



央视财经 | CCTV-2

# 央视财经评论

## 20190414 奔驰漏油事件持续发酵 消费维权只能靠“闹”？

▶ 看视频

Machine translation  
for your reference  
(unverified)

Mercedes-Benz owners cried and complained that the rights protection incident continued to ferment,

奔驰车主哭诉维权事件持续发酵，

奔驰 (bēn chí) Benz (name); Mercedes-Benz, German car maker. 车主 (chē zhǔ) vehicle owner. 哭诉 (kū sù) to lament; to complain tearfully; to wail accusingly. 维权 (wéi quán) to defend (legal) rights. 事件 (shì jiàn) event; happening; incident. 发酵 (fā jiào) to ferment; fermentation.

Mercedes-Benz official response will communicate directly with customers,

奔驰官方回应将与客户直接沟通，

官方 (guān fāng) government; official (approved or issued by an authority). 回应 (huí yìng) to respond; response. 客户 (kè hù) client; customer.

The Xi'an market supervision department launched an investigation,

西安市市场监管部门展开调查，

西安市 (xī ān shì) Xi'an, sub-provincial city and capital of Shaanxi 陕西省 (shǎn xī shěng) in northwest China. 监管 (jiān guǎn) to oversee; to take charge of; to supervise; to administer; supervisory; supervision.

Instruct Lizhixing 4S shop to return the car as soon as possible.

责成利之星4S店尽快退车退款。

责成 (zé chéng) to give sb a task. 退款 (tuì kuǎn) to refund; refund.

You told me to give me 3 days,

你跟我说给我3天时间，

I give you 3 days,

我给你3天，

I gave you five consecutive days,

我连续给了你五个3天，

15 days.

15天。

15 days,

15天，

You don't give me a plan.

你不给我一个方案。

Can consumer rights protection only rely on disturbances to solve the problem?

“CCTV Financial Review” will be reviewed later.

Good evening everyone,

Welcome to “CCTV Finance Review”.

Today’s whirlpool of public opinion is undoubtedly that the consumption incident of the female graduate student Mercedes-Benz car owner in Xi’an continues to ferment.

The video of her crying on the front hood of Mercedes-Benz was widely circulated on the Internet,

And just now we also received an exclusive from Mercedes-Benz (China),

Give us the latest response on financial handling fees from the Finance Channel.

The project focus of this incident from the initial oil spill to the later financial service fees and so on is constantly changing.

We will continue to sort out for everyone tonight,

First, let’s understand the ins and outs of this matter through a short video.

You told me to give me 3 days,

消费维权**只能**靠闹才能解决问题吗?

《**央视财经评**》论**稍后**开评。

**各位**晚上好,

欢迎来到《**央视财经评论**》。

今天的**舆论**漩涡毫无疑问是在**西安**这位女研究生奔驰车主消费的事件还在持续地发酵,

她在奔驰的前**引擎盖**儿上哭诉的**视频**在网络上广泛地传播,

而**刚刚**我们也**收到**了梅赛德斯奔驰(中国)的一份**独家**,

给我们财经频道的一份最新的关于**金融****手续费**的回应。

这个事件从一开始的**漏油**到后来的**金融****服务费**等等的项目**焦点**在不断地**转换**。

今天晚上我们继续为大家来**梳理**,

首先通过一个**短片**来了解一下这个事情的**来龙去脉**。

你跟我说给我3天时间,

**只能** (zhǐ néng) can only; obliged to do sth; to have no other choice.

**央视** (yāng shì) China Central Television (CCTV), abbr. for 中国中央电视台 (zhōng guó zhōng yāng diàn shì tái). **财经** (cái jīng) finance and economics. **稍后** (shāo hòu) in a little while; in a moment; later on.

**各位** (gè wèi) everybody; all (guests, colleagues etc); all of you. **晚上好** (wǎn shàng hǎo) Good evening!

**来到** (lái dào) to come; to arrive. **评论** (píng lùn) to comment on; to discuss; comment; commentary.

**舆论** (yú lùn) public opinion. **漩涡** (xuán wō) whirlpool; eddy; vortex; (fig.) maelstrom. **毫无疑问** (háo wú yí wèn) certainty; without a doubt. **西安** (xī ān) Xi'an, sub-provincial city and capital of Shaanxi 陕西省 (shǎn xī shěng) in northwest China; see 西安区 (xī ān qū). **这位** (zhè wèi) this (person). **研究生** (yán jiū shēng) graduate student; postgraduate student; research student.

**引擎盖** (yǐn qíng gài) (car) hood; bonnet. **视频** (shì pín) video.

**刚刚** (gāng gang) just recently; just a moment ago. **收到** (shōu dào) to receive. **斯** (sī) (phonetic); this. **独家** (dú jiā) exclusive.

**金融** (jīn róng) banking; finance; financial. **手续费** (shǒu xù fèi) service charge; processing fee; commission.

**漏油** (lòu yóu) oil spill; oil leak; (fig.) boo! (opposite of 加油 (jiā yóu)). **服务费** (fú wù fèi) service charge; cover charge. **等等** (děng děng) et cetera; and so on ...; wait a minute!; hold on!. **焦点** (jiāo diǎn) focus; focal point. **转换** (zhuǎn huàn) to change; to switch; to convert; to transform.

**梳理** (shū lǐ) to comb; fig. to sort out.

**短片** (duǎn piàn) short film; video clip. **来龙去脉** (lái lóng qù mài) the rise and fall of the terrain (idiom); (fig.) the whole sequence of events; causes and effects.

I give you 3 days,	我给你3天,	
I gave you five consecutive days,	我连续给了你五个3天,	
15 days.	15天。	
15 days,	15天,	
You don't give me a plan.	你不给我一个方案。	
The last plan given to me was to change my engine.	最后给我的方案是换我的 <b>发动</b>	<b>发动机 (fā dòng jī)</b> engine; motor.
	<b>机。</b>	
According to the female car owner,	据女车主介绍,	
It was only 5 minutes before she signed and picked up the car.	距离她签单提车才5分钟的时间,	
An oil leak occurred in the purchased Mercedes-Benz engine,	购买的奔驰车发动机就发生了漏油,	
So she immediately called the salesman,	于是她马上打电话给销售,	
The other party said that the engine is out of fuel.	对方表示这是发动机没油了,	
Let her drive back to the store to refuel the car.	让她开回店里给车 <b>加油。</b>	<b>加油 (jiā yóu)</b> to add oil; to top up with gas; to refuel; to accelerate; to step on the gas; (fig.) to make an extra effort; to cheer sb on.
But after driving back,	但开 <b>回去</b> 以后,	<b>回去 (huí qu)</b> to return; to go back.
The Mercedes Benz was parked in the store for 15 days,	奔驰车就在店内停了15天,	
During this period, the female car owner negotiated with the 4S shop three times.	这期间女车主和4S店 <b>交涉</b> 了 <b>三</b>	<b>交涉 (jiāo shè)</b> to negotiate (with); to have dealings (with). <b>三次 (sān cì)</b> third; three times; (math.) degree three, cubic (equation).
	<b>次,</b>	
From refund to exchange,	从退款到换车,	
Finally changed to compensation.	最后 <b>改为</b> 补偿。	<b>改为 (gǎi wéi)</b> to change into. <b>补偿 (bǔ cháng)</b> to compensate; to make up.
Then the 4S shop overturned the previous solution again,	随后4S店 <b>再一次</b> <b>推翻</b> 之前的 <b>解决</b>	<b>随后 (suí hòu)</b> soon after. <b>再一次 (zài yī cì)</b> again. <b>推</b>
	<b>办法,</b>	<b>翻 (tuī fān)</b> to overthrow. <b>解决办法 (jiě jué bàn fā)</b> solution; method to settle an issue.

Saying that only the engine can be replaced,

This makes it difficult for female car owners to accept.

On April 9th, I came to the 4S store again to discuss the explanation,

Only then has the scene that happened just now.

April 13,

The recording of the meeting between the female Mercedes-Benz car owner and the executives of Xi'an Lizhixing was exposed.

The female car owner raised three legal issues at the scene.

First stroke,

15,000 financial service fee,

Is there deception?

Second point,

15000,

It's called financial service fee,

What have you served me?

What is your pricing standard for this 15,000 financial service?

All the information is provided by me.

The third point is the most important,

You tell me three packs,

说只能**更换**发动机,

这让女车主**难以**接受。

4月9号**再次**来到4S店讨**说法**,

才有了刚才发生的一幕。

4月13号,

奔驰女车主与西安利之星**高管**见面**谈话**的录音被**曝光**,

女车主**现场****提出**了三个法律问题。

第一笔,

金融服务费15000,

是不是存在**欺骗**?

第二点,

15000,

它叫**金融服务费**,

你给我服务什么了?

你是以**什么**的**计价**标准来做的这个15000的**金融服务**?

