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Parallel importer ordered to uphold warranty

Court rules for car buyer left in lurch after workshop folded

[The Straits Times](#) - March 24, 2012

By: Christopher Tan

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Mr Ho with his BMW 528i. When he bought it last year from SG Vehicles, he was promised a seven-year warranty -- PHOTO: CHRISTOPHER TAN

CAR buyer Don Ho was drawn by a parallel importer's offer of a seven-year warranty on its cars - more than double what most other dealers gave.

The company, SG Vehicles, also had a model - a BMW 528i - that was not available then from the authorised agent.

Mr Ho, 56, a general insurer, placed an order in August 2010. He signed another purchase agreement in February last year because he wanted a car that was made last year.

He got it in August. About four months later, his troubles began.

'The air-con gave way... it was just before Christmas,' he recalled.

He took the car to Mega Auto, a workshop listed in the warranty agreement.

'They said: 'The good news is, we can fix it. The bad news is, you have to pay',' Mr Ho said.

The reason? The main umbrella workshop that underwrote all the warranties - Kar Engineering - was in financial difficulty and was folding.

Mr Ho went back to SG Vehicles, which has since set up a new company called SG Vehicles Continental, and was told that it would try to help.

After a number of weeks without resolution, he hired law firm Parwani & Co to write to SG Vehicles, demanding that it arrange for the repairs. This move was allegedly ignored.