

Mahindra SA supports customers during national lockdown

Mahindra South Africa has confirmed that nine of its large dealerships in key points have remained open to service and support emergency and essential services.



The dealerships are located in Gauteng (Springs, East Rand, Autosphere, Menlyn and Hatfield), Mpumalanga (Nelspruit and Middleburg), Western Cape (Kuilsrivier) and the Free State (Ficksburg). The locations were chosen based on the past sales of Mahindra vehicles, such as the Pik Up, to emergency services, the police and military and local security companies.

“While these dealers, like the rest of our network of 67 dealers in Southern Africa, will not be able to sell new vehicles, they are ready to support customers with round-the-clock roadside assistance and prompt recovery,” says Rajesh Gupta, CEO of Mahindra South Africa.

Rajesh mentions that customers who are not able to service or repair their Mahindra vehicles during this time, and who may have reached the end of their service plan or mechanical warranty period between 1 March and 30 April, will receive a complimentary extension of two months.

This extension not only includes service plans and the standard mechanical or powertrain warranties but also applies to vehicles that were due for a service in this period. These vehicles may be brought in for up to two months after the lockdown ends for their required service, without affecting their warranty.

Mahindra has also kept its Customer Care division operational during this time. Customers, who may have any queries or concerns, are invited to call +27(0)12 865 0171 or send an email to customercare@mahindra.co.za to receive rapid feedback and support.

“We would also like to remind our customers of our Mzansi App, which is available on the Apple and Android app platforms. You can use the app to enquire about your vehicle and, once the lockdown is lifted, schedule your next service,” says Gupta.

Mahindra remains committed to supporting communities across the globe during this pandemic. In India, the company has converted some of its production capacity to produce face shields and respirators for medical workers, while its regional divisions elsewhere in the world are working with customers and local organisations to help them to remain mobile.

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