所有的资料是我提供的。

第三点**最重要**,

你跟我讲**三包**,

**更换** (gēng huàn) to replace (a worn-out tire etc); to change (one's address etc).

**难以** (nán yǐ) hard to (predict, imagine etc).

**再次** (zài cì) one more time; again; one more; once again. **说法** (shuō fǎ) way of speaking; wording; formulation; one's version (of events); statement; theory; hypothesis; interpretation.

**有了** (yǒu le) I've got a solution!; to have a bun in the oven (abbr. for 有了胎 (yǒu le tāi)).

**高管** (gāo guǎn) executive; senior management; (contraction of 高级管理). **谈话** (tán huà) talk; conversation. **曝光** (bào guāng) to expose (photography); (fig.) to expose (a scandal); (advertising) exposure; Taiwan pr. (pù guāng).

**现场** (xiàn chǎng) the scene (of a crime, accident etc); (on) the spot; (at) the site. **提出** (tí chū) to raise (an issue); to propose; to put forward; to suggest; to post (on a website); to withdraw (cash).

**欺骗** (qī piàn) to deceive; to cheat.

**是以** (shì yǐ) therefore; thus; so. **什么的** (shén me de) and so on; and what not. **计价** (jì jià) to value; valuation.

**三包** (sān bāo) "three-guarantee service": repair, exchange, refund.

Please open three packs,

请打开三包,

You can help me repair the car for 5 days with three guarantees,

三包就你帮我修车5天,

修车 (xiū chē) to repair a bike (car etc).

You have to equip me with a car for maintenance for more than 5 days,

维修5天以上你得给我配备用车,

配备 (pèi bèi) to allocate; to provide; to outfit with.

This is the three guarantees rule,

这是三包规定,

You don't need to recognize this one in the three packs.

三包里面这一条你们就可以不认了,

You only think it's good for you,

你们只认对你们有利的了,

Don't recognize what is unfavorable to you.

对你们不利的就不认。

不利 (bù lì) unfavorable; disadvantageous; harmful; detrimental.

You also talked to me about three guarantees,

您还跟我谈三包,

Are we still equal?

咱们还平等吗?

the same day,

同一天,

同一 (tóng yī) identical; the same.

Beijing Mercedes-Benz Sales Co., Ltd. issued a statement stating that

北京梅赛德斯奔驰销售有限公司发表声明表示,

声明 (shēng míng) to state; to declare; statement; declaration.

The company has sent a special working group to Xi'an,

公司已经派专门工作小组前往西安,

小组 (xiǎo zǔ) group. 前往 (qián wǎng) to leave for; to proceed towards; to go.

Will make an appointment with the customer as soon as possible to communicate directly,

将尽快与客户预约时间以直接沟通,

Strive to reach a multi-party satisfactory solution on a reasonable basis.

力求在合理的基础上达成多方满意的解决方案。

力求 (lì qiú) to make every effort to; striving to do one's best. 达成 (dá chéng) to reach (an agreement); to accomplish. 多方 (duō fāng) in many ways; from all sides.

Today is April 14th,

今天是4月14号,

This is the sixth day since Ms. Liu and the Mercedes-Benz side fermented due to the car purchase dispute.

也就是刘女士和奔驰方因为购车纠纷事件发酵以来的第六天。

也就是 (yě jiù shì) that is; i.e.. 刘 (liú) surname Liu. 纠纷 (jiū fēn) dispute.

Xi'an released official news this morning saying,

yesterday,

Which is April 13,

Under the coordination of the High-tech Branch of the Xi'an Market Supervision Bureau,

The Mercedes-Benz side and the 4S shop had a face-to-face communication and coordination with Ms. Liu.

Mercedes-Benz expressed its willingness to immediately refund Ms. Liu's car purchase money and apologize.

But Ms. Liu believed that she rejected the other party's apology before the matter was fully investigated.

If the investigation is clear,

She can accept requests for refunds or engine replacement.

Pick up the car on March 27,

I cried on the hood on April 9 till today,

In fact, this event fermented, some people say that there is only 48 hours.

And what opened my eyes in this process is the videos that are generally circulated on the Internet,

More than two minutes of audio is considered very long,

But today's coordinated 18-minute video is also going viral on the Internet.

And the amount of play,

在今天早上西安**发布**官方消息称,

在昨天,

也就是4月13号,

在西安市市场监管局高新**分局**的**协调**下,

奔驰方以及4S店和刘女士进行了一个**面对面**的沟通和协调。

奔驰方面表示愿意立即**退还**刘女士的**购车钱**并道歉。

但刘女士认为在事情没有完全调查清楚之前是拒绝对方的道歉,

如果说调查清楚以后,

她可以接受退款或者更换发动机的要求。

3月27号提车,

4月9号在引擎盖儿上哭诉到今天,

这个事件发酵其实真正发酵有人说只有48小时的时间。

而在这个过程中让我**大开眼界**的地方是一般在网上流传的视频、

**音频**两分钟以上都算很长,

但是今天这一段协调的18分钟的视频在网络上也是疯传,

而且**播放量**,

**发布** (fā bù) to release; to issue; to announce; to distribute; also written 发布 (fā bù).

**分局** (fēn jú) sub-bureau. **协调** (xié tiáo) to coordinate; to harmonize; to fit together; to match (colors etc); harmonious; concerted.

**面对面** (miàn duì miàn) face to face.

**退还** (tuì huán) to return (sth borrowed etc); to send back; to refund; to rebate. **车钱** (chē qián) fare; transport costs.

**开眼界** (kāi yǎn jiè) broaden, expand one's horizons.

**音频** (yīn pín) audio; sound; audio frequency; sound frequency.

Those who went to see it basically listened to it in 18 minutes.

Moreover, this event is still ranked first in the major media and self-media hot search lists.

Why is such a car rights protection incident that everyone has been surprised at is still attracting people's attention?

Is this influence constantly expanding?

What should our consumers do in this process?

What did this dealer and manufacturer do wrong?

If something like this happens to us in the future,

How to defend rights?

Tonight we invite two of you to explain this event again,

One is Mr. Zhang Dezhi, Director of Complaint Department of China Consumers Association.

There is also Zhang Chunwei, a financial commentator.

First of all, I want to ask you how they feel now.

I saw this two-minute video,

When the crying video and the negotiation process of over 18 minutes,

去看的人**基本上**是18分钟完整地听完了,

而且目前在各大媒体和**自媒体**热搜榜上的这个事件依然是排在**首位**。

为什么这样一个其实大家已经**见怪不怪**的汽车维权事件还在不断地吸引人的**眼球**,

这个影响在不断地扩大呢?

到底这个过程当中我们**消费者**应该做什么?

这个**经销商**和**厂家**到底**做错**了什么?

以后如果这样的**事儿**发生在咱们自己**身上**的话,

该如何去维权呢?

今天晚上我们邀请到两位再来讲解这个事件,

一位是**中国消费者协会投诉部主任**张德志先生,

还有财经评论员**张春蔚**。

首先想问一下两位现在的感受,

我看到这个两分多钟的视频上,

哭诉的视频和18分多的这样一个交涉过程的时候,

**基本上** (jī běn shàng) basically; on the whole.

**自媒体** (zì méi tǐ) self-media (news or other content published on independently-operated social media accounts). **首位** (shǒu wèi) first place.

**见怪不怪** (jiàn guài bù guài) to keep one's calm in the face of the unexpected; not to wonder at strange sights. **眼球** (yǎn qiú) eyeball; (fig.) attention.

**消费者** (xiāo fèi zhě) consumer.

**经销商** (jīng xiāo shāng) dealer; seller; distributor; broker; agency; franchise (i.e. company); retail outlet. **厂家** (chǎng jiā) factory; factory owners. **做错** (zuò cuò) to make an error.

**事儿** (shì r) one's employment; business; matter that needs to be settled; (northern dialect) (of a person) demanding; trying; troublesome; erhua variant of 事 (shì). **身上** (shēn shàng) on the body; at hand; among.

**中国消费者协会** (zhōng guó xiāo fèi zhě xié huì) China Consumers' Association (CCA). **投诉** (tóu sù) complaint; to complain; to register a complaint (esp. as a customer).

**蔚** (wèi) Artemisia japonica; luxuriant; resplendent; impressive.

I wonder why such a long video has so much circulation on the Internet?

我在想为什么这样长的视频在网络上有这么大的传播量？

Why does this matter ferment so fast,

这个事情为什么发酵的速度如此之快，

如此 (rú cǐ) in this way; so.

The impact is so big?

影响如此之大？

It should be said that this video aroused the resonance of our consumers.

应该说这段视频激起了我们广大消费者的共鸣。

激起 (jī qǐ) to arouse; to evoke; to cause; to stir up. 共鸣 (gòng míng) resonance (physics); sympathetic response to sth.

We noticed that the pain of defending rights is the sadness of consumers,

我们注意到维权之痛是消费者的悲哀，

悲哀 (bēi āi) grieved; sorrowful.

