

Remembering the arrogant Proton dealers
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I refer to the malaysiakini report PM vows to find partner for ailing Proton.

I still remember how arrogant Proton and all Proton dealers were when Proton cars were in great demand. I remember how they forced their customers to pay for all the useless, unnecessary and sub-standard accessories.

I remember how they forced their customers to buy their cars by hire-purchase, using their nominated finance companies, and refusing to sell their cars to cash buyers. I had to buy my Proton on hire-purchase and settle the entire loan with the finance company the following month. One salesman even boasted to me that even if Dr Mahathir Mohamad were to buy a Proton car, it would have to be by hire-purchase.

The after-sales service at their flagship service centre at Glenmarie was in reality a 'no-service' centre. Every time I was there for my car's mandatory service, I was sure to witness some customers quarreling and arguing with the service staff over 'no service' and poor service.

I bought my first and last Proton and sold it off within the first year due to the very poor after-sales service. I swore that I would never ever buy another Proton again for the rest of my life.

They just could not rectify the defects pointed out to them, all the time saying something like 'it is like that-lah'.

Of course, I also remembered how arrogant all the Proton sales staff were. All this time, I have been hoping and praying that the whole Proton set-up including its dealer network would just collapse.

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