

IN THE STATE COURTS OF THE REPUBLIC OF SINGAPORE

Case No. MC/MC 14193/2018)
Sub Case No. MC/SUM 1245/2019)

Between

NOR HASLIN BIN MAZLAN
(NRIC No. S2193981A)

... Plaintiff

And

PROVIDENCE AUTOMOBILE PTE LTD
(Singapore UEN No. 201128758G)

... Defendant

AFFIDAVIT

I, **NOR HASLIN BIN MAZLAN (NRIC No. S2193981A)**, of 335 Woodlands Street 32 #04-35 Singapore 730335, do affirm and say as follows :-

1. I am the abovenamed Plaintiff.
2. The facts deposed to herein are true to the best of my knowledge, based on my personal knowledge or derived from documents in my possession and are true to the best of my knowledge, information and belief. The documents are annexed herein and marked collectively as Exhibit "A".
3. This Affidavit is made to oppose the Defendant's application to set aside the Interlocutory Judgment dated 18 February 2019 in MC/SUM 1245/2019.
4. On 18 February 2019, District Judge Kevin Kwek struck off the Defendant's Defence, dismissed their Counterclaim and entered Interlocutory Judgment in favour of the Plaintiff, whereby the

Defendant shall pay the Plaintiff damages to be assessed; and costs to be assessed, by the Registrar.

5. On 28 February 2019, the Defendant filed this application herein, to set aside the Interlocutory Judgment dated 18 February 2019; and that the Defence filed on 25 September 2018 to be reinstated.
6. I verily believe that the Defendant's Defence and/or Counterclaim are unmeritorious and carry no real prospect of success, of which I will explain in the following paragraphs.

Background

7. On 7 June 2018, my Wife – Roza, and myself went the Defendant's premises to view a Volkswagen Touran, Vehicle Number SJH 2372A (**"the Vehicle"**). A salesman / representative of the Defendant – Chia, attended to us.
8. Before test-driving the Vehicle, Chia informed me that the Vehicle's air-conditioner was faulty but he would do the necessary repairs and deliver the Vehicle in a road-worthy condition if I were to purchase the Vehicle.
9. Initially, I requested for a discount on the Vehicle's posted price of \$38,500.00. Instead, the Defendant offered a **one year warranty** period for all defects and liabilities of the Vehicle. A copy of the Sales Agreement dated 7 June 2018, with the **one year warranty** stated therein, is appended herein and exhibited as Exhibit "A", page 13.
10. The Defendant is now taking the position that their one year warranty covers only "*manufacturer's defect on the engine*", and that all repair works were done out of goodwill instead of under the warranty. This could be further from the truth.

11. After the deposit payment of \$1,000.00 on 7 June 2018 (Thursday), the Defendant was to repair the air-conditioner fault. As Hari Raya was around the corner (15 June 2018, Friday), I informed the Defendant that the Vehicle must be handed to me no later than 14 June 2018 (Thursday), to which the Defendant agreed. The Defendant had ample time of one week to do the necessary rectification works.
12. On 14 June 2018, the Defendant represented that the air-conditioner was rectified and at 8.30pm, the Defendant handed the Vehicle to Roza.
13. It is untrue that the Defendant "*never agreed to rectify the air-conditioner*" and that they "*proceeded to rectify the air-conditioner solely on [their] costs in order to provide a good after sales service*". Instead, the Defendant had to rectify the air-conditioner fault due to their **one year warranty**. The Defendant's representative – Chia, informed Roza via a WhatsApp conversation that –

"We dont forfeit ur deposit unless u cancel deal. Car got problem we will repair and we give u warranty..."

A copy of the WhatsApp Conversation between Roza and the Defendant's representative is appended herein and exhibited as Exhibit "A", pages 14 to 15.

14. Upon the handover of Vehicle on 14 June 2018, a WhatsApp group consisting of the Chia, Roza and myself was created under "VWSJH2373A matters" ("**the Group Chat**")
15. In the Group Chat (page 16 herein), Chia agreed to rectify the following by 18 June 2018 (Monday):-

1. The cover on the dashboard, at the right of the driver's seat;
2. Two dents on the front head lamp;

3. Rear brake light;
4. Air-conditioner;
5. **Leakage of the gasket;**
6. Leather at the rear left seat; and
7. To polish the Vehicle.

A copy of the Group Chat dated 14 June 2019 to 11 July 2018 is appended herein and exhibited as Exhibit "A", pages 16 to 32.

16. Chia promised to rectify the defects in Paragraph 15(1) to (7) herein on the following Monday 18 June 2018, due to their **one year warranty**, and not out of goodwill.

17. On 18 June 2018 (Monday), I reiterated what was to be rectified by the Defendant (page 17 herein), to which the Defendant **agreed** :-

"To fix as follow:

1. *To service the car*
2. *To fix the aircon*
3. *To check engine sound. During test drive the engine [had] no loud sounds [when] idle.*
4. *To fix the arm rest leather. Check all 4 side[s].*
5. *To fix front bumper.*
6. *To replace alternator.*
7. *To supply front grill inside engine.*
8. *To install sound insulation in the engine area.*
9. *To change engine gaskets.*
10. *To supply the back cover.*
11. *Washed and polish the car.*

Thank you..."

18. If the one year warranty was truly for "*manufacturer's defect on the engine*" as the Defendant now claims, the Defendant would not

have agreed to fix the items stated in Paragraph 17(1) to (11) herein. The **one year** warranty covers all defects and liability, including wear and tear (which are the abovesaid items).

19. In fact, the Defendant's representative even stated at page 18 herein :-

"Also I never say I dont repair or did I push away anything after delivery [of the car]. I say I will repair those thing I promise u when u come on Monday"

20. It is now clear that the Defendant reneged on their promise to rectify items in Paragraph 17(1) to (11). If they had diligently done so, the condition of the Vehicle would not have deteriorated and result in further defects/problems. The further problems that arose from the Vehicle are all caused and effected by the Defendant's failure to do the necessary rectification when it was first brought to their attention.
21. The Defendant informed us that the Vehicle would be ready for collection on 21 June 2018 (Thursday). However, on 21 June 2018, the Defendant requested for one additional day, to which I obliged.
22. On 22 June 2018 (Friday), Roza went to the Defendant's premises, only to be informed that the air-conditioner was still faulty. As I needed to use the Vehicle, I informed the Defendant I would return on either 25 June 2018 (Monday) or 26 June 2018 (Tuesday) for the Defendant to carry out more rectification works under their **one year warranty**.
23. On 24 June 2018 (Sunday), Roza added Leesza (another employee of the Defendant) into the Group Chat.

24. On 26 June 2018 (Tuesday), Roza sent the Vehicle to the Defendant's premises for more rectification works, until 28 June 2018 (Thursday).
25. On 30 June (Saturday), Roza informed the Defendant that they were in Johor Bahru, Malaysia ("JB"), when the "Engine Light" signal at the instrument panel of the Vehicle lit up, and that the brakes of the Vehicle were faulty.
26. Due to the concerns over safety, I had no choice but to seek for assistance at a car workshop in JB. The JB workshop indicated that the Vehicle had an Air Intake Manifold problem; and that one of the pipes was leaking. I then informed the Defendant that Roza would bring the Vehicle to the Defendant's workshop for rectification on the following Monday, 2 July 2018. Again, Chia agreed and expressly stated that he *"will settle [the] car 1st on Monday"* (page 25 herein).
27. On 2 July 2018 (Monday), I further told the Defendant to check the coolant as the coolant and engine lights came on. Lisa then informed us that they will be changing the Vehicle's brake hose and multi-task belting. This was done free of charge as the Vehicle was under the Defendant's **one year warranty**.
28. On 8 July 2018 (Sunday), I noticed that the Coolant check light came on and so I topped up the water for the Coolant. I was further informed by a JB mechanic that the Vehicle's thermostat and engine gasket was leaking. The mechanic did not conduct immediate repairs as the Vehicle was still under the Defendant's **one year warranty**.
29. I was shocked that the Vehicle was still experiencing some defects as I had, on 2 July 2018, informed the Defendant to check the Air Intake Manifold problem, the brakes of the Vehicle and the Coolant check light.

