

◆ <p align="center"></p><p>Dear Sir / Mdm, I wish to enquire that do i have the right to ask for the compensate from perodua service center? What kind of compensate i can request from them ? The reason i make this complaint is because send my car "VIVA" to Perodua service center to check alignment and service.

</p><p align="justify">My car was drove by the Technician for test drive and he hit my car to the lorry and now my car is put in the workshop at Perodua. I hope that i can get the reply as soon as possible and what action i can do on it ? Thank you. Complainant</p><p align="justify">NCCC : The above complaint was sent to Perodua for immediate action and below is the response. Credit to Perodua customer service team from NCCC. Keep up the good work guys.
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Good afternoon Mr. Darshan,</p><p align="justify">We are pleased to inform that our service centre has managed to settle the issue amicably with the customer in a meeting held at Perodua Ipoh1 Service Centre last Friday.◆ Below are the solutions as agreed by both parties (in writing).◆</p><p align="justify">All cost of repairs inclusive of parts and labor amounting to RM3,675.70 is borne by the contractor Giulia Energy* as the party held responsible for the incident and to be paid cash to Perodua upon the discharging of the said vehicle to the customer tentatively on Tuesday,15/7/08.</p><p align="justify">Compensation/goodwill of RM1,000.00 nett (after negotiation/final amount) for the 10 days loss of use, hardship and other necessary cost incurred and claimed by the customer/plaintive, paid by the contractor Giulia Energy.(Payment made immediately to the customer/plaintive via Public Bank cheque no 055732 dtd 11/7/08 amounting to RM1,000.00)</p><p align="justify">As for Perodua, we have given the assurance to the customer that all the necessary repair and replacement of genuine parts and the quality of the materials and spray works are done according to the standard.</p><p align="justify">We have also given the assurance to the customer that their warranty terms and conditions of the vehicle and other mechanical and major parts such as the engine, gear box etc remains and follows accordingly with their existing 3+1 warranty programme.</p><p align="justify">Note:◆ Giulia Energy is our appointed in-house contractor for Perodua Ipoh1 Service Centre.</p><p align="justify">Hope that the above would be satisfactory at your end.◆ Please let us know should you need further clarification.</p><p align="justify">Regards,
Customer Relations Department</p><p align="justify"> </p>