



ARAV JALAN <[REDACTED]>

Service Grievance : ETIOS GD : Driveshaft : Topsisel Toyota Kolkata

ARAV JALAN <[REDACTED]>
To: voc@toyota-kirloskar.co.in

Mon, Jul 20, 2015 at 5:45 PM

Dear Sir/ Madam,

I am Arav Jalan from Kolkata and I write this e-mail after suffering a lot of discontentment from Toyota's extremely poor Customer Service & Customer Relations.

Kindly make note of the details as under :

Our Vehicle - **Toyota Etios GD colour SILVER**

Our Vehicle Registration # **WB02-AF-5850**

Vehicle Registered in the name of my Father : **Prabhat Kumar Jalan**

Concerned Service Dealer : **Topsisel Toyota (EM Bypass, Near Ruby Hospital)**

Note : Vehicle has completed 1 Year on the 11th of July 2015 and remains to be under the manufacturer's warranty period

The unaddressed Concern :

- There was a Drive Shaft issue noticed by me in the last week of June 2015 and the same was reported to Toyota Bangalore through my Handphone # 9830201114.
- The matter was then reported to Topsisel Toyota (EM Bypass near Ruby Hospital) by Toyota Bangalore. The vehicle was picked up on the 4th of July 2015 by Topsisel Toyota.
- However, they could not determine the issue and the vehicle was sent back to my residence; i being out of station on the given date
- Once I was back, I presume I paid a visit to Topsisel Toyota personally with the car
- Their Head Technician was set off with me for a road test.
- I claimed that to address a drive shaft issue we need not go for a road test, rather I could bring the problem to light at their premises itself.
- After a drive in their premises followed by a Road Test, it was determined that both the Front Left & Right Drive Shafts were faulty as they were making a cracking sound when the vehicle was being turned either ways.
- Once, we reached the Topsisel Toyota Outlet after the road test, the head technician with others set off for another road test whereby the Sound Recording of the issue was done
- I was assured by the Service Manager that the issue has been addressed and put forth Toyota Bangalore for approval
- I was also assured that the approval and the requisite spares shall reach them within a few days and that my vehicle would be sorted by the 18th of July 2015.
- However, very strangely, I received a call from Mr. Swadhin Roy (Service Advisor @ Topsisel Toyota) on the 15th of July 2015 stating that they needed to furnish some more details to Toyota and that the matter has been put "On Hold" from the part of Toyota Bangalore. He also stated that he shall let me know whether the same shall be rectified under warranty or not.
- I was astonished, shocked and taken aback by this statement
- I placed a call again to Toyota Bangalore on the 17th of July 2015 since no further correspondence was made by Topsisel Toyota and that my vehicle was supposed to get sorted on the 18th of July 2015 as per their previous commitment. Strangely, I did not get a feedback from Toyota Bangalore on the vehicle and furthermore the call was connected to the Customer Relations Executive of Topsisel Toyota through a conference call who assured me that he would get back to me on ASAP basis after discussions with his seniors.
- It is shameful on their part that till now (being the 20th of July 2015) there has been no revert from any side to me and I remain to be kept in ambiguity of affairs.
- However, I still placed a call with Toyota Bangalore today with no concrete response. They tried transferring my call to the complaints department and I was made to be kept of hold for the next 10 minutes. Dejected I hung up and could not tolerate the humiliation any further.

It is a very sorry state of affairs and this would be my last attempt to put my concern before you and hope that it would be resolved. Also, the people involved in negating this matter should be brought to light and penalized for making the customer suffer like this.