
Regarding issue with New Unicorn160 BS6 E20

32 messages

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda2wheelersindia.com

Sat, Jan 13, 2024 at 4:23 PM

Respected Sir/Madam,

I am currently the owner of a 2023 model Honda Unicorn Black BS6 E20 bike purchased on 08 Dec 2023. Current odo reading is 1348 kms. This mail is for getting a few clarifications on the bike's performance. Previously I have owned Honda Unicorn BS3 150cc models and BS4 150cc models. Also, I have extensively used BS6 models (2020-2022). I am deeply frustrated and dissatisfied with the performance of my new BS6 update E20 bike. There are few niggles I had to face from day one itself.

1. Headgasket leak- 10kms ride after purchasing the bike. Rectified from SVC at 25 kms.
2. Hard Front forks- Air trapped inside suspension. Manufacturing/Assembling mistake. Kind of rectified at SVC.
3. Turn indicator signal on meter- In the first few weeks, sometimes it will work and sometimes not. Currently not working.
- 4. Sluggish acceleration- poor performance compared to initial BS6 bikes (2020-2022)**

Honda claims to have increased the power and torque figures from **9.5kW(12.91PS) @7500rpm & 14Nm@5500rpm to 9.9kW(13.46ps)@7500rpm & 14.58Nm@5500rpm**. Unfortunately this can be hardly felt when you ride the new model and the performance is nowhere near to the BS6 2020-2022 models. By performance, I am talking about the acceleration of the bike. A sudden opening of the throttle leads to engine resonance and struggles hard to produce power on the way to build momentum, which gives a jittery feel. The low end torque is completely absent making it difficult to go through stop and go traffic. I went on to purchase this bike thinking it will be performing like the older BS6 model. The engine refinement is also down from the older model. The stock setting of the monoshock is also on a harder side compared to older models. This is not mentioned in the website for the understanding of the customer. According to the SVC, Honda has tuned the suspension for a harder setting.

I don't understand why it struggles to perform well like the previous BS6 iteration (2020-2022) when Honda has increased the power and torque figures. I have consulted with the Authorised Service Center (Marikkar Motors). The Service Manager and Mechanic at Marikkar Motors, Nedumangad, Thiruvananthapuram has patiently listened to understand the issues i raised. They were very helpful throughout. On inspection, the clutch lever free play was found to be within recommended specification. They couldn't find any mechanical or sensor related faults as such but they have acknowledged that the performance is too low for a 160cc engine after riding it back to back with another BS6 2021 model and BS6 E20 2023 model. **Direct comparison with a BS6 E20 2023 model at SVC gave the impression that the sluggish acceleration is the actual nature of the BS6 E20 engine which felt similar in performance and the bike doesn't produce higher power and torque as claimed by Honda.**

Honda Unicorn has maintained a great reputation over the years in the Indian Market for being a very reliable and comfortable bike. As a long time user I feel sad that Honda Two Wheelers India has watered down the reputation and ethos of the brand Unicorn. I no longer will be able to suggest this to my friends and relatives.

I hope the management of an International brand will take note of the issues on the Unicorn BS6 E20 model seriously, make improvements accordingly and do a voluntary recall for fixing the issues. I am fine with the present bike if an ECU update can fix the issues. I am not interested in extensive repairs on a newly purchased bike.

I would appreciate it if Honda could find a solution either by replacing it with a new engine that runs as good as the initial BS6 models or just simply taking the bike back and returning my money. Attaching invoice and brochures of 2020-2022 and 2023 models for reference.

Reg No : KL 21 Z 0507**Engine No : KC40EA3063260**

Chassis No : ME4KC404JPA063009

Contact : 7012431283, 9496815014

Yours sincerely
Krishna Sarma S

3 attachments



Unicorn_Brochure_2023.pdf

1086K



Unicorn2023_Invoice.pdf

2348K



Unicorn_Brochure_2020.pdf

2331K

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda2wheelersindia.com

Mon, Jan 15, 2024 at 11:02 PM

Respected sir/Madam,

Ticket No: 1-121925369133

Today I visited Marikkar Honda, TVM. They did a quick scan with the OBD tool. As the MIL light has not lit up, there was no chance of finding a fault from the scan. The technician there had a hard time understanding the issue. The bike still struggles to build momentum cleanly once the throttle is closed, downshifted and then it starts to resonate/jitter when throttle is opened again for moving forward. This happens every time and is unpleasant. There is something really wrong with the power delivery of the bike. It fails to sustain the speed it has achieved and falls flat. May be something to do with the way ECU is programmed and needs improvement. This bike feels more like a 125cc than 160cc. I really wish i could consult with someone senior or service engineer level person on the issue. Their only suggestion is to ride it till 5K kms and see if things improve or not, which is just a wishful thinking when there is no solution to offer!