At the same time, the difficulty of defending rights,

同时维权之难，

If you still need to cry now,

如果说还是现在需要用哭闹的方式，

You need this extreme way to protect your rights,

需要这种极端的方式去维护自己权益，

极端 (jí duān) extreme. 维护 (wéi hù) to defend; to safeguard; to protect; to uphold; to maintain. 权益 (quán yì) rights; interests; rights and benefits.

It is also the sorrow of our full-time consumer rights protection workers.

也是我们专职维权消费工作者的悲哀。

专职 (zhuān zhí) special duty; assigned full time to a task. 工作者 (gōng zuò zhě) worker.

There is another dispute over rights protection,

再有维权之争，

If we look at a viewpoint now,

如果现在我们看了一个观点、

If the public does not judge a video,

一个视频公众不去做判断的话，

公众 (gōng zhòng) public.

That is a sorrow of our sentence.

那是我们判职能的一个悲哀。

那是 (nà shì) (coll.) of course; naturally; indeed. 职能 (zhí néng) function; role.

At the same time, due to some other factors,

同时因为受一些其他因素的影响，

If our administrative law enforcement department,

如果我们的行政执法部门、

行政 (xíng zhèng) administrative; executive (attributive). 执法 (zhí fǎ) to enforce a law; law enforcement.

The judicial department cannot administer according to law,

司法部门不能够依法行政，

司法部 (sī fǎ bù) Ministry of Justice (PRC etc); Justice Department (USA etc). 依法 (yī fǎ) legal (proceedings); according to law.



Not able to impartial justice,	不能够 <b>公正司法</b> ,	<b>公正</b> (gōng zhèng) just; fair; equitable. <b>司法</b> (sī fǎ) judicial; (administration of) justice.
I am afraid it is the sorrow of our rule of law.	怕是我们 <b>法治</b> 的悲哀了。	<b>法治</b> (fǎ zhì) rule of law; to rule by law.
You mentioned many sorrows,	您 <b>提到</b> 很多个悲哀,	<b>提到</b> (tí dào) to mention; to raise (a subject); to refer to. <b>多个</b> (duō ge) many; multiple; multi- (faceted, ethnic etc).
This is a very emotional word.	这是一个很 <b>情绪化</b> 的词儿。	<b>情绪化</b> (qíng xù huà) emotional; sentimental.
Chun Wei,	春蔚,	
But if we strip away the emotionality,	但是我们如果 <b>剥离</b> 掉情绪化,	<b>剥离</b> (bō lí) to peel; to strip; to peel off; to come off (of tissue, skin, covering etc).
Looking back at this fermentation process,	<b>回过头来看</b> 这个发酵的过程,	<b>过头</b> (guò tóu) to overdo it; to overstep the limit; excessively; above one's head; overhead. <b>来看</b> (lái kàn) to come and see; to see a topic from a certain point of view.
What do you think is your biggest impression of the fermentation process of such an event?	您觉得这样一个事件发酵的过程给你留下最大的印象是什么?	
Two people go to reason,	两个人去讲道理,	
You will find that it is the wrists,	你会发现是 <b>掰手腕</b> ,	<b>掰手腕</b> (bāi shǒu wàn) arm wrestling.
If you can,	能 <b>拖</b> 就拖,	<b>拖</b> (tuō) to drag; to tow; to trail; to hang down; to mop (the floor); to delay; to drag on.
In the end, it can only be dragged to the public to make sense.	最后只能拖到公众面前去讲道理,	
A group of people have to say,	得一群人去说,	
Everyone comment on me.	大家给我 <b>评评理</b> 。	<b>评理</b> (píng lǐ) to judge between right and wrong; to reason things out.
If in the end, I must rely on everyone to comment on me before I can defend my rights.	如果到最后 <b>必须要</b> 靠大家来给我评评理才能够维权,	<b>须要</b> (xū yào) must; have to.
Where are the regulations?	那 <b>法规</b> 何在?	<b>法规</b> (fǎ guī) legislation; statute. <b>何在</b> (hé zài) where?; what place?.
Where is the conscience?	<b>良心</b> 何在?	<b>良心</b> (liáng xīn) conscience.
Where is morality?	<b>道义</b> 何在?	<b>道义</b> (dào yì) morality; righteousness and justice.

Why do we have to go to the public and tell everyone to comment on me,

Who is Dou E anyway?

This incident actually put a lot of labels on everyone,

It is said that it is difficult for intellectuals to be good people to defend their rights.

There are various ways to buy a car,

Especially the shop bullying customers,

There are also various media interventions,

Must be compensated according to the trouble,

There are many angles of analysis.

But let's show everyone,

In fact, all kinds of fancy rights protection have been common over the years.

For example, the toxic incident at Audi just last year allowed people to wear masks to defend their rights.

Then the more expensive Maserati,

Someone smashed Maserati in public before.

Let's look at Volvo again,

It was almost ten years ago,

It was the first time someone used cattle,

为什么我们必须走到公众面前说大家给我评评理,

到底谁是**窦娥**呢?

这个事件其实给大家贴了很多的标签,

有说**知识分子**当**善人**维权难的,

有说各种**套路**买车,

**尤其是**店大欺客的,

还有各种**媒体介入**的,

**一定要**按闹赔偿的,

分析的角度**非常多**。

但是我们给大家**看一看**,

这些年以来其实**各种各样**的花式维权也**屡见不鲜**了,

**比方说**就在去年**奥迪**的**有毒**事件也是让人**戴上**口罩来维权的。

接着更贵的**玛莎拉蒂**,

之前是有人**当众**地**砸毁**了**玛莎拉蒂**。

再来看**沃尔沃**,

这大概快十年以前了,

当时是有人**第一次**用牛,

**窦** (dòu) hole; aperture; (anatomy) cavity; sinus. **娥** (é) good; beautiful.

**知识分子** (zhī shì fèn zǐ) intellectual; intelligentsia; learned person. **善人** (shàn rén) philanthropist; charitable person; well-doer.

**套路** (tào lù) sequence of movements in martial arts; routine; pattern; standard method.

**尤其是** (yóu qí shì) especially; most of all; above all; in particular. **欺** (qī) to take unfair advantage of; to deceive; to cheat.

**介入** (jiè rù) to intervene; to get involved.

**一定要** (yī dìng yào) must.

**非常多** (fēi cháng duō) much; very many.

**看一看** (kàn yī kàn) to have a look.

**各种各样** (gè zhǒng gè yàng) various kinds; all sorts. **花式** (huā shì) fancy. **屡见不鲜** (lǚ jiàn bù xiān) a common occurrence (idiom).

**比方说** (bǐ fāng shuō) for example; for instance. **奥迪** (ào dí) Audi. **有毒** (yǒu dú) poisonous. **戴上** (dài shàng) to put on (hat etc). **口罩** (kǒu zhào) mask (surgical etc).

**玛莎拉蒂** (mǎ shā lā dì) Maserati.

**当众** (dāng zhòng) in public; in front of everybody. **砸毁** (zá huǐ) to destroy; to smash.

**沃尔沃** (wò ěr wò) Volvo (Swedish car company).

**第一次** (dì yī cì) the first time; first; number one.

Later there were donkeys,	后来有 <b>驴</b> 、	<b>驴</b> (lú) donkey.
There are horses and various animals pulling this cart to defend their rights.	有马各种动物拉着这个车来维权的。	
Look at Land Rover again,	再来看 <b>路虎</b> ，	<b>路虎</b> (lù hǔ) Land Rover.
There are more scandals,	<b>丑闻</b> 就比较多了，	<b>丑闻</b> (chǒu wén) scandal.
This is one of them,	这个是其中的一个，	
Using micro movies to film the rights protection process,	用微电影来拍维权过程的，	
This can be regarded as a show of performance art.	这也 <b>算是</b> 个行为艺术的 <b>展现</b> 。	<b>算是</b> (suàn shì) considered to be; at last. <b>展现</b> (zhǎn xiàn) to come out; to emerge; to reveal; to display.
Let's look at Cadillac again,	再来看 <b>凯迪拉克</b> ，	<b>凯迪拉克</b> (kǎi dí lǎ kè) Cadillac.
This is when someone pulled a banner in public at the auto show,	这个是在 <b>车展</b> 上有人当众拉 <b>横幅</b> ，	<b>车展</b> (chē zhǎn) motor show. <b>横幅</b> (héng fú) horizontal scroll; banner; streamer.
Reminder,	<b>提示</b> 一下，	<b>提示</b> (tí shì) to point out; to remind (sb of sth); to suggest; suggestion; tip; reminder; notice.
The Shanghai Auto Show will open again next Tuesday.	下 <b>周二</b> 的时候上海车展就要再次 <b>开幕</b> 了，	<b>周二</b> (zhōu èr) Tuesday. <b>开幕</b> (kāi mù) to open (a conference); to inaugurate.
This is a very important event for the entire automotive industry.	这是对车整个行业 <b>来讲</b> 一个非常重要的事件，	<b>来讲</b> (lái jiǎng) as to; considering; for.
I don't know what will happen at the scene.	不知道在 <b>现场</b> 会出现 <b>什么样</b> 的事情。	<b>现场会</b> (xiàn chǎng huì) on-the-spot meeting. <b>什么样</b> (shén me yàng) what kind?; what sort?; what appearance?.
Look at BMW again,	再来看 <b>宝马</b> ，	<b>宝马</b> (bǎo mǎ) BMW (car company).
At BMW, someone also led a donkey to pull BMW to defend their rights.	宝马 <b>同样</b> 也是有人牵了一头 <b>驴</b> 拉着宝马维权，	<b>同样</b> (tóng yàng) same; equal; equivalent. <b>一头</b> (yī tóu) one head; a head full of sth; one end (of a stick); one side; headlong; directly; rapidly; simultaneously.
Said to spend money and BMW to become a donkey and so on,	说 <b>花钱</b> 和宝马变 <b>驴</b> 等等，	<b>花钱</b> (huā qián) to spend money.
All kinds of jokes.	各种各样的 <b>段子</b> 。	<b>段子</b> (duàn zi) item of storytelling or performed dialogue (folk arts); sketch.
Who is ashamed of such a thing?	这样的事情出来以后到底是 <b>谁丢人</b> ?	<b>丢人</b> (diū rén) to lose face.

