

## Bad Product Quality : Please Improve

Written by Administrator

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<div align="justify">Recently my mother purchased a proton persona at Maha mega in tanjung malim. However to great dissapointment during the delivey of the car to our house the proton persona had some technical problems whereby it required them to tow the car. <br /><br />This was two weeks ago. I had to constantly call up proton i.care for the update. How could this happen to a brand new car? We did not even have the opportunity to drive the car yet and something like this happens.<br /><br />Last friday Ms Nurul head of customer service notify us that the car was finally ready after 2 weeks! i have requested for a new car and nothing has been done. I do not want a car that already has alot of problems and yet proton can not gurantee that the same problem will not occur.</div><div align="justify"><div align="justify">We are very DISSAPOINTEED with how this matter is taken care of. We demand for a new car. i believe it is our right! <br /><br />I read in your website regarding a faulty proton savvy.. What is happening with proton? I believe it has a similar problem. <br /><br />Today 21st of july Maha mega has called us to collect the car. We refuse to receive the same car.<br /><br />Apart from that the hire purchase statement differs from the model of the car we requested. We have received the statement from am bank and it states that the loan is for persona High Line. We are purchasing persona Medium line. how can this happen? Maha mega is not taking any responsibility for this matter. Next month we have to start paying for the car.<br /><br />Attached is my earlier correspondence with proton i.care for your reference.<br /><br />Don't you think we deserve a defect-free car? Hope you can intervene.<br /><br />Your prompt reply is greatly appreciated.<br /><br />Thank you,<br /><br />Sincerely,<br /><br /><u><em><strong>NCCC : This complaint has been sent to Proton for immediate attention and action. Please find below</strong></em></u><br /><br />Hello Proton,<br /><br />The NCCC just don't understand what is happening to our product quality. On top of that questionable customer service. If this is going to be the case, how are our products going to compete internationally? How are we to encourage consumers to purchase local products. Already the Terengganu state government has sent a message that Proton products are not of quality and now you have this.<br /><br />Hope that wholistic approach is taken while looking at the complaint.<br /><br />Thank you<br /><br />Darshan Singh<br />Director-NCCC<br /></div></div>