Beat: News

Gateway Volkswagen Destroys Xmas

Volkswagen Dealership Threatens Woman

Melbourne , Australia, 23.12.2017, 13:38 Time

USPA NEWS - Twins Amy and Mel Djuric, Hip Hop Artists, Performers & Uber drivers in their 20´s from Hoppers Crossing Melbourne Australia normally spend their spare time entertaining others, bringing smiles to thousands with their soulful voices of a Friday night performing tributes to one of the most haunting voices of all time "˜Dusty Springfield´ in Iconic locations all over Melbourne , New South Wales and performing for charities.
The Twins have built an amazing following of very loyal social media fans all in the perfect demographics for any Volkswagen sales representative to monopolize who this week cringed in horror as they watched a video on social media of Mel (filmed by sister Amy) in a state of discomposure, distressed and crying over her destroyed pride and Joy. Her near new Red 2016 VW Polo Beats completely destroyed whilst in the care of Gateway Volkswagen
Tears flowed as realism sets in for Mel that she would have no income as an Uber Driver on the busiest week of the year thanks to Gateway Volkswagen in Melbourne.

I called the reception of Gateway Volkswagen to be told by the receptionist that everyone had already seen the video on Facebook and she was embarrassed at what had happened. When I asked why this was not a public liability insurance issue she agreed with me and informed me to email Manager Mr Scorisis who did not reply even after several days. Mr Richard Edwards Principal of Gateway Volkswagen was not available for comment.
A quick Google search from customers reviews in the last four weeks and we seem to see a pattern with one customer Scott Hunter saying, "Sales team are great, it´s just a pity the after sales service and vehicle servicing is extremely poor. Inexperienced customer service team, poor turn around on warranty spare parts (twice). Extremely happy with the vehicle it´s just a pity this brings the whole experience down"□.
Michael Pietzsch saying"¦ "Would not recommend VW Werribee sales, best mates at the start sold a lemon then don't want anything to do with you . Typical service department worst I have dealt with informant system played up for a year with 5000 km on the clock new clutch pack and gear selector now again 12 month later same thing warranty claim can't or won't supply a loan car or even pick up from lara in a bus told me to get a train shame VW . Seem like the technology for service is way above your heads. Yes Zero star Rating "¦don't have the option"□.
When Mel Djuric posted on Google: "Gave my car to the service team and they had an accident in it AFTER they told me it was ready"□. Djuric was met with this written public reply complete with- " Warm Regards"□"¦. "Dear Mel, Unfortunately, as you know, your vehicle was involved in a non-fault incident during a standard road test which is used to ensure the quality of any work performed on your vehicle. As with all Volkswagen Service Centres we hold our staff and quality control at the highest standard and make sure we road test every vehicle before we hand the vehicle back post service. Because these tests are conducted on the road they are also an opportunity for not-at-fault incidents to occur. We are working hard to rectify the issue and will be in contact further over the coming days. We do hope that we can see you back in dealership in the future. Warm regards, Gateway Volkswagen."□

Djuric bought the "˜Limited Edition Polo Beats´ on 5th Dec 2016 had a battery issue after six months where she took her new car to Gateway Volkswagen for repairs, Her first log book service in October this year then her car had intermittent warning lights pop up on the dash regarding the coolant on 19 Dec 2017 so Djuric took her car immediately back to Gateway Volkswagen and was told they would keep it overnight to avoid doing more damage.
"I was called at 4.40pm on the 21st December to say my car was ready to collect but the accident allegedly occurred at 4.45pm . I arrived at 5.27pm to find out it had been completely destroyed."□ Said Djuric.
The accident which destroyed two vehicles was not reported to NSW Police and the driver of Djuric´s car spent the night in hospital according to Gateway Volkswagen lawyers who the next day threatened to take her to court if she did not remove the video from social media which was going viral. Djuric the day earlier while still in shock also received phone calls from Gateway Volkswagen suggesting if the video wasn´t removed they would report the loan car as stolen. "You believe it was an authorised service centre of Volkswagen and you trust them with your livelihood. I can´t believe this happened and no one showed any empathy"□. Said Djuric who went on to say, "I was not contacted or advised of the accident. I walked in and a staff member said "Your car was in an accident" I was told in a way in which I thought they were joking around. The staff member seemed relatively amused or happy in my opinion. I found the staff unhelpful and difficult to deal with. No empathy, nobody apologised. Their general demeanour was not our problem".

Djuric went on to say“¦ “They told me as little as possible. Allegedly the employee was taking my car on a road safety test (after they deemed it ready to collect) the third party allegedly did a u turn and hit my vehicle. No details have been given to me regarding the driver of my car or of the other car, not even an exact location. Only that everyone was ok. (Which can be confirmed in the live stream now removed because of legal threats) I felt as though they were keeping as much info from me as they could. I was called by the service manager who explained that he was the highest manager I could get to. I was advised that a live stream of the damage in their workshop was "defamation" and they will be suing me. He also threatened me and said he would mark the car they loaned me as stolen“.
I asked Djuric what this will means to them over Christmas both financially and emotionally and who is helping you? “I am now without an income as an Uber Driver. I have been caused a great deal of emotional stress due to the way they handled this situation including threats and now receiving a letter from their lawyers. I was told I have no grounds to have my loan repayment waived whilst I no longer have my own vehicle. My Mother and Grandfather and a few friends are helping me with emotional support and big thank you to “˜Manor Finish´ for kindly opening their doors on the 28th so my insurance company can inspect my car. I won´t have a Christmas this year I just want Volkswagen to make this right.“

“• Theodore Roosevelt once said, “People don't care how much you know until they know how much you care“

Article online:
https://www.uspa24.com/bericht-12640/gateway-volkswagen-destroys-xmas.html

Editorial office and responsibility:
V.i.S.d.P. & Sect. 6 MDStV (German Interstate Media Services Agreement): Robbie Merritt

Exemption from liability:
The publisher shall assume no liability for the accuracy or completeness of the published report and is merely providing space for the submission of and access to third-party content. Liability for the content of a report lies solely with the author of such report. Robbie Merritt

Editorial program service of General News Agency:
United Press Association, Inc.
3651 Lindell Road, Suite D168
Las Vegas, NV 89103, USA
(702) 943.0321 Local
(702) 943.0233 Facsimile
info@unitedpressassociation.org
info@gna24.com
www.gna24.com