Maybe many people feel like all kinds of sorrows like Director Zhang said just now.

可能很多人都觉得像刚才张主任说的各种悲哀,

But what state do you think the incident is in?

但是目前您觉得事件处于一个什么样的状态?

**处于** (chǔ yú) to be in (some state, position, or condition).

Because this car is now sealed,

因为这个车现在已经封存了,

**封存** (fēng cún) to sequester; to seal up (for safe keeping); to freeze (an account); to mothball.

What will happen next?

接下来到底会如何处理?

**接下来** (jiē xià lái) to accept; to take; next; following.

We should still be in the process of investigating the truth.

我们现在来讲应该还是在一个调查事实真相的过程中,

**真相** (zhēn xiàng) the truth about sth; the actual facts.

Because we have seen different versions of the spread on the Internet,

因为我们看到了在网上的传播有不同的版本,

**版本** (bǎn běn) version; edition; release.

At the same time, there are also discrepancies between the parties' oral statements and some online investigations.

同时当事人的口述和一些网上调查的情况也有所出入。

**当事人** (dāng shì rén) persons involved or implicated; party (to an affair). **口述** (kǒu shù) to dictate; to recount orally. **有所** (yǒu suǒ) somewhat; to some extent. **出入** (chū rù) to go out and come in; entrance and exit; expenditure and income; discrepancy; inconsistent.

But we hope to have an objective judgment after we understand the truth.

但是我们在了解了事实的真相以后有一个客观的评判,

**评判** (píng pàn) to judge (a competition); to appraise.

This is what we the public should normally recognize.

这是我们公众应该正常地去认知的。

**认知** (rèn zhī) cognition; cognitive; understanding; perception; awareness; to be cognizant of; to recognize; to realize.

There are discrepancies in what you said,

您说的有出入的地方,

Maybe the first one everyone struggled with,

可能大家纠结的第一个,

**纠结** (jiū jié) to intertwine; to band together (with); to link up (with); twisted; tangled; confused; to be at a loss.

Is there fraud?

是否是存在欺诈的行为?

**欺诈** (qī zhà) to cheat.

According to what the car owner said,

这个根据现在车主说到的,

**说到** (shuō dào) to talk about; to mention; (preposition) as for.

The first is the issue of financial service fees.

第一是金融服务费的问题。

second,

第二,

Whether the car itself has quality defects,

这个车本身是否有质量缺陷,

**本身** (běn shēn) itself; in itself; per se. **缺陷** (quē xiàn) defect; flaw; physical defect.

Or even the situation of used cars, etc.	或者是甚至 <b>二手车</b> 这样的状况等等，	<b>二手车</b> (èr shǒu chē) second-hand car.
This matter has to wait for the test results.	这个事情还要再等待 <b>检测</b> 的结果。	<b>检测</b> (jiǎn cè) to detect; to test; detection; sensing.
Correct.	对。	
If this is true,	如果这样是事实的话，	
What kind of processing result should it be?	应该是一个怎么样的处理结果？	
From the current situation,	从目前的情况看，	
If the vehicle is provided to consumers,	如果说 <b>车辆</b> <b>提供</b> 给消费者，	<b>车辆</b> (chē liàng) vehicle. <b>供给</b> (gòng jǐ) to furnish; to provide; supply (as in supply and demand).
There were unqualified conditions at that time,	当时存在着不合格的情况，	
Replaced by consumers,	被消费者进行更换、	
The return should comply with our legal requirements.	<b>退货</b> 应该是符合我们法律规定的。	<b>退货</b> (tuì huò) to return merchandise; to withdraw a product.
If consumers claim fraud,	如果说消费者主张是 <b>欺诈</b> 的话，	
He should be consistent with, for example, deliberately concealing the truth,	他应该符合比如说故意 <b>瞒</b> 真相、	<b>瞒</b> (mán) to conceal from; to keep (sb) in the dark.
Fictitious facts,	<b>虚构</b> 事实，	<b>虚构</b> (xū gòu) to make up; fabrication; fictional; imaginary.
And cause the other party to make a wrong statement,	又使对方当事人 <b>做出</b> 错误表示的，	<b>做出</b> (zuò chū) to put out; to issue.
It should comply with the relevant principles of Article 68 of the “General Principles of Civil Law”,	应该符合《 <b>民法通则</b> 》 <b>意见</b> 68条相关的 <b>原则上</b> 的规定，	<b>民法</b> (mín fǎ) civil law. <b>通则</b> (tōng zé) general rule; general principle. <b>原则上</b> (yuán zé shàng) in principle; generally.
Only in this way can we make further judgments.	这样来讲才能作 <b>进一步</b> 的判断。	<b>进一步</b> (jìn yī bù) one step further; to move forward a step; further onwards.
Is the standard of compensation like this, according to our officialdom, is one refund and three compensation?	这样赔偿的标准是我们 <b>官场</b> 讲的退一赔三吗？	<b>官场</b> (guān chǎng) officialdom; bureaucracy.

According to Article 55 of the “Consumer Law”,

按照《消法》55条的规定来讲,

If it is due to fraud that causes consumer losses, it will be refunded and compensated for three.

如果是因为欺诈行为造成消费者损失的是退一赔三,

What is particularly emphasized here should be the return of one compensation to the loss of consumers.

在这里特别强调的应该是对消费者造成损失的退一赔三,

There is also a calculation problem here.

这里头也有一个计算的问题。

Is it calculated based on the 660,000 price of this car?

是按照这个车价的66万来计算?

Not necessarily,

不一定,

不一定 (bù yī dìng) not necessarily; maybe.

Because if a car is a problem,

因为如果一辆车是有问题的,

How much damage did it cause?

它到底造成多少的损失?

For example, four tires of a car are fake,

比如说一辆车四个轮胎是假的,

轮胎 (lún tāi) tire; pneumatic tire. 假的 (jiǎ de) bogus; ersatz; fake; mock; phoney.

Whether it's the whole car or four tires,

是按整车还是四个轮胎,

This is somewhat controversial in the judicial field.

这个在司法领域来讲有一定的争议。

争议 (zhēng yì) controversy; dispute; to dispute.

But now we see that the loss is tripled by one,

但是现在我们看到是按照损失一加三倍,

三倍 (sān bèi) triple.

Relatively speaking, it is more in line with the original intent of “Clearance”.

相对来说是更加符合《消法》的本意。

更加 (gèng jiā) more (than sth else); even more. 本意 (běn yì) original idea; real intention; etymon.

Of course,

当然了,

How to determine the damage of a used car?

对一辆二手车来讲如何定损?

If it can't be distinguished,

如果说不能区分出来,

区分 (qū fēn) to differentiate; to draw a distinction; to divide into categories.

According to the whole vehicle, it should be said that it is a judgment in line with the spirit of the rule of law.

按照整车来讲应该说是一个符合法治精神的判决。

判决 (pàn jué) judgment (by a court of law); to pass judgment on; to sentence.

