

Presanna Kumar

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Subject: CUSTOMER SATISFACTION CAMPAIGN.

All Workshop Managers,

It has been observed that the Customer Satisfaction Campaigns are not being carried out within the specified time limits, although some of the involved vehicles reported to the Dealership workshops for other repairs on various occasions in the past.

Kindly note that with immediate effect, if the service measures are not carried out within the time limit, the warranty / goodwill claims submitted for a particular vehicle for other repairs will not be accepted as per DCAG warranty policy and the same will be straight away rejected. These rejected claims will not be reconsidered in future.

Attached please find a list of service measures which were forwarded to you earlier.



SERVICE MEASURE STATEMENT upto May 200

As you are aware that these Service Campaigns are technical aspects which are to be addressed with known solutions. If they are not attended within the time limits, may result into critical problems, which will adversely affect our Brand Image. **Also please note that any consequential damages occurred due to non-carrying out the service measures, the concerned dealer will be entirely responsible for the same and DC India will not bear any costs related to such repairs due to lapses at the dealership.**

Considering the gravity of the subject matter, you are, therefore, requested to inform your Workshop Foreman / Service Advisor / Warranty Administrator for their necessary action to complete the Customer Satisfaction Campaigns on priority to avoid delay / rejection of claims.

Also advise the Warranty administrator to submit separate claims for individual Customer Satisfaction Campaigns (without combining them with the same claim number), clearly quoting the associated Accounting Number for easy & faster processing.

We are also separately communicating the above to all the Dealer Principals.

In case of any clarifications required, please contact the undersigned.

With best regards

R. Presanna Kumar

Senior Manager

Warranty

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