

Aduan : Bad Service At Honda

Written by Administrator

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I sent my Honda car to Kah Motor Puchong, an authorized Honda service Centre to check and repair the faulty CD player. A day after the removal of the CD player, I noticed that the dashboard near where the CD player is was chipped off and damaged obviously due metal prying. I have since made complaint to Honda Malaysia and Kah Motor, but both parties has just been ignoring the problem.

In a related issue, the CD player was sent for repair, but on returning 3 weeks later, when I had to send my car in AGAIN for them to reinstall the CD player, I was told by Kah Motors that the faulty player has not been fixed.

As such, I have to send in my car AGAIN to have the CD Player removed again, and send in my car for the 4th time to get it afixed back. I have spoken to Honda Malaysia to have a new unit swap with the faulty unit.

Apparently, Honda expects its clients to visit the service centre in and out 6 times before they are willing to swap the estimated RM200 CD player

Complainants Particulars Withheld

NCCC

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