

**Urgent: Persistent Service Issues and Unsatisfactory Experience at Puneet Motors, Worli**

11 messages

Frank Mehta &lt;franksmehta@gmail.com&gt;

Sat, Jun 29, 2024 at 12:17 PM

To: amit.goel@tatamotors.com, aniket.salaskar@tatamotors.com, Arun Batabyal &lt;arun.batabyal@tatamotors.com&gt;, Ankur.Singh2@tatamotors.com, customercare@tatamotors.com, guenter.buttschek@tatamotors.com

Dear Tata Motors Customer Care,

I am writing to bring to your immediate attention the ongoing and unresolved issues I have encountered with the service provided by Puneet Motors, Worli, for my Tata Nexon EV MH01DX1996. Despite multiple visits and numerous part replacements under warranty and otherwise, a persistent noise and vibration from the rear of the car, particularly evident under braking, remains unresolved.

My recent experience has been particularly disappointing and particularly why the email is being sent to you. Upon receiving a service reminder directly from the vehicle's MID, I booked a service appointment over the phone. Upon arriving at the service center, I was informed that no service was due. Such lack of coordination and communication is unacceptable and reflects poorly on Tata Motors' service standards. I could have easily been told while booking that it was not due.

Despite my vehicle having logged only 25,000 kilometers, it has undergone an excessive number of part replacements in attempts to diagnose and rectify the noise issue. Each visit involves leaving the car idle for a day before estimates are provided, unnecessarily prolonging the resolution process. After that the car just lies for 2 or 3 days and is returned saying the problem is resolved.

This ongoing inefficiency and failure to provide a timely solution are extremely concerning.

While I commend the efforts of Mr. Johnson and Mr. Kanag Raj for their exceptional behaviour, their efforts are overshadowed by systemic issues at Puneet Motors. The service center appears to operate with the efficiency of a government office, which is wholly inadequate for a brand like Tata Motors.

Regrettably, this continuous ordeal has significantly eroded my confidence in Tata Motors' commitment to customer satisfaction and the reliability of its vehicles. As a loyal customer who currently owns two Tata EVs (Another one is Tiago EV MH01EF8495), I am deeply troubled about the future of my association with your brand.

I intend on opening a thread on Team-Bhp.com, and take a survey of the people afflicted with the same lackadaisical attitude and outright callous behaviour towards safety (its a brake issue and I have no trust in the car anymore)

If numbers are large, you will get an idea that I am not the only one suffering from the rubbish service centre that Puneet Motors, Worli is, and the way they're treating us.

I urgently request your immediate intervention to resolve these longstanding issues and restore my confidence in Tata Motors' service network.

I await your prompt response and action on this matter.

Sincerely,

Dr. Frank Mehta

customercare@tatamotors.com &lt;customercare@tatamotors.com&gt;

Sat, Jun 29, 2024 at 1:12 PM

To: franksmehta@gmail.com

Dear Sir/Ma'am,

Thank you for writing to us and sharing your concern.

We request you to please share the following details to take the case forward.

Your Contact Number:

Alternate Contact Number:

RC Copy:

KMs Showing in Odometer:

Thanking You

Customer Care

Tata Motors

Sk11

**From:** Frank Mehta <franksmehta@gmail.com>**Sent:** Saturday, June 29, 2024 12:18 PM**To:** AMIT GOEL [ TMPV, Customer Care, Mumbai ] <amit.goel@tatamotors.com>; ANIKET SALASKAR [ TMPV, Sales & Marketing, Gurugram ] <Ankur.Singh2@tatamotors.com>; CUSTOMERCARE ( TML ) <customercare@tatamotors.com>; GUENTER BUTTSCHKE [ TMPV, Commercial, Mumbai ] <guenter.buttschek@tatamotors.com>**Subject:** Urgent: Persistent Service Issues and Unsatisfactory Experience at Puneet Motors, Worli**CAUTION: FIRST TIME EMAIL**

franksmehta@gmail.com has written to you for the first time ever. Be cautious when dealing with this email. Avoid replying, clicking on links, downloading attachments until you have verified using other means. **Report it**, if in doubt.

