

## **BharatBenz extends warranty & scheduled service period by two months**

- Free two month extension of vehicle warranty for all BharatBenz truck and bus customers
- Support for BharatBenz truck drivers who are away from home, in conjunction with Hindustan Petroleum Corporation Limited
- **Mr. Satyakam Arya, Managing Director and CEO, Daimler India Commercial Vehicles: “Even during the lockdown, some of our BharatBenz customers are transporting essential commodities in order to support the community. To support them in turn, we decided to extend both service and warranty repairs by two months.”**

Chennai – In light of the nationwide lockdown, Daimler India Commercial Vehicles (DICV) has announced a two month extension for warranties and extended warranty repairs. BharatBenz vehicles with Warranty / Extended Warranty contracts ending between 15<sup>th</sup> March 2020 and 15<sup>th</sup> May 2020, or having their next service schedule during this period, now have an extra two months leeway. This will also be of great benefit to customers with vehicles lying idle during the lockdown.

**Mr. Satyakam Arya, Managing Director and CEO, Daimler India Commercial Vehicles:** “Even during the lockdown, some of our BharatBenz customers are transporting essential commodities in order to support the community. To support them in turn, we decided to extend both service and warranty repairs by two months.”

In an additional move to support BharatBenz customers, DICV tied up with Hindustan Petroleum Corporation Limited (HPCL) to support stranded drivers. Drivers who are on the road away from home can dial the 24\*7, toll-free number (1800-120-380380) and request basic support. BharatBenz collects information on the driver’s requirements, which include secured parking, water, fuel, bathing and shelter. This information is then passed on to the nearest HPCL team, who contacts the driver and offers the required support.

“BharatBenz has always been at the forefront when it comes to supporting customers, especially in times when they require it the most.

We were one of the first to extend the service and warranty repairs period to answer customer needs during this crisis. We are proud to tie up with HPCL to support our truck driver fraternity who may be away from their home location by providing support for their immediate basic requirements,” further added **Mr. Rajaram Krishnamurthy, Vice President Marketing and Sales.**

## **About Daimler India Commercial Vehicles**

Daimler India Commercial Vehicles (DICV), a wholly owned subsidiary of Daimler AG, Germany and operating under the umbrella of Daimler Trucks Asia, is a full-fledged commercial vehicle player in the Indian market and the only Daimler entity worldwide with a brand dedicated to its home market: BharatBenz. DICV produces and sells in India above 9 to 55 tons trucks as well as BharatBenz buses, Mercedes-Benz coaches and bus chassis. DICV's state-of-the-art manufacturing plant at Oragadam near Chennai spreads over 400 acres (160 hectares) including a highly modern test track and is home to the company's headquarters, R&D and training operations. With one global quality standard, it also produces for Daimler Trucks' brands of FUSO, Mercedes-Benz and Freightliner. Products and parts are exported to more than 50 markets in the Africa, Asia, Latin America and the Middle East. DICV represents an overall investment of more than INR 5,500 crores.

## **About BharatBenz**

The BharatBenz brand is tailored for the Indian market and its demanding customer requirements by Daimler AG, the world's leading CV manufacturer with a global reach. First unveiled in February 2011, the brand was launched in September 2012 with the introduction of its heavy-duty haulage trucks. The portfolio was expanded with the launch of medium-duty haulage trucks (2013), construction & mining trucks and tractors (2014), and buses (2015). The pan Indian BharatBenz sales and service network of more than 235 touchpoints is being continuously expanded. Within eight years after the market launch, BharatBenz has already produced over 100,000 vehicles – an unprecedented ramp-up in the world's toughest commercial vehicle market.

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