

Mr. Vikram Das
(Received via email)

Your reference vikram.das@aajtak.com
Your message dated 19 October, 2012
Department/From Aftersales / BMW India
Telephone +91 124 4566600
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E-mail contact.india@bmw.in
Date 22 October, 2012
Subject **Your BMW 320d**

Dear Mr. Das,

This is in continuation to your meeting on 19th October, 2012 at BMW India with Mr. Pankaj Arora, Regional Manager, Aftersales and Ms. Nitika Redhu, Senior Executive Customer Support.

We thank you very much for the time taken to share your experience with us and giving us your feedback regarding the Dealers service. We will ensure that the same are taken up on priority at their Management level and corrective measures are adopted.

In regards to the repairs carried out in your vehicle, we understand that you have been provided with a detailed feedback on the jobs requested and repairs carried out in your BMW in writing and during your meeting with Mr. Alfred Bacos at your BMW Authorized Dealer Deutsche Motoren in the afternoon of the 19th October, 2012. As already informed, BMW India Technical Specialist has also inspected your vehicle for concerns highlighted and has confirmed that all repairs were carried out as per protocol laid down.

We wish to further inform you that BMW India is very confident about its product and aftersales service and basis that confidence we assure you that your vehicle is back in series standards and that you have made an excellent choice in selecting our product. However, we do regret that procedural lapses have caused a delay in repairs for which we sincerely apologise.

BMW India hopes that through this letter of ours we have clarified our position. In case of any questions, please do not hesitate to contact us or your BMW Dealer.

With kind regards,

Stephan Rausch
Director Aftersales

Aastha Manaktala
Deputy Manager Customer Relations

Cc: Mr. Alfred Bacos, Service Manager, Deutsche Motoren.

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