

To,

The head officer

Hero MotoCorp Ltd, 34,Community Center

Basant Lok, Vasant Vihar, New Delhi-110057, India

Subject: Due to continuously problem arises on my vehicle so that please replace my scooty.

Respected sir,

I want to say that I had complained my issues about my scooty:

Vehicle No.: CG 07 BA 6651

Model : Maestro Edge (P black)

on hero's official site and you respond about that complain. I send my scooty to Indian Hero Showroom of PowerHouse and they repaired my scooty but I am not fully satisfied with the service. After the service I got following problems on my vehicle:

1. Vehicle sold has manufacturing defects:

- i. The head light support spindle is broken since the time of purchase.
- ii. I intimated to the dealer immediately about this but it was welded very poorly and temporarily as well as welding melted the nearby fiber body of new vehicle too.

2. Mileage not given as per commitment :- Only 42KM/L is being provided instead of 62KM/L and above

3. Same problem persists after repair :-

- i. Very high and abnormal vibration during riding.
- ii. Sudden switch off of engine at the speed of 60km/H & above.
- iii. Jerky movement of vehicle at its initial stage of acceleration.
- iv. Unexpected sounds come out from silencer.

4. Misbehaviour by dealer :- The treatment of manager & staffs are very rude and arrogant.

6. Customer requirement not entertained by dealer from the service point of view.

So due to all reason I have faced many problems and still facing when riding the vehicle. For solving my problems I had complained on hero's official site but after that service provided to my scooty I am not satisfied so that I want to say to please replace my scooty and I will satisfy my issues.

Thankyou

Date

06.06.2016

Name: Vikash Kumar Banjare

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