**\*\*This email has originated from outside TML organization. Do not click on the links or open the attachments unless you recognize the sender and know the content is safe.\*\***

[Quoted text hidden]

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Harshad.Mulekar@tatamotors.com &lt;Harshad.Mulekar@tatamotors.com&gt;

Sat, Jun 29, 2024 at 3:21 PM

To: franksmehta@gmail.com

Cc: Sunil.Gusain@tatamotors.com, asmservice.pcm@puneetcars.in, gmsservice.pcm@puneetcars.in, crmservice.pcm@puneetcars.in

Dear Mr. Mehta,

Greetings from Tata Motors!!

This is in reference with your email regarding your vehicle & service related concerns, Kindly accept our sincere apology for the experience you had. We deeply regret any inconvenience you may have encountered.

We have taken up this concern with our dealer Puneet Motors, Worli and working towards resolution of the same. Be assure that we will resolve the brake noise related concern to your satisfactory level. Also will ensure that service related concerns shouldn't get repeat in future and we will do the necessary process corrections for same.

Mr. Johnson, SM- Puneet Cars will keep you posted with the status of the vehicle.

Thank you for your support and co-operation in this regards.

Best Regards,

Harshad Mulekar

8169533358

Tata Motors Passenger Vehicles – EV



**From:** Frank Mehta <franksmehta@gmail.com>

**Sent:** Saturday, June 29, 2024 12:18 PM

**To:** AMIT GOEL [ TMPV, Customer Care, Mumbai ] <amit.goel@tatamotors.com>; aniket.salaskar@tatamotors.com; ARUN BATABYAL [ TMPV, Commercial, Mumbai ] <arun.batabyal@tatamotors.com>; ANKUR SINGH [ TMPV, Sales & Marketing, Gurugram ] <Ankur.Singh2@tatamotors.com>; CUSTOMERCARE ( TML ) <customercare@tatamotors.com>; guenter.buttschek@tatamotors.com

**Subject:** Urgent: Persistent Service Issues and Unsatisfactory Experience at Puneet Motors, Worli

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Dear Tata Motors Customer Care,

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customercare@tatamotors.com <customercare@tatamotors.com>

To: franksmehta@gmail.com

Cc: crmservice.pcm@puneetcars.in, gmsservice.pcm@puneetcars.in, Harshad.Mulekar@tatamotors.com

Sat, Jun 29, 2024 at 4:12 PM

Dear Sir/Ma'am,

Thank you for writing to us and sharing your concern.

We sincerely regret for the inconvenience caused.

Our Mumbai Regional office and Puneet cars pvt. Ltd dealer has been intimated to provide all necessary support regarding the issue on priority.

For any further communication, you may quote 7-167311718969 as the reference number.

For any assistance, please feel free to contact below mentioned personnel.

|  |              |            |
|--|--------------|------------|
| Customer Relationship Manager/Customer Relationship Officer (Puneet cars pvt. Ltd) | Aditi Shetye | 7710067001 |
| Service Manager Name (Puneet cars pvt. Ltd)  | Johnson      | 8657984090 |
| General Manager Name (Puneet cars pvt. Ltd)  | Dipak Patil  | 8657984088 |



We will involve our team look into the concern and ensure the resolution of same. I request you to confirm your suitable time to provide the car. Rest be assure that we will resolve this noise related concern to your satisfactory level.

Best Regards,

Harshad Mulekar

Tata Motors Passenger Vehicles – EV



**From:** Frank Mehta <[franksmehta@gmail.com](mailto:franksmehta@gmail.com)>

**Sent:** Tuesday, July 2, 2024 2:24 PM

**To:** HARSHAD MULEKAR [ TMPV, Customer Care, Thane ] <[Harshad.Mulekar@tatamotors.com](mailto:Harshad.Mulekar@tatamotors.com)>

**Cc:** SUNIL GUSAIN [ TMPV, Customer Care, Thane ] <[Sunil.Gusain@tatamotors.com](mailto:Sunil.Gusain@tatamotors.com)>; [asmervice.pcm@puneetcars.in](mailto:asmervice.pcm@puneetcars.in); [gmservice.pcm@puneetcars.in](mailto:gmservice.pcm@puneetcars.in); [crmservice.pcm@puneetcars.in](mailto:crmservice.pcm@puneetcars.in)

