From: ashwin.t@gm.com
To: UDAYA
Cc: anant@u-techindia.com; gmi.cac@gm.com; kropex.service@gmidealer.com
Subject: RE: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore) [ATTACHMENT REMOVED]
Date: Saturday, November 17, 2012 12:54:56 PM

Dear Mr. Udaya

Thanks for writing to us

As discussed today morning, we will confirm on the stand by car by Monday.

Assuring you the best of service and support at all times

Ashwin T

From: "UDAYA" <udaya@u-techindia.com>
To: <gmi.cac@gm.com>
Cc: <kropex.service@gmidealer.com>, <ashwin.t@gm.com>, <anant@u-techindia.com>
Date: 11/17/2012 12:46 PM
Subject: RE: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore) [ATTACHMENT REMOVED]

Dear Mr.Ashwin,

This refers to the telecon we had few minutes ago.

Based on the telecon, I confirm the following.

1. You have agreed to have the entire engine assembly replaced. And you expect to finish the work by next Friday. Once the car is ready with the new engine, we will take care of getting the RC book updated with the new engine number.

Please keep the dismantled old engine as it is for our inspection before taking delivery of the car.

2. Since the stand by Beat / Petrol driven car that is available at Kropex is not in good condition, and since I don't want to drive a petro car, you have indicated the possibility of we using a cab through our travel agent subjected to a limit of Rs.2000/- per day. We can produce the bills and claim reimbursement from you. You can confirm this latest by Monday evening since I will be back in town on Monday evening and need the transport from Tuesday morning.

Please confirm point-2 or send a stand by car on Tuesday morning.

Best Regards,

H.A.UDAYA

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skype: udaya.deshpande
yahoo messenger: udayadeshpande@ yahoo.com

From: UDAYA [mailto:udaya@u-techindia.com]
Sent: 16 November 2012 17:43
To: 'gmi.cac@gm.com'
Cc: 'kropex.service@gmidealer.com'; 'ashwin.t@gm.com'; 'anant@u-techindia.com'
Subject: RE: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore)

Dear Mr.Ashwin,

This refers to our visit to Kropex this morning and the discussions we had. This also refers to the telecon we had few minutes ago.

From the discussions, I am under the impression that you are planning to change only a part of the engine or what you call a half engine.

Please note, after spending so much on this car, I am not prepared to accept a half engine replacement or engine put together by a mechanic here. I am very clear that I will accept the car only with a total new engine. Hence, whether to go ahead with half engine or not is to be decided by you and if you do it, you will be doing it at your own risk.

This mail is to make it clear once again that I will not accept the car with a half engine replaced.

You have agreed to get back to me on this issue and also on the standby vehicle by tomorrow.

Best Regards,

H.A.UDAYA

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From: UDAYA [mailto:udaya@u-techindia.com]
Sent: 16 November 2012 09:06
To: 'gmi.cac@gm.com'
Cc: 'kropex.service@gmidealer.com'
Subject: RE: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore)

Dear Mr.ManMohan Bhaskar,

Giving you the benefit of Diwali holidays, I expect you to reply my mails at least today.
I am not getting any information from Kropex in spite of repeated calls and if I don't get your reply today, I will have escalate the issue.

Best Regards,

H.A.UDAYA

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From: UDAYA [mailto:udaya@u-techindia.com]
Sent: 12 November 2012 18:00
To: 'gmi.cac@gm.com'
Cc: 'kropex.service@gmidealer.com'
Subject: RE: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore)

Dear Mr.ManMohan Bhaskar,

Please see my mail of 10th November appended below. You seem to chose to ignore my mail. In fact after your mail of 8th November, there is absolutely no communication from you or anybody related to GM / Chevrolet. This surprises me. We spend more than Rs.20 lakhs on a car which has premature failure and you ignore and not even communicate.

I spoke to Mr.Pradeep of Kropex and understand that he was expected to open the engine, check and send a report to GM based on which next course of action will be decided. He was indicating that based on the type of failure, half engine may be replaced.

Please note, I am not interested in getting any engine parts or half engine

replaced. In view of the premature failure, I demand replacement of total engine. My other demand for a standby vehicle remains and I am waiting for your action on this.

Please reply my mails and arrange the standby vehicle immediately.

Please note, as a member of Team BHP, I have access to a lot of information on the engine failures in Chevrolet vehicles and use it to my advantage. I don't have intentions to do it but if you force me to do it by ignoring my mails, you cannot blame me later.

My intention is definitely not to have any unpleasantness or put your company in any awkward situation. But if you ignore my mails and my demands, you may be forcing me to do exactly the same.

I will give you one more day to reply my mails and inform me plan of your actions. If I don't get any communication from you, you will be forcing me to take steps which are likely to be unpleasant.

