

Subject: Re: Audi A6
From: Sahil Verma (sahil_verma@ymail.com)
To: taher.murgha@audimumbaisouth.net;
Cc: ganesh.saraf@audimumbaisouth.net;
Date: Saturday, 14 June 2014, 15:48

(20)

Taher,

Thanks for the update, however, what I want to understand is how and why have these impurities gotten into my car's fuel injection system a second time in less than 6 months.

I am buying fuel from a large HP station in Bandra where a number of other luxury cars get fuelled. I am also taking all necessary precautions such as refuelling before that tank touches the quarter mark and not switching petrol stations. If the fuel quality was an issue then you must get a high number of cars with the same problem as mine as they are all pretty much getting the same fuel.

Clearly there is an issue with the injection system in my car which is allowing any impurities to enter the fuel lines. This is the issue I would like you guys to address and resolve rather than put the onus on me by saying it's an adulterated fuel issue.

Needless to say, I am extremely inconvenienced and unhappy with the fact that my car has been in the workshop for 3 months in my 16 months of owning it and I would like you guys to ensure this issue is fully resolved and does not recur again.

Please do take up the matter with the required authorities in your organisation so I get complete clarity on how you are going to address this matter and by when.

Regards,
Sahil

Sent from my iPhone

On 14-Jun-2014, at 2:05 pm, "Taher Murgha" <taher.murgha@audimumbaisouth.net> wrote:

Dear Mr. Verma

Greetings from Audi Mumbai South

This is further to our discussion and trailing email.

We have inspected the components related to the fuel supply system and have observed traces of water and foreign