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Dealer's Vanishing Act Leaves Hyundai Unscathed

Consumer Court Rules in Favor of Automaker

Sheikh Rayees • September 17, 2024

PUBLISHED REPORT

In a recent case, the State Consumer Disputes Redressal Commission (SCDRC) in Delhi cleared Hyundai Motors Limited of responsibility for a dealership's failure to deliver a Hyundai Santro car, despite the customer having paid in full. The commission ruled that Hyundai, as the manufacturer, could not be held accountable for the misconduct of an independent dealer, Suhrit Hyundai, which closed down after accepting INR3.32 lakh from the buyer. The case...

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