



Miss Kefir <aiwei@misskefir.com>

Defective Car

4 messages

jeanny@singnet.com.sg <jeanny@singnet.com.sg>
To: aiwei@misskefir.com

Thu, Feb 8, 2018 at 5:52 PM

Dear Miss Tan,

We forward the following draft for your perusal and comments:

1. We act for Tan Ai Wei, the purchaser of motor vehicle no. SLU 3473X in a sum of \$106,688.00 all in from your company Venture Cars Pte Ltd, possession was given on the 30 November 2017.
2. On the 3rd December 2017, whilst halted in front of a traffic light, the engine of the car stopped abruptly and all indicator lights came on. She turned off the engine, restarted and the car moved albeit sluggishly. She called the salesman, one Darren _____ and was told to send the car in for checking.
3. At the workshop, the salesman checked the engine (not a repairer) who later proclaimed that the problem had been fixed 'fixed' as he had reset the system. As all seemed settled, our client drove away with his assurance.
4. On the 4th December, whilst driving up a car park ramp at _____, all indicator lights came on again and the engine stopped abruptly. On restarting the car could hardly move. She was told to send the car into the workshop. Our client refused to continue driving as she felt it was unsafe so to do but your dealer requested her to drive slowly and that the car would be picked up from her residence at _____. All the way home she smelt something burning. Your technician eventually came to collect the car on the 8/12/2017. There was therefore 3 days when our client was put to inconvenience and expenses.
5. Our client was thereafter given a '_____' car. She also wanted an update of the repairs but was not given any except a guess that it may be "a fuel injection problem".
6. Sometime on the _____ day of December 2017 our client was asked to collect the car after being assured the car was alright to go.
7. On the 6/1/2018 within 3 weeks of collecting the car at 6, the indicator lights came on again and the engine lost power and could only amble on. The salesman and mechanic when told took the car away on the following Monday the _____ day of _____ 2018. A replacement car was again given to our client.
8. On the 25/1/2018 the car was collected from the workshop and the same fault arose again on 27/1/2018. To date the car remains at your workshop without any feedback to our client as to what steps has to be taken to remedy the defects.

Kindly take note that our client has instructed that she does not want the defective car you sold her but the total sum of \$106,688.00 returned to her. In the event you do not respond within the next 7 days we will be asking for further damages suffered by our client under the circumstances, such damages to be assessed by the Court.

Regards,

Jeanny Ng

Miss Kefir <aiwei@misskefir.com>
To: Ievei Upatkoorn <nomakegirl@gmail.com>

Thu, Feb 8, 2018 at 9:18 PM

[Quoted text hidden]

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

Fri, Feb 9, 2018 at 10:18 PM

Dear Jeanny

Our amended letter below for your consideration. Thank you.

Kind regards
Ive and Ai Wei

1. We act for Tan Ai Wei, the purchaser of motor vehicle no. SLU 3473X in a sum of \$106,688.00 all in from your company Venture Cars Pte Ltd, possession was given on the 30 November 2017.
2. On the 3rd December 2017, whilst halted in front of a traffic light, all indicator lights abruptly came on and the car would not move. She turned off the engine, restarted and the car moved all called the salesman, one Darren Lee and was told to send the car in for checking.
3. At the workshop, the salesman checked the engine (not a repairer) who later proclaimed that the problem had been 'fixed' as he had reset the system and the indicator lights were no longer settled, our client drove away with his assurance.
4. On the 4th December, whilst driving up a car park ramp at Far East Square, all indicator lights came on again and the engine stopped abruptly. On restarting the car could hardly move. She car into the workshop. Our client refused to continue driving as she felt it was unsafe so to do so. It was finally agreed between the dealer and Ai Wei that she would try to drive the car back to her Park and the dealer would arrange for someone to collect it. All the way home she smelt something burning. Your technician eventually came to collect the car on the 8/12/2017 and after checking tow truck to tow it away. There was therefore 3 days when our client was put to inconvenience and expenses.
5. Our client was thereafter given a replacement car being an old Honda Fit. She also wanted an update of the repairs but was not given any except a guess by the technician that it may be "problem" and that the burning smell might be from "the problem causing the petrol to burn wrong". The technician also informed that they were waiting for a replacement module.

6. On the 15th day of December 2017 our client collected the car after she was contacted and assured the car was fixed to go. She was not given any report regarding this repair.

7. On the 6/1/2018 within 3 weeks of collecting the car at 6, the indicator lights came on again and the engine lost power and could only amble on. The salesman and mechanic when told too following Monday the 8th day of January 2018. A replacement car was again given to our client. Our client subsequently informed the salesman and the admin staff Wong Inn Ee that she be provi the previous repair and for the current repair.

8. On the 25/1/2018 the car was collected from the workshop. The technician provided only a cursory warranty report at the time. The same fault arose again on 27/1/2018. To date the car r workshop without any feedback to our client as to what steps has to be taken to remedy the defects.

Kindly take note that our client has instructed that she does not want the defective car you sold her but the total sum of \$106,688.00 returned to her. In the event you do not respond within the nex asking for further damages suffered by our client under the circumstances, such damages to be assessed by the Court.

On Thu, Feb 8, 2018 at 9:18 PM, Miss Kefir <aiwei@misskefir.com> wrote:

----- Forwarded message -----

From: <jeanny@singnet.com.sg>

Date: 8 Feb 2018 5:52 pm

Subject: Defective Car

To: <aiwei@misskefir.com>

Cc:

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

Fri, Feb 9, 2018 at 2:24 PM

Ok will look into it and revert on Monday

Regards

M/s Jeanny Ng

From: Miss Kefir [mailto:aiwei@misskefir.com]
Sent: Friday, 9 February 2018 11:59 AM
To: Jeanny Ng Lawyer <jeanny@singnet.com.sg>
Subject: Re: Defective Car

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