30. From 14 June 2018 to 8 July 2018, the Defendant shouldered the costs and expenses for **all defects and liabilities** (including wear and tear) of the Vehicle, as they were upholding the **one year warranty**. When the Defendant realised that the Vehicle had more problems than they had anticipated (and thus more costs), the Defendant representative changed tack and stated that *"one year warranty is engine and gearbox. Who can warranty wear and tear Even u buy new car they also dont warranty wear and tear. This vehicle our repair cost already more than 5k. We already do whatever we can but wear and tear u need to pay yourself. We can give u discount"* (page 29 herein).
31. Since the purchase of the Vehicle until 8 July 2018, the Defendant had continuously repaired many items that were subjected to wear and tear under their **one year warranty**.
32. Roza and I were utterly upset about the state of the Vehicle and the Defendant's inaction to commence reparation/rectification works. I wanted to bring the Vehicle to a more competent workshop, but was informed by Leesza to *"not allow any third party to touch this car"* (page 30 herein).
33. Further, Leesza confirmed that *"This car is under our [the Defendant's] warranty. Any claim issues has to be resolved by our own workshop. We can't stop you from getting a second opinion from another third party workshop. However, any repair/maintenance work has to be carried out by our in house or authorised workshop"* (page 31 herein).
34. With reference to Paragraph 28 herein, the Defendant takes the position that the issues with the Vehicle was not severe enough for the mechanic in JB to conduct immediate repairs. I wanted to fix the Vehicle's problems in JB but as Leesza confirmed, all repair and/or

maintenance work **must** be carried out by the Defendant; and any claims must be resolved by the Defendant's workshop. If the JB mechanic conducted repairs, the **one year warranty** would have been void.

35. I took urgent leave from my employment and intended to bring the Vehicle to the Defendant's workshop on 9 July 2018 (Monday). But due to Leesza's delayed response and confirmation as per Paragraph 33 herein, Roza informed her that she would send the Vehicle to the Defendant's workshop on 11 July 2018 (Wednesday).
36. On 10 July 2018 (Tuesday), Roza was driving the Vehicle to the Defendant's workshop when the Vehicle's engine stalled at the side of the road. The Vehicle had to be towed to the Defendant's premises.
37. On 12 July 2018 (Thursday), Roza visited the Defendant's workshop, but found the Vehicle in the same place where the tow truck had left it. No rectification works were done to the Vehicle.
38. On 13 July 2018 (Friday), Chia offered a sum of \$2,000.00 for me to fix the Vehicle. I denied this offer as the Defendant should uphold their **one year warranty**.
39. On 14 July 2018 (Saturday), I made a report to the Consumers Association of Singapore (CASE) and requested that the one year warranty be honoured. Unfortunately, CASE was of little assistance to us. Copies of email correspondence between CASE and myself dated 23 July 2018 to 13 August 2018 is appended herein and marked as Exhibit "A", pages 33 to 44.
40. The Defendant says on 17 July 2018, they engaged VICOM to conduct an investigation and to provide a detailed report. However, Roza contacted VICOM Customer Service and on 30 July 2018, VICOM Customer Service personnel confirmed that the Vehicle did

not come for any inspection/evaluation check within the past 6 months at the VICOM inspection centre. A copy of the e-mail from customerservice@vicom.com.sg dated 30 July 2018 is appended herein and exhibited as Exhibit "A", page 35.

41. In any event, the Defendant's VICOM report evidence is biased and one sided.
42. Since handover of the Vehicle on 14 June 2018, I have informed the Defendant that rectification works were needed for the leakage of the gasket (Paragraph 15(5) herein). If the Defendant had done the necessary repair works, the Vehicle's condition would not have exacerbated.
43. Further, whenever the Coolant check light appeared, I would stop the car and refill the water into the coolant.
44. The Defendant had dismantled the Vehicle's engine without my consent and/or knowledge. On 24 August 2018, my Solicitors at M/s Andrew Tan Tiong Gee & Co wrote to the Defendant to re-assemble the Vehicle, to allow it to be towed on 27 August 2018 to another mechanic.
45. When my tow truck company arrived at the Defendant's premises on 27 August 2018, I discovered that our Vehicle was dismantled and strewn all over the floor. The tow truck driver was then informed that the Vehicle would not be handed over as it is a "legal case".
46. On 8 September 2018, my tow truck driver, my son-in-law Hazri and myself were present at the Defendant's premises to tow the Vehicle away.
47. The Defendant's **Malcolm Tan ("Malcolm")** refused to allow us to **remove the Vehicle and the dismantled parts unless I signed some documentation.**

48. I refused, and called the Police for their assistance. While waiting for the arrival of the police, **Malcolm informed Hazri that the Defendant wanted to honour their one year warranty and rectify the faults of the Vehicle, but was stopped by Chia.** When the police arrived, the Defendant and I both agreed that the Vehicle should be towed.

49. I verily believe that the Defendants do not have a valid Counterclaim. The Defendants are counterclaiming a sum of \$37,440.00, for :-

- | | |
|---|-----------------|
| 1. Storage charges from 11 July 2018 to 8 September 2018 (60 days) at \$40.00 per day | \$2,400 |
| 2. Loss of use of hoist from 14 July 2018 to 8 September 2018 (47 working days) at \$80.00 per hour (\$80 x 9h per day x 47 days) | \$33,840 |
| 3. Labour charges for dismantling engine | |
| <u>\$1,200</u> | |
| Total : | \$37,440 |

50. After the Vehicle was towed to the Defendant's premises on 10 July 2018, Roza and myself constantly asked the Defendant for updates but the Defendant refused to respond/ give me a satisfactory answer.

51. The Defendant was to uphold their one year warranty and repair the Vehicle, but I was prepared for the Defendant to release the Vehicle to another workshop. However, to my utter amazement, the Defendant refused to do so.

52. Further, the Defendant dismantled the Vehicle and allegedly appointed VICOM without my instruction and/or consent. As such, dismantling, storing and leaving it at their hoist is the Defendant's own doing and all costs shall be borne by them.

53. In the premises, I humbly pray for this Honourable Court to dismiss the Defendant's application herein with costs. The Defendants were notified since the day of handover of 14 June 2018 that certain faults needed to be rectified. **If the Defendants had completed the necessary rectification works, the Vehicle would not have landed in this state.**

54. Further, whenever the Coolant check light came on, I refilled the coolant tank, which was a temporary fix. On 2 July 2018, I informed the Defendant to check on the Coolant, but the Defendant clearly failed to do so.

