



Prithwiraj Saha <prithwirajsaha83@gmail.com>

Unacceptable breakdown of 2 month old 2023 new Hyundai Verna S (Starry night)

Prithwiraj Saha <prithwirajsaha83@gmail.com>

Thu, Apr 18, 2024 at 8:32 PM

To: SM RDBHyundai <service.rdbhyundai@gmail.com>

Cc: Soumya Ghosh <soumya@hml.net>, b.sahu@hml.net, Soumi Mondal <soumi.mondal@hml.net>, eroscca@hml.net, crsales@hml.net, crservice@hml.net, "crm.rdbhyundai" <crm.rdbhyundai@gmail.com>, "Debasis . Roy" <gm.rdbhyundai@gmail.com>, Niraj Sinha <niraj.rdbhyundai@gmail.com>, Sunanda Choudhury <sunanda.c@hml.net>, crm@gajrajhyundai.com, sm.east@gajrajhyundai.com, salesmanager@gajrajhyundai.com

Hi Shantanu,

As I understand per latest update from your team

1. After troubleshooting for three days the car's accelerator is now responding.
2. The current issue is that the RPM is fluctuating and varying too much.
3. The car is still not in a drivable condition and may break down again.
4. The engine knocking is still present.

I understand that the problem that has happened with my car is not straightforward and is not a simple mechanical breakdown. Therefore it's not easily solvable, so you and your team will take time to diagnose the issue.

That said -

1. It's been three days your team is working on the car but I still don't have any visibility on what things are being worked upon and what are being checked and what possible causes are being eliminated and what is the next line of action. I need clarity on what have been worked upon, what's been checked and what is yet to be checked.
2. The diagnosis can't continue indefinitely, and I as a consumer of a new car can't be expected to use a loaner car indefinitely. I need a clear timeline of the diagnosis and the issue resolution.
3. In case the issue doesn't get sorted out soon (within next couple of days), I demand the car to be shifted to a service center near to me at **HMIL cost** which would in turn enable me to better communicate and have better visibility on the work being done. Also when that is done I need you people to share every troubleshooting that you've done to the center you'll be handing over the car to so that they can continue from where you left off.

On Thu, Apr 18, 2024 at 6:06 PM SM RDBHyundai <service.rdbhyundai@gmail.com> wrote:

Dear Sir,

Greetings from RDB Hyundai !!

We acknowledge your concern and we sincerely apologise for the inconvenience caused to you.

This is to inform you that your vehicle is in the under diagnosis process with the coordination of HMIL technical team as their guidelines. Our service team is continuously working on it and trying to find the cause of the issue. So, it will take time for proper diagnosis. Our humble request to you kindly cooperate with us in this regard until unless we resolve the issue. Requesting you please use our courtesy car during your emergency period until unless we hand over your vehicle.

Note :- If required you may directly call our HMIL TPSP - Miss Soumi Mondal in this regard and her contact No. is 9147173308.

Should you require any further assistance , please feel free to contact our SA- ARNAB KOLEY (7596017701) and our CCM- CHHABI MANNA (8585026032). We value the opportunity to serve you. We assure you undivided attention at all times.

On Wed, Apr 17, 2024 at 4:49 PM Prithwiraj Saha <prithwirajsaha83@gmail.com> wrote:

Hi,

I bought a a 2023 new Hyundai Verna S (Starry night) variant from Gajraj Hyundai (Fulcrum Agencies Pvt Ltd) having VIN no - **MALGT41DLRM074461** and Engine number **G4FLPV680077** manufactured on Jan 2024. I got the car delivered on 17th february 2024. We were under the impression that we bought a high class product which will serve us well atleast next 10 years but alas we were wrong.

Within a couple of months on 13th April, with the new car when we attempted to do our first short road trip with aged parents and my 2 years old daughter, It broke down on the road within 120-130 kms! Out of the blue during doing 60-70 kmph the accelerator simply had no response! Thankfully I was not overtaking at that moment and could safely maneuver the car and stop, else this could have been fatal for my family!

The issues that have been observed during the breakdown are as below

1. No acceleration response when pressing accelerator pedal
2. Car shaking tremendously after starting or when accelerator pedal is pressed
3. There was fat fat (something bursting) sound coming from exhaust
4. Burning smell from engine bay

On contacting the RSA team with complaint id: X124203967IND we were provided with towing of the car to the nearest Hyundai service center at RDB hyundai Haldia, and were assisted with a cab. All these took 4 hours approximately to arrive, and I had to arrange a seperate car for my aged parents and my daughter of 2years of age so that they weren't stranded on road for 4 hours at 40 degrees temperature.

Currently the car remains in Haldia RDB without any specific diagnosis of the issue from 14.04.2024 till today (17.04.2024). This shows how major the issue is and the car has grave manufacturing defects which are not even diagnosable by the team even after all these time. How in the future I will be able to trust the car to use it to go longer distances if it can't complete 180 km one way! Wondering if Hyundai always provides this kind of unacceptable quality of cars!

I feel cheated and immobile even after paying for a car priced almost 14 lakhs on the road and demand either full replacement of the car or refund of the amount paid (I am ready to return the car).

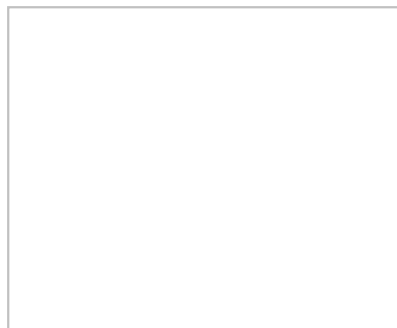
Hoping to receive resolution as asked for at the earliest.

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Thanks & Regards,
Shantanu Dey

Passion II Persistence II Perseverance

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Regards
Prithwiraj Saha