Davinder Kaur

W/o Harjit Singh

R/o House No. 429/12, Rose Avenue

Kapurthala, Punjab

[Date]

1. M/s Royal Enfield

Eicher Motors Limited

Tiruvottiyur High Road

Tiruvottiyur, Chennai 600019, Tamil Nadu, India

1. M/s Innovative Automobiles

Sultanpur Road

Kapurthala, Punjab

Subject: Complaint Regarding Deficiency in Service

Dear Sir/Madam,

I am writing to formally complain about the deficiency in your service faced by me.

I purchased a motorcycle manufactured by the first of you from the second of you on 30.08.2019 for Rs. 121000 under invoice number NV43554192000226. The chassis number of the bike is MEU3KC1KF978818 and the engine number is U3K5C1KF083581. I approached the district transport office to get the vehicle registered. The transport office told me that as per the records, a Royal Enfield Motor Cycle with the same engine and chassis number is already in the name of a person named Gurjpal Singh and hence my bike cannot be registered. I reached out to the second of you as well, but have not received any satisfactory response.

Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process.

If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Rajiv Kumar