBJ2_Q70PnUqMe1kMcA0t_wQaGn1nGxqYuw@mail.gmail.com>
Subject: Fwd: Airbag check for MH43AJ8594
From: Apurva Gupta <apurvapg@gmail.com>
To: <vineet.jain@maruti.co.in>
CC: <sachin.gupta@maruti.co.in>, <kenichi.ayukawa@maruti.co.in>, <toshiaki.hasuike@maruti.co.in>, <keiichi.asai@maruti.co.in>, <shinzo.nakanishi@maruti.co.in>
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X-TM-AS-User-Blocked-Sender: No
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DAoZtkwoVjLx+
+gus36+90zJGV2XDkG5f9b1/PA==
Return-Path: apurvapg@gmail.com
Received-SPF: Neutral (MSILCASHT2.corp.maruti.co.in: 10.1.1.116 is neither permitted nor denied by domain of apurvapg@gmail.com)

Final-Recipient: rfc822;shinzo.nakanishi@maruti.co.in

Action: failed

Status: 5.1.1

Diagnostic-Code: smtp;550 5.1.1 RESOLVER.ADR.RecipNotFound; not found

Final-Recipient: rfc822;kenichi.ayukawa@maruti.co.in

Action: failed

Status: 5.1.1

Diagnostic-Code: smtp;550 5.1.1 RESOLVER.ADR.RecipNotFound; not found

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Cc: <sachin.gupta@maruti.co.in>, <kenichi.ayukawa@maruti.co.in>, <toshiaki.hasuike@maruti.co.in>, <keiichi.asai@maruti.co.in>, <shinzo.nakanishi@maruti.co.in>

Date: Mon, 1 Jul 2013 10:10:37 +0530

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Dear Mr. Dubey,

As per our telephonic discussion request you to please check and verify the working condition of the SRS Airbag in my car MH-43-AJ-8594 at SK Wheels (Turbhe).

Kind Regards,
Apurva Gupta
9930308096

CONFIDENTIALITY/PROPRIETARY NOTE

This mail is governed by Maruti Suzuki India Limited's IT policy which can be referred
at <http://www.marutisuzuki.com/email-confidentiality.aspx>

Apurva Gupta <apurvapg@gmail.com>

2 July 2013 10:04

To: SushilN_Bodyshop <sushiln@skwheels.com>

Cc: amit.dubey@maruti.co.in, sachin.gupta@maruti.co.in, vineet.jain@maruti.co.in

Dear Mr. Sushil,

Awaiting the confirmation for the total amount as committed by you for yesterday Monday the 1st of July 2013.

Regards,

Apurva

[Quoted text hidden]

sushiln@skwheels.com <sushiln@skwheels.com>

2 July 2013 10:11

Reply-To: sushiln@skwheels.com

To: Apurva Gupta <apurvapg@gmail.com>

Cc: amit.dubey@maruti.co.in, sachin.gupta@maruti.co.in, vineet.jain@maruti.co.in

Dear Sir,

Yesterday evening surveyor visited for final assesment of kept open labour.

Will update you final amount through Guru after reaching office.

Sent on my BlackBerry® from Vodafone

From: Apurva Gupta <apurvapg@gmail.com>

Date: Tue, 2 Jul 2013 10:04:09 +0530

To: SushilN_Bodyshop<sushiln@skwheels.com>

Cc: <amit.dubey@maruti.co.in>; <sachin.gupta@maruti.co.in>; <vineet.jain@maruti.co.in>

[Quoted text hidden]

SushilN_Bodyshop <sushiln@skwheels.com>

2 July 2013 10:42

To: sushiln@skwheels.com, Apurva Gupta <apurvapg@gmail.com>

Cc: amit.dubey@maruti.co.in, sachin.gupta@maruti.co.in, vineet.jain@maruti.co.in

Dear Sir,

Bill Amount is Rs. 2,03,098.00.

SA Guru will co-ordinate with you after final trial of vehicle for delivery by afternoon.

Thanks & Regards....✍

Sushilkumar Nalawade

Bodyshop Manager

9930137910



🌳 Please don't print this E-mail unless you really need it. This will preserve trees on planet earth.

From: sushiln@skwheels.com [mailto:sushiln@skwheels.com]

Sent: Tuesday, July 02, 2013 10:11 AM

To: Apurva Gupta

[Quoted text hidden]

[Quoted text hidden]

Apurva Gupta <apurvapg@gmail.com>
To: SushilN_Bodyshop <sushiln@skwheels.com>

2 July 2013 10:49

Dear Mr. Sushil,

Sure will wait for his call.

Regards,

Apurva

[Quoted text hidden]

Apurva Gupta <apurvapg@gmail.com>

3 July 2013 22:14

To: SushilN_Bodyshop <sushiln@skwheels.com>

Cc: amit.dubey@maruti.co.in, sachin.gupta@maruti.co.in, vineet.jain@maruti.co.in

Dear Mr. Sushil,

Would like to thank everyone for the delivery of my vehicle today.

Especially like to thank Mr. Guru from the bodyshop at SK Wheels for the dedication he has shown to get the job done.

Thank you once again.

Regards,

Apurva Gupta

[Quoted text hidden]

sushiln@skwheels.com <sushiln@skwheels.com>

3 July 2013 22:51

Reply-To: sushiln@skwheels.com

To: Apurva Gupta <apurvapg@gmail.com>

Cc: amit.dubey@maruti.co.in, sachin.gupta@maruti.co.in, vineet.jain@maruti.co.in

Dear Sir,

Thanks for showing your satisfaction.

In fact We should thank you for giving us a chance to serve you.

I would like to suggest you that next year kindly renew your policy from Maruti Dealership so that you will get the cash less benefit in case of insurance claim and work can be completed faster.

Once again thank you for showing satisfaction towards our services.

Sent on my BlackBerry® from Vodafone

From: Apurva Gupta <apurvapg@gmail.com>

Date: Wed, 3 Jul 2013 22:14:20 +0530

[Quoted text hidden]