

Telephonic Conversation

2023-07-26 - 14:30

SPEAKER 2

0:00:00

Hello. Hello. Skoda Service Centre.

SPEAKER 1

0:00:03

Yeah, I have recently bought the JM Skoda. And it is giving some sort of engine trouble.

SPEAKER 2

0:00:15

Okay, sir, may I know your name, sir?

SPEAKER 1

0:00:18

Yes, I am G. Vivek from Hyderabad.

SPEAKER 2

0:00:21

When did you purchase the car, sir?

SPEAKER 1

0:00:25

It's been three months.

SPEAKER 2

0:00:27

From which showroom did you take it, sir?

SPEAKER 1

0:00:31

Skoda showroom from Malakpet.

SPEAKER 2

0:00:35

Malakpet. Okay, sir. So what exactly is the problem, sir?

SPEAKER 1

0:00:39

The engine doesn't start, it makes some sort of sound and stops.

SPEAKER 2

0:00:46

Did you try it two or three times?

SPEAKER 1

0:00:50

Yeah, I checked it.

SPEAKER 2

0:00:52

Oh, okay. Is there any dust inside the bonnet? Did you check that?

SPEAKER 1

0:01:00

Yeah, I checked it. It's clean.

SPEAKER 2

0:01:03

It's clean. No problem at all.

SPEAKER 1

0:01:05

No problem.

SPEAKER 2

0:01:06

Oh, since when have you been facing this problem, sir?

SPEAKER 1

0:01:11

It's been since morning. I tried to start it, but it's not going.

SPEAKER 2

0:01:17

Okay. Has it been affected by Hyderabad rainwater, sir?

SPEAKER 1

0:01:23

No, it was in my garage.

SPEAKER 2

0:01:25

So no water has gone inside the garage, right?

SPEAKER 1

0:01:28

Yes, no water.

SPEAKER 2

0:01:30

Okay. Can you fetch your car details, your bill, or something like that so that I can check with the system and allocate a service station for you immediately?

SPEAKER 1

0:01:44

Sure, I will do that. Thank you.

SPEAKER 2

0:01:47

Thanks for calling. Have a good day.

SPEAKER 1

0:01:50

Okay. Thank you.