Date:

From,

T.V.Manikkavelu,

Aged:45

Occupation: Business owner

S/o Vaiyapuri, D.No.2/112,

Thondipatty, Akkalampatty Post,

Tiruchengode Taluk,

Namakkal-637 212

To,

1. The Authorized Person,

Royal Annanmar,

Royal Enfield Sales and Service Centre, No.569/

Kacheri Street, Velur Road, Tiruchengode,

Namakkal District – 637 211.

1. Royal Enfield Head Office, No.624,

Tiruvotriyur, High Road,

Chennai-600 019

Dear Sir/Madam,

This is to bring to your notice that I had given my Royal Enfield Classic 500cc motorcycle bearing registration number TN 34 AA 3003 to your authorized service center (opposite party no. 1) located at No.569/1, Kacheri Street, Velur Road, Tiruchengode, Namakkal District – 637 211 for routine servicing on 27/01/2022.

As per the advice of your service engineer, I agreed to get the chain sprocket replaced along with the chain and other relevant parts. However, after servicing when your service center handed over the old parts to me, I noticed that the chain sprocket kit box belonged to a 350cc motorcycle instead of my 500cc motorcycle.

This led me to believe that your service center has incorrectly installed a 350cc chain sprocket in my 500cc motorcycle, which is a lower specification part. My suspicion was strengthened when I felt the performance and smoothness of my motorcycle had reduced after this servicing.

Despite bringing this issue to the notice of your local service center and also your head office (opposite party no. 2), I have not received any satisfactory response or resolution.

Through this legal notice, I request you to immediately inspect my motorcycle and replace the incorrect 350cc chain sprocket with the appropriate 500cc part. If you are unable to do so, I request you to refund the amount of Rs. 2240/- charged to me for the chain sprocket kit as per invoice no. INV006971DE01766 dated 27/01/2022.

If I do not receive an appropriate response within 15 days of receiving this legal notice, I will be constrained to move the Consumer Court to claim compensation for the mental agony and hardship caused to me due to the deficient service provided by your authorized service center.

Hope to receive a satisfactory response soon.

Yours faithfully,