

Honda : Power of Dreams or is it?

Written by Administrator

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I am writing to notify you the defects and malfunction parts with our newly purchased vehicle Honda City 1.5 VTEC and to request that Honda Malaysia to repurchase or replace the vehicle. The car was ready to be pickup by me on 12th July 2008 at 6.00 pm and after paying the remaining down payment balance, I went to start the car planning to drive home. The car cannot be started and the SA and few other service center personnel suspect it was the battery problem.

The SA called the mechanic and reported the problem and the mechanic ask her to replace the car battery with another battery from another new car. I was so angry that why a new car battery is weak and had to be replaced. It took around 30 mins for the personnel to replace it as he is not a mechanic. After replacing, the car can be started and I drove home the car.

On 13th July 2008 1.00 pm, I drove the car to a mechanic to check my car and as the car nearing the shop all electronics component in the car was halt including the ABS, power steering, electronic lock. The steering was so heavy and I manage to drive to the mechanic to let him have a check. After checking, the mechanic says the battery is weak and he said that it must be replaced.

After calling my sales agent, she told me to replace the battery and she can help me to claim from Honda. After replacing to a new battery which cost RM180, I also changed my 4 tires with Michelin PP2 replacing the stock. Me and my family went to have lunch nearby and when I want to lock the car through the alarm, it seems does not work for few first time and lastly I manage to lock. I suspect there are still problems even after replacing the battery. On my way to Sunway Pyramid after the lunch, the car electronics component starts to halt and all the part was not functioning again. The steering was so heavy due to the power steering was not working.

Me and my family was in the middle of the highway and the car is still manage to continue be driven even all electronic parts are not working. We are so scared and decided to continue to drive home even with this condition as I believe if we stop in the middle, we have no way to start the car back and need to toll the car. This is really putting my life and my family's life in danger. We sacrifice our safety and we worry that the car will stall anytime, we drive slowly and on the slow lane with the car condition and manage to drive home.

I called the sales agent and she asks me to take the car to the service center in Cheras, Wegro Sdn Bhd, for inspection and find out the problem. I took a leave day for that and I drive the car in that halt electronics component condition to the service center. After waiting around 3 hours, the service center personnel called me and inform me that the alternator and the cables are not working properly and need to be replaced.

I report this to the manager incharge and he gets me a courtesy car as my car need to be in the workshop to wait for the parts and test for 2 days. I told the manager that he should get my new car to be replaced with a brand new and without these kinds of defects. I was so disappointed with the quality inspection by Honda and the defect parts they use in a new car. I insist Honda Malaysia to take the responsible and to replace my car with a new car and provide compensation on my safety and time taken during the incident and the process. I lost confidence on Honda Malaysia in providing a fit and drivable car in this incident.