

Press Release

Maruti Suzuki inaugurates its 4,500th Service touchpoint in India

- NEXA Service, Rampally in Hyderabad becomes the Company's 4,500th Service touchpoint
- Maruti Suzuki activated 310 service touchpoints in FY 2022-23, highest-ever in a financial year
 - Served over 22.3 million vehicles in FY 2022-23, highest in a financial year

Hyderabad/ New Delhi, 6 June 2023: With an objective to continuously enhance customer delight during vehicle ownership, Maruti Suzuki India Limited (Maruti Suzuki) has further widened its service network to reach 4,500 touchpoints in the country.



Mr. Hisashi Takeuchi, Managing Director & CEO, Maruti Suzuki India Limited said, *"I congratulate our dealer partners and colleagues at Maruti Suzuki for achieving this landmark milestone. Over the years, we have earned customer trust and loyalty with the high quality of products and after-sales service. Having over 4,500 service touchpoints across 2,271 cities reflects our resolve to enhance customer delight. We stand committed to offer 'Joy of Mobility' to customers, and for this we are continuously making efforts to expand our service touchpoints to reach closer to customers, provide quicker, affordable, and high-quality service."*

Recent initiatives

In FY 2022-23, Maruti Suzuki activated 310 service touchpoints which is the highest-ever in a financial year. Many of these service touchpoints were added in the non-urban markets to serve customers even in the

upcountry locations. Maruti Suzuki has also introduced several innovative formats for customer convenience. These include seven-days-a-week and night service facilities at select workshops, Doorstep Service Facility, specially designed 'Service on Wheels', Maruti Mobile Support, Quick Response Team to provide customers with flexibility of availing services as per their convenience. Further, the Company continues to add newer ways to connect with customers. The Company introduced the Maruti Suzuki Sales & Service Point (MSSSP) initiative for rural markets. In urban areas, small workshops offering dry wash services in commercial locations were established to help customers.

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