

**Subject:** Re: Audi A6  
**From:** Sahil Verma (sahil\_verma@ymail.com)  
**To:** taher.murgha@audimumbaisouth.net;  
**Cc:** ganesh.saraf@audimumbaisouth.net;  
**Date:** Tuesday, 17 June 2014, 13:05

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Taher,

You have my approval to proceed with the repairs on the basis that I will NOT be liable to pay for these as this is clearly a mechanical issue with the car's fuel injection system and not simply a case of foreign particles found in the fuel.

As I've mentioned below, given that I am purchasing fuel from an HP company operated petrol station in Bandra where a number of luxury cars (including Audi) get fueled, if the issue was with the quality of the fuel, I would expect most of these cars to be sitting in your workshop facing the same issue as my car. The fact that this has occurred for the second time despite me taking all possible precautions is clear evidence that something is wrong when it comes to my car's fuel injection system. Audi needs to get to the bottom of this and resolve the matter at the root cause level rather than project it back to me as repairs that I need to incur.

If the expectation on purchase of an Audi is for a customer to spend in the region of INR 1m within 16 months of ownership because the car does not go well with the quality of fuel in India, then I believe this is something that should be widely known to dissuade customers from buying your product which is clearly not suited to Indian conditions.

Re the courtesy car, I am shocked at your inability to provide a replacement car or even be able to confirm a date by when this will be available despite numerous promises and broken commitments. This is a given in other countries where you operate and it is very telling of your customer service attitude in India that while you celebrate selling record number of cars in the country, you do not want to invest in creating a robust service infrastructure to deliver what your brand promises.

I have spoken with my lawyer yesterday and intend to take action against your dealership and the company in case a suitable resolution is not offered and a courtesy car not arranged this week. I have paid top dollar price for a seemingly high quality product and I do not have the time nor the patience to go back and forth with you guys making the same point and trying to convince you to put yourself in your customer's shoes.

regards,  
Sahil

On Tuesday, 17 June 2014, 12:42, Taher Murgha <taher.murgha@audimumbaisouth.net> wrote:

Dear Mr. Verma

Greetings from Audi Mumbai South

This is in continuation to our telephonic communication yesterday evening and our trailing emails with regards to the repairs and availability of courtesy car.

As discussed over the phone, Mr. Verma, we urge your approval for the necessary repairs. We are also reviewing the concern internally with the relevant departments.

Mr. Verma, kindly be advised that all our courtesy cars are currently unavailable, hence we have taken cognizance and at the first available opportunity will organize the same.

Hence a time cannot be predetermined, but certainly assure high precedence towards the same.

Please feel free to contact us for any further clarifications you may require.

Warm regards,

**Taher Murgha**  
Team Leader-Front office

AUDI Mumbai South  
M Square Automobile Pvt. Ltd.,

Workshop: Das Compound,  
34, Nesbit Road, Next to Mazgaon Court,  
Mazgaon, Mumbai - 400 010.

Bodyshop: Plot No. 31, Sew ri-Fort Road,  
Next to H.P.C.L. Depot,  
Sew ri (E), Mumbai - 400 015.

Show room: Vasundhara Building,  
17, Bhulabhai Desai Road,  
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Website : <http://www.audi-mumbaisouth.com>

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**From:** Sahil Verma [mailto:sahil\_verma@ymail.com]  
**Sent:** Monday, June 16, 2014 4:11 PM  
**To:** Taher Murgha  
**Cc:** <ganesh.saraf@audimumbaisouth.net>  
**Subject:** Re: Audi A6

Taher - can I please get an update on my car and courtesy car?

On Saturday, 14 June 2014, 15:48, Sahil Verma <[sahil\\_verma@ymail.com](mailto:sahil_verma@ymail.com)> wrote:

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

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Sent from my iPhone

On 14-Jun-2014, at 2:05 pm, "Taher Murgha" <[taher.murgha@audimumbaisouth.net](mailto: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 material mixed with the fuel. We have attached the photographs for your reference.

We shall update your good self with repairs required on the vehicle by tomorrow.

Warm regards,

**Taher Murgha**  
Team Leader-Front office

AUDI Mumbai South  
M Square Automobile Pvt. Ltd.,

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