



*\*As the working hours are 9 am to 6 pm, calls closer to the closing hours, or on weekends/public holidays might get delayed to the next working day. While we would make all efforts to contact you within this stipulated time of 2 hours, we seek your indulgence for calls made close to working hours/ public holidays.*

Customer Name: Mr SANKET VISHRAM VALIMBE

Contact Number:

Email ID:

Vehicle VIN:

Dealer & Location: INDORE

On Mon, May 29, 2023 at 3:08 PM SKIN R: Aurangabad, Skoda India Customer Care <[customercare@skoda-auto.co.in](mailto:customercare@skoda-auto.co.in)> wrote:

**Dear Mr. Valimbe,**

Greetings from ŠKODA auto Volkswagen India Pvt.Ltd.

This is with reference to your telephonic conversation with ŠKODAAUTO Volkswagen India Pvt. Ltd. @ 29-05-2023 & 03:02 PM, expressing your disappointment about your recent experience.

We regret that your expectations were not met with respect to your concern.

Please be assured that your concern is assigned and we are advising Customer Relationship Manager at SATGURU MOTORS to attend to you within next 2 hours.

While our dealer partner will not spare any efforts to ensure your concerns are addressed effectively at the earliest, we also assure you of our continued involvement.

We appreciate your kind understanding and cooperation.

Assuring you our best service always.

**From:** Sanket Valimbe

**Sent:** Tuesday, May 30, 2023 4:23 PM

**To:**

**Cc:**

**Subject:** Re: Acknowledgement Email – VIN number – | Reference No: | - INDORE (3S))

Hello Team,

PFB concerning points from my side -

**@Skoda India** - 1. Why is the dealer still waiting for necessary parts? It's been very hard to understand that 6 months older vehicle parts are not **ready in stock with Skoda** and the company has to manufacture it explicitly. Please don't make me regret purchasing a Skoda vehicle. This seems Skoda vehicles are good until they are on roads, one gets a real pain once it's in the service center.

2. When will all parts be delivered to the Satguru dealer?

**@Satguru dealer**- 1. When were the parts ordered? I visited the service center on **22nd May 23**. I made 25k as an initial deposit. Also, on the same day the insurance company "Acko", agreed to pay the full claim amount and the same was informed to the dealer. I believe requests for parts should have been raised the same or next day. Please confirm the date.

2. Once you receive all parts from Skoda, the date when the vehicle will be ready?

I hope you will understand the issue and resolve my issue ASAP.

Regards,

Sanket Valimbe

On Thu, Jun 1, 2023 at 10:08 AM I

wrote:

Dear Mr Valimbe,

Greetings from ŠKODAAUTO INDIA.

Reference to the trail mail pertaining to the subject vehicle and we thank you for your association with the brand.

With regards to the reported concern, please note we are in continuous follow up to obtain the said component on priority. Further we have taken up the matter with the relevant team to share the date of arrival.

Please note we are trying our level best to source it at the earliest and shall update you soon.

On Fri, 2 Jun, 2023, 1:26 pm Sanket Valimbe,

wrote:

Hello

Waiting for your reply.

Regards,  
Sanket Valimbe

On Thu, 1 Jun, 2023, 2:49 pm Sanket Valimbe,

wrote:

Hi - Thanks for your mail but it's a more or less a generic reply, which has no specific answers to the customer's queries. Let me reiterate for you and hope to get an answer this time -

1. Why are 6 months older vehicle parts **not available in stock** and the company has to manufacture it explicitly ? Looking out for a reason here.
2. Even if parts are not ready, what I came to know from the dealer is that it will be ready on **11th June** (PFA snaps)? Please let me know when you receive the order and is 11th June justifiable? This puts me in question whether we use robotics in manufacturing plants or its manual ? Looking out for - Reason for delay and order receive date.
3. When will all parts be delivered to the Satguru dealer, so they can start repairs? Looking out for a date.

The support and service from Skoda is unacceptable in such a cut throat era of competition. This makes me **regret of purchasing a Skoda** vehicle. I will indeed think twice to suggest those vehicles to anyone else !!

In the automobile world, my damage is not considered to be a big one, I wondered about the major accidents, what pain customers would have been going through by looking at Skoda's **pathetic** after sales service.

Also not to forget that I don't live in Indore, I came for some function and on 20th this incident happened. If these dates were known to me earlier, I might have come to Mumbai earlier and not have stayed there for such a longer period in Indore. Here though, I am not ignoring the cost involved for to and fro Mumbai. Anyways, waiting for your reply this time with answers to my queries, in case you don't have then please loop in the concerned person in this mail.

Thanks,  
Sanket

Thanks Vishal for your email, but this email also didn't put light on my queries.

Waiting for the queries to be answered, Reminder #3.

On Sat Jun 3, 2023 at 4:41

wrote:

Dear Sir,

"Greeting from Satguru Motors Indore"

We hope that you and your loved ones are in good health.

This is regarding your vehicle **ŠKODA KUSHAQ** bearing registration number **MH43**

We regret that your expectations were not met regarding the body repair work in your vehicle.

We request you to kindly accept our sincere apology for the same.

As per telephonic conversation done with you regarding your vehicle part delay we have informed you that your vehicle sunroof related parts are in back order. As soon as we get the ETA we will inform you. Details were also shared with you on whatsapp.

Kindly bear with us for a few more times.

For any queries or assistance please feel free to call or write at the undersigned.  
Assuring you the best of our services !!!

On Sat, 3 Jun 2023 at 12:30, Sanket Valimbe

wrote:

Reminder # 2.

Regards,  
Sanket Valimbe

Dear Mr Valimbe,

Greetings from ŠKODA AUTO INDIA.

This is further to the trail mail regarding the subject vehicle and our subsequent joint call on 7<sup>th</sup> June 23 along with our dealer team.

With regards to the component which is in order, please note we have received tentative estimate date of arrival as 18<sup>th</sup> June '23.

However please note our dealer team shall share the exact date of arrival.

We request your patience in the interim.

Assuring of our best services.

Best Regards,