


## Complaints - Deep dissatisfaction with the services of Proton Malaysia

Written by Administrator

Wednesday, 30 September 2009 18:02 -

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 I wish to highlight my deep dissatisfaction with the services of Proton Malaysia, with the hope that you can help me. On the 21st of June 2009, I saw an advertisement published in the Sunday Times advertising the sale of the new 1.6 liter Proton Saga. Interested, I approached Mr CS Khor, a sales partner from Urus Usaha Sdn Bhd (authorized dealer of Proton Edar) in Jalan Tebrau, Johor Bahru on the 25th of June 2009 to make an enquiry. Mr Khor assured me that the car is the new line of Proton cars and that upon paying a booking fee, I will be able to obtain the car within a week.

I promptly paid RM 5,000 on the very same day. In the meantime, I had also wanted to sell back my old Proton Wira to Proton to be able to obtain the RM 5000 voucher deal. Mr Khor seemed in a hurry to do this, even though I voiced my concerns about the time between selling my old car and getting the new one. Yet, he told me the new car will be coming soon, and came to take my old car away on the 1st of July 2009.

However after 1 week, there was no news from Mr Khor and I personally went to Urus Usaha to inquire. Mr Khor then informed me that his boss had told him of a delay in delivery of the car from KL, and I will have to wait another week. I waited another 7 days and when I called back, received the same reply from Mr Khor, asking me to wait again. Another week went by, and then another.

Each time, Mr Khor will inform me that he was merely cascading the information given by his boss, and that he himself does not know when the car will arrived. Yet, he had assured me of the arrival of the car when he wanted to seal the deal a month earlier. Frustrated, I could do nothing but wait. My old car had been taken away, but for a month, my new car had not been given to me.

After one month, on the 24th of July, Mr Khor finally called to tell me that the car will arrive the following week and I should make full payment. I was hesitant to do so before receiving the car, but after being assured that there will be no more problems, I made a full payment of the remaining RM 29,300 on the 24th itself. Again, there were more delays and it was only on Wednesday, the 29th of July 2009 when I was finally told that my new car has arrived. Lo and behold when I inserted the key in the ignition, the car could not even start! The engine was as silent as a grave and refused to ignite.

I had waited for a car for a whole month, paid RM 39,000 and be deprived of personal transportation for weeks, all for a car which could not even move! Incensed, I demanded an explanation and wanted to lodge a complaint. Yet, all Mr Khor could say was that it was Proton's fault, denied that there was ever an advertisement about the 1.6 Proton Saga, and that I could not complain about his behavior because he was his own boss.

Yet when there were delays with the arrival of the car earlier, he blamed it on his boss. Finally, he promised once again that he would get the foreman to fix the car and would get it ready by 10am the next day.

On the 30th of July 2009, I went to Proton Edar the first thing in the morning, but at 10am, the car was still not ready yet. However, Mr Khor again made me wait until 2pm in the afternoon before he finally gave me the car. I again demanded to know what the problem with the car was. He curtly told me that there was a problem with the starter and that it had been fixed.

Hoping that the nightmare was finally behind me, I drove back home and there were no problems with the car the whole day. However the next day, my worst nightmare came true the car could not start again!! Fuming, I called Mr Khor, but he refused to pick up his phone. I then made a call to the Urus Usaha foreman who then informed me that the car was not supposed to be released to me in the first place! He told me that they were still awaiting parts from KL before they could fix the car and to hold on to the car first. Another week has passed and the situation remains the same.

I am deeply appalled, frustrated and simply

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disgusted with this whole incident. Until now I am still without a working car, and am just hoping for all of this to end. I am a paying customer and yet, I feel I am being bullied. Please help me however you can. I sincerely appreciate and thank you.<br /><br /><font color="#ff0000"><em><strong>NCCC's Advice: </strong></em></font><font color="#333399">Always we advice to the consumer to check the car though it is a brand new car, because sometime the car may be new but we are not sure about the engine. Please immediately refer back to the agent that consumer has purchase the car and ask to check over the car. The consumer has the right to demand for a refund back the money after numerous complaint to the agent who sold the car and also repair been done for the purpose of major problem.</font><br /><br />Abdullah Bin Mohamad Abu Bakar<br />Legal Executive/Complaints Manager<br />Pusat Khidmat Aduan Pengguna Nasional(NCCC)<br />No, 1D, Bangunan SKPPK, Jalan SS9A/17,<br />47300 Petaling Jaya, Selangor.<br />TEL: 03- 78779000<br />FAX: 03- 78748097<br />EMAIL: [abdul@nccc.org.my](mailto:abdul@nccc.org.my)</p>