

Maruti Suzuki proactive measures help to reduce car damage and quick repair of vehicles affected by Fani cyclone

Key initiatives taken by Maruti Suzuki for customers

- **Precautionary SMS to over 3 lakh customers** with car care points to prevent possible damage as forecasted by Metrological Dept.
- **24x7 Emergency services:** Call centers and towing; Special teams led by General Manager Service in Arena and NEXA Channel
- **Courtesy Vehicle service:** Loaner cars/tie-up with cab services offered to provide mobility support during repairs

New Delhi, May 8, 2019: In end of April 2019, Maruti Suzuki ensured to educate its customers in advance in Odisha and West Bengal regions on the do's and don'ts to avoid damage to vehicles during cyclone Fani. The Company reached out to its database of over 3 lakh customers through SMS and informed them about preventive measures on 30th April 2019, nearly a week before the cyclone's landfall. Maruti Suzuki actioned series of measures including distributing its team district-wise to quickly take care of any damages.

The Company's officials were assigned a district each and their mobile number was shared with the customers in that area for help and support. All the workshops in affected area resumed operations from next day of cyclone for servicing of vehicles to avoid discomfort to customers. Maruti Suzuki also tied up seven major vehicle towing agencies to provide seamless services to its customers and also spare parts were requisitioned on a fast track basis.

"The current scenario in Odisha and West Bengal region is heart-breaking. We pray for the people and are committed to ensure full-fledged support to our customers in this time of severity. We have set up exclusive teams to coordinate, monitor and provide 24x7 support to customers at all service workshops in the region," said **Mr. Partho Banerjee, Executive Director, Service, Maruti Suzuki India.**

Photo Caption: *Maruti Suzuki workshops in cyclone affected areas in Odisha and West Bengal have resumed operations to service vehicles and avoid discomfort to customers. Maruti Suzuki has tied up with seven major vehicle towing agencies to provide seamless services to the impacted customers. Adequate supply of spare parts has been requisitioned on a fast track basis to attend to the cars. The Company had reached out to 3 lakh customers through SMS and informed them about preventive measures. This advance intimation, nearly a week before the cyclone's landfall, helped to reduce damage to cars.*

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