Affirmed at Singapore

On this 5th day of April 2019

by NOR HASLIN BIN MAZLAN

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)
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Before me,

A COMMISSIONER FOR OATHS



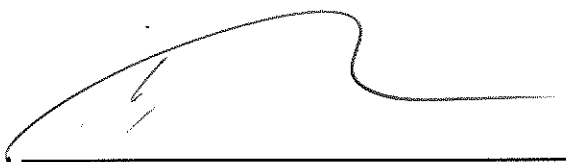
THIS IS THE EXHIBIT MARKED AS "A"

REFERRED TO IN THE AFFIDAVIT OF

NOR HASLIN BIN MAZLAN

SWORN/AFFIRMED ON THE 5TH DAY OF APRIL 2019

BEFORE ME



A COMMISSIONER FOR OATHS



PROVIDENCE AUTOMOBILE PTE LTD

11, Kaki Bukit Road 1, #03-08 Eunos Technolink Singapore 415939. Tel: 67433559 Fax: 67438051

SALES AGREEMENT

Date 07/06/2018 Serial No PVA-SA-
 I/We NOR HASLIN BIN MAZLAN NRIC/FIN/ROC 92193981A
 of address 335 WOODLANDS ST 32 #04-35 S730335
 S'pore Tel H/P 8751 7967

I/We hereby agree to purchase from Providence Automobile Pte Ltd, vehicle as follows :

Vehicle number 5JH 2373 A Engine number BLG039624
 Make / Model VOLKSWAGEN TOURAN 14 T21 Chassis number WVGZZZ1T8W155441
 Year Manufactured 2008 Year Registration 30/07/2008
 Price Agreed \$38,500/- Deposit \$1,000/- Balance Due \$37,500/-

Remarks

Subject to Loan approved if not deposit refundable.
(One year warranty) Rd Tax will renew till Jan 2019
Transfer \$1,000 to OCBC 623031598001

Cash \$1,000/-
 Cheque No:
 BANK :

Buyer Signature Nor Haslin Mazlan
 Name Nor Haslin Mazlan
 NRIC No 92193981A

Seller
 Authorized Signatory

Buyer agreed on the following Terms and Conditions:-

- * Full payment must be made before delivery the above said vehicle
- * All deposit made are non-refundable and transferable
- * In the event the Buyer do not fulfill the agreement to purchase the vehicle, deposit will be fully forfeited.
- * The Buyer has to compensate Seller on amount equal to twice the amount of the deposit paid by the Buyer.
- * Buyer agree to purchase the above said vehicle on "as it is condition".
- * Providence Automobile Pte Ltd does not provide any warranty/guarantee whether express or implied for the above said vehicle.
- * Free from all encumbrances whatsoever 'Providence Automobile Pte Ltd' does not guarantee the authenticity & correctness of the above said vehicle's odometer inclusive of the mileage.

alancyk77@gmail.com



Hi any update on the car yet

10:52 ✓

Not yet will update u once ready

10:55

its 2 pm still cant fix? looks like this is a major problem u all cant rectify

14:00 ✓

Seemed this car u sold us got big Problem. Very bad omen. I don't like it

15:52 ✓

Pls dont say that, Aircond is not working I already told u. Already rushing them now

15:53

Chia we Want to cancel and please refund our deposit. It's a waste of time really. I think this car for major problem

15:53 ✓

This car must have major problem

15:55 ✓

I have driven continental car before and so such big problem cant fix the air-con after 2 days!

16:01 ✓

No such Big problem

16:02 ✓

If u want to say that I also dont know how to explain to u. This is not japanese car they need sometime. Deposit is not refundable if u because Hari Raya cant collect car.

16:02

We will report to CASE AND VIRAL IT IN SOCIAL MEDIA U WANT TO SELL US PROBLEMATIC CAR

16:06 ✓

U BETTER REFUND US

16:07 ✓

We dont forfeit ur deposit unless u cancel deal. Car got problem we will repair and we give u warranty.

I understand tomorrow is Hari Raya and u need car urgently, im already trying my best if not yesterday i wont go ur house let ur husband sign document.

16:16

5pm will update u if the car is ready

16:17



If u want to say that i also dont know how to explain to u. This is not japanese car they need sometime.
Deposit is not refundable if u because Hari Raya cant collect car.

16:02

We will report to CASE AND VIRAL IT IN SOCIAL MEDIA U WANT TO SELL US PROBLEMATIC CAR

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U BETTER REFUND US

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We dont forfeit ur deposit unless u cancel deal. Car got problem we will repair and we give u warranty.
I understand tomorrow is Hari Raya and u need car urgently, im already trying my best if not yesterday i wont
go ur house let ur husband sign document

16:16

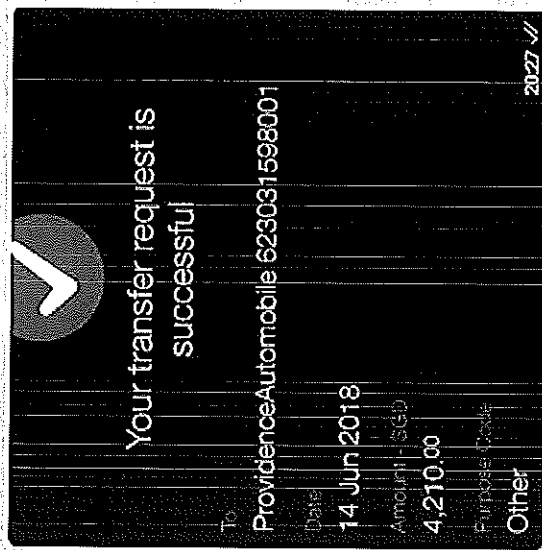
5pm will update u if the car is ready

16:17

Missed voice call at 19:44

Reaching 2min

20:00



There is no AC at all even i drive short distance IN the car park

20:35 ✓

U drive longer distance

20:35

Just now i drive the aircond very cold

20:36

Car was received in delivery of car

VWSJH2373A matters

Car CHIA Y K, Car providence Lisa, Colin Darling, You

5/14/2018

Messages you send to this group are secured with end-to-end encryption. Click for more info.

You created this group

Volkswagen Touran: SJH2373A was handed over on 14th June 2018 at 8.30pm to Roza, wife of Purchaser Nor Haslin Mazlan at Bk 326 Woodlands Street 32 car park by Chia YK of Providence Automobile. The car was delivered with only one key. Condition was repaired and the car is not washed clean when handover. The following was noted:

- 1. Cover on Dashboard on the ride side of the driver side was missing and need to be fixed.
- 2. The two front dent at head lamp was not fixed yet.
- 3. The broken rear brake light was not replaced too.

Chia Promised to get all of the above fixed on Monday together with fixing the aircon and leakage of the gasket.

He promised to polish the car, make good the leather at the rear left hand seat which came off.

Car CHIA Y K Providence Automobile Pte Ltd

Yes. Will fix those above thing when u send the car back on monday

We could not take any photos for other visible defects as the car park is dark during the night

Car CHIA Y K Providence Automobile Pte Ltd

Ok

22:02

Cover missing...

22:02

That day got no sound when we test drive...

22:02

Now there is a sound from belting

22:02

Car CHIA Y K Providence Automobile Pte...



22:03



I notice the sound

22:03

Dont worry bro I just use first then send the car back to me

22:06

5/18/2018

Colin Darling

Chia I'll be sending the car around 9

07:24

Car CHIA Y K Providence Automobile Pte Ltd

Ok . U just park at block 11 #03-08 . Key u put above driver side tyre

18:02

Colin Darling

To fix as follow:

1. To service the car
2. To fix the aircon
3. To check engine sound. During test drive the engine have no loud sound during idle.
4. To fix the arm rest leather. Check all 4 side.
5. To fix front bumper.
6. To replace alternator.
7. To supply front grill inside engine.
8. To install sound insulation in the engine area.
9. To change engine gaskets.
10. To supply the back cover.
11. Washed and polish the car.

Thank you..

03:03

Car CHIA Y K Providence Automobile Pte Ltd

Ok bro

18:18

Hi Chia, I understand your conversation with my husband Nor Haslin just now after he sent back the car to your workshop this morning that the spare parts are not available till next week. This is truly uncalled for after u promised to complete the car job in 2 days time i.e. by tomorrow. You have given the car to use with shoddy condition. Non of your promises were delivered. U have taken all our monies and balance of the deposit on the very nite on Thursday 14th June. Now u are telling us you cannot fix it? If we dont have the car latest by Thursday afternoon by 2pm. we want to report to CASE and have your non-performing delivery of your promises. Truly disappointed with your services. And for sure we will make you so famous also

15:12 ✓

We want to claim also for inconvenience caused to us

15:16 ✓

So u better deliver your promise and the car in good working condition.

15:17 ✓

Dont just sell the car and wash off your hands and responsibility !!!

