



Persatuan Pengguna Pulau Pinang Consumers Association of Penang

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Letter To Editor

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WHY THE SECRECY IN CAR RECALLS IN MALAYSIA

It has come to our attention that a model of the Ford Focus has a serious driveshaft problem which can cause it to fracture “under certain driving conditions”.

In one recent case in Johore, the driveshaft wall gave way causing one end of the driveshaft to break loose and dangle causing a long scratch on the road surface. Fortunately no one was injured.

According to paultan.org a Malaysian Automotive News Website, over 4,000 units of the pre-facelift C 346 built between Mar 21, 2013 and January 24, 2014 had been recalled in Australia for replacement of the defective part. According to the same source, there are over 1,200 of the same model/batch cars in Malaysia.

These cars were assembled in Thailand and according to one owner who had contacted the factory in Thailand, he was told any complaints must be brought up with the Malaysian importer, ie. Sime Darby Auto Connexion Sdn Bhd.

After the driveshaft failure case in Johore, the Customer Service Division of Ford ASEAN and APEM office issued a circular “Customer Satisfaction Program R1413” to the owners of this model/batch of cars.

The driveshaft problem was already known earlier and a re-call had been made in Australia. However, Ford ASEAN and APEM chose to remain silent until an incident happened in Johore on 28.5.2016 and the circular was then issued on 6.6.2016.

The notification is sent out by post and if the original owners have sold the cars, the new owners may never get this circular letter.

Ford is actually re-calling these cars, but why is it being done secretly? In other countries, Ford would have to make a public announcement about such a re-call.

We call on the Minister of Domestic Trade & Co-operatives to invoke Sec. 23 of the Consumer Protection Act 1999 to declare the affected batch of the Ford Focus as an unsafe good for the manufacturer/supplier to ensure every unit is rectified before any life or limb is lost.

S.M. MOHAMED IDRIS

President

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