I hope somebody with better technical know how would be contacting me from Honda India to collect the feedback. Attaching the scan report. Absence of DTC codes doesn't mean the bike is running well.

Regards
Krishna Sarma S

[Quoted text hidden]



KL21Z0507_QDR.pdf

219K

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda2wheelersindia.com

Sat, Feb 10, 2024 at 4:21 PM

Respected sir,

I visited Marikkar Honda Svc, TVM again on 08.02.2024. The resistance and spraying pattern of the injector was checked. Also the pressure of Fuel pump was checked. Apparently all the results were within the recommended limit. **Yet the issues which I am facing still persist.**

So I was given another BS6 OBD2 bike which has done around 1300 kms for a test drive. That one also felt similar to my bike only. Infact all the BS6 OBD2 bikes which I have checked till now felt dud compared to Unicorn BS6 (2020-2022). I have arrived at a conclusion that you people messed up something in the ECU that is making the bike run lethargic. The acceleration and low end torque is very poor. I am deeply disappointed and frustrated with your product. I will not be recommending this useless piece of junk to any of my acquaintances. I understand that for a

multinational company it doesn't make any difference. I may file a complaint in the consumer forum or just simply sell this off soon or later.

CONCLUSION: ISSUES NOT RESOLVED. YOU MAY CLOSE THE COMPLAINT IF NOTHING CAN BE DONE ON THIS.

[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda2wheelersindia.com

Wed, Feb 21, 2024 at 11:12 AM

Sir,

Yesterday (20.02.2024) i visited Marikkar Honda, TVM on service-in-charge's request. They did a test drive and I showed them how the bike struggles to accelerate from low rpms due to poor low end torque. Their suggestion was shift gears at much higher rpms which is not acceptable. There is no need to revv the heart out of a 160cc commuter bike which will drastically affect the mileage. The bike should be able to pull and build momentum for shifting to higher gears on minimal amounts of throttle input. The throttle response in the BS6 unicorn (2020-2022) model was very crisp and responsive.

CONCLUSION: ISSUES NOT RESOLVED. I REQUESTED FOR CONNECTING ME WITH HIGHER TECHNICAL AUTHORITY. ALSO I HAVE UPDATED THE ISSUES WITH ZONAL OFFICE, KOCHI.

[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda2wheelersindia.com

Mon, May 6, 2024 at 1:10 PM

Sir,

Today (06.05.2024) I visited Marikkar Honda, TVM. The issues I reported earlier in the first complaint are still present (Sluggish acceleration, poor throttle response and poor low end torque). **There is another issue with the bike from February 2024. The bike would stall at cold start. During cold starts (morning or evening), as usual the bike would idle at high rpm (above 2k depending on the time) for more than a min and suddenly stall. It would stall repeatedly on further attempts of self start and would idle properly without stalling only if I gently opened the throttle (Attaching video). These issues are reported at the Service center.**

Honda claims to have increased the power and torque in the Unicorn BS6 OBD2 E20 model. Unfortunately this can be hardly felt when you ride the new model and the performance is nowhere near to the BS6 2020-2022 models. We have a 2021 BS6 Unicorn in our family. Today I took that along with my bike to the service center. The service person took test drives in both the bikes and found that the throttle response and pickup is very low in BS6 OBD2 model compared to BS6 2021 model. The increase in power and torque in the new model has not transferred into real world conditions. The bike accelerates well only when gradual throttle input is given. On sudden throttle input, the engine bogs down. The older model with almost half bhp less and half Nm torque less is performing better than the new model. These issues are acknowledged by the service person and the CRM of Marikkar Motors, TVM. They have given assurance in communicating the issues with the zonal office and I will be informed when someone visits from the zonal office.

