Dr. Mahesh Thakar

Res. 46, Hastinapur Society,

Karelibaug, Vadodara – 390 018.

[Date]

1. Torque Automotive Pvt. Ltd.

Opp. Fertilizer Gate, NH 8,

Chhani, Vadodara - 391750

1. Shri Kurenbhai Amin

Chief Executive Officer/Managing Director Torque Automotive Pvt. Ltd.

Opp. Fertilizer Gate, NH 8, Chhani, Vadodara - 391750

1. Shri Kurenbhai Amin

Chief Executive Officer/Managing Director Tanjan Motors Pvt. Ltd.

Opp. Fertilizer Gate, NH 8, Chhani, Vadodara - 391750

1. Skoda Auto India Pvt. Ltd.

A-1/1, M.I.D.C. Five Star Industrial Area,

Shendra, Aurangabad - 431201

Subject: Deficiency in service and unfair trade practice

Dear Sir/Madam,

I, Dr. Mahesh Thakar, residing at 46, Hastinapur Society, Karelibaug, Vadodara - 390018, had purchased a Skoda Octavia Ambience petrol version car bearing registration no. GJ 06 AH 2864 from your authorized dealership Tanjan Motors Pvt. Ltd. on 11/09/2002 for an amount of Rs. 10,50,000/-. In or around May-June 2012, the said vehicle faced some issues and stopped working on the road. I got the vehicle towed to your authorized service station, Torque Automotive Pvt. Ltd., for repairs on 19/05/2012. After some repairs were carried out and I was charged Rs. 27,000/-, the vehicle again broke down within a short distance of 50 kms. I then got the vehicle towed back to your workshop on or around 19/07/2012.

Despite repeated follow-ups, you failed to provide any satisfactory response regarding the status of repairs or return the vehicle to me. On 19/07/2012, you provided an estimate of Rs. 1,67,301/- for replacement of the Engine Control Module (ECM), which I disputed as excessive for a 10-year old vehicle. However, rather than resolving the issue, you have illegally retained possession of my vehicle till date, amounting to deficiency in service and unfair trade practices.

You have failed to perform your duties as an authorized service provider by not repairing the vehicle within a reasonable time or returning it to me. Your actions amount to deficiency in service, unfair trade practice and violation of the Consumer Protection Act, 1986.

In view of the above, you are hereby called upon to:

1. Refund the full cost of the Skoda Octavia car purchased, which amounts to Rs. 10,50,000/-, along with appropriate interest from the date of payment;
2. Compensate Rs. 2,00,000/- for the unnecessary cost of expensive repairs undertaken;
3. Compensate Rs. 2,97,000/- for mental agony and harassment and other costs incurred;

If you fail to comply with the above demands within 15 days, I shall be constrained to initiate appropriate legal proceedings against you under the Consumer Protection Act at your risk as to costs and consequences.

Place: Vadodara

Dated: \_\_\_\_\_\_\_\_\_

Sincerely,

[Your Signature]

Dr. Mahesh Thakar