Not necessarily as some netizens said,	不一定是像有些网友说的,	
May get such a compensation result close to 2 million.	可能会拿到接近200万的这样一个赔偿结果。	
How does Chun Wei see what might happen next?	春蔚怎么来看目前接下来可能会发生的事情?	
If the fraud is true.	如果欺诈坐实的话。	
I think we are concerned about three issues at the moment.	我觉得 <b>当下</b> 我们关心的是三个问题。	<b>当下 (dāng xià)</b> immediately; at once; at that moment; at the moment.
the first,	第一,	
Can this consumer defend his rights reasonably and legally?	这位消费者能不能够合理合法地维权,	
What kind of compensation will be received must be explained to the public.	会获得什么样的补偿必须在公众面前 <b>交代</b> 。	<b>交代 (jiāo dài)</b> to hand over; to explain; to make clear; to brief (sb); to account for; to justify oneself; to confess; (coll.) to finish.
Second point,	第二点,	
That's the three guarantees for the current car,	那就是现在的这种汽车三包,	
Can consumers really get a protection of rights,	能不能够真正地让消费者获得一个维权的保护,	
Rather than being forced to use all kinds of weird methods to prove that he was hurt.	而不是说 <b>被迫</b> 用 <b>各式各样稀奇古怪</b> 的方法去证明自己受到了伤害。	<b>被迫 (bèi pò)</b> to be compelled; to be forced. <b>各式各样 (gè shì gè yàng)</b> (of) all kinds and sorts; various. <b>稀奇古怪 (xī qí gǔ guài)</b> crazy; bizarre; weird; fantastic; strange.
But back to the most important point,	但是回到最重要一点,	
That's been so long,	那就是这么长时间以来,	
Why is the service of 4S shop always so high?	4S店的服务为什么总是那么 <b>高高在上</b> ?	<b>高高在上 (gāo gāo zài shàng)</b> set up on high (idiom); not in touch with reality; aloof and remote.
After this continuous advancement,	经过层出不断的这种 <b>推进</b> 以后,	<b>推进 (tuī jìn)</b> to impel; to carry forward; to push on; to advance; to drive forward.
Can we change the service standards of the entire automotive service industry,	我们能不能够改变整个汽车服务行业的 <b>服务标准</b> ,	

And their corresponding changes in the industry,

以及他们**相应配套**的这种行业的改变,

**相应 (xiāng yìng)** to correspond; answering (one another); to agree (among the part); corresponding; relevant; appropriate; (modify) accordingly. **配套 (pèi tào)** to form a complete set; coherent.

This may be more people want to see.

这可能是人们更希望看到的。

Correct,

对,

You mentioned that a very important point is the issue of three guarantees for automobiles.

您提到非常重要的一点就是汽车三包的问题。

This time in this video,

这一次在这个视频,

Especially in the 18-minute conversation,

尤其18分钟的对话当中,

The general manager of the dealer has also been emphasizing that in accordance with the principle of three guarantees for cars,

经销商的**总经理**也是一直在强调按照汽车三包的原则,

**总经理 (zǒng jīng lǐ)** general manager; CEO.

How should we deal with it.

我们应该怎么处理。

But as for how the three packs of automobiles are regulated on this issue,

但至于汽车三包在这个问题上到底是如何来规定的,

And what kind of three guarantees should be applied to this incident?

而这个事件当中又应该**适用**怎样的汽车三包**条款**呢?

**适用 (shì yòng)** to be applicable. **条款 (tiáo kuǎn)** clause (of contract or law).

Let's take a look.

我们来看一看。

The reporter then inquired about the "Repair of Home Car Products,

记者随后查询《**家用**汽车产品修理、

**家用 (jiā yòng)** home-use; domestic; family expenses; housekeeping money.

replace,

更换、

The Regulations on Responsibility for Returns found that

退货责任规定》发现,

The regulations clarify that family car products can be repaired free of charge if product quality problems occur during the warranty period.

规定明确了家用汽车产品在**保修期**内出现产品质量问题可以免费修理,

**保修期 (bǎo xiū qī)** guarantee period; warranty period.



Return or exchange procedures can be handled within the validity period of the three guarantees.

The warranty period is not less than three years and 60,000 kilometers,

The validity period of the Three Guarantees is not less than two years or a mileage of 50,000 kilometers.

As for the conditions of return and exchange,

“Family car product repair, replace,

There are four specific situations listed in the Regulations on Responsibility for Returns:

The first is that the steering system fails within 60 days from the seller's issuance of the car purchase invoice or within 3,000 kilometers of mileage.

Brake system failure,

Car body cracking,

Fuel leakage,

You can choose to exchange or return.

Does this vehicle meet the conditions for discharging,

It depends on the vehicle's appraisal report and the vehicle's three pack manual.

三包**有效期内**可办理退货或换货手续。

其中保修期限是不**低于**三年六万公里，

三包**有效期限**是不低于两年或者是**行驶里程**五万公里。

而对于**退换货**的条件，

《家用汽车产品修理、更换、

退货责任规定》中**列出**了四种具体**情形**，

第一条就是从销售者开具购车发票**60天内**或**行驶里程3000公里之内**出现**转向系统失效**、

**制动系统失效**、

**车身开裂**、

**燃油泄漏**，

就可以选择换货或退货。

这个车辆是不是达到**解除**的条件，

就要看车辆的**鉴定**报告以及车辆的三包**手册**。

**有效期内** (yǒu xiào qī nèi) within the period of validity; before the sell-by date.

**低于** (dī yú) to be lower than.

**有效期** (yǒu xiào qī) period of validity; sell-by date. **行驶** (xíng shǐ) to travel along a route (of vehicles etc). **里程** (lǐ chéng) mileage (distance traveled); course (of development).

**退换货** (tuì huàn huò) to return a product for another item.

**列出** (liè chū) to list; to make a list. **情形** (qíng xíng) circumstances; situation.

**之内** (zhī nèi) inside; within. **转向** (zhuǎn xiàng) to change direction; fig. to change one's stance. **失效** (shī xiào) to fail; to lose effectiveness.

**制动** (zhì dòng) to brake.

**车身** (chē shēn) body of automobile. **开裂** (kāi liè) to split open; to dehisce (of fruit or cotton bolls, to split open).

**燃油** (rán yóu) fuel oil. **泄漏** (xiè lòu) (of a liquid or gas) to leak; to divulge (a secret); to leak.

**解除** (jiě chú) to remove; to sack; to get rid of; to relieve (sb of their duties); to free; to lift (an embargo); to rescind (an agreement).

**鉴定** (jiàn dìng) to appraise; to identify; to evaluate. **手册** (shǒu cè) manual; handbook.

If consumers find out that sellers have deliberately concealed such defects,

There may be consumer fraud,

Consumers can demand punitive compensation within three times.

Director Zhang,

We have repeatedly emphasized that

If it is a fraud,

Let's not talk about fraud now,

Just say that the quality of the car is defective.

Let's take a look at the three guarantees for automobiles.

The "Family Car Repair,

replace,

In the Regulations on Responsibility for Returns,

Regarding the engine,

After changing the gearbox twice in total,

Or the same main part of the engine transmission cannot be used normally after being replaced twice due to quality problems,

The number of replacements of the engine transmission and its main parts is not counted twice,

This is a condition for return or exchange.

如果说消费者发现销售商存在着故意**隐瞒**这种缺陷,

**有可能**存在着消费欺诈,

消费者可以要求三倍**以内**的**惩罚性**补偿。

张主任,

我们刚才一再强调,

如果是欺诈坐实,

我们现在不说欺诈的事儿,

就说这个汽车质量有缺陷这回事儿,

按照汽车三包的规定我们来看一下,

2013年1月开始**实施**的《家用汽车修理、

更换、

退货责任规定》当中,

关于发动机,

还有**变速器**等等**累计**更换**两次**后,

或者发动机变速器的同一主要零件因质量问题累计更换两次后仍不能正常使用的,

发动机变速器与其主要零件更换**次数**不重复计算,

这个是可以退货或者是换货的一个条件。

**隐瞒** (yǐn mán) to conceal; to hide (a taboo subject); to cover up the truth.

**有可能** (yǒu kě néng) possible; probable; possibly; probably; may; might.

**以内** (yǐ nèi) within; less than. **惩罚性** (chéng fá xìng) punitive.

**实施** (shí shī) to implement; to carry out.

**变速器** (biàn sù qì) gearbox; speed changer; gear. **累计** (lěi jì) to accumulate; cumulative. **次后** (cì hòu) afterwards; then.

**次数** (cì shù) number of times; frequency; order number (in a series); power (math.); degree of a polynomial (math.).

But in this case,	但是在这个 <b>案子</b> 当中,	<b>案子 (àn zi)</b> long table; counter; case; law case; legal case; judicial case.
The 4S shop now also proposes,	4S店现在提出来的也是,	
Originally promised to be returned at the beginning,	一开始本来答应是 <b>退换</b> 的,	<b>退换 (tuì huàn)</b> to replace a purchase; to exchange a purchase.
But later on, the practice of only changing the engine,	但是后来说只换发动机的 <b>做法</b> ,	<b>做法 (zuò fǎ)</b> way of handling sth; method for making; work method; recipe; practice.
Is it legally tenable according to our current three guarantees?	按照我们目前的三包规定法律上是否站得住?	
According to the three guarantees,	按照三包的规定,	
If it is within 60 days,	如果是在60天之内,	
Fuel leakage within 3000 kilometers is to replace the vehicle.	3000公里以内燃油泄漏是更换车辆。	
But in this case now, three packs should not be used to carry this pot.	但是现在这个案子当中不应该让三包去背这个锅,	
Our three guarantees are about post-contract obligations,	我们三包讲的是后合同义务,	
It is about after the operators provide qualified vehicles to consumers,	讲的是 <b>经营者</b> 向消费者提供的是合格的车辆之后,	<b>经营者 (jīng yíng zhě)</b> executive; manager; transactor.
Consumers enjoy three packs for problems that occur during normal use.	消费者在正常使用过程中出现的问题享受三包。	
And provided to consumers from the beginning,	而开始就提供给消费者的,	
What is delivered is a substandard vehicle,	<b>交付</b> 的就是不合格的车辆,	<b>交付 (jiāo fù)</b> to hand over; to deliver.
According to Article 54 of our "Consumer Law",	按照我们的《消法》第54条,	
Products that are identified as unqualified by the relevant administrative department,	经 <b>有关</b> <b>行政部门</b> 鉴定为不合格商品的,	<b>有关 (yǒu guān)</b> to have sth to do with; to relate to; related to; to concern; concerning. <b>行政部门 (xíng zhèng bù mén)</b> administrative department; administration; executive (government branch).

