

30<sup>th</sup> April 2018

BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai 400 001.  
**Scrip code: 532343**

National Stock Exchange of India Ltd.,  
Exchange Plaza, 5<sup>th</sup> Floor,  
Bandra-Kurla Complex,  
Bandra (E), Mumbai 400 051.  
**Scrip code: TVSMOTOR**

Dear Sir,

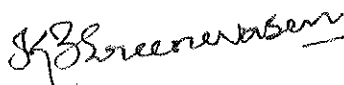
**Reg : Press Release - TVS Motor Company bags top honours in  
J.D. Power 2018 Study**

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We enclose a Press Release regarding the top honours bagged by the  
Company in J.D. Power 2018 Study, for dissemination.

Thanking you,

Yours truly,  
For TVS MOTOR COMPANY LIMITED



K S Srinivasan  
Company Secretary

Encl : a/a

# PRESS RELEASE

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## **TVS Motor Company bags top honours in J.D. Power 2018 Study**

*Ranked No. 1 in Two-Wheeler Customer Service Index Study for third consecutive year*

*TVS Star City+, TVS Apache RTR 180 & TVS Jupiter emerge top performers*

**Hosur, April 30, 2018:** TVS Motor Company, a leading two and three-wheeler manufacturer in India, has bagged top honors in **J.D. Power 2018 India Two-Wheeler Customer Service Index (2WCSI), Two-Wheeler Initial Quality Study (2WIQS) and Two-Wheeler Automotive Product Execution & Layout (2WAPEAL) Study**. J.D. Power annually ranks the two-wheelers in terms of best in class product quality, best in class APEAL quality and best in class service quality through a detailed survey with over 10,000 customers.

TVS Motor Company has been ranked number **No. 1 for the third consecutive year** in the **J.D. Power 2018 India Two-Wheeler Customer Service Index Study (2WCSI)** for exceptional customer service. The 2018 India 2WCSI Study is based on evaluations from 7,436 two-wheeler owners in 45 cities across India.

In the **2WAPEAL Study**, TVS products have been **ranked No. 1** in each of the product category - **TVS Jupiter** in scooter segment, **TVS Apache RTR 180** in motorcycle premium segment, and **TVS Star City+** in motorcycle economy segment. The **2WIQS Study** has ranked **TVS Star City+** as best quality product in the economy segment.

“It is a special moment for TVS Motor Company to have bagged top honors in the J.D. Power 2018 study, including securing the 1st position in J.D Power India Two-Wheeler Customer Service Index Study 2018, for the third consecutive time. We endeavor to constantly strive and meet the evolving consumer needs and remain focused on providing a superior ownership experience for our customers. This recognition is a testimony to our efforts to deliver absolute customer delight through Total Quality Management. We would like to appreciate our dealers and their employees for consistently delivering best in class customer service.” - **Mr. KN Radhakrishnan, President & CEO, TVS Motor Company.**

# PRESS RELEASE

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## **About TVS Motor Company**

We are a leading two and three-wheeler manufacturer, and the flagship company of the USD 7 billion TVS Group. We believe in Championing Progress through Mobility. Rooted in our 100-year legacy of Trust, Value, Passion for Customers and Exactness, we take pride in making internationally aspirational products of the highest quality through innovative and sustainable processes. We endeavour to deliver the most superior customer experience at all our touch points across 60 countries. We are the only two-wheeler company to have received the prestigious Deming Prize. Our products lead in their respective categories in the JD Power IQS and APEAL surveys for the past 4 years. We have been ranked No. 1 Company in the JD Power Customer Service Satisfaction Survey for consecutive 3 years. For more information, please visit [www.tvsmotor.com](http://www.tvsmotor.com).

## **For further information, please contact:**

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