



Press Information

23rd October 2018

India's largest BharatBenz service facility opened in Dharuhera, Haryana

- Expansion to 100 vehicle service bays takes customer service to the next level
- Preparing the ground for further growth as BharatBenz' customer base in the region will continue to increase
- **Mr. Ramesh Rajagopalan, Vice President Customer Service, DICV:** "Vehicle uptime is the most important factor for our customers. At BharatBenz, our focus under the ProServ initiative is to continuously enhance the customer service capacity in line with the rapidly growing vehicle park and to continue to offer best-in-class services to our customers."

Dharuhera, Haryana – India's largest BharatBenz service facility has been opened by Dhingra Trucking, an authorized dealer and business partner of Daimler India Commercial Vehicles (DICV) since 2013. The existing operation in Dharuhera, Rewari district of Haryana was expanded to now feature 100 service bays. It sets new standards and prepares the ground for further growth as the number of BharatBenz customers and vehicles in the region will continue to increase.

Speaking at the inauguration of the new facility, **Mr. Ramesh Rajagopalan, Vice President Customer Service, DICV**, said: "Vehicle uptime is the most important factor for our customers. At BharatBenz, our focus under the ProServ initiative is to continuously enhance the customer service capacity in line with the rapidly growing vehicle park and to continue to offer best-in-class services to our customers."

Mr. Mandeep Dhingra, Managing Director, Dhingra Trucking, added: "Close to one of the most important highways connecting Delhi to Western and Southern India, we will set new benchmarks in terms of speed and quality thanks to 100 service bays. For us at Dhingra Trucking, it is all about the customer experience, and we're proud to be known for our first-class support."



DICV's branded 'ProServ' customer service initiative is an integral part of the BharatBenz trucking experience - speedy, effective and reliable. ProServ is tailored to meet the specific needs of truck and bus customers with a host of offerings like express service, speed fix, on-site support at the doorstep, bundled with value-add services of AMC, extended warranty, insurance, and enabling customers to save time, money and resources.

About the BharatBenz Dharuhera service touchpoint and Dhingra Trucking

Located in the Rewari district of Haryana, the expanded 100-bay Dharuhera facility offers continuous 24x7 services to its customers supported by a fully-trained, 200-strong service team which is equipped with high productivity tools, advanced diagnostics and mobile service vans. Dhingra Trucking has been an authorized BharatBenz dealer since 2013 and today already operates four network touchpoints with locations in Delhi, Hissar, Karnal and the newly expanded Dharuhera. All provide sales and service support for the complete range of 9-49 tonne BharatBenz trucks and buses as well Mercedes-Benz luxury coaches. Overall, the pan-Indian BharatBenz network comprises more than 150 touch points.

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