

From: Lerato Maake <LMaake@ccholdings.co.za>
Sent: Monday, 29 July 2024 11:27 AM
To: ferdi@idss.co.za
Subject: RE: Land Rover refund

Good day Ferdi ,

Please note that if you are not satisfied with the outcome, you are welcome to escalate the issue to the Motor Industry Ombudsman for further review and a more binding resolution.

Regards
Lerato

From: ferdi@idss.co.za <ferdi@idss.co.za>
Sent: Monday, July 29, 2024 11:16 AM
To: Lerato Maake <LMaake@ccholdings.co.za>
Subject: RE: Land Rover refund

Hi Lorato

Thank you for the prompt reply.

However, I do not accept the feedback. I find the report to be inconclusive.
Kindly escalate this issue, as I need answers to my questions by end of today and will be taking the matter further.

The reason I requested to be present when the assessor inspected the vehicle is that **I did not trust the workshop to provide the assessor with all the facts.**

Facts from my side

- I left the vehicle in 100% working order.. No smoke or any other issue..
- On Saturday 13:00 I paid for the service and collected the key.
- The lady at reception mentioned to me (I later noticed it was noted on the invoice..) that the mechanic noticed some signs of rodent damage.. Only nibble marks.... Were her exact words.
- I started the vehicle where they left it, and immediate switched the vehicle off when I saw the huge amount of white smoke coming from the exhaust.. **I have several witnesses from the shops around and will gladly obtain affidavits from them.**
- Without delay I reported to the workshop.
- Whilst waiting for them, I opened the bonnet and then noticed the “nibbled cables” – please see attached picture. It is a rubber pipe and two red cables..
- The manager came to see me, observed the white smoke and, and advised they will take the car back the shop to look at it.. I showed him the cables. It seemed the first time he noticed it and he was clearly not happy that it was left like that.
- A while later I walked into the shop whilst they were reversing the vehicle out for a road test. I was informed that the pipe and cable were repaired and that they have not yet looked at the smoke, but will do a road test... All this time the white smoke was still coming out the exhaust thick and excessive.
- The mechanic drove the vehicle around the block, not caring about the smoke, stopped back at the shop, revved the smoking car, and at this point the engine seized up. The shop manager and other mechanics was present the whole time, and witnesses him test driving the smoking vehicle

Details I need from the shop (as previously requested)

- The original jobcard from the mechanic that worked on my vehicle
- Proof that the parts used were legit Land Rover parts
- Diagnostic report they did prior to service
- Diagnostic report they did after the smoke and pipes were reported
- Proof that the mechanic and manager are in possession of a valid trade certificate for diesel motors

Concerns I have on the assessor report (If he did not get the whole story, how could he make a fair conclusion?)

Failure Referred to

According to the information provided, after the wiring repairs, the vehicle was test-driven, had no issues, and returned to the yard, while in the yard the revs climbed to 9000 RPM and the engine blew. Please verify the cause of the failure

Condition of Lubricant (Oil Analysis On Engine And Gearbox) (Anti-Freeze)

Recently serviced, fluids are full and in good condition

- Was the assessor was informed of the white smoke after the service? Or was he only informed about the cables?
- The vehicle was test driven with a huge issue at hand.....
- Report state that fluids are full (I assume this includes the engine oil?). I was at the shop Monday after the incident, and they have already drained the oil from the vehicle at that time. There was no way that the assessor could have checked the condition or level.
- If the turbo is cracked, is there any way he could conclude that it was pre-existing and not damaged due to the “runaway motor”?

Concerns I have about the level of service I received from the company

THE TECHNICIAN SAID THE ENGINE OIL WAS LIKE SYRUP WHEN HE DID THE FULL SERVICE.

- The branch was quite happy to have a client drive off with broken pipes and exposed cables.. This shows the quality of work they are prepared to sign off on
- If the oil drained during the service was excessively thick like syrup (as per report), why was this not a concern, and should an engine flush or clean not be done. I only read about it now on the report. Again, if that was the case, were they happy to sign off on a half job?
- It is unclear what the shop did in the short time they repaired the pipe/cable, to address the smoke issue. Did they check oil levels? Did they do another diagnostic? Did they check that the correct parts were installed?

Hoping to hear from upper management soon,

Regards

Ferdi Marallich
Cell – 074 740 4072

From: Lerato Maake <LMaake@ccholdings.co.za>

Sent: Monday, July 29, 2024 7:55 AM

To: ferdi@idss.co.za

Subject: RE: Land Rover refund

Good day Ferdi ,

Hope that this email finds you well.

As discussed over the phone, we regret to inform you that, in compliance with the Protection of Personal Information Act (POPIA), we are unable to provide the details of the trade certificate for the mechanic who worked on your vehicle.

Please be advised that the report has cleared the branch of any issues, and no refund will be given as requested.

Additionally, the assembly of your vehicle will commence shortly. Once the assembly is complete, the vehicle will be ready for collection from the branch.

We will inform you as soon as the vehicle is ready for pickup.

Kindly find attached an impartial report from Dekra.

Regards

Lerato

From: ferdi@idss.co.za <ferdi@idss.co.za>

Sent: Friday, July 26, 2024 2:49 PM

To: Lerato Maake <LMaake@ccholdings.co.za>

Subject: FW: Land Rover refund

Good day Lorato,

Thank you for taking my call

Below the mail I send the George branch as discussed,

Regards

Ferdi Marallich

Cell – 074 740 4072

From: ferdi@idss.co.za <ferdi@idss.co.za>

Sent: Thursday, July 25, 2024 2:52 PM

To: 'CSC George' <george@carservicecity.co.za>

Subject: RE: Land Rover refund

Good day

Kindly advise what the delay is with the below request..

