



CUSTOMER COMPLAINTS PROCESS

Supporting and assisting you in resolving your complaint

OUR CUSTOMER COMPLAINTS PROCESS

We are committed that you receive the best possible experience throughout the ownership of your KGM (Formally SsangYong) vehicle. In the unlikely event that your vehicle does suffer a fault, or an issue is not resolved to your satisfaction, please follow the below steps. We endeavour to support and assist you in resolving your complaint.

1

CONTACT YOUR KGM DEALERSHIP

If you are dissatisfied with the service you have received, or have an issue with your vehicle, please contact your nearest KGM dealership who will be best placed to address your concern in the first instance. Please ask for this to be escalated to the General Manager or Dealer Principal, if necessary.



2

CONTACT KGM CUSTOMER SERVICES

If your KGM dealership has been unable to resolve your concern, please contact the KGM Customer Service team who will investigate your concern for you:

Telephone: 0333 444 1954

Email: customerservices@kgm-motors.co.uk

Opening hours: 9:00 – 17:00 Monday – Friday (excluding Bank Holidays).

Our customer services team are dedicated to investigating and assisting you wherever possible with your concern. Abusive behaviour and language will not be tolerated and will result in termination of your call. When contacting KGM Customer Services you will be asked to provide:

- Full name and contact details
- Vehicle details (if applicable)
- The details of your concern and any supporting documents
- Service history (if applicable)
- The details of your complaint and any supporting documentation

We are fully committed to keeping your personal information safe and are responsible in how we use it. Our privacy notice explains how and why we use the personal information that you share with us. This privacy notice was revised on 13th December 2023 and is reviewed regularly to make sure it is up to date and accurate.

3

OUR RESPONSE

Once we have received all the information, we will build a customer case and liaise directly with your KGM dealership. We aim to respond to you within 48 working hours, however, in some circumstances this will differ depending on the nature and complexity of the concern.

Once our Customer Service team have provided their final response, should you remain dissatisfied, please follow step 4.



4

WHAT TO DO IF YOU REMAIN DISSATISFIED WITH OUR RESPONSE

If you are dissatisfied with the response our Customer Service team have provided you, you are entitled to have your case reviewed by KGM Motors UK Ltd or by an independent dispute resolution body, the Motor Ombudsman.

Internal Escalation:

If you wish to have your complaint reviewed by KGM Motors UK Ltd, you can write to us at the following address requesting your complaint to be reviewed internally. For this option, this would require formal written communication by written letter or email.

Address: KGM Motors UK Ltd
G offices, Europa Industrial Park
Parsonage Road, Stratton St Margaret
Swindon, Wiltshire
SN3 4RN

Email: customerservices@kgm-motors.co.uk

Once received, we will send you an acknowledgement of your complaint. KGM Motors UK Ltd will reassess all previous communications and documentation and respond with our final position. Please allow up to 4 weeks for a response.

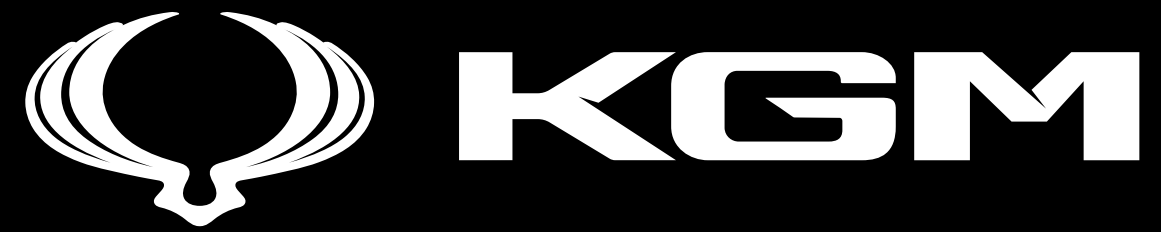
Independent Review:

If you wish to have your complaint reviewed independently, you can direct your complaint for an independent review with the Motor Ombudsman. The Motor Ombudsman is the automotive dispute resolution body and is fully impartial, operating through its comprehensive CTSI (chartered trading standards institute) approved code of practice. The Motor Ombudsman will review your complaint and can provide a free of charge Dispute Resolution Service if deemed necessary. KGM Motors UK Ltd and our dealer partners embrace the Ombudsman's code of conduct and will comply with any subsequent decisions they make. The Motor Ombudsman can be contacted at any stage during your complaint.

Address: The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN

Telephone: 0345 241 3008

Web: themotorombudsman.org/consumers/make-a-complaint



kgm-motors.co.uk

0333 444 1954

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