Power figures BS6 model: 9.5kW(12.91PS or 12.73bhp) @7500rpm & 14Nm@5500rpm

Power figures BS6 OBD2 E20 model: 9.9kW(13.46ps or 13.27bhp)@7500rpm & 14.58Nm@5500rpm.



VID_20240426_143429.mp4



VID_20240501_074653.mp4


Regards

Krishna Sarma S

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2 attachments

 **Unicorn_Brochure_2020.pdf**
2331K

 **Unicorn_Brochure_2023.pdf**
1086K

krishna Sarma <krishna6300@gmail.com>
To: nandhu.b@honda2wheelersindia.com

Mon, May 6, 2024 at 1:44 PM

Sir,

I first contacted you in February 2024 regarding the issues with my Unicorn BS6 OBD2 E20. The service center has acknowledged the issues I have pointed out. At present we have gone through all basic checks - injector, fuel pump, valves etc. The details are all included in the mails to Honda. Please communicate the issues with the technical team and provide a solution for the same as soon as possible.

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2 attachments

 **Unicorn_Brochure_2020.pdf**
2331K

 **Unicorn_Brochure_2023.pdf**
1086K

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Fri, May 10, 2024 at 11:12 AM

I tried to contact the Zonal office and Area Manager. But they are not responding. Kindly provide a solution as soon as possible.


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

From: **krishna Sarma** <krishna6300@gmail.com>
Date: Sat, Jan 13, 2024 at 4:23 PM
Subject: Regarding issue with New Unicorn160 BS6 E20
To: <customercare@honda2wheelersindia.com>

[Quoted text hidden]

3 attachments

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2348K

 **Unicorn_Brochure_2020.pdf**
2331K

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Fri, May 10, 2024 at 11:13 AM

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

From: **krishna Sarma** <krishna6300@gmail.com>

Date: Mon, May 6, 2024 at 1:10 PM
Subject: Re: Regarding issue with New Unicorn160 BS6 E20
To: <customercare@honda2wheelersindia.com>

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1086K


krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in
Cc: nandhu.b@honda2wheelersindia.com

Fri, May 10, 2024 at 11:14 AM

[Quoted text hidden]

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2331K

krishna Sarma <krishna6300@gmail.com>
To: grievance.officer@honda2wheelersindia.com

Fri, May 10, 2024 at 11:46 AM


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

From: **krishna Sarma** <krishna6300@gmail.com>
Date: Sat, Jan 13, 2024 at 4:23 PM
Subject: Regarding issue with New Unicorn160 BS6 E20
To: <customercare@honda2wheelersindia.com>

[Quoted text hidden]

3 attachments

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 **Unicorn_Brochure_2020.pdf**
2331K

krishna Sarma <krishna6300@gmail.com>
To: grievance.officer@honda2wheelersindia.com

Fri, May 10, 2024 at 11:47 AM

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

From: **krishna Sarma** <krishna6300@gmail.com>
Date: Mon, May 6, 2024 at 1:10 PM
Subject: Re: Regarding issue with New Unicorn160 BS6 E20
To: <customercare@honda2wheelersindia.com>

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2 attachments



Unicorn_Brochure_2020.pdf
2331K



Unicorn_Brochure_2023.pdf
1086K

krishna Sarma <krishna6300@gmail.com>

Thu, May 16, 2024 at 12:22 AM

To: customercare@honda2wheelersindia.com, customercare@honda.hmsi.in,
grievance.officer@honda2wheelersindia.com

Cc: nandhu.b@honda2wheelersindia.com, "crm.service@marikarhonda.in" <crm.service@marikarhonda.in>

Complaint Reference# 1-126020788480

Sir/Madam,

I have discussed the issues with Mr Nandu, Area Manager, Zonal Office Kochi on 15 May 2024. He seems to have difficulty in understanding the issues conveyed by the Service centre. As mentioned in the previous mails, the issues with the bike (laggy throttle response, slow in-gear acceleration, poor low end torque etc) were acknowledged by the technician and CRM of Marikkar Honda during the visit on 06 May 2024. Unfortunately I have no evidence to prove their acknowledgement of the issues. I haven't taken a video of them acknowledging the issues with my bike nor have they provided me with a written statement acknowledging the issues with my bike. The worst part of all is, now they are completely denying the feedback of technician and CRM post-test ride and the acknowledgement/identification of issues during that time (06.05.2024). All the discussion/feedback/acknowledgement was done in my presence. In such cases why would I ask them for a proof of acknowledgement?? And under normal circumstances, who in their right mind would ask for such a thing?? Asking for a proof is done only in cases where there is mistrust. I was content with the way the problems were acknowledged and the promise for solution was offered. So why should I ask for video/audio/written proof? But now I regret not asking such a thing.