Its information that should be readily and immediately accessible to the client..

Regards

Ferdi Marallich
Cell – 074 740 4072

From: ferdi@idss.co.za <ferdi@idss.co.za>
Sent: Tuesday, July 23, 2024 1:14 PM
To: 'CSC George' <george@carservicecity.co.za>
Subject: RE: Land Rover refund

Hi,

With regards to the Land Rover,

Please assist me with the following soonest,

1. Time and date that the assessor is scheduled to look at the vehicle. I request to be there when he does his inspection.
2. Send me Copies of invoices from the dealer, for the parts that was purchased ie, Diesel, Oil and Air filters
3. Send me the complete Jobcard for the service.
4. Send Trade Certificate for the mechanic that worked on my vehicle, as well as your manager's
5. When can I expect the service payment to be refunded?

Thanking you in advance

Regards

Ferdi Marallich
Cell – 074 740 4072

From: CSC George <george@carservicecity.co.za>
Sent: Monday, July 22, 2024 9:25 AM
To: ferdi@idss.co.za
Subject: RE: Land Rover refund

Good day

Can you please supply us with a FNB confirmation letter.

Hylia

From: ferdi@idss.co.za <ferdi@idss.co.za>
Sent: Monday, July 22, 2024 9:10 AM

To: CSC George <george@carservicecity.co.za>

Subject: Land Rover refund

Good day

As requested, kindly find my bank details for the refund of service fees.

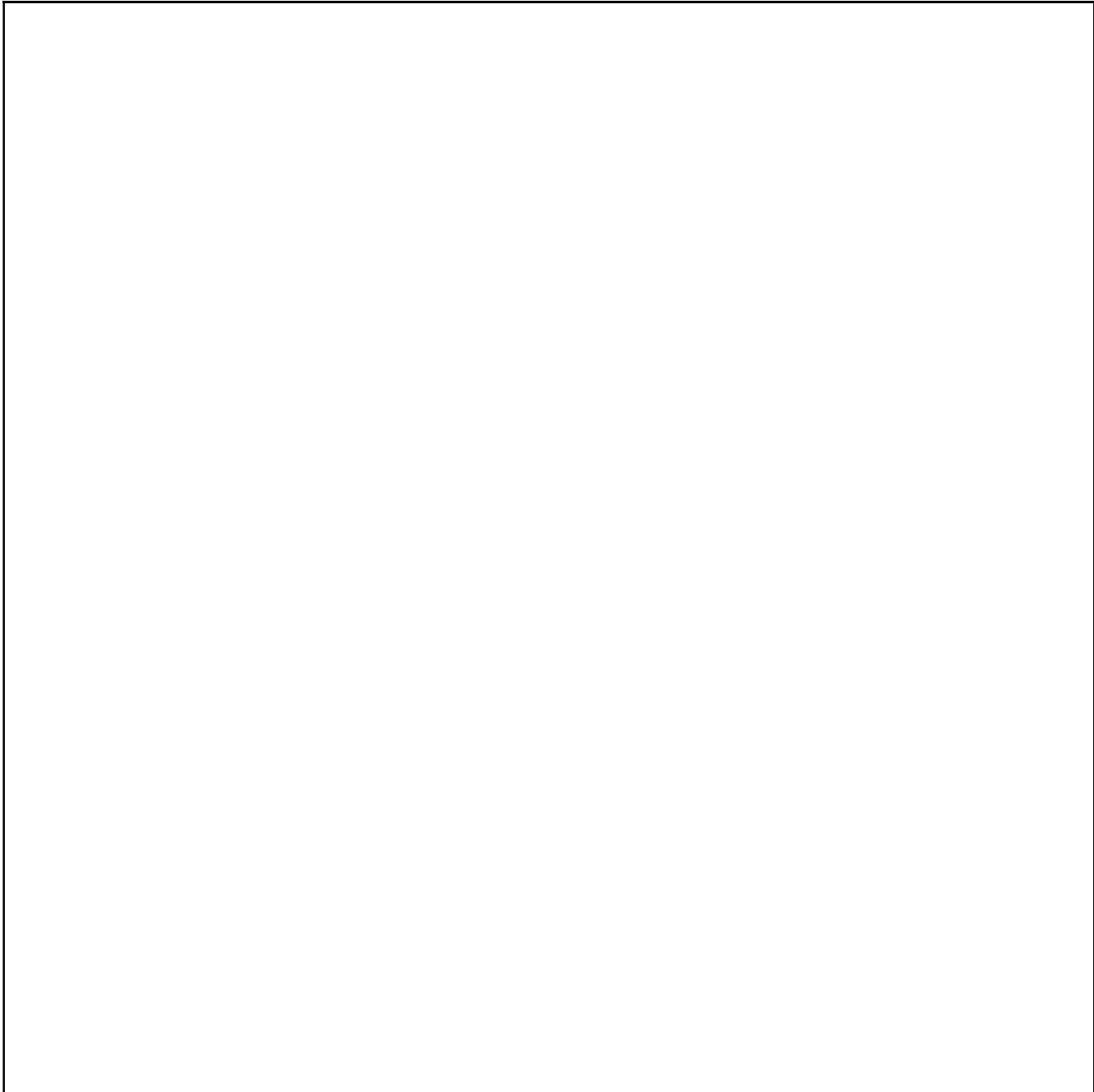


Amount – R 4 895.00



Regards

Ferdi Marallich
Cell – 074 740 4072



George
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