Mr. Firoz Fayum Shekh

A/6, Punit Park, beside Yogi Kutir Society,

Old Padra Road

Tandalja, Vadodara

[Date]

1. Narmada Cars Pvt. Ltd.

987/10, G.I.D.C., Makarpura,

Vadodara - 390 010.

1. Toyota Kirloskar Motor Pvt. Ltd.

Floor, 10, 17, 18, Canberra Block, ‘

UB City, No 24, Vittal Mallya Rd, K G Hilli,

Shanthala Nagar, Ashok Nagar,

Bengaluru, Karnataka.

Subject: Defective Toyota Fortuner Car Model No. 3.0L 4WD MT purchased on 29/01/2015

Dear Sir/Madam,

I am writing to formally complain about the deficiency in services faced by me regarding the defective Toyota Fortuner Car purchased from your companies.

This is to bring to your notice the defective Toyota Fortuner Car Model No. 3.0L 4WD MT purchased from Narmada Cars Pvt. Ltd. on 29/01/2015 for a total price of Rs. 28,68,081/- as per Invoice No. (insert invoice number). The said car was manufactured by Toyota Kirloskar Motor Pvt. Ltd. and delivered to me on 29/01/2015 by Narmada Cars Pvt. Ltd. The car was registered with the RTO vide Registration No. GJ 06 HS 6154.

At the time of purchase, the sales representatives of Narmada Cars Pvt. Ltd. assured me that the Toyota Fortuner has specific safety features regarding its locking system and that it is one of the safest cars where no one can steal the car without the original keys. These features were also highlighted on the website of Toyota Kirloskar Motor Pvt. Ltd. which induced me to purchase the said vehicle. However, on 06/04/2015, despite having all three original keys in my custody, the said vehicle was stolen from outside my premises at G.I.D.C., Vadodara where I had parked it. A complaint regarding the theft was lodged at Manjalpur Police Station vide I-CR No. 77/2015 under Section 379 of IPC on 06/04/2015 itself.

It is evident that the assurances given by your company representatives as well as the safety features mentioned on the website regarding the vehicle's locking system proved to be false and deficient. By your aforesaid dereliction of duty, failure and neglect, I have suffered losses which you are liable to compensate.

You are hereby finally called upon to pay compensation in the sum of Rs. 16,08,708/- along with 9% interest per annum from 04/07/2016 till realization, Rs. 5,000/- as compensation and Rs. 5,000/- towards costs, within 15 days of receipt of this notice. Failing which, I shall be constrained to initiate legal proceedings against you as per law, besides filing a complaint under the statutory provisions of the Consumer Protection Act, 2019.

Place: Vadodara

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

Sincerely,

[Your Signature]

Firoz Fayum Shekh