Mr Nandu without personally test driving or inspecting the bike is convinced that the bike is functioning as intended by the manufacturer. He feels that I am constantly raising complaints without any actual complaints. Why would a customer take the pain to follow up a complaint for almost 6 months if it isn't a genuine concern?? He argues that the scan report (QDR) shows bike sensors within specified limits so there shouldn't be any issue with the performance of the bike. Absence of Diagnostic Trouble Code (DTC) alone shouldn't be considered as the only criteria and equated to the well-functioning of a motorcycle. The real world performance is far from anything to be liked. The engine struggles to accelerate and bogs down on quick throttle input. The service centre or the Area Manager is not able to find a proper solution or provide a justification other than out rightly denying the known issues so far. Another issue which cropped up from February 2024 is engine stalling during cold start (morning/evening), again no solution till now. Now Mr Nandu and the Service centre are making contradictory statements. He for every statement makes reference to the service manager's claims for validating his assumptions and arguments. According to him, only the service manager and co are accustomed with bike related stuff since they are dealing with it every day and the customers are novice people who don't understand a thing. At present, nobody is taking responsibility due to fear of getting hammered by higher officials for acknowledging the issues.

The first complaint on this was mailed on 13 January 2024. I contacted Mr Nandu, Zonal office on 21 February 2024. Back then he had assured to provide an update within 3 days. I never heard from him or the Service manager post that day. I have repeatedly tried to contact Nandu sir over whatsapp messages and phone calls. Until 14 May 2024 neither he nor the service manager bothered to contact me. As per Mr Nandu, the case was handed over to Mr Anu, service manager to follow up with the customer.

Now after 6 months the complaint has not been resolved. The area manager won't visit the service center this month. Even though I have personally informed him about the need for his intervention on the matter on 21 February 2024, he has never cared to inform me on his previous visits. This is going on forever. He has agreed to look into the issue on his next visit in mid June 2024. He wants the technical team from Bangalore to verify the issues but doesn't know when the team will be available. Basically these things will go on forever and no quick resolution will be provided even after 6 months of registering a complaint.

I hope the responsible people at Honda two wheelers will look into the issue and provide a solution. I am fed up with the performance of the bike, constant mails, visits to the service centre and making calls to officials who won't attend the customer's call and living in expectation of a positive outcome.

Regards
Krishna Sarma S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Wed, May 29, 2024 at 10:30 AM

Sir,
Since 16 May 2024 after my last mail (13 days passed), I have contacted Honda customer care on 1800-103-3434 for 3-4 times. I have yet to receive a call from the Honda technical support team as per my request. Neither the authorized nor the Zonal office is showing any interest in resolving the issue. Kindly intervene.

Regards
Krishna Sarma S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Tue, Jul 2, 2024 at 12:02 PM

Sir,
I have contacted Honda customer care on 1800-103-3434 multiple times and talked to senior executives also. I am yet to receive a call from the Honda technical support team as per my request. Neither the authorized nor the Zonal office is showing any interest in resolving the issue. Kindly intervene.

Regards
Krishna Sarma S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Sat, Jul 6, 2024 at 11:34 AM

Sir,
Yesterday I received a call from Marikar Honda, TVM on 02.07.2024 afternoon. They wanted to know my convenient date for meeting with the team from the Zonal Office. The dates given were 04.07.2024 and 05.07.2024. I chose 04.07.2024. But no confirmation was provided to me regarding the same from their side.

Regards
krishna Sarma S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Mon, Jul 15, 2024 at 4:32 PM

Sir,
Please provide an update to my complaint.

Regards
krishna Sarma S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Fri, Jul 19, 2024 at 7:59 PM

Sir,
Even after following up with the customer service and service centre, nobody from the technical team has contacted me or updated me. 7 months have passed since the first complaint. If they don't intend to provide a solution then they should refund the entire amount. I am waiting for a quick resolution in this matter. New OBD2 unicorns are having similar issues from the factory itself as confirmed by users in social media groups. Some of the users have already sent their feedback to Honda motorcycles India and they have shared the emails to me. Complaints registered through customer care are not being taken seriously by concerned authorities. In such cases what should a customer do?