15:17 ✓

Everything is on record. we wanted to cancel the purchase but u said you would refund our deposit but insist us to take to car on Thursday nite

15:18 ✓

Car CHIA Y K Providence Automobile Pte Ltd

Buying car actually is a happy thing , i really dont want to arguing . First of all ur husband only text me 6.39pm on monday 11 june 2018 say 5k down he is ok with the loan therefore i fax to index credit to extend 1k more but that is already tues . Tues morning i text and pics ur husband we already repairing his aircond . instead we change a new aircond compressor but due to the wiring problem we need to send other workshop and they say should can really by wed 2pm . Unfortunately they only finish repairing thursday night and our company already close i still waiting there so i can send to u at 8.30pm . U never appreciate and when i drive to u , u keep yelling that i didnt go car wash . For me i think that u rushing to malaysia so i drive faster to u and how i know woodlands where got car wash . Ur husband ask me he want the car first the rest of the repair we can do later . Today u send ur car here i told him can come next monday as the mechanics who know how to repair this car is on leave but u insist want we do today so i told him we do what we can do now . i never agree i can sure handover to u by hari raya i say i will try my best . And u never say if hari raya cant collect car deal cancel . i never insist u to take car on thursday , i say or u want collect after hari raya ? Anyway thing promise i will do but dont need say thing like make u famous . U dont ever collect ur car yet . Everything is recorded . Yes is in ur husband hp message .

15:54

Also i never say i dont repair or did i push away anything after delivery . I say i will repair those thing i promise u when u come on monday . just might be Alternator need wait for my mechanics come back next monday .

16:05

Colin Darling

Chia...it will be good if you could update what is the latest...

16:05

Car CHIA Y K Providence Automobile Pte Ltd

Ok bro

16:05

Tomorrow i update u

16:07

Hello Chia, there is so much delay already in delivering our car. Even we extend till Thursday u stretch till today. Why so late at 6pm??? I am beginning to doubt even by today u can complete. I am around the area by 4pm after my appointment. This whole week I need to take Grab and go for Car Rental in between to run my biz. If u delay any further than today I want compensation as the loan has already commenced!

12:18 ✓

I will be in your office by 5pm to collect the car as my husband is working

12:19 ✓

Car CHIA Y K Providence Automobile Pte Ltd

U come 6pm better if not need to wait. As for loan is not commenced yet until I handover the car to u today then next week loan commenced. Also today u just pay \$25 for the taxi fare that night I drove to u. Thanks

12:25

I don't see Touran in sight here at 2nd floor outside your office

17:59 ✓

Is the car ready yet or I have to come collect after Christmas?

18:00 ✓

Car CHIA Y K Providence Automobile Pte Ltd

At 3 floor later they will drive down. Did they pass u the spare key

18:00

I need 2 keys

18:00 ✓

I heard its not even polished

18:00 ✓

And still got issues with air-con???

18:01 ✓

Car CHIA Y K Providence Automobile P...



18:01

Car CHIA Y K Providence Automobile P...



18:02

We gave u since Monday! Ample time to do within 5 days!

18:02 ✓

U think we do free to come here every day?

18:02 ✓

Coming down soon

18:22

Car CHIA Y K Providence Automobile P...



0:00 18:27

I'm here at #03-08! They are still doing. Spoken to your technician he said WIRING GOT problem like before!
Hey look we can't accept a default car u sold us

18:22 ✓

Like I said in the beginning all this bad omen

18:22 ✓

Nobody buys a car with defects can't be rectified.

18:23 ✓

Why arent u here to handover the car to us?

18:24 ✓

Looks like your workshop cant fix this problem and now becomes our problem

18:25 ✓

Felt so cheated

18:27 ✓

Car CHIA Y K Providence Automobile P...



0:05 18:35

Your workshop don't have the expertise to repair this car! U think I am not tired???? Waiting n meantime need to incur cost for transportation? 2 days + 5 days still can't fix the wiring problem. So every week must come here and let your workers meddle some more n still can't do? I suggest to employ skilled workers or send to other workshop who can fix this once and for all.

18:35 ✓

Car CHIA Y K Providence Automobile P...



18:37

I'm talking to your technician Zaini now. His story does not tally with your story. Y are such a LIAR

18:38 ✓

Now he said wiring still not done n takes around 4 days to do.

18:38 ✓

Now we take also got problem. Why arent u transparent with us in the first place. U are not going to commence the loan until the car is fully fixed. Else we will claim compensation

18:39 ✓

It's 7:06 pm now still the car not handed over to me.

18:39 ✓

No one bother to update me. VERY BAD SERVICE

18:40 ✓

You added Car Providence Lisa

Hi Lisa, i added you to this group chat with my husband and Chia is still here. To put on record clear

13:53 ✓

I took the car on late Friday evening 22/06/2018 around 7.15pm. Only one key is given

13:54 ✓

Car CHIA Y K Providence Automobile Pte Ltd please provide another set of key when everything is properly done. In the event there is no spare key, we want it duplicated. No one sells car with only one key.

13:55 ✓

Let me know if i can send the car back to your workshop on Monday morning or Tuesday morning to fix the wiring issues of the aircon and get the car polished as promised. Please note we need to travel to JB on Friday Nite.

13:56 ✓

Please check the commencement of the loan, if it has already been effective, we want compensation for the number of days we put the car in your workshop for the necessary repair and polishing. It is not fair for us if thats the case. Please note the car was in your workshop for full 5 days from last Monday 18/6/2018 to Friday 22/6/2018.

13:59 ✓

Car Providence Lisa

I've noted. Thank u for your feedback. Will let u know on monday

14:20

6/25/2018

Car Providence Lisa

as we start work at 9.30 am. still dont knw yet. will update u later.

25:01

Hi Lisa, is your Malaysian technician back to work today?

25:12 ✓

Car Providence Lisa

You

Best i come tomorrow in the morning so i can better plan my day today. Please update me on the Loan effective date

as for d workshop, sure np. as for loan. Need to check wit Chia.

15:47

Chia has been silent. I tot you said will check with your admin?

15:53 ✓

ok i will send the car tomorrow by 9.30am. Please check on the additional key for the car.

15:54 ✓

6/26/2018

Hi this is Roza I am already outside your workshop and it's just open

05:45 ✓

No one attending to me

05:45 ✓

Car CHIA Y K Providence Automobile Pte Ltd

U just pass them the key

09:54

6/27/2018

Hi All.. Please update us your mechanic's progress on the air-con wiring.

12:15 ✓

Car providence Lisa

still rectifyin on d wiring.

13:12

Any indication like it can be ready by Friday or before? We need to drive the car to JB. Hope there is no further delay

13:25 ✓

Car providence Lisa

You

Any indication like it can be ready by Friday or before? We need to drive the car to JB. Hope there is no further delay

yes will do. latest by fri

13:45

6/28/2018

Hi its Thursday already please. I need to speak to your mechanics to update me on our car status. U still need a few hours to polish the car so I hope it's not going to be like last week that only after 7pm then the car was given to me unresolved. This is the 2nd week the car went into your workshop

05:51 ✓

Car providence Lisa

I've noted. will get it done.

09:27

Hi Roza. we nw sendin ur car for polishin. Will b ready by 5.30pm

14:25

we alrdy settle ur car air-con issue.

14:27

Charl on brake issue reported on 28/04/18

VWSJH2373A matters

Car CHIA Y K, Car providence Lisa, Colin Darling, You

u CHIE W ZITA HOUT.

15:33

6/29/2018

Car CHIA Y K Providence Automobile Pte Ltd Can u show us a copy of the Road Tax that u have renewed for another 6mths. 16:59 ✓

Car providence Lisa Since I drove the car yesterday I found the brake clutch a little problem: I need to press hard in order for the brake your take effect. It's rather dangerous in many occasions where the brake doesnt work well 16:55 ✓

Car providence Lisa

Is it b coz of raining day

16:57

Parking the car also this problem..... Brake not clutching 17:15 ✓

Car providence Lisa

u drop by, they need to check.

