



ARAV JALAN <jalanarav@gmail.com>

Acknowledgement RE: Online Web Query:Customer Concern/Grievance - Mr. Prabhat Kumar Jalan

voc@toyota-kirloskar.co.in <voc@toyota-kirloskar.co.in>

Wed, Aug 12, 2015 at 1:14 PM

Reply-To: voc@toyota-kirloskar.co.in

To: jalanarav@gmail.com

Dear Mr. Jalan,

We acknowledge with thanks for the receipt of your mail.

You will receive a call shortly from us to appraise you on the status of your concern.

You can also contact us on below mentioned numbers any time.

Regards,

Nagur

Customer Relations Division
TOYOTA KIRLOSKAR MOTOR PVT. LTD

Tel.No.: - +91 80 - 6629 3001

Toll Free No.: 1800 425 0001

Fax No.: - +91 80 - 6637 1401

email:- voc@toyota-kirloskar.co.in

website:- www.toyotabharat.com

Original message

Hi,

You have received an online query for Customer Concern/Grievance from toyotabharat.com

Name:

Mr. Prabhat Kumar Jalan

Address:

86, BALLYGUNGE PLACE 21 PANKAJ APARTMENTS

State:

West Bengal

City:

Kolkata

Pin Code:

700019

Phone:

+91 98 30 201114

Mobile:

+91 98 30 201114

Email:

jalanarav@gmail.com

Dealer:

Topsel Toyota
Topsel Private Limited

719, Anandapur, Kasba
E M Bypass
Near Ruby Hospital
Kolkata-700107
Phone:+91 33 4050 6070

Model:

Etios

IP Address:

122.163.75.68

Date and Time:

8/12/2015 12:14:49 PM

Query: Dear Sir/ Madam, I feel very disheartened to be again writing to you regarding the Drive Shaft Issue that I have been facing with my Toyota Etios having Registration # WB-02-AF-5850 registered in the name of my father Mr. Prabhat Kumar Jalan. Reference : Complaint # TCM0715143915 dated 01.07.2015 & Complaint # TCM0715160416 dated 22.07.2015. Being a member of TEAM-BHP (the Indian Automotive Car Community) I have updated the proceedings of these complaints in my ownership review of my Toyota Etios; the link as under : <http://www.team-bhp.com/forum/test-drives-initial-ownership-reports/162689-toyota-etios-diesel-ownership-review-12-months-13-500-kms-4.html>

Kindly go through my Post # 49,50,51 & 54 (on Page4) of the same for your ready reference in order to understand how your customers are being handled. It is an extreme sorry state of affairs. I shall eagerly await your feedback. Last e-mail sent to Toyota Bangalore on the 10th of August 2015 with NO RESPONSE YET !!

Request you to respond at the earliest.

Regards,
The Team @ Toyotabharat.com

Disclaimer: This e-mail contains proprietary and confidential information belonging to Toyota Kirloskar Motor Pvt. Ltd. (TKM) and is intended solely for the use of addressees. If you are not the intended recipient of this e-mail, kindly delete it immediately from your system and notify the sender about the wrong delivery and the mail deletion. The unauthorized disclosure, use, dissemination or copying, either whole or portion, of this e-mail, or any information it contains, is prohibited. E-mails are susceptible to alteration and their integrity cannot be guaranteed. TKM shall not be liable for this e-mail or its contents, if it is modified, tampered or falsified.