

Subject: RE: MH04FZ6876- A6
From: Ganesh Saraf (ganesh.saraf@audimumbaisouth.net)
To: sahil_verma@ymail.com;
Cc: sandeep.kunder@audimumbaisouth.net; taher.murgha@audimumbaisouth.net;
Date: Saturday, 4 January 2014, 14:56

(13)

Dear Mr Verma,

Greetings from Audi Mumbai South!

As I had informed you earlier about the stage wise diagnosis, we have replaced the low pressure pump and released the vehicle on trial (Under observation) to find if there are any vibrations in the vehicle.

I will keep you updated regarding the progress of the vehicle.

Have a nice evening!!

With warm regards,

Ganesh Saraf

Asst.Manager - Customer Relations

Audi Mumbai South

M Square Automobile Pvt Ltd,

Workshop:- Plot No 31, Sewri-Fort Road,

Next to H.P.C.L Depot,

Sewri (East),

Mumbai 400 015.

Showroom: - Vasundhara Building

17 Bhulabhai Desai Road,

Haji Ali, Next to Cadbury House,

Mumbai - 400 026.

13

Mobile : +91 8879250334

Phone : +91 22 66128000



Fax : +91 22 66128099

Email : ganesh.saraf@audimumbaisouth.net

Website : www.audi-mumbaisouth.com

Audi magazine India
Fashion, fun and all things Audi.

Download now on magzter.com or SMS "Audi" to 56767767 to subscribe.



From: Ganesh Saraf [mailto:ganesh.saraf@audimumbaisouth.net]

Sent: Friday, January 03, 2014 4:30 PM

To: 'Sahil Verma'

Cc: sandeep.kunder@audimumbaisouth.net; taher.murgha@audimumbaisouth.net

Subject: RE: MH04FZ6876- A6

Importance: High

Dear Mr Verma,

Greetings from Audi Mumbai South!!

This is with reference to your below mentioned mail.

We regret the inconvenience caused to you yesterday. Though late in the evening, but we were in regular touch with you regarding the updates of the vehicle.

We have done the Fuel tank cleaning, fuel filter has been replaced & High pressure pump is replaced. We have taken an extensive trial but still the vehicle is not up to the Audi quality standard. We are suspecting some other parts related to the fuel system. We have also involved Audi Technical team so that we can resolve the problem as quick as possible. We would keep you updated about the status of the vehicle.

Considering, your inconvenience with Audi A4, we would be arranging an A6 (courtesy car) for you, today late evening.

13

Your Mail

Ganesh,

I tried calling you a little while ago and was told by a lady (possibly the receptionist) at your Sewri site that you are off-sick. As per our discussion yesterday, you were to let me know the status of my car on the basis of the trial today and I would've expected you to ask Sandeep or someone else to update me of the same in case you were unable to report to work.

This is nth time I've had to follow up to get an update on my car and each time I am given a different story. Last week when I spoke to Sandeep, he informed me that the fuel had been flushed and a trial had been carried out and that everything was fine. All that was to be done was a cold start the next morning and the car would be delivered to me. On speaking with you the same evening, you said, the car is still not working perfectly and will need to go through stages of trials and that you expect to have the same delivered to me not before Thu (2 Jan). On calling you yesterday, again no concrete update as you said that you will need to check with the workshop manager given it was a holiday being New Years. Today you haven't called me and once again I have no clue of the status of my car and when I can expect to have it back. The lady I spoke to today asked if this was the first time my car had come into the workshop. She was clearly confused as apparently someone else had called from the workshop asking about my car. I am not sure what is happening at your site to explain the complete breakdown of communication and an alarming lack of pro-activeness to keep the customer updated and apprised of the status of his vehicle.

I have just spoken with you on the same number that the lady at the workshop picked up earlier and said that you hadn't reported into work. As agreed you will send me a detailed note tomorrow morning describing the procedures carried out on my car, current issues, next steps and expected timelines. You will also update me on a daily basis so I know the status and I don't have to follow up on my own.

I am currently driving an A4 as a courtesy car and can you arrange for this to be replaced with an A6 in case my car is going to take more time at the workshop given it has already been close to three weeks that my car has been in your workshop.

Regards



Email : ganesh.saraf@audimumbaisouth.net

Website : www.audi-mumbaisouth.com

Audi magazine India

Fashion, fun and all things Audi.

Download now on magzter.com or SMS "Audi" to 56767767 to subscribe.



13

From: Ganesh Saraf [mailto:ganesh.saraf@audimumbaisouth.net]
Sent: Friday, December 27, 2013 4:02 PM
To: 'Sahil Verma'
Cc: '<sandeep.kunder@audimumbaisouth.net>'
Subject: RE: MH04FZ6876- A6
Importance: High

Dear Sir,

Thanks for your phone call.

Further to our telephonic conversation, We just need your approval for your 2 things

1. For the flushing purpose (since adulterated fuel was found in the vehicle) and after carrying out repairs we need to do a trial for which we need to fill in diesel Amount will be Rs 2500/approx.
2. Replacement of Fuel Filter will be Rs 5000/-

Total customer liability will be Rs 7500/- plus taxes (if any)

Request you to give your approval for the same. We will phone you again in the evening regarding the status of the work.

With warm regards,

Sent: Thursday, December 26, 2013 11:01 PM
To: Ganesh Saraf
Cc: <sandeep.kunder@audimumbaisouth.net>
Subject: Re: MH04FZ6876- A6

Dear Ganesh,

13

Thank you for your email and for clarifying matters as they stand today. I spoke with Sandeep today morning and as per his request have given approval to go ahead with flushing the fuel out and replacing fuel filter but with a clear understanding that this is on the basis of no financial obligation to me since the matter of who is liable to pick up the costs of labor and parts is still unresolved. Accordingly please note that your email below is by no means a submission that the cost of any work done on my car today will be picked up by me. Feel free to call me if you wish to discuss.

Kind regards,

Sahil

Sent from my iPad

On 26 Dec 2013, at 16:27, "Ganesh Saraf" <ganesh.saraf@audimumbaisouth.net> wrote:

Dear Mr Verma,

Greetings from Audi Mumbai South Service!!

This is with reference to your vehicle which has reported to our workshop on 14th of December for the concern of MI light on cluster.

After our initial diagnosis, an adulterated fuel was found in your vehicle.

Initially, with reference to your communication with my colleague Avnish Tripathi and considering this as a special case, as a goodwill gesture we had decided to absorb the entire cost of the Parts and you can just bear the cost of Labor, but the same was rejected by your goodself.

Secondly, you had suggested to carry out the same work under insurance but it was rejected by the insurance company and the mail was forwarded to you by my colleague Mr Sandeep Kunder.

Now, we have the approval from you for replacing the fuel filter and filling up 20 Liters of fuel in your vehicle.

We will keep you updated about the progress of the repairs (if any) in due course of time.

Have a nice day!!

13

With warm regards,

Ganesh Saraf

Asst.Manager - Customer Relations

Audi Mumbai South

M Square Automobile Pvt Ltd,

Workshop:- Plot No 31, Sewri-Fort Road,

Next to H.P.C.L Depot,

Sewri (East),

Mumbai 400 015.

Showroom: - Vasundhara Building

17 Bhulabhai Desai Road,

Haji Ali, Next to Cadbury House,

Mumbai - 400 026.

Mobile : +91 8879250334

Phone : +91 22 66128000

Fax : +91 22 66128099