17:27

Next week. Tonight-going JB. Please check with Chia when the loan commence since we just took the car yesterday. Tks 17:43 ✓

Car CHIA Y K Providence Automobile Pte Ltd

Loan next week will commence

17:50

WYJOUTZJ/DA HALLUETS

Car CHIA Y K, Car providence Lisa, Colin Darling, You

Car CHIA Y K, Car providence Lisa, Colin Darling, You

30/4/18

Hi Car providence Lisa @ Car CHIA Y K Providence Automobile Pte Ltd We are in JB now. The Engine Light signal at the Dashboard is Lighted ON all the way now. The brake is not working we have to check at JB workshop coz totally NO SAFETY. I will bring in the car first thing on Monday morning to your workshop.

11:27

Car providence Lisa
can take pic of d light that is on 11:35
appear 11:36

Will do later Now we are driving our Malaysian Car 11:53

Car providence Lisa
ok drive safely ya 12:53

Colin Darling
Hi Lisa, I brought to One workshop in JB as we were so dead worried on the BRAKE problem. It was diagnosed as Air Intake Manifold problem. Checked further one of the pipes leaking. Mechanic temporarily fixed the pipe with tape. Now the Engine Light was reset. Hence the pipe need to be fixed. Kindly have this done when Roza bring to your workshop in the morning. She needs to use the car by evening for her viewing appointments.
Thank you.

21:54

Car providence Lisa
ive. noted. will settle ur car 1st on monday. 21:14

7/2/2018

Hi Good morning @ Car providence Lisa Lisa. I will be at your workshop at 10am 08:31

Car providence Lisa
Hi. mornin to u too. ive noted. 08:30

Colin Darling
Leesza...pls ask your mechanic to check on the coolant... 08:59

Car providence Lisa
ive noted 10:01

Order send the car on 10/10/08 to verify brake air is available. p

Car providence Lisa
ive. noted. will settle ur car 1st on monday. 10:12

7/2/2018

Hi Good morning @ Car providence Lisa Lisa. I will be at your workshop at 10am 09:11 ✓

Car providence Lisa
Hi. mornin to u too. ive noted. 12:30

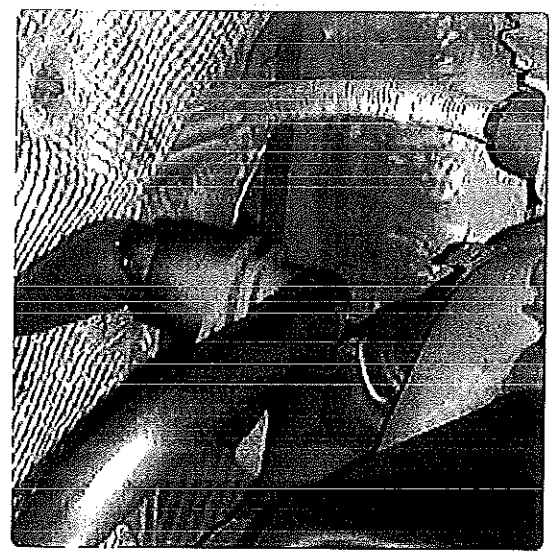
Colin Darling
Leesza...pls ask your mechanic to check on the coolant... 09:59

Car providence Lisa
ive noted 10:09

Sent the Car. Spoken to your mechanic Din told him the problem. The Coolant light and the engine light in ON. 10:28 ✓

I leave the car here again. Hope can be fixed by today. Need to do viewing later tonight. 10:39 ✓

Colin Darling



Temporarily fix leaking air hose.. 10:42

VWSJH2373A matters

Car CHIA Y K, Car providence Lisa, Colin Darling, You



Temporarily fix leaking air hose..

10:44

Car providence Lisa

Hi Roza. ive a missed call frm u. try rtn ur call but cant get thru

10:45

Hi Roza. we airldy dismntle d brake hose n belting n waiting for d parts.

10:50

it will b late

10:50

how late?

10:51 ✓

I can still rush to collect at 6pm but no later than that coz i have to fetch client by 7pm

10:52 ✓

Car providence Lisa

d brake hose is time consumin.

10:54

spoken to them. they will try

10:55

if its late i can come after 9pm (like 10pm) after my viewing so there is no rush. But tomorrow will not be possible as i need to use the car early.

10:56 ✓

Car providence Lisa

will up date u again in an hr time

10:57

ok noted

10:57 ✓

Colin Darling

Leesza..your mechanic changing the engine belting?

17:09

Car providence Lisa

multi task belt

17:11

and brake hose

17:11

hi roza.. arnd 6.30 can

17:35

Chat on 2017-06-06 15:57
2/7/18

Car providence Lisa

wait2.. 17:42

belt got prob 17:43

Car providence Lisa

due to ur beltng snap.. its difficult to get d right belt..

they alrdy come down 4 x.. 17:43

Car providence Lisa



17:43

if can dah pasang pun 17:43

Car providence Lisa

belts a bit difficult. 17:43

this is different parts n angle. where no nody xpect to b like this 17:43

Car providence Lisa

You

Aiyoh, your mechanics not pro la....

its nt b coz of prof. its d size gven by agent is wrong 17:43

ok can 6.30pm i rush there now 17:45 ✓

haiya 17:45 ✓

ok then i take it at around 9.30pm 17:45 ✓

pakai je tail pinggang 17:45 ✓

Must get the right parts la.... Sg spares are readily available 17:45 ✓

Aiyoh your mechanics not pro la.... 17:50 ✓

like how many times i need to send the car eh. And everytime we send it takes a few days. So unproductive

17:50 ✓

VWSJH2373A matters

Car CHIA Y K, Car providence Lisa, Colin Darling, You

8/7/18



Our coolant indicator kept on appearing. We got it checked and mechanic said its thermostat and engine gasket leaking. So how your workshop can do for us its still within warranty period.

11:06 ✓

@Car providence Lisa Can u order that parts first so I can send in first thing on Wednesday morning. Thanks.

11:09 ✓

Car providence Lisa

You

@Car providence Lisa Can u order that parts first so I can send in first thing on Wednesday morning. Thanks.

I will let u knw.

11:28

MONDAY

Car CHIA Y K Providence Automobile Pte Ltd

i just call u but u didnt ans.

One year warranty is engine and gearbox. Who can warranty wear and tear. Even u buy new car they also dont warranty wear and tear. This vehicle our repair cost already more than \$k. We already do whatever we can but wear and tear u need to pay yourself. We can give u discount

09:38

You removed Car CHIA Y K Providence Automobile Pte Ltd

We dont want to laise with Chia anymore. We dont find him reliable and he has been dishonest and lied to us

12:50 ✓

Lisa I dont want to response to Chia on the group chat. I can make this a big issue u know. Firstly the agreement did not specify the one year warranty covers any specific things. Secondly, he supposed to deliver and do the car properly before selling and handed over to use. Your mechanics did not do a good job when we send to your workshop the 2nd time for the brake issues on the air manifold and the coolant problem, your mechanic did not do a thorough check on the pre-existing leakage of the coolant matters and we need to get the 2nd opinion in other workshop which they found out that that the thermostat and gasket leaking.

12:50 ✓

While we know we bought a 2nd hand car, your broker did not do a proper rectification on the car before the delivery. What he is interested is just dispose the car to us and get his commission! He mentioned the cost of repair cost \$5k is absurd. We know the market price of repairs. Please just dont inflate it to make it look so darn expensive.

12:50 ✓

Lisa, my husband drove this car this morning and the Coolant light still keep on popping out although we put the water.