Should be returned for consumers,

There is also the “Contract Law”,

“Product Quality Law”,

There is also the “Judicial Interpretation of Sales Contracts”,

They all support that our consumers should get qualified vehicles when they buy vehicles for delivery.

How to obtain evidence is another matter.

I noticed in this case,

Our consumers also said,

Sanbao should not be allowed to carry this pot.

But according to the three guarantees,

Whether the vehicle is qualified or not is tested by the so-called PDI of the dealer and the manufacturer.

Consumers do not have the ability to challenge such a test again.

I can only see this kind of problem and the on-site request in the future,

Should I now argue that I should have a basic reason for return or exchange?

If it is based on the owner’s own statement,

Haven’t even left the door,

Shouldn’t this situation be returned?

应当为消费者退货,

还有《合同法》、

《产品质量法》,

还有《买卖合同司法解释》,

都是支持我们消费者在购买车辆交割的时候应该得到的是合格的车辆,

如何取证是另一回事。

本案当中我注意到,

我们的消费者也说了,

不应该让三包去背这个锅。

但是按照三包的规定,

车辆是否合格这个检验是由经销商和厂家自己所谓的PDI检测的,

消费者是没有这个能力再来针对这样一个检测再来质疑的,

我只能看到了这样的问题以后现场要求,

我现在是不是应该主张我应该有退换货的这种基本的一个理由,

如果是按照这个车主自己的陈述,

连门都还没出,

这种情况难道不应该退换吗?

应当 (yīng dāng) should; ought to.

合同法 (hé tóng fǎ) contract law.

买卖 (mǎi mài) buying and selling; business; business transactions.

交割 (jiāo gē) delivery (commerce).

取证 (qǔ zhèng) to collect evidence. 一回事 (yī huí shì) one thing; the same as.

检验 (jiǎn yàn) to inspect; to examine; to test.

质疑 (zhì yí) to call into question; to question (truth or validity).

陈述 (chén shù) an assertion; to declare; to state.

According to the “Judicial Interpretation of Sales Contracts”,

We have clear regulations on inspections,

Such as Article 17,

Article 18.

Article 19

Scenes,

In terms of common sense of buyers and sellers, etc.,

Consumers still have the right to raise objections within a certain reasonable period of time.

If there is still a dispute between the two parties,

Can be confirmed by a third-party testing agency,

Determine whether the vehicle was a qualified car when it was delivered.

For example, after consumers buy a car,

Never moved it,

Stopped in the 4S store,

As a result, when the car was picked up, the organic oil leaked on the ground.

That should be more obvious,

This vehicle is not qualified.

But now that consumers have raised me, I really haven't moved.

If you want me to object now,

按照《买卖合同司法解释》，

我们对**验货**有明确的规定，

比如第17条、

第18条、

第19条，

**场景**、

买售人的常识等等来讲，

消费者还是在一定的合理**期限**内**有权**提出**异议**的，

如果双方依然存在争议，

可以由第三方的检测**机构**进行确认，

判断当时交付的时候车辆是否是以一辆合格的汽车。

比如说消费者购车之后，

从没有动它，

一直停在4S店**里头**，

结果在提车的时候发现地上**有机**油泄漏，

那应该还是比较明显的，

这辆车辆是存在着不合格的情况的。

但是现在消费者提出的我确实没有动过，

你现在要我提出异议的话，

**验货** (yàn huò) inspection of goods.

**场景** (chǎng jǐng) scene; scenario; setting.

**期限** (qī xiàn) time limit; deadline; allotted time. **有权** (yǒu quán) to have the right to; to be entitled to; to have authority; powerful. **异议** (yì yì) objection; dissent.

**机构** (jī gòu) mechanism; structure; organization; agency; institution.

**里头** (lǐ tou) inside; interior.

**有机** (yǒu jī) organic.

According to our law, it should be submitted within 60 days.

应该按照我们的法律规定是60天之内就要提出。

But for manufacturers and distributors,

但是针对厂家和经销商,

How long will it take for them to respond to our request?

他们要多长的时间必须要回复我们这样的一个**诉求**?

**诉求 (sù qiú)** to appeal; to demand (an answer); requirement; demand; claim; appeal; (marketing) message.

Will it be delayed forever?

会一直**拖延**下去吗?

**拖延 (tuō yán)** to delay; to put off; to procrastinate. **下去 (xià qù)** to go down; to descend; to go on; to continue; (of a servant) to withdraw.

Is such that,

是这样的,

According to Article 23 of our “Consumer Law”,

按照我们《消法》的23条规定,

If the motor vehicle is defective,

**机动车**如果存在**瑕疵**的,

**机动车 (jī dòng chē)** motor vehicle. **瑕疵 (xiá cī)** blemish; flaw; defect.

If consumers claim rights within six months,

消费者在六个月之内如果主张权利,

The operator should be the inversion of the burden of proof.

经营者应该是**举证**责任的**倒置**。

**举证 (jǔ zhèng)** to offer evidence. **倒置 (dào zhì)** to invert.

If the operator keeps dragging on,

如果经营者一直拖下去,

There are two aspects that can restrict him,

有两个方面可以对他进行**制约**,

**制约 (zhì yuē)** to restrict; condition.

One is Article 56 of our “Clearance Law”,

一个就是我们《消法》第56条,

Repairs proposed by consumers,

对消费者提出的修理、

replace,

更换、

Reasonable requests such as return of goods to refuse without undue delay,

退货等合理要求**无故**拖延拒绝的,

**无故 (wú gù)** without cause or reason.

To accept administrative punishment.

要接受行政的**处罚**。

**处罚 (chǔ fá)** to penalize; to punish.

There is another one if you enter the judicial process,

还有一个如果进入**司法**程序来讲,

Judicial procedures for cross-examination,

There is a limit to the time for providing evidence.

If you do not provide it within this time,

It will be blamed on judgments that are unfavorable to the operator.

How did Chunwei come to see?

My basic judgment is,

This is still a very difficult process for consumers.

Maybe this was the reason why she sat up to cry in the end.

I think everyone's focus this time is the shop bullying.

Why is it not completely said that the manufacturer is bullying customers?

Because it's simple,

If the manufacturer has no evidence to support it,

Consumers don't even know that the oil is leaking at this time.

So in fact, the quality of the car has been constantly reminding consumers,

But the store kept shirking.

司法程序对于**质证**、

对于提供证据的时间是有限制的。

如果你在这个时间内不提供，

就会**归责**于对经营者不利的**判定**。

春蔚怎么来看？

我一个基本的判断是，

这样对于消费者来讲依然是非常难的一个过程，

可能这是最后她坐**上去**哭的原因。

我觉得这一次大家关注点是店大欺客，

为什么并没有完全说是厂家在欺客呢？

因为很简单，

如果是厂家完全没有证据去支持，

消费者根本不知道这个时候**机油**出现泄漏，

所以其实是车的质量已经不断地在提醒消费者，

但是**店家**不断地在**推诿**。

**质证** (zhì zhèng) examination of the evidence of the opposing party in a court of law.

**归** (guī) to return; to go back to; to give back to; (of a responsibility) to be taken care of by; to belong to; to gather together; (used between two identical verbs) despite; to marry (of a woman) (old); division on the abacus with a one-digit divisor. **判定** (pàn dìng) to judge; to decide; judgment; determination.

**上去** (shàng qù) to go up.

**机油** (jī yóu) engine oil.

**店家** (diàn jiā) proprietor of a shop or restaurant; landlord; shop. **推诿** (tuī wěi) to decline; to avoid; shirking responsibilities; to blame others; to pass the buck; to unload one's responsibilities; to try to get out of a task.

So what is the problem we see now?

所以现在我们看到的问题是什么？

That is, the shop bullying the customer is bullying beforehand.

那就是店大欺客是**事前**在欺，

**事前** (shì qián) in advance; before the event.

Still cheating afterwards,

还是**事后**在欺，

**事后** (shì hòu) after the event; in hindsight; in retrospect.

When handed over to consumers, is this car up to standard as we said?