**Subject:** Re: Urgent: Persistent Service Issues and Unsatisfactory Experience at Puneet Motors, Worli

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Dr. Frank Mehta

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Frank Mehta <frankmehta@gmail.com>  
To: Harshad.Mulekar@tatamotors.com  
Cc: Sunil.Gusain@tatamotors.com, asmservice.pcm@puneetcars.in, gmsservice.pcm@puneetcars.in, crmservice.pcm@puneetcars.in

Wed, Jul 3, 2024 at 10:59 AM

Please keep the car with you as long as you want, but before that, plz arrange for a loaner car. Once you can manage a loaner car, you can put the wheels in motion.

[Quoted text hidden]

2 attachments



image003.png  
25K



image003.png  
25K

Frank Mehta <frankmehta@gmail.com>  
To: Harshad.Mulekar@tatamotors.com  
Cc: Sunil.Gusain@tatamotors.com, asmservice.pcm@puneetcars.in, gmsservice.pcm@puneetcars.in, crmservice.pcm@puneetcars.in

Sat, Aug 3, 2024 at 9:57 AM

And the poor experience continues.

I am writing to express my profound disappointment and escalating frustration with the service experience for my Tata Tiago EV, registration number MH01EF8495.

My car was taken to your service center for an electrical issue with the handbrake light, a minor issue that should have been resolved in 10 minutes. Instead, this simple task took an inexplicable four days. Immediately thereafter, I was informed that my car's bumper was damaged while reversing within your premises. Despite assurances that this would be resolved promptly, it has been five days with no report, no pictures, and no progress.

To add insult to injury, I was provided a loaner car in an utterly condemned condition, which has been non-functional for the past two days. This further exacerbates the already intolerable situation, leaving me without reliable transportation.

When I called Mr. Johnson, I was informed that it would take an additional 3-4 days to paint the bumper. This is completely unacceptable. The entire situation reflects a severe lack of competence and accountability within your service team.

I am at my wit's end and demand immediate action. This ongoing ordeal has caused significant disruption and inconvenience. I expect a full and swift resolution to all issues, including the prompt repair of my vehicle and an appropriate response to the condition of the loaner car provided.

This experience has severely tarnished my perception of Tata's service standards. I trust that you will take this matter seriously and rectify it without further delay.

Sincerely,

Dr. Frank Mehta

[Quoted text hidden]

--  
**Dr. Frank Mehta**  
B.D.S. (Mum.) , M.D.S. (Mum.) (Pediatric and Preventive Dentistry)  
022 2351 6649, 98199 34443  
403, Doctor House, Peddar Road, Opp. Jaslok Hospital, Mumbai 400 026.

Frank Mehta <frankmehta@gmail.com>  
To: Harshad.Mulekar@tatamotors.com  
Cc: Sunil.Gusain@tatamotors.com, asmservice.pcm@puneetcars.in, gmsservice.pcm@puneetcars.in, crmservice.pcm@puneetcars.in, amit.goel@tatamotors.com

Sat, Aug 3, 2024 at 10:04 AM

Email resent to add Mr. Amit Goel in this trail.

[Quoted text hidden]

Frank Mehta <frankmehta@gmail.com>  
To: Harshad.Mulekar@tatamotors.com  
Cc: Sunil.Gusain@tatamotors.com, asmservice.pcm@puneetcars.in, gmsservice.pcm@puneetcars.in, crmservice.pcm@puneetcars.in, amit.goel@tatamotors.com

Sat, Aug 3, 2024 at 10:41 AM

attached below are TRAFFIC CHALLANS ISSUED TO MY TIAGO EV because your service centre staff has parked it outside, without my permission

I will require reimbursement for the same.

[Quoted text hidden]

2 attachments



WhatsApp Image 2024-07-31 at 20.51.55\_0c5b1195.jpg  
77K



WhatsApp Image 2024-07-31 at 20.51.50\_9a5873e2.jpg  
60K