Regards
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Mon, Jul 22, 2024 at 8:41 PM

Cc: nandhu.b@honda2wheelersindia.com, grievance.officer@honda2wheelersindia.com

Sir,
From January 2024 to till date i have called the customer care of Honda for more than 25 times to get an update. I have talked to the senior executives in customer care for 7-10 times. Each time I was assured a call back from the technical team of Honda. I have received only an auto generated email with a complaint number on all these occasions except for one time they asked for convenient time for which I replied and never given a date. **Because of this unnecessary delay I tried to contact the South regional office, Bangalore and zonal office, Cochin of Honda. In both the places only security guards attend the calls. They note down the customer's details and give it to the office but the officers don't call back.** In May 2024 i contacted Mr Nandu, zonal office but his attitude and way of conduct was very untidy and ill mannered. Without inspecting the bike he was assured of the well functioning of the bike. I request for a speedy resolution on the matter.

Regards
Krishna Sarma S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Tue, Jul 23, 2024 at 10:59 AM

Sir,
I tried to contact the South regional office, Bangalore (08049690000) and the zonal office, Cochin (0484-4029450) of Honda. In both the places only security guards attend the calls. They note down the customer's details and give it to the office but the officers don't call back. Also I tried to contact the Registered office of Honda (0124-6712800) but no one picked up.

Regards
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Tue, Jul 30, 2024 at 10:54 PM

Sir,

I met Mr Vinod M, Service coordinator from Honda today at Marikkar Honda, TVM along with the CRM and service manager. He listened to the events that happened during the last 7 months. Issues with the bike were noted. After that we went for a test drive and compared the OBD2 unicorn with the BS6 2021 unicorn. I showed him the drastic performance difference between both models. The ingear acceleration and initial pulling was better in the older model. The engine bogs down and stops responding during sudden acceleration in the OBD2 model. He noted all these things and acknowledged the issues mentioned by me through email and verbally. He assured me proper followup by their team now onwards. I requested him to give me an acknowledgement letter or email stating the things we discussed but he rejected my request. I requested him to share the report of his impressions. He said somebody else from his team will do it. Also he has not provided contact number or email id for enquiring the status of the complaint. **Since he hasn't provided an acknowledgement letter or mail on the issue , I am not sure what he will report and I am not responsible if he reports something different from what he discussed with me while test driving.** They opened a job card and asked me to leave the bike at the service center. So upon discussion with the technical coordinator we decided to do that at a later stage if needed as there is no immediate solution to these issues. Seven months have already passed due to your administrative team's inefficiency and lack of cooperation. Kindly provide a solution within a short period.

Issues:

1. Low initial pickup, issue with low end torque
2. Engine bogging down during sudden acceleration
3. Engine stalling during cold start
4. Fog inside meter, tail light, indicator
5. ABS malfunctioning- brake lever getting hard even on low speeds (20-40 km/hr) and gives a wooden feel. Due to this, brakes not getting applied adequately and the disk rotor developed grooves in them.

Regards

[Quoted text hidden]

8 attachments



1722358771316.jpg
3223K



**/storage/emulated/0/Android/data/com.miui.gallery/cache/
SecurityShare/1722358771288.jpg**
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1722358771257.jpg
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2996K



jobcard30072024
156K

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Mon, Aug 12, 2024 at 11:13 AM

Sir,

Two week after the Technical coordinator's visit, we still don't have an update on the complaint. The service center nor the customer care is providing any information. This is the 8th month after the first complaint.

Regards

[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Tue, Aug 13, 2024 at 10:40 AM

For the first time in 7000 kms bike lost compression today morning.Kicker was freely moving. It took me 10-15 kicks to regain the compression of the engine and the bike to start. This happened after engine cold start issue (mentioned in earlier mails). This shouldn't have happened on a new bike.If it happens again then i will make a video of it and share.

