



## Feedback on Sale & Service of my 328i

Mon, Oct 26, 2015 at 12:56 PM

To: manisha.singh@bmw-deutschemotoren.co.in, rajinder.sehmy@bmw-deutschemotoren.co.in, BMW Premium Selection <Bmwpremiumselection@bmw-deutschemotoren.in>

Hi Manisha, Mr Shemby,

There are a few things that I'd like to share with you with respect to the purchase and service experience so far. My intention with this email is to communicate my issues with clarity, and hope for a resolution from your end. To put things into perspective I'm very detail oriented and really really love and care for my cars and motorcycles, so even if this might seem as minor issues to you. I intend to bring keep this car in scratch-less showroom condition and require your help and support for the same!

Manisha I'm sorry we were not able to talk that day over the phone because honestly I was running on fumes since it took 4 hours to change 2 tyres (I had not eaten anything). You were interested in knowing if I am fully satisfied. Unfortunately the answer would be a NO on that front due to lot of mistakes and niggles from your end, and HUGE ones from the service end.

Let me start with the issue of tires, which you've mentioned that you have offered to replace to me because it literally was discovered on the delivery day after the car was lying with you for a good few weeks during which time was it inspected by insurance twice, and there were a lot of issues and niggles which I had pointed out and Naman cleared them out.



Old tyre that was on the car

The other tyre which failed was in similar condition, the tyre is absolutely worn out with tears and cuts in lots of places. The car was delivered to me with this tire and another used tire. This is dangerous and as a dealership you should have offered to replace both the tires, I don't know how and why it is OK for the car to be delivered like this! I wasted a lot of my time and money for something which should have been fixed from day one.

Post this Naman had the audacity to present me with a bill for tyre replacement with service labour etc. Since this happened because of an error and lax of attention at your end its appalling. Nevertheless I asked him to change the bill and only charge for the tire and tax.

**No warranty provided, tires over a year old, very shoddy install, it took over 4 hours to complete a 15 minute job, my interior was dirtied with grease marks, car was left open so dust settled inside.**



This is after I pointed out and asked it to be cleaned.

There are a few other minor things that I've pointed out to Naman, I'm unsure why he has neglected to share them with you. He mentioned that I gave poor feedback on the delivery condition. That was because the car was filthy, and there is some wax substance in the boot that I've asked to clean on 4 occasions (booking time, inspection, delivery day, tire change day) and its still not done. And thanks to the grease marks there was something that was concealed that was an issue. The car also has scratch marks all over which should not exist if its been through the 3M polishing/detailing process.



Door handle has cuts and marks all over (Notice the grease marks still there!)



Scratch that did not exist, but was introduced post badge install.



Deformed/damaged fog light housing



No attention to detail for tire install, notice that white dot it should be opposite side of the valve (it denotes the lightest part of the tire)



Tire glue dripping everywhere. (I got it cleaned)



TPMS Warning had popped up within a few km's of the workshop. It reset and says everything is fine.

### **Bottom Line**

I thought of writing this email so I can communicate with clarity with some of the issues that I'm having with the car, there are a bunch of other things I discussed with the service advisor there, but they did not acknowledge them or offered a resolution. And since it took so long to change the tires I decided I'll bring them up the next time I get the car in.

**Manisha** : I hope I'm not being too demanding but, honestly with the missed delivery date, freebies that are of no use to me, delivery condition of car and lots of my time and money invested into a car which should be factory refurbished and delivered without any issues I believe I have a right to be upset. But I'm positive that we can discuss this and work something out.

**Mr Shemby** : We have just met in the showroom twice and chatted up, I wanted to share this feedback with

you because I hold BMW Service in the highest regard, but every-time my car has been in the workshop its come out worse than it went in with scratches, dents and grease marks all over my interior. I want you to personally help me resolve a few software issues which remain and assure me of a might higher standard of service than what I've received so far.

Thank you both, I apologise in advance if I might have used any strong tone in the email. I love my car immensely and I expect the highest standard of customer experience from BMW which I'm certain both of you will be able to fix what has been wronged.