12:50 ✓

That is to show the severity of this leakage that needs that needs and urgent attention now than to wait on Wednesday. He purposely take an urgent leave from his work today to settle this issue.

12:50 ✓

Car providence Lisa

i missed ur call. m still nt in yet.

12:52

Since you did not reply to us on this issue this morning about the repair, he took the trouble to find the spare parts

12:52 ✓

it cost \$290 for the thermostat and \$140 for pressure switch

12:53 ✓

this is not included in the Engine Gasket which is leaking

12:54 ✓

kindly call me back immediately

12:54 ✓

please pick up

12:55 ✓

or I'll ask to your boss

12:55 ✓

Car CHIA Y K. Car providence Lisa, Colin Darling. You

it cost \$290 for the thermostat and \$140 for pressure switch

pressure switch already change, y must change again

12:55

Car providence Lisa

as i told u m nt in d ofc. m outside

12:55

Car providence Lisa

yes.. will do so.. once m settling my things.

13:01

Car providence Lisa

Hi Roza. i did respond to u. as told earlier that m nt in d ofc. pls do understand m attending to a funeral.

13:05

Car providence Lisa

You

Cant wait for u. Lisa we will claim from you as u are not responding to our request. We will show u the receipt and the repair cost

regards to this. my advice is. pls do not allow any third party to touch this car. i will seek clarification frm the management abt this matter.

13:21

Colin Darling

Your workshop hasn't do thorough check...now the thermostat is leaking and need to replace before its affecting the engine which can lead to more failure...we have to get third party to check to verify the issue...simple as that..it's has to be replace..thank u for your efforts u have done...

14:15

Furthermore in the sales agreement the one year warranty did not state anything that we are obliged to bring to your workshop for repairs whilst your mechanics has not been thorough in their job and not able to perform their checks. This is so much trouble we need to go to get the third party to diagnosed.

14:25

please call me now

12:59 ✓

your office girl Nor said you are already in the office

12:59 ✓

Please call us back urgently

13:00 ✓

my husband in expecting your call now

13:00 ✓

Cant wait for u. Lisa we will claim from you as u are not responding to our request. We will show u the receipt and the repair cost

13:05 ✓

VWSJH2373A matters

Car CHIA Y K, Car providence Lisa, Collin Darling, You

Car providence Lisa

yes.. will do so.. once m settling my things.

Lisa reply only to use her workshop.

Cant wait for u. Lisa we will claim from you as u are not responding to our request. We will show u the receipt and the repair cost

13:03 ✓

Car providence Lisa

Hi Roza, I did respond to u. as told earlier that m nt in d ofc. pls do understand m attending to a funeral.

13:26

Car providence Lisa

You

Cant wait for u. Lisa we will claim from you as u are not responding to our request. We will show u the receipt and the repair cost

regards to this. my advice is. pls do not allow any third party to touch this car. I will seek clarification from the management abt this matter.

13:31

Collin Darling

Your workshop hasn't do thorough check...now the thermostat is leaking and need to replace before its effecting the engine which can lead to more failure...we have to get third party to check to verify the issue...simple as that...it's has to be replace..thank u for your efforts u have done...

14:16

Furthermore in the sales agreement the one year warranty did not state anything that we are obliged to bring to your workshop for repairs whilst your mechanics has not been thorough in their job and not able to perform their checks. This is so much trouble we need to go to get the third party to diagnosed.

14:45 ✓

Car providence Lisa

This car is under our warranty. Any claim issues has to be resolved by our own workshop. We can't stop you from getting a second opinion from another third party workshop. However, any repair/maintenance work has to be carried out by our in house or authorized workshop.

15:33

Since you said that I will send the car on Wednesday 11/07/2018 morning at 10am. Please notify your mechanics and ensure all parts are ready to fix the faulty issues. Leaking Thermostat and the engine gasket. I was informed this repair job can be completed in just one day. Please acknowledge this is in order. Thank you very much

17:06 ✓

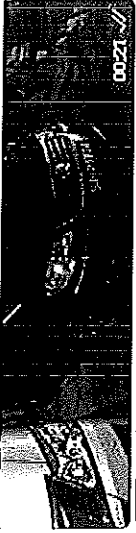
Car providence Lisa

noted

17:06

(Not in Log)

11/7/18



Sent the car past midnite to your workshop. Key at front tyre

00:31 ✓

Please answer my call

07:36 ✓

I called Lisa at 9:22 no reply. I called the office at 9:32 Nur answered the phone call and said their workshop is not open yet and ask me to call again by 10am. It is unusual for a car workshop to open this late. My experience with other car workshop usually opens at 9am and some as early as 8:30am

09:39 ✓

@Lisa, please respond to my call I need to relay the problem to your mechanic. we cant be sending to your workshop every other week. It's only less than a month having this CAR!

09:40 ✓

Car providence Lisa
ive noted. hvin class.

Mint aware u rmove chia frm d chat group.

i cant get myself involve too much. do add in chia. so that he knws wats goin on

10:26

You added Car CHIA Y K Providence Automobile Pte Ltd

Car CHIA Y K Providence Automobile Pte Ltd I had to tow the car past midnite yesterday coz the engine stopped! it so dangerous driving in this condition. The last time i sent the car i did inform your mechanic on the Coolant signal light kept on appearing. Apparent your mechanics did nothing to that! When we were in JB last Sunday we need to seek second opinion from the workshop there and found the Thermostat and Engine Gasket leaking.

10:35 ✓

PLEASE NOTE your sales agreement indicate one year warranty. U need to check and make good condition before handover the car to us which was not done in the first place. The very firm time you handed over the car was super dirty inside out

10:37 ✓

Whilst we understand we bought a 2nd hand car we know what is our rights as a customer.

10:37 ✓

My friend bought Toyota Wish from Lisa and the car was fixed with the leakages found and handed over in proper condition. But our car was NOT. How many times do we need to send in to your work shop within less than a month getting it????

10:39 ✓

I want a thorough check done for this car and not a slip shot shoddy works.

10:39 ✓

I read some not so good review on your workshop over the internet and let's hope another unhappy customer like us do the bad review on your workshop.

10:40 ✓

8/13/2018

Gmail - CASE Complain REf: W20180710067/YangTH Car matters SJH2373A



Venturepreneur Club <venturepreneurclub@gmail.com>

**CASE Complain REf: W20180710067/YangTH Car matters
SJH2373A**

Thomas Yang (Mr.) <thomas.yang@case.org.sg>

23 July 2018 at 14:47

To: Venturepreneur Club <venturepreneurclub@gmail.com>

Dear Nor Haslin,

Good Afternoon,

With regards to your case, Providence Automobile Pte Ltd has informed us today that they are currently awaiting the technical report of your car from VICOM and finalising the estimated repair costs.

We will advise you accordingly once they have furnished us with complete details.

Thank You very much for your patience and understanding.

Best Regards,



Thomas Yang | Consumer Relations Officer | Consumers Association of
Singapore

ADDRESS: 170 Ghim Moh Road #05-01, Ulu Pandan Community Building, Singapore
279621

TEL: 6100 0315 | DID: 6461 1852 | FAX: 6467 9055 | www.case.org.sg

Our Vision: A Consumer Friendly Singapore

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8/13/2018

Gmail - CASE Complain RE: W20180710067/YangTH Car matters SJH2373A



Venturepreneur Club <venturepreneurclub@gmail.com>

**CASE Complain Ref: W20180710067/YangTH Car matters
SJH2373A**

Venturepreneur Club <venturepreneurclub@gmail.com>

23 July 2018 at 15:36

To: "Thomas Yang (Mr.)" <thomas.yang@case.org.sg>

Dear Thomas,

Thank you for the update. We have called VIACOM main line number 6458 4555 in Singapore today afternoon around 1505 hrs. My wife spoke to officer named Ms Roslyn by giving our car number SJH2373A.