Best Regards,

H.A.UDAYA

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From: UDAYA [mailto:udaya@u-techindia.com]
Sent: 10 November 2012 11:25
To: 'gmi.cac@gm.com'
Cc: 'kropex.service@gmidealer.com'
Subject: RE: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore)

Dear Mr.ManMohan Bhaskar,

I spoke to Mr.Pradeep of Kropex few minutes ago and understand that they have instructions to open the engine and report. The whole process of this work, getting the engine and assembling may definitely take at least two weeks.

After spending Rs.20 Lakhs on a car, you can't expect me to be without a vehicle for few weeks like this. We are in business and cannot do without a vehicle. I demand that you arrange a standby vehicle immediately or allow us to

hire a taxi at your cost till our vehicle is ready for use.

I expect to get a confirmation from you on this immediately.

Best Regards,

H.A.UDAYA

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From: UDAYA [mailto:udaya@u-techindia.com]
Sent: 10 November 2012 06:49
To: 'gmi.cac@gm.com'
Cc: 'kropex.service@gmidealer.com'
Subject: RE: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore)

Dear MrManMohan Bhaskar,

You were kind enough to reply my first mail. But after that, I am totally in dark.

I have demanded for two things..

1. Standby vehicle till my car is ready.
2. New engine in view of premature failure of the engine. I will not accept a repaired engine.

Please let me know your actions / stand on these two points. If these are not met, I will have to escalate things and my actions, may be not pleasant and put your organisations in an embarrassing situation which I hope you would like to avoid.

If I don't get any reply from you today, I will be planning my next actions.

KROPEX - Mr.Pradeep ...please note we will not accept a overhauled engine. We will accept the car only with a new engine.

Best Regards,

H.A.UDAYA

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From: gmi.cac@gm.com [mailto:gmi.cac@gm.com]
Sent: 08 November 2012 16:53
To: udaya@u-techindia.com
Cc: kropex.service@gmidealer.com
Subject: K. A. Mr. H.A.Udaya(CSI/ CAC/ S/ 2012/ 5479/M/s Kropex India, Bangalore)

Dear Mr. H.A.Udaya,

This is in reference to your email to us concerning your Chevrolet Captiva.

We have gone through the contents of your e-mail and understand your concern. In this regard,we are advising the Service Manager, M/s Kropex India, Bangalore to personally get in touch with you and provide you the necessary assistance at the earliest.

Also, we are requesting our Area Office Team (South) to intervene and provide you the necessary assistance.

We thank you for writing us and assuring you the best of our services at all times.

Warm Regards

ManMohan Bhasker
Customer Assistance Center
Chevrolet Sales India, Gurgaon
✉e-mail - gmi.cac@gm.com
www.chevrolet.co.in

From: "UDAYA" <udaya@u-techindia.com>
To: <gmi.cac@gm.com>
Date: 11/08/2012 04:35 PM
Subject: [ATTACHMENT REMOVED]

Dear Mr.Man Maohan Bhaskar,

My name is H.A.Udaya and I am the CEO of U-Tech group of companies.

We, own a Captiva with regn # KA 01 MG 2745 which was registered in December 2010. It was bought at Sundaram Motors, St.marks Road, Bangalore and servicing was provided by them till they discontinued to be your dealers. After that, we used Frontline automobiles, Mysore road for servicing. The vehicle is serviced regularly and we had no problems.

But on the 5th afternoon, when we were driving, during an attempt to press the clutch to change gear, vehicle made some noise and we could see black smoke through the exhaust. We switched off the vehicle to see what was the problem. Once the engine was off, the smoke reduced. But we could not start the vehicle again. We called break down service and the mechanic who came for help could not start and he suggested to toe the vehicle to the nearest dealer.

Since we were close to KROPEX, Hosur road, we toed the vehicle to Kropex. This was on 5th evening. We did not get proper information from Kropex till yesterday evening. Yesterday evening, we were informed by Mr.Shankar of Kropex (Ph - 9901482561) that they have found there is some problem in the compression and they need to refer it to GM. Today, we spoke to Mr.Pradeep who is head of servicing in Kropex (Ph # 9663388827) and we were told that they need a day to send the report, then GM takes 4 or 5 days to give feedback, then they may have to open and over haul the engine...all put together it may be a few weeks before we can think of getting the vehicle.

Vehicle is less than 2 year old, it has run less than 30000 kms and is still under warranty. After paying Rs.20 Lakhs plus, why should we suffer like this now for few weeks ? This mail is to demand for a stand by vehicle till our vehicle is ready for use. Please take this up seriously and arrange for a stand by vehicle immediately.

My next question is why a less than 2 year vehicle has to develop engine problem like this ? And why should we accept a vehicle with its engine overhauled ? I demand a new engine in the vehicle instead of overhauling the engine. We will not accept the vehicle if the engine is overhauled. Please arrange for a new engine and have the vehicle fixed at the earliest.

I await to hear from you with your confirmation for both the points.

Best Regards,

H.A.UDAYA

U-Tech ASSOCIATES

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