

MSIL: CSL: NSE&BSE: 2019

22<sup>nd</sup> May, 2019

Vice President  
National Stock Exchange of India Limited  
“Exchange Plaza”, Bandra – Kurla Complex  
Bandra (E)  
Mumbai – 400 051

General Manager  
Department of Corporate Services  
BSE Limited  
Phiroze Jeejeebhoy Towers  
Dalal Street, Mumbai – 400 001

**Sub: Press Release**

Dear Sir,

Please find enclosed herewith as Annexure -“A”, a copy of the press release being issued today.

Kindly take the same on record.

Thanking you,

Yours truly,

*For* **Maruti Suzuki India Limited**

Sanjeev Grover  
Vice President &  
Company Secretary

Encl.: As above

**MARUTI SUZUKI INDIA LIMITED**

**CIN: L34103DL1981PLC011375**

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## PRESS RELEASE

**Maruti Suzuki hits double century: Over 200 new service workshops added***A new service workshop added every 2<sup>nd</sup> day**Maruti Suzuki's vast service network spans over 3,600 centres across 1,700 cities*

**New Delhi, May 22, 2019:** Maruti Suzuki India has added over 200 new workshops in 2018-19 to its nationwide network. This is the largest addition to service network by any automobile company in the country in a year. With this Maruti Suzuki's service network now is 3,634 workshops strong across 1,789 towns and cities.

Talking about the rationale behind the service network expansion, **Mr. Partho Banerjee, Executive Director, Service, Maruti Suzuki India** said, *“Our endeavour is to have a life long relationship with customers. Having established a relationship of high trust with customers over past three decades, we are committed to strengthen it further with more workshops and quality of service experience. With active shift in lifestyles, we are bringing new initiatives to align with the expectations of today's new age customers. Recent customer care initiatives include QRT on bikes to reach a breakdown vehicle in quick time provide seamless service experience.”*

**Array of innovative facilities offered by Maruti Suzuki Service:**

- **Quick Response Team (QRT):** In a move to offer faster on-road assistance for customers' cars, a first-of-its-kind integrated service initiative, the Quick Response Team (QRT) on bikes was rolled out in 250 cities. Currently, Maruti Suzuki has a fleet of over 340 QRTs bike riders who have served over 16,000 customer calls since its launch in October 2018.
- **Night Service:** Maruti Suzuki offers facility of Night Service for its customers at select workshop locations. Currently, this service is available in Gurgaon, Sahibabad, Bengaluru, Mangalore and Bhubaneswar and has met with high customer response.
- **Transparency via digital communication:** All communications regarding repair estimates, time to be taken to service the vehicle etc. are informed over SMS to customers. For any new repairs which customer is unaware, he/she gets a SMS with details and seeking permission to go-ahead with the job. This service brings transparency and speeds up the approval system besides being non-intrusive into customer's time.