



Miss Kefir <aiwei@misskefir.com>

Defective Car dispute with Ventures Cars Pte Ltd

4 messages

Miss Kefir <aiwei@misskefir.com>
To: Jeanny Ng Lawyer <jeanny@singnet.com.sg>

Tue, Jan 30, 2018 at 4:22 PM

Dear Jeanny

This is Ive, waiting

Please find below a description of the events.

In October 2017, Tan Ai Wei signed a SPA for a Honda Vezel with Ventures Cars Pte Ltd.

On 28 Nov 2017, she made full payment and the car was registered on 29 Nov. She took possession on 30 Nov.

On 3rd Dec, while driving the car and stopping at a traffic light, the car stopped suddenly and all indicator lights came on. She turned off and turned on the engine and the car moved, but sluggishly. She informed the salesman who told her to bring the car in for checking. At the workshop, only the salesman checked the car while we waited in the showroom. After a while, he pronounced the problem "fixed" as he had "reset the system". Certainly, the indicator lights were no longer on. We drove away the car.

On 4th Dec, while Ai Wei was driving up a car park ramp, the car stopped and all indicator lights came on. She restarted the car, but the lights remained on and the car could hardly move. She managed to drive it up the ramp, park, then reported the problem again to the salesman. Upon being told to bring it to the workshop, she insisted the car was unsafe to drive and that the dealer send someone to collect the car. Eventually they agreed it would be collected from her residence and she drove the car back, very very slowly (engine no power). As she drove, she noticed a burning smell. The technician came on the 8th, he inspected the car and called a tow truck and the car was towed away.

This time, Ai Wei requested for and was loaned a courtesy car. When she asked for an update on the car, she was informed verbally that they were waiting on some part to be replaced, and that it might be a "fuel injector problem".

In mid Dec, Ai Wei was informed the car was fixed and to collect the car. She collected the car but did not receive a defect report nor did she request for one at the time.

On 6 Jan (Sat), while the car was idling, the indicator lights suddenly came on and the car again had no power and could only move extremely slowly. She informed the salesman and the mechanic. The mechanic arranged to collect the car on Monday and left the replacement car.

On 13 Jan, Ai Wei and I went to CASE to file a complaint and CASE issued a letter on our behalf to Venture Cars. We delivered this letter by hand on 14 Jan to Venture Cars. Subsequently, we did not receive any reply from Venture Cars. We contacted the mechanic via phone to ask for updates. We only received a very brief report from the mechanic via WhatsApp and was informed on 23 Jan the car was ready. Therefore, we e-mailed their admin on 24 Jan to request clarification on the report due to the report and verbal information being contradictory statements regarding the 1st servicing ie verbally they informed they were waiting for a part to be replaced but the report did not mention such.

On 25th Jan Ai Wei collected her car from the workshop and she insisted on a more detailed defect report. I also called the mechanic to insist on a detailed report. However, we were only given a brief report.

The following supporting documents are attached:

- 1) Vehicle S&P Agreement - front and terms (copy of dealer's duplicate, original not with Tan Ai Wei, presumed lost or was not received as the price had been amended subsequent to signing; however the price is not in dispute)
- 2) letter issued by CASE on Tan Ai Wei's behalf, acknowledged receipt by the salesman at Venture Cars
- 3) Email from Ai Wei to Inn Ee, admin for BW, which is the sister company to Venture Cars, and she is the point of contact for our complaints as the salesman no longer responded after receiving the CASE letter
- 4) Defect report for 1st and 2nd servicing, and photo for replacement part during 22nd servicing

Upon review of the above, kindly advise on whether it would be possible to pursue for a change of vehicle and your fees for the matter.

Thank you.

Kind regards
Ive

7 attachments



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IMG_20180130_142615.jpg
1666K



IMG_20180130_143122.jpg
3513K

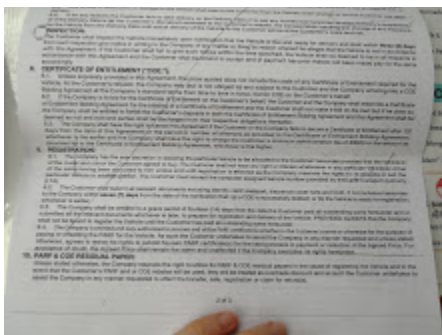
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Miss Kefir <aiwei@misskefir.com>
To: Jeanny Ng Lawyer <jeanny@singnet.com.sg>

Tue, Jan 30, 2018 at 6:00 PM

Resending the SPA and CASE letter.
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7 attachments

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3650K



IMG_20180130_142615.jpg
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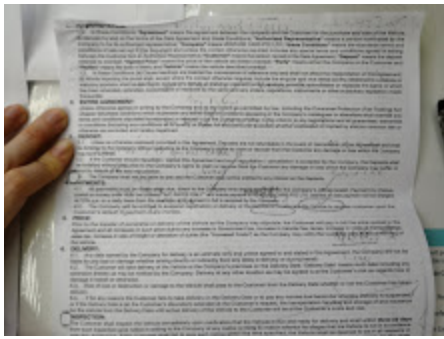
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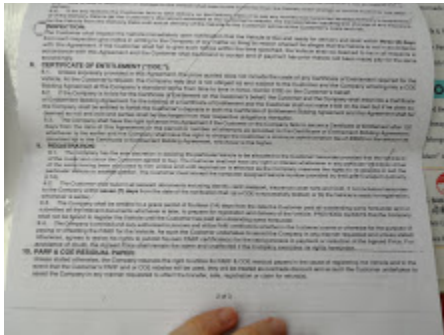
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IMG_20180130_142949.jpg
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IMG_20180130_143029.jpg
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Miss Kefir <aiwei@misskefir.com>
To: Jeanny Ng Lawyer <jeanny@singnet.com.sg>

Tue, Jan 30, 2018 at 11:31 PM

Dear Jeanny

Please find attached CASE letter and SPA for your further action.
The SPA T&C pages (pages 2 and 3) are longer than A4, hence each page was copied twice to include all the clauses.

Thank you.

Kind regards
Ive

[Quoted text hidden]

6 attachments



SPA T&C 2a.jpeg
785K

SPA T&C 2b.jpeg
711K



SPA T&C 3a.jpeg
759K



SPA T&C 3b.jpeg
722K



CASE Letter 13 Jan 2018.jpeg
237K



SPA Front.jpeg
410K

Miss Kefir <aiwei@misskefir.com>
To: Jeanny Ng Lawyer <jeanny@singnet.com.sg>

Tue, Jan 30, 2018 at 11:39 PM

Dear Jeanny

My apologies, I missed out the CASE letter dispute description.
It is attached.

Kind regards

Ive

[Quoted text hidden]



CASE Letter - dispute description.jpeg.jpeg
145K

Jeanny Ng Lawyer <jeanny@singnet.com.sg>