



## Complaint - Dissatisfaction on service given by the vendor for Car Hyundai Matrix 1.6


Written by Administrator

Thursday, 08 October 2009 16:18 - Last Updated Thursday, 08 October 2009 16:25

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 With reference to the matter above, I wish to draw your attention pertaining my car  Hyundai Matrix 1.6  with registration No. \*\*\*\*. I bought the car on 24/02/2007 at Atoz Motor located at Petaling Jaya. Upon purchasing the car, I had encountered many problems as defined below:-  
**Product / Accessories Defect or Disorder**  
At the initially stage upon purchasing the car, I had encountered problem with wheel alignment and the ODO Meter wasn't functioning at all. After referring to the Atoz Motor, the respective technician claimed that the wiring was not in order and as for the wheel they have to send to a tire shop to resolve the alignment.  
Later after couple of months, I had again raise complaints to Atoz Motor by lodging a report the defects as per below:  

- Tires when drive more 100km/h & above steering vibrate
- When 3 people sitting at the back cornering knocking noise
- Brake noise
- Door molding faded
- Cowl panel faded
- Pininfarina emblem both side peeling off,
- Sunglass holder sponge peeling off 
- Wiper holder faded
- Door rubber faded

  
There wasn't any reply to my report even after several phone calls has been made and what did the service centre claim is that there isn't any feedback from the HQ. I have been doing my car services at the Atoz Motor all this while till at a later date I encountered that the Atoz Motor were closed down and I was not informed at all. It is a practice that Hyundai will normally sent sms to their customers informing the next service due but as for the Atoz Motor closed down there wasn't any sms received. I have no referral to get my car serviced and same time no answer to my complaints made.  
I tried calling the hotline and after much referral I finally got referred to E-Kar Auto Service in month October 08. After getting my car serviced at E-Kar Auto Service, I again lodge the same report on the defects and I was told by the management is to refer to the Customer Service of Hyundai at Shah Alam. They also claimed that they are only a dealer to Hyundai and unable to take in for warranty claims. Having no proper references given to me all this while finally after calling many attempts and seeking for assistance, I was referred to Ms.Raihan Jaafar at Customer Service Section. She's the person attended to me and took all my complaints. Ms.Raihan advised me to walk in at the Glenmarie, Shah Alam centre and lodge the report physically as the service section unit will have to investigate the complaints. There I was attended by Mr.Kent the service advisor on 24/02/09. After lodging the report and photo's taken by the authorities, there wasn't any reply to my complaints at all. I had personally called many times to check on my complaint status but unfortunately they claims it is under process and will lead to time.  
Later at the end of March, I received call from Ms.Raihan and requesting me to write in an official complaint and also to provide them all the service bills as they don't have any records in the system or any hardcopy. I had collated all those evidences such as service bills, service orders and replied her via email on 1st April 09.  
On 6th April 09 I got an email from Mr.Kelvin Chuah Chong Wei the Manager stating that my report had been looked into and already investigated. Conclusion, they will replace all the above listed except for the tires and steering vibrations. I was happy that finally the claims approved as per Mr.Kelvin but unfortunately the claim department does not approve the claims as stated above for . I referred again to Mr.kelvin and seeking his explanation why the claims department not approving for changes for items . Anyhow as per Mr.kelvin were suppose to refer to seek higher management authorities and till today there isn't any answer yet after several calls made and also message left on the solution to my problems.  
**Life Threatening**  
Recently on 11 May 2009 my car battery got exploded. I called

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the customer service of Hyundai and seek for assistance. Finally the representative replied me and assured to get their technician to reach within 20 minutes. I received a call from the technician later and have quoted me RM350 and the person was so rude on the phone line till that extend telling me that they can't reduce the price as it's a standard rate set by Hyundai. I have waited almost 2 hours and the technician did not turn up even I tried calling back the customer service but has no any reply.

I was standing alone along the roadside and I was afraid as I was the only girl. Luckily I manage to get a workshop number and seek their assistance to look at my battery. Since there isn't any reply from the Hyundai technician and it also getting dark in the evening I decided to change the battery after consulted the workshop. They only charge me RM230 to replace the battery and advice me to wash the car in order not to worsen the component of engine since the battery water spreaded very badly. I was wondering how come Hyundai charge me so much compared to a workshop which is only RM230.

I had reported to Ms.Raihan pertaining the explosion and after 1 week that is on 18.5.09 she came to collect the battery and claimed that the manufacturer of the battery wish to look at the condition and will do further lab checking. Anyhow as per Ms.Raihan there is no time frame given when will she obtain the feedback from manufacturer?

I am thankful to god that this does not happen while I was driving otherwise I the matter of my life and death. It's a very bad experience I had gone through with Hyundai services all this while.

I am not rich person to get another replacement of car but it's the matter or principle and good customer service that Hyundai should plays to his customers. I am not satisfied with the car at all as many problems arises one after another from day one and more over after the explosion happened, the condition of the car is even very bad. I hope you will find my explanations in detail and would help me to seek for my rights and also to resolve my car problems which I had faced from day 1.

Thank You

**NCCC's Advice** :

We would like to advise everyone to immediately complaint for further action from respondents:

- If possible snap photo's for proof.
- Keep all your documents right so that we can furnish to the respective parties at anytime upon thei request.
- Check your vehicle thoroughly when you take possesion, if you think you are not well verse with this vehicle matters then get others help to inspect the car quality and condition.
- Never give up easily, as a consumer and customer uphold your right.
- Whichever communications put it in writing to be in safer side.

Ms. Matheevani Marathandan  
Legal Executive/ Complaint Handling Manager  
Pusat Khidmat Aduan Pengguna Nasional  
National Consumer Complaints Centre  
E-mail : [vani@nccc.org.my](mailto:vani@nccc.org.my)

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