[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Wed, Aug 14, 2024 at 3:10 PM

Sir,

Today I received a call from Honda HQ. The lady on call said "the technical coordinator's report says your bike doesn't have any issue". She wasn't interested in listening to anything else and cut the call. So this is how you people do technical inspection and talk to the customer?? I am not aware of what he reported to Honda. As mentioned in the previous mail, **he hasn't provided an acknowledgement letter or mail on the issue , I am not sure what he will report and I am not responsible if he reports something different from what he discussed with me while test driving.** Next time send someone who is capable of asking and answering technical questions. He merely listened to me and reported something which I am not aware of. Your mechanic was able to identify the issue but the so called technical person couldn't understand this! On 30 July 2024 i reached the service center around 11.45 pm and left by 3pm. You people are conducting name sake technical review and trying to fool and waste the customer's time and effort. To prove my point, I went with a well functioning BS6 unicorn to the service center for comparison and showed him the exact issues. What has your technical person done to prove his point?? Did he compare it with another OBD2 bike or did he himself arrange a BS6 unicorn?? Did he conduct any technical inspection of parts?? Did he ask any technically sound questions for understanding the issues?? Your person didn't do any of these things and claims that the bike has no issues!!! Funny indeed!!!!!! You people have already wasted my 8 months and put me in a difficult situation. Bike still has all those issues reported in the first complaint.Let me tell you something which your service center, zonal office and others are already aware of- " I am not the only customer facing this issue in Kerala". Denying something without proper inspection is not a solution or final verdict.

Regards and thanks for wasting my 8 months and putting me under stress all this time
Krishna Sarma S

[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Wed, Aug 14, 2024 at 11:49 PM

Sir,

I called customer care, they read me a summary or a part of the report submitted by Mr Vinod. **Please share the full report with me so that i can know how Mr Vinod arrived at the conclusion that there is no issue with the bike. When he claims there is no issue with the bike, he should properly mention the findings that lead him to the conclusion.** Also with the little info I came to know about the report, there was no mention of the "list of complaints" in the report by Mr Vinod M. I did ask for an acknowledgement about what he understood from talking to me after the test drive. Because I wanted proof of his visit and test drive. Earlier test drive and acknowledgment of issues done by the mechanic (6 May 2024) was denied by Mr Nandhu, Area Manager. I didn't force Mr Vinod to accept the issues I raised but rather an acknowledgement letter or email to know what he actually understood from the discussion about the issues I felt. He has reported that "*I forced him to accept the issues*" which is not true. He told me that he will report everything to his higher authority the way i told him as such. But it doesn't seem so now.

During the discussion, he was ducking my technical doubts/questions and behaved diplomatically without answering. I will cite one incident from the conversation, i asked him about why engine stalling occurs during cold starts (morning/evening). The reason given by the service center earlier was "due to cold climate" which is not applicable in the case of fuel injected engines and true in case of carbureted bikes. No sensor related issues so far. So I asked for his expert opinion on it. He didnt answer and ducked the question. This is just one of the many questions. I showed him the exact issues carrying him as a pillion. For example, "*currently we are going at speeds of 35 km/hr (pointing the speedometer) and engine is between 3.5-4k and sudden acceleration would cause bog down*". I showed him what happens during quick overtakes etc etc and many more ..He has only nodded to these kinds of real world issues of power delivery and didn't ask a single word back!! He could have personally tested the things I showed him and verified but he didn't. One among the few questions he asked "*which bike you felt was more smoother- BS6 or BS6 OBD2?*" I replied "*the engine note is different in both the bikes and so is smoothness. BS6 model has a more refined free revving engine while OBD2 feels suffocated and smooth*" He didn't ask any technical questions to know more specifically about the issues or made any suggestions. I told him he could ask me anything for clarification and contact me anytime during report preparation, in case he forgets or needs clarification. He asked questions about events and happenings only. Also he collected a little info from the service center about the service dates and so on in his book. I thought a technical coordinator would be asking technical stuff, answering technical stuff and discussing possible causes of the technical issues. He was holding on to the clutch slightly (making the clutch slightly engaged) even after changing a gear. I had to tell him to take his hands off the clutch lever of my bike. I don't want to make further comments on it. I would leave it to the imagination of the ones reading this. One thing mentioned in Mr Vinod's report is true- "*The customer is not satisfied...*".

Thank you
KRISHNA SARMA S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Sat, Aug 17, 2024 at 12:47 PM

Please share the report submitted by Mr Vinod M, technical coordinator on my bike. I was told that MrVinod's team will send me it after submitting.
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Wed, Aug 21, 2024 at 12:24 PM

Sir,
One week has passed. I still don't have the report submitted by Mr Vinod. Why is there so much delay in everything? How much time does it take to send an email??