**交给**消费者**手里**的时候这辆车是不是我们所说的**合乎**标准的？

**交给** (jiāo gěi) to give; to deliver; to hand over. **手里** (shǒu lǐ) in hand; (a situation is) in sb's hands. **合乎** (hé hū) to accord with; conforming to.

Obviously most public opinion now thinks that when it is handed over to consumers,

显然现在**多数**的舆论都会认为交给消费者手里的时候，

**多数** (duō shù) majority; most.

There may be various irregularities in this car.

这辆车可能就存在着**种种**的**不合**乎规则。

**种种** (zhǒng zhǒng) all kinds of. **不合** (bù hé) to not conform to; to be unsuited to; to be out of keeping with; should not; ought out.

Now he is trying to drag time,

现在他**试图**用拖时间的方法，

**试图** (shì tú) to attempt; to try.

Keep dragging you,

不断地给你拖，

After a week,

拖了一个星期，

Drag it for another two weeks,

再拖两个星期，

Keep dragging back,

不断地**往后面**拖，

**往后** (wǎng hòu) from now on; in the future; time to come.

What's the last thing?

拖到最后是什么？

You have to use the Three Guarantees method to solve it,

你必须得用三包法去解决它，

Instead of saying that I deceived you beforehand,

而不再是说事前我对你构成了欺骗，

It is not that there is a problem with the car I handed over to you beforehand.

而不是说事前我交给你手里的这辆车就存在着问题。

So when Sanbao became a tool for dumping bags,

所以当三包**成了**一个甩包的工具的时候，

**成了** (chéng le) to be done; to be ready; that's enough!; that will do!.

Procrastination has become a necessity,

拖就成为了一种必然，

Because he dragged you back alive,

因为他把你**活脱脱**地拖到了后面，

**活脱脱** (huó tuō tuō) remarkably alike.



You can only use the Three Guarantees method to contend with him.

And now the public realizes that this car has not left 4S,

That means when you are in a 4S shop,

Is the car you handed me a problem car?

Now the public may be more concerned about it.

indeed,

According to the current regulations of Three Guarantees,

Haven't even left the door,

It may really become a kind of procrastination,

This is about oil spills.

There is another issue that today's media pays more attention to financial service fees.

Repeat again,

Before the show started, we CCTV Finance got an exclusive statement from Mercedes-Benz saying,

Always respect and carry out business operations in accordance with relevant laws and regulations,

No financial service fees are charged to dealers and customers.

Director Zhang,

你只能用三包法跟他去**抗衡**。

而现在公众**意识到**的是这个车还没离开4S,

那就说明在4S店的时候,

你交给我手里的这辆车是不是一辆问题车?

而现在公众可能更关心在这儿。

的确,

按照三包现在的规定,

连门都还没出,

有可能真的是会成为一种一直拖下去的,

这是关于漏油的问题。

还有一个今天媒体更关注的是金融服务费的问题,

再次重复一下,

在节目开播之前我们央视财经是拿到了**梅塞德斯奔驰**给我们的一份独家声明说,

**一向**尊重并按照相关法律法规**开展业务运营**,

不向经销商和客户**收取**任何金融服务手续费。

张主任,

**抗衡** (kàng héng) contend against.

**意识** (yì shí) consciousness; awareness; to be aware; to realize.

**梅塞德斯奔驰** (méi sài dé sī běn chí) Mercedes Benz; abbr. to 奔驰 (bēn chí).

**一向** (yī xiàng) always (previously); a period of time in the recent past. **开展** (kāi zhǎn) to launch; to develop; to unfold; (of an exhibition etc) to open. **运营** (yùn yíng) to be in operation; to do business; (of train, bus etc) to be in service; operation; service.

**收取** (shōu qǔ) to receive; to collect.

You see in this case,

您看在这个案例当中，

看**在** (kàn zài) (in the expression 看在... 看在... 的分上) for the sake of ...; considering .... **案例** (àn lì) case (law).

This consumer thought she was charged a so-called financial service fee without her knowledge.

这个消费者认为她是在不知情的情况下被收取了一笔所谓的金融服务费，

And it was on a private account,

而且是打到了一个私人账户上，

Are such financial service fees legally permitted?

这样的金融服务费在**法理**上是否允许？

**法理** (fǎ lǐ) legal principle; jurisprudence.

Currently in the field of auto finance,

目前在汽车金融领域来讲，

Charging financial service fees is a common practice in general 4S shops and financial service companies.

收取金融服务费是一般4S店和金融服务公司一个普遍的做法，

Some companies have restrictions in this regard,

**有的**公司有这样的限制，

**有的** (yǒu de) (there are) some (who are...); some (exist).

Some are regulated by the market,

也有的就由市场去**调节**，

**调节** (tiáo jié) to adjust; to regulate; to harmonize; to reconcile (accountancy etc).

The state does not have any specific prohibitions in this regard.

国家没有对这方面有特别明确的禁止性规定。

But it should meet the clearly marked price,

但它应该符合**明码标价**，

**明码** (míng mǎ) non-secret code (such as Morse code, Chinese telegraph code, ASCII etc); plaintext (cryptography); (of prices) clearly marked. **标价** (biāo jià) to mark the price; marked price.

At the same time, corresponding legal bills should be provided.

同时应该提供相应的合法**票据**。

**票据** (piào jù) negotiable instrument (draft, note etc); voucher; receipt.

In this case, we noticed that according to what consumers said,

本案当中我们注意到按照消费者所说的，

the first,

第一，

The entry is a private WeChat account.

打入的是一个私人的微信账户。

the second,

第二个，

The bill issued has nothing to do with the company she bought the car.

It is also a receipt.

In this way, there are great hidden dangers,

Or we may say that it is a bigger issue of unspoken rules of the industry,

This is not just a problem for individual car consumers,

It may also involve many of our consumers' rights and interests who have made auto consumption loans.

Chun Wei,

Time relationship,

Briefly talk about your views on financial service fees.

Financial service fees should be collected everywhere,

But are you collecting in private accounts or public accounts?

In fact, a 4S shop has about 2,000 vehicles a year,

If each car averages 10,000 yuan,

This is more than 20 million,

Three years is more than 60 million.

Do you want such a sum of money to be under supervision or outside of supervision?

出具的票据也跟她所购买汽车的公司没有关系,

同时还是一个收据。

这样来讲就存在着很大的隐患,

也可能我们说它是更大的一个行业潜规则的问题,

这块不仅仅是单个汽车消费者的问题,

也可能是涉及到我们很多进行过汽车消费贷的消费者权益。

春蔚,

时间关系,

简短地说一说您对金融服务费的想法。

金融服务费到哪儿都应该收的,

但是你收的是在私账还是在公账?

事实上一家4S店一年大概2000多辆车,

如果每一辆车平均1万块钱,

这就是2000多万,

三年是6000多万。

你想这样一笔钱处在监管之中还是在监管之外?

出具(chū jù) to issue (document, certificate etc); to provide. 没有关系(méi yǒu guān xi) see 没关系(méi guān xi).

隐患(yín huàn) a danger concealed within sth; hidden damage; misfortune not visible from the surface.

潜规则(qián guī zé) unspoken rules (usually ones that codify improper behaviors such as leveraging guanxi to get favorable treatment, or coercing employees for sexual favors).

单个(dān ge) single; alone; individually; an odd one.

涉及(shè jí) to involve; to touch upon (a topic).

简短(jiǎn duǎn) brief (statement, summary etc); briefly; brevity. 一说(yī shuō) an expression of opinion; according to some.

事实上(shì shí shàng) in fact; in reality; actually; as a matter of fact; de facto; ipso facto. 一家(yī jiā) the whole family; the same family; the family ... (when preceded by a family name); group.

处在(chǔ zài) to be situated at; to find oneself at. 之中(zhī zhōng) inside; among; in the midst of (doing sth); during. 之外(zhī wài) outside; excluding.

Obviously the gray area is worth thinking about.

it is good,

This matter is still in fermentation,

The latest news is that the local regulatory authority has opened a case to investigate this matter.

The whole society is also looking forward to the final result.

After an advertisement,

Let's review what has this incident taught us so far?

This is "CCTV Finance Review".

Our country is now the world's largest consumer of automobiles,

But if you have to pay for the trouble,

This is obviously not a normal phenomenon.

Director Zhang,

What should we press?

Consumers should protect their rights in accordance with the law,

Rational rights protection,

Use external force,

cut costs.

In this Mercedes-Benz gas leak incident,

We see the power of the internet,

显然个中的**灰色地带**值得很多人去思考。

好,

这件事情还在发酵当中,

最新的消息是当地的监管部门已经**立案**在**侦查**这个事情,

全社会也在期待一个最后的结果到底是怎么样的。

一段广告之后,

我们来复盘一下到底这个事件**到目前为止**教会了我们什么?

这里是《央视财经评论》。

咱们国家现在已经是全球的汽车消费第一**大国**了,

但如果还要按闹赔偿的话,

这显然不是一个正常的现象。

张主任,

我们到底应该按什么?