Ms Roslyn returned call at 1518 hrs and upon checking with their system, they confirmed no such car number plate being sent by Providence Automobile to any of VIACOM centres as they claimed to have done so.

The car was towed to their workshop on 10th July 2018 and now it's more 13 days past to be exact and still no action or report from them on the assessment?

Truly absurd and blatant excuses. As a consumer, we want to know what is the next step we can go from here.

We feel that our rights are not being protected at all.

Sincerely

Nor Haslin Bin Mazlan

(Quoted text hidden)

7/30/2018

Gmail - Inspection for SJH2373A



Venturepreneur Club <venturepreneurclub@gmail.com>

Inspection for SJH2373A

Vicom Customer Service <customerservice@vicom.com.sg>

30 July 2018 at 17:26

To: "venturepreneurclub@gmail.com" <venturepreneurclub@gmail.com>

Dear Ms Roza,

For your kind perusal, vehicle SJH2373A did not come for any inspection/Evaluation check during the past six months at VICOM Inspection Centre. Thank you.

Vern Ng
Customer Service

This message and any attachments may contain confidential, privileged or proprietary information. If you are not the intended recipient, kindly notify us and delete this message and its attachments immediately, and please be advised that using, copying, distributing or disclosing any contents therein is not allowed. Statements pertaining to any matter outside our business are not to be taken as endorsed by ComfortDelGro Corporation Limited or its related companies. The comments/proposals provided are for discussion purposes only and are subject to approvals. Nothing herein shall constitute a binding agreement between the parties. Neither party shall be bound in any way to any term or condition except as agreed in a written agreement signed by the duly authorised representatives of both parties.

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Vicom Ltd [Registration No. 198100320K]

Vicom Inspection Centre Pte Ltd [Registration No. 200102514D]

8/13/2018

Gmail - CASE Complain REF: W20180710067/YangTH Car matters SJH2373A



Venturepreneur Club <venturepreneurclub@gmail.com>

**CASE Complain REF: W20180710067/YangTH Car matters
SJH2373A**

Venturepreneur Club <venturepreneurclub@gmail.com>

30 July 2018 at 17:44

To: "Thomas Yang (Mr.)" <thomas.yang@case.org.sg>

Dear Thomas,

We refer to our meeting again last Saturday 28th July 2018 in your office again for the follow up on the car matters.

My wife called Vicom again today afternoon on 30th July 2018 to confirm if there is such vehicle number SJH 2373A being sent to the centre.

She spoke to one Customer Officer named Vern Ng who checked and replied formally via the email sent here.

Attached is the copy of the email which confirmed there is no such vehicle number SJH2373A being sent there.

On the contrary to what Malcom of Providence Automobile Pte Ltd said that they had spent thousand over dollars for the 3rd party inspection, Vicom confirmed their charges would cost only around \$240 for for a full report technical assessment.

This is evident enough that they are lying and not doing anything to the customer interest. We seek CASE assistance in this matter as we do not want to prolong this case. We wouldn't know what harm they are doing more to the car and make it beyond repair.

Appreciate if you can call me soonest in this matter.

Thank you

Sincerely

Nor Haslin Bin Mazlan

On 23 July 2018 at 14:47, Thomas Yang (Mr.) <thomas.yang@case.org.sg> wrote:
[Quoted text hidden]



Vicom reply for car inspection on 30072018.pdf
BOK

https://mail.google.com/mail/u/0/?ui=2&ik=41238560b1&jsver=0K98mkADt2Q.en_GB.&cbl=gmail_fe_180807.12_p3&view=pt&msg=164ea934590cbd... 1/2

8/13/2018

Gmail - CASE Complain REf: W20180710067/YangTH Car matters SJH2373A



Venturepreneur Club <venturepreneurclub@gmail.com>

**CASE Complain REf: W20180710067/YangTH Car matters
SJH2373A**

Venturepreneur Club <venturepreneurclub@gmail.com>

2 August 2018 at 10:38

To: "Thomas Yang (Mr.)" <thomas.yang@case.org.sg>

Dear Thomas,

It's been more than 3 weeks now since our car was towed to Providence Automobile on 10th July 2018 and nothing conclusive on their part. We cannot wait for the car to be in their workshop forever as we are suffering a loss here.

What is our recourse for consumer like us who are being bullied by such businesses?

It doesn't seemed CASE is helping us at all at this juncture to resolve this issue. Please note the loan payment for this is still running by the days. We are not rich people to fork out legal fees to pursue further action with them either.

Appreciate your soonest assistance and response to this case.

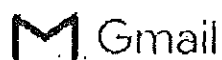
I am engaged in some work safety briefing now. You may want to contact my wife Roza at her Mobile 94566697 to relay any important message.

Regards

Nor Haslin Bin Mazlan

8/13/2018

Gmail - CASE Complain RE: W20180710067/YangTH Car matters SJH2373A



Venturepreneur Club <venturepreneurclub@gmail.com>

**CASE Complain RE: W20180710067/YangTH Car matters
SJH2373A**

Venturepreneur Club <venturepreneurclub@gmail.com>

2 August 2018 at 10:52

To: "Thomas Yang (Mr.)" <thomas.yang@case.org.sg>

Dear Thomas,

Thank you for your update to my wife Roza just now on Providence Automobile Pte Ltd, but giving them a deadline till 10th August it's too far a distance and by then the car will be in their custody for exactly ONE month.

We think CASE should be more strict not to give them MORE time to evade their responsibility.

If it was true they have sent the car for Vcom it wont take more than 3 days to to the assessment. It's not like they are going to fix it anyway.

We would appreciate if you can give them notice period not later than 6th August to furnish the authentic report and we will need to sight the report as well.

Regards

Nor Haslin Bin Mazlan



Venturepreneur Club <venturepreneurclub@gmail.com>

**CASE Complain REf: W20180710067/YangTH Car matters
SJH2373A**

Thomas Yang (Mr.) <thomas.yang@case.org.sg>

11 August 2018 at 17:03

To: Venturepreneur Club <venturepreneurclub@gmail.com>

Dear Nor Haslin,

Good Afternoon,

As per your request, please find as follows in blue a summary of the VICOM Report furnished to us by Providence Automobile.

Dear Thomas

We refer to the VICOM report which we had furnished you on 10/08/18.

Thank you for taking time to go through this report. This is indeed quite a comprehensive report on determining the nature of the damages, as well as the high potential cause to the damages.

First and foremost, we have to acknowledge that this is a car which has a statutory age of about 10 years. In fact the COE had just been renewed for another 5 years.

Summary of the report.

There is a water leakage problem of the car as the car showed a check sign of STOP CHECK COOLANT. The leakage is from the thermostat area. Pressure test was conducted, and it was confirmed likewise. Thermostat is a part which is subject to wear and tear. Over time of usage, it may wore off and require it to be replaced. The cost of replacing the thermostat is estimated about \$300 +/-.

Engine could not start, and further checks and analysis were conducted.

The engine cylinder block gasket was burnt. Engine block was warped.

And there was water trapped in the piston.

If the driver had stopped when the STOP CHECK COOLANT sign appeared at the meter, the engine would definitely not be damaged. The burnt mark at the block gasket and water trapped in the cylinder block clearly shows that the driver did not stop when the STOP CHECK COOLANT sign appeared. The continuous driving of the vehicle til the engine stall due to overheating was the cause for the engine block gasket burnt, and cylinder block to warp. The cost of restoring this engine is definitely not cheap.

Currently, we have already dismantled the engine. We have no objection if they want to send to their own workshop / assessor. However, some of the parts are dismantled and separated from the engine. If they want to tow out, they will have to be physically here at our workshop to receive. We do not want to have any allegation later that certain parts are missing.

We will prepare a handing over form, stating the condition and parts to be handed over to them. And they have to sign and acknowledge.

Thank you.

Yours faithfully

Malcolm Tan

Providence Automobile Pte Ltd

Please kindly assist on informing us of your decision.

