

Fomca: Quality of service centres need to be regulated

By P. ARUNA

aruna@thestar.com.my

PETALING JAYA: The quality of vehicle service centres need to be regulated, either by the industry itself or by relevant authorities, said Fomca.

"We are also receiving an increasing number of complaints over the poor quality of service provided at vehicle service centres as well as on the quality of the vehicles.

"The industry needs to look at itself and make improvements.

"Malaysians are not getting a fair deal," said Fomca secretary-general

Because of their incompetence, I was given the runaround.

— K. RAMESH

Datuk Paul Selvaraj.

He was commenting on the latest J.D. Power Asia Pacific 2014 Malaysia Customer Service Index (CSI) Study which found that the public's overall satisfaction had slipped three points from last year's score of 754 out of 1000.

"The findings of the survey is the reflection of the quality of service being provided."

An engineer, K. Ramesh took his one-year-old car to an authorised service centre after experiencing some problems.

"My car started jerking. I took it to the centre twice but they could not figure out what was wrong.

"They finally said I would have to change the fuel pump and asked me to wait two weeks until they purchased the part. Then, they asked me to leave my car with them for a week for troubleshooting," said the 29-

year old.

Before sending the car in, Ramesh decided to check with several online forums, and found a simple solution shared by other car owners.

"I tried it and managed to fix it by myself in less than two hours.

"Because of their incompetence, I was given the runaround and would have had to be without a car for a whole week," he said.

Another car owner, Eric Chia, 27, waited two hours before the centre started servicing his car despite having made an appointment a day earlier.

"I waited two hours before realising that others who came in after me had their cars attended to first.

"When I asked the customer service advisor, he said it was his mistake and apologised," he said.

To make things worse, the service, which was supposed to take an hour, took three hours to complete.

"I thought they did a thorough job, a month later, my air conditioner was blowing warm air and my engine mounting was loose.

"I had to send my car in again before they finally fixed the problem," he said.