消费者应该依法维权、

**理性**维权,

用好**外力**,

降低**成本**。

在这次奔驰漏**油门**事件当中,

我们看到了互联网的力量,

**灰色地带** (huī sè dì dài) gray area.

**立案** (lì àn) to register (to an official organism); to file a case (for investigation). **侦查** (zhēn chá) to detect; to investigate.

**到目前为止** (dào mù qián wéi zhǐ) until now; so far. **教会** (jiào huì) to show; to teach.

**大国** (dà guó) a power (i.e. a dominant country).

**理性** (lǐ xìng) reason; rationality; rational.

**外力** (wài lì) external force; pressure from outside.

**低成本** (dī chéng běn) low cost; inexpensive.

**油门** (yóu mén) accelerator (pedal); gas pedal; throttle.

We hope our consumers make good use of the Internet,

我们希望我们的消费者用好互联网,

Using news media like CCTV,

用好像央视这样的**新闻媒体**,

**新闻媒体** (xīn wén méi tǐ) news media.

I also hope that our operators will be in awe of the new media power,

也希望我们的经营者**敬畏**新的媒体力量,

**敬畏** (jìng wèi) to revere.

Revere the power of consumer rights protection.

**敬畏**消费者维权的力量。

In fact, behind CCTV are many consumers.

其实央视**背后**就是**众多**的消费者。

**背后** (bèi hòu) behind; at the back; in the rear; behind sb's back. **众多** (zhòng duō) numerous.

Actually spend money to buy trouble,

其实花钱买**闹心**,

**闹心** (nào xīn) to be vexed or annoyed; to feel queasy.

Nao Teng is too sad for consumers.

**闹腾**对消费者**而言**太伤心。

**闹腾** (nào teng) to disturb; to create confusion; to make a din. **而言** (ér yán) with regard to (preceding phrase).

The rights protection brought about by this distribution according to noise,

这种按**闹**分配所带来的**维权**,

An ordinary person was forced to become a human rights hero.

活脱脱地把一个**普通人**逼成了**维权英雄**。

**普通人** (pǔ tōng rén) ordinary person; private citizen; people; the person in the street. **逼** (bī) to force (sb to do sth); to compel; to press for; to extort; to press on towards; to press up to; to close in on; euphemistic variant of 屎 (bī).

But what do we see behind this kind of human rights hero?

但是这种**维权英雄**的**背后**让我们看到的是什么?

The entire automobile service industry urgently needs bone scraping to treat drugs,

整个汽车服务行业急需**刮骨疗毒**,

**骨** (gǔ) bone. **毒** (dú) poison; to poison; poisonous; malicious; cruel; fierce; narcotics.

It is not a case,

它不是**一个个案**,

**一个个** (yī gè gè) each and every one.

Rather than just flip this page today.

而不是说今天把这一页**掀**了就**过去**。

**掀** (xiān) to lift (a lid); to rock; to convulse. **过去** (guò qù) (verb suffix).

You look at all the car brands you just cited,

你看看你刚刚举的所有的汽车品牌,

This is the threshold that they will not be able to bypass in their entire life in the Chinese market.

这是他们在**整个**中国市场**这一生**都绕不过去的**门槛**。

**个中** (gè zhōng) therein; in this. **一生** (yī shēng) all one's life; throughout one's life. **门槛** (mén kǎn) doorstep; sill; threshold; fig. knack or trick (esp. scheme to get sth cheaper).

So it seems to be a rights defender,

所以**看起来**是一个维权,

**看起来 (kàn qǐ lai)** seemingly; apparently; looks as if; appear to be; gives the impression that; seems on the face of it to be.

What does it actually mean?

其实说明的是**什么**?

The corresponding supporting services of our current 4S stores need to be done thoroughly and thoroughly from the root.

我们目前4S店相应的**配套服务**需**要从根子上来**做一次彻底的、

**上来 (shàng lái)** to come up; to approach; (verb complement indicating success).

An experiential revolution,

**体验式**的**革命**,

**革命 (gé mìng)** revolution; revolutionary (politics).

What is actually behind this revolution?

它这种**革命**的背后**实际上**是**什么**?

**实际上 (shí jì shàng)** in fact; in reality; as a matter of fact; in practice.

the first,

**第一**,

What do you think of consumers?

你把**消费者**当**什么**?

Instead of dragging consumers into the three packs to passively receive services,

不是把**消费者**拖到**三包**里面**被动**地去接受服务,

**被动 (bèi dòng)** passive.

Instead of tossing consumers until they lose their temper,

而不是把**消费者**不断地**折腾**到最后没有脾气,

**折腾 (zhē teng)** to toss from side to side (e.g. sleeplessly); to repeat sth over and over again; to torment sb; to play crazy; to squander (time, money).

Can only serve you according to your needs,

只能按照你的**需求**来给你服务,

**需求 (xū qiú)** requirement; to require; (economics) demand.

It means that the interests of consumers should be reasonably respected.

**而是**说**消费者**的利益应该得到合理的**尊重**,

**而是 (ér shì)** rather.

Consumers do not need to pass such rights protection to obtain the correct solution.

**消费者**不需要通过这样的**维权**就可以获得正确的**解决方案**。

But Director Zhang,

但**张主任**,

Very specific,

很**具体**的**一点**,

Now this party is under the spotlight of all media,

现在这个**当事人**是在所有媒体的**聚光灯**之下,

**聚光灯 (jù guāng dēng)** spotlight. **之下 (zhī xià)** under; beneath; less than.

Maybe this case of rights protection is specific,

可能这个**维权**的**案例****特定**了,

**特定 (tè dìng)** special; specific; designated; particular.

If it is you,

如果是**您**的话,

What kind of demands will you make at this time?

这个时候您会提出什么样的诉求?

Because of the eight previous demands,

因为之前那个八项诉求,

Everyone thinks this is a model for rights protection,

大家认为这是一个维权的**范本**,

**范本 (fàn běn)** model (example worthy of being imitated); template.

In your opinion?

在您**看来**是?

**看来 (kàn lai)** apparently; it seems that.

I think it's a basic demand from the perspective of consumers returning and replacing cars.

我觉得从消费者退换车的角度来讲是一个基本的诉求,

Now it is reasonable and legal.

现在具有合理和**合法性**。

**合法性 (hé fǎ xìng)** legitimacy.

little more,

**还有一些**,

**有一些 (yǒu yī xiē)** somewhat; rather; some.

She made a suggestion for some of our law enforcement supervision,

她对我们的一些**执法监督**提出了一个建议,

**监督 (jiān dū)** to control; to supervise; to inspect.

I think the relevant law enforcement agencies should give full consideration.

我觉得有关执法部门应该充分地考虑。

one left,

还有一个,

In this process, the issue of whether some of our three guarantees are clear is also involved.

在这个过程中也涉及到了我们一些三包的规定是否**清晰**的问题,

**清晰 (qīng xī)** clear; distinct.

In fact, I also noticed that our relevant departments are also currently revising the three guarantees for automobiles.

实际上我也注意到我们现在有关部门也正在进行汽车三包规定的**修订**,

**修订 (xiū dìng)** to revise.

I also hope that such cases can promote,

也希望通过这样的**案件**能够促进、

**案件 (àn jiàn)** case; instance.

Improve the new Three Guarantees regulations.

完善新的三包规定。

You mentioned the three guarantees,

您提到这个三包规定,

We have said it many times just now,

我们刚才已经说了**好多遍**,

**好多 (hǎo duō)** many; quite a lot; much better.

After two replacements, I can talk about the return.

两次更换以后才能够再来说退换的事儿,

Obviously the time consumers have to pay in this process,

The energy is very long.

But apart from this,

Do you think that in the entire consumption of our cars,

What kind of routines and traps are there to remind everyone of this case?

For example, we just mentioned the issue of financial service fees.

For example, the issue of financial service fees,

Whether the price is clearly marked.

There are also some used cars that are shoddy,

In terms of these problems,

Including some questions that consumers have during inspection,

For example, the issue of mileage should be clarified,

There is a list,

Let us consumers know more.

显然在这个过程中消费者要付出的时间、

精力非常长。

但除了这个以外，

您觉得在我们的汽车整个消费当中，

还有一些什么样的套路和陷阱是通过这个案件要提醒大家的？

比如我们刚才说的金融服务费的问题。

比如说金融服务费的问题，

是否明码标价的问题。

还有一些二手车当中以次充好、

以旧充新的这些问题来讲，

包括一些消费者在验货的一些问题，

比如里程数的问题进行明确，

有一张清单，

让我们消费者更加清楚。

**付出 (fù chū)** to pay; to invest (energy or time in a friendship etc).

**以外 (yǐ wài)** apart from; other than; except for; external; outside of; on the other side of; beyond.

**陷阱 (xiàn jǐng)** pitfall; snare; trap.

**以次 (yǐ cì)** in the proper order; the following. **充好 (chōng hǎo)** to substitute shoddy goods.

**清单 (qīng dān)** list of items.