

MSIL: CSL: NSE&BSE: 2019

03rd July, 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 reaches out to rain-hit Mumbai

Key initiatives taken by Maruti Suzuki for customers' convenience

- Over 3.5 lakh preventive SMSes sent to customers
- Activates 24x7 emergency services for car towing
- Assigns area-wise Service Managers
- Provision for quick initiation and processing of insurance claims

New Delhi, July 3, 2019: In an effort to help its heavy rain-hit customers across Mumbai, Maruti Suzuki India has promptly reached out to the customers with precautionary steps to prevent car damage. More than 3.5 lakh SMSes have been sent to inform customers about preventive measures, which would help them to protect their vehicles from aggravating damage.

Maruti Suzuki has actioned series of measures. These include assigning area-wise Service Managers to help customers in distress. The mobile numbers of Service Managers are being shared with the customers in their respective areas, so that the customers can directly reach out for any assistance. Maruti Suzuki has also tied up with vehicle towing agencies to provide seamless 24x7 services. Inventory of spare parts have been strengthened to prevent any shortage and offer quick service. Additionally, the Company has tied up with insurance firms for quick disposal of claims.

“In these difficult times, quick movement of people helps them to address challenges in an effective manner. We are committed to ensure full-fledged support to our customers in this time of severity. Our request to customers is to not start a submerged car. This will help prevent consequential damages. Our dedicated teams have taken position at workshops to handle customers' cars promptly. It is Maruti Suzuki's endeavour to educate customers to handle cars impacted by water intrusion. Our similar proactive initiatives in other instances of flood have helped reduce damage to their cars,” said **Mr. Partho Banerjee, Executive Director, Service, Maruti Suzuki India.**