Thank You.

Best Regards,



Thomas Yang | Consumer Relations Officer | Consumers Association of Singapore

ADDRESS: 170 Ghim Moh Road #05-01, Ulu Pandan Community Building, Singapore 279621

TEL: 6100 0315 | DID: 6461 1852 | FAX: 6467 9055 | www.case.org.sg

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From: Venturepreneur Club <venturepreneurclub@gmail.com>

Sent: Thursday, 2 August, 2018 10:52 AM

To: Thomas Yang (Mr.) <thomas.yang@case.org.sg>

Subject: CASE Complain RE: W20180710067/YangTH Car matters SJH2373A

Dear Thomas,

[Quoted text hidden]

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

From: Venturepreneur Club <venturepreneurclub@gmail.com>

Date: Mon, 13 Aug 2018 12:53

Subject: Re: CASE Complain Ref: W20180710067/YangTH Car matters SJH2373A

To: Thomas Yang (Mr.) <thomas.yang@case.org.sg>

Cc: <admin@case.org.sg>, <sayit@case.org.sg>, <members@case.org.sg>

42

Response to CASE Ref: W2018010067/YangTH claim against Providence.

Dear Thomas Yang

Thank you for the much awaited reply.

Please note we have submitted our report to you the first time we lodged the complain on 14/7/2018. Attached again for your examination.

We wish to highlight again the following facts that occurred from the handover of the car to us on 14/06/2018.

1. The Broker Chia told us to take the car first one day before Hari Raya which was on 14/06/2018 and told us to bring back after the weekend for them to do the rectification on the car and to fully check the car which we did on 18/06/2018.
2. Please see Point 11.1 on Page 4 for the conversation between Chia and us, on Thursday evening of 13/06/2018 that Chia would fix all the problems that included the aircon and the leakage of the gasket.
3. On Monday 18/06/2018 whatsapp message to Chia again to remind him on the rectification and he acknowledged it. Please refer to Point 12 of Page 4.
4. The car was left in Providence workshop for the full 5 days from Monday 18/06/2018 till Friday 22/06/2018 at 1900 hrs with unresolved aircon issues. They said we could take the car and use for the weekend and return back the car the following week for further rectification.
5. On day of handover of the car by Providence Representative named Lisa to my wife Roza. My wife interviewed one of their mechanic named Zaini who confirmed that they did not do any wiring to fix the air con problem.
6. On 24/06/2018 Lisa was added to the chat group as she told my wife during the handover on 22/06/2018 that she will take over to handle our case.

7. On Tuesday 26/06/2018 my wife sent the car back to Providence workshop. All they did was to fix a switch near the gear for the aircon control. They asked my wife to collect on Thursday 28/06/2018. See chat on Point 14 of Page 7.
8. The next day Friday 29/06/2018 my wife who was driving the car and noticed the braking issues as it was faulty. Refer to Point 15 of page 7. Roza notified Lisa about this issue and Lisa told us to bring back to their workshop to check. We told her we will send the car the following Monday.
9. Late Saturday 30/06/2018 we noticed the Coolant Light Indicator kept on appearing. As we were worried about the brake problem, we brought the car to check at one 3rd party workshop and they diagnosed it as the Air Manifold Problem. They found also the one of the pipes were leaking. So the mechanic temporarily fix the pipe with just a tape over it. We informed Lisa in the group chat and she noted on the problem. **We wish to highlight again, the first time we send the car on 18/06/2018 we did highlight to Providence to fix the leakage of the Gasket. So apparently they did not fix the problem in the first instance, thus causes the Coolant Indicator signal to appear frequently even when we put in water regularly.**
10. On Monday 02/07/2018, my wife sent the car back to their workshop and told the mechanic to fix the problem. A photo of the leakage was sent to them too. Car collected back on same day around 10pm.
11. After collection of the car on 02/07/2018 evening, the experienced the intermittent Coolant light problem that kept appearing. On Sunday 08/07/2018 we brought the car back to the 3rd party workshop to check on the problem. We informed Lisa of the issues and attached a photo to it. See Point 20 of page 10. We actually wanted to fix the problem there and then but **Lisa said since the car is under warranty, they will not allow 3rd party to touch the car (see point 22 on Page 11).** Hence We drove back to Singapore Sunday night 08/07/2018.
12. We wish to highlight again, apparently they did not do anything to this leakage problem from Day 1, the first time we sent in the car to their workshop on 18/06/2018. I reiterated in my response that they did not do a thorough check before handing over the car to us. We wanted to send the car back to Providence on Monday 09/07/2018 but Lisa took so long to reply us as she had wanted to check with the management. Refer to Point 23 of page 12 she replied: **"The car is under warranty. Any claim issues has to be resolved by our own workshop. We can't stop you from getting second opinion from another third party workshop. However, any repair/maintenance work has to be carried out by our in house or authorized workshop"**
13. So we stood by her words for it and did not send to any third party workshop for any repairs. And now they are blaming on us wherein in the first place they did not rectify and check the car thoroughly before sending to us?
14. The car was towed to their workshop on the 10/07/2018 evening and apparently after 2 days they did not do anything at all. My wife did a spot check went to their workshop on 12/7/2018 and spoke to one of their Mechanic named Din who confirmed that they did not do anything to the car.
15. On 13/07/2018 Chia offered us \$2,000 cash to get the car fixed ourselves. **So now where is their ONE YEAR WARRANTY ?** We could not use a 3rd party workshop as Lisa mentioned but now Providence is blaming the consumer totally and claimed that these are wear and tear. **Please note in the Sales Agreement, there was NO mention of specific coverage of the Warranty Coverage that stated "Engine and Gear Box". We bought the car on the understanding there is a ONE YEAR Warranty.** Chia did mention that if we don't ask for any discount on the sales price, the One Year Warranty can be covered. **So why are they not honouring their agreement now.**
16. Also they have lied to us and said they have sent to Vicom for assessment prior to 23/07/2018 d but Vicom confirmed no such car brought to Vicom either on 23/07/2018 or on 30/07/2018 (see the email sent to you already).
17. CASE under officer Thomas Ng did not even propose a solution. All he is doing is allowing more time for Providence to avoid taking responsibility for our claim. Our car has been in the workshop for more than a MONTH now (since 10/7/2018) and our instalment payment is still running.
18. **We do not agree to take the car out from their workshop after they have dismantled and can't even drive as a proper working car. We are not a technical expert in reference to car so we would not**

know if our car has been further sabotaged by them. What assurance do we get as a consumer that nothing was amissed? 44

19. Now it looks like they cannot fix it, so we are requesting them to tow the car to our preferred workshop and pay for the rectification.

20. As a consumer we are very disappointed with your officer Thomas Yang who did not offer a solution for a consumer like us. All he does functioning as a mere messenger to conduct correspondence between two parties. We purchased the car for \$38,500 and is paying \$817 per month. We are not rich people to afford being cheated and bullied by unscrupulous business owners like Providence who merely want to profit and not wanting to honour their Agreement.

21. We sincerely hope CASE can defend us the consumer who has been bullied by business owner like Providence.

22. If Thomas Yang cannot handle this case to further negotiate the best solution for us, we request for a change of officer who is more firm and with better negotiation skills to resolve this issue.

We attached the first report sent to Thomas Yang where all the evidence our telephoned messages was transpired.

We trust CASE will champion and protect consumers' cause. Had we the ability resolve this case ourselves, we will not had to seek CASE assistance.

Thank you

Sincerely

Nor Haslin Bin Mazlan

Mobile: 8751 7967

On 11 August 2018 at 17:03, Thomas Yang (Mr.) <thomas.yang@case.org.sg> wrote:

Dear Nor Haslin,

Good Afternoon,

As per your request, please find as follows in blue a summary of the VICOM Report furnished to us by Providence Automobile.