Regards
Krishna Sarma S
[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Wed, Aug 28, 2024 at 10:14 AM

Sir,

I came to know from customer care that the complaint number 1-126020788480 has been closed. Bike still has all the reported issues. Closing a complaint without providing the solution is the norm at Honda motorcycles India?? i didnt know that.

Thankyou

[Quoted text hidden]

krishna Sarma <krishna6300@gmail.com>

Mon, Sep 2, 2024 at 12:18 PM

To: crm.service@marikarhonda.in

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8 attachments



1722358771316.jpg
3223K



**/storage/emulated/0/Android/data/com.miui.gallery/cache/
SecurityShare/1722358771288.jpg**
3105K



1722358771257.jpg
3204K



1722358734073.jpg
2886K



jobcard30072024
156K



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1722358994949.jpg
2996K



jobcard30072024
156K

krishna Sarma <krishna6300@gmail.com>
To: crm.service@marikarhonda.in

Mon, Sep 2, 2024 at 12:59 PM

Please see the attached videos of the issue no.3 Engine stalling during cold start after auto choke.



VID_20240707_171347.mp4



VID_20240831_072453.mp4



VID_20240722_082815.mp4



VID_20240501_074653.mp4



VID_20240426_143429.mp4

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krishna Sarma <krishna6300@gmail.com>

Mon, Sep 2, 2024 at 11:31 PM

To: customercare@honda.hmsi.in

Sir,

The complaint number 1-126020788480 was closed without solving the issues in the bike. During the visit of Mr Vinod, technical coordinator I have mentioned all these issues. It seems he hasn't properly reported these issues to the company which led to the closure of the complaint. I have requested many times through service center, customer care and directly but the zonal office, Cochin is not sharing the report of Mr Vinod.

Today I gave my bike to the service center for repair.

1. Engine getting off during cold start (after auto choke)- Attaching videos
2. Low initial pickup in all 5 gears and lag in acceleration and power delivery
3. Fog inside meter and tail light
4. ABS malfunctioning- brake lever getting hard even on low speeds (20-40 km/hr) and gives a wooden feel. Due to this, brakes not getting applied adequately and the disk rotor developed grooves in them
5. Front forks not working properly- too much fork dive, not absorbing impact, thud sound
6. Stiff throttle
7. Screw in the cover of the throttle body is jammed



VID_20240831_072453.mp4



VID_20240707_171347.mp4



VID_20240722_082815.mp4



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1722358771257.jpg



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1722358670851.jpg



VID_20240501_074653.mp4



VID_20240426_143429.mp4

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krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Mon, Sep 23, 2024 at 8:20 PM

Sir,

I have requested many times through service center, customer care and directly but the zonal office, Cochin is not sharing the report of Mr Vinod, technical coordinator. What should I do to get the report submitted by technical coordinator?

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krishna Sarma <krishna6300@gmail.com>
To: customercare@honda.hmsi.in

Mon, Sep 23, 2024 at 9:02 PM

Dear Honda Motorcycles and Scooters India Ltd,

Complaint Reference# 1-130554326195

I have completed three free services. I see no improvement in the performance of the bike. Infact, all the issues I mentioned earlier are still present. What should I do now? Last time I gave the bike to service for repair for these issues - Engine getting off during cold start (after auto choke), Low initial pickup in all 5 gears and lag in acceleration and power delivery, Fog inside meter, indicator, ABS malfunctioning, Front forks not working properly, Stiff throttle and Screw in the cover of the throttle body is jammed. Solved issues- ABS malfunctioning, Front forks not working properly and removed the stuck screw in throttle body cover (cover got damaged in the process).

Issues not solved even after repairs, services and checkups:

1. Low initial pickup in all 5 gears and lag in acceleration and power delivery
2. Engine getting off during cold start (after auto choke) and sometimes bike not starting on first cranking (on first pressing of self start switch)
3. Fog entering speedometer and rear right indicator during cold climate and or rain (attaching videos, already shared with the service center). I have seen fog in tail light for one time but could not record a video at that time.



VID_20240916_111632.mp4



VID_20240906_180334.mp4



VID_20240831_072453.mp4



VID_20240707_171347.mp4



VID_20240722_082815.mp4

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