

**Mahindra**  
Rise.

# SERVICE MARKETING HAND BOOK



## SHIELD-EXTENDED WARRANTY

Shield is an optional extended warranty scheme from M&M, which covers unforeseen mechanical and electrical defects of your Mahindra vehicle. It starts immediately after expiry of the original warranty, further extending your peace of mind.



### Hassle - Free

Hassle-Free Service Experience Repairs can be done at any M&M authorized workshop across India. Enrolment in Shield can be done at any dealership or directly through **withyouhamesha**



### Peace of Mind

Shield ensures Protection from unexpected repair expenses



### Flexibility

Ownership can be easily transferred during resale of vehicle.  
Multiple scheme options available



### One Time Payment

Only Single time payment to cover multiple repair expenses



### Total Coverage

Be it Engine, Fuel system, Driveline, Electricals, Shield covers all major parts (as per Shield terms & conditions)

## PART COVERED UNDER SHIELD



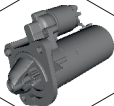
ENGINE



HIGH PRESSURE  
PUMP



DRIVELINE



STARTER MOTOR



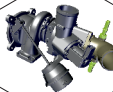
FUEL SYSTEM



STEERING  
ASSEMBLY



ECM



TURBO CHARGER  
ASSEMBLY



COMPRESSOR

## RATE LIST OF SHIELD

**XUV 500**



4 Year or up to  
**1,20,000 Kms**

0 - 60 Day - 16510  
60 - 2 Year - 17649  
2 - 3 Year - 18708

4 & 5 Year or up to  
**1,50,000 Kms**

0 - 60 Day - 23652  
60 - 2 Year - 25189  
2 - 3 Year - 26700

5 Year or up to  
**1,50,000 Kms**

0 - 60 Day - 18880  
60 - 3 Year - 21146  
3 - 4 Year - 24317

**TUV 300**

TOUGH IS WHAT TOUGH DOES



4 Year or up to  
**1,00,000 Kms**

0 - 60 Day - 8540  
60 - 1 Year - 9130  
1 - 3 Year - 9720

4 & 5 Year or up to  
**1,20,000 Kms**

0 - 60 Day - 15475  
60 - 1 Year - 16065  
1 - 3 Year - 16655

5 Year or up to  
**1,20,000 Kms**

0 - 60 Day - 12685  
60 - 3 Year - 13275  
3 - 4 Year - 13865

## RATE LIST OF SHIELD

THE NEW  
**BOLERO**  
TAKE ON ANYTHING



4 Year or up to  
**1,00,000 Kms**

0 - 60 Day - 7670  
60 - 1 Year - 8284  
1 - 3 Year - 9278

4 & 5 Year or up to  
**1,20,000 Kms**

0 - 60 Day - 12225  
60 - 1 Year - 13203  
1 - 3 Year - 14787

5 Year or up to  
**1,20,000 Kms**

0 - 60 Day - 10021  
60 - 3 Year - 10823  
3 - 4 Year - 12122

THE NEW  
**BOLERO**  
TAKE ON ANYTHING

**BOLERO**  
4D



4 Year or up to  
**1,00,000 Kms**

0 - 60 Day - 6726  
60 - 1 Year - 7264  
1 - 3 Year - 8136

4 & 5 Year or up to  
**1,20,000 Kms**

0 - 60 Day - 12225  
60 - 1 Year - 13203  
1 - 3 Year - 14787

5 Year or up to  
**1,20,000 Kms**

0 - 60 Day - 10021  
60 - 3 Year - 10823  
3 - 4 Year - 12122

## RATE LIST OF SHIELD

### VERITO



3 Year or up to  
**75,000 Kms**

0 - 60 Day - 8496  
60 - 1 Year - 9261  
1 - 2 Year - 10372

3 & 4 Year or up to  
**1,00,000 Kms**

0 - 60 Day - 14042  
60 - 1 Year - 15306  
1 - 2 Year - 17142

4 Year or up to  
**1,00,000 Kms**

0 - 60 Day - 11210  
60 - 2 Year - 12219  
2 - 3 Year - 13685

### XYLO

THE TIME OF YOUR LIFE



4 Year or up to  
**1,00,000 Kms**

0 - 60 Day - 12685  
60 - 2 Year - 14207  
2 - 3 Year - 16338

## RATE LIST OF SHIELD

**KUV100**  
the young suv

**PETROL**



**3 Year or up to  
1,00,000 Kms**

0 - 60 Day - 5152  
60 - 1 Year - 6183  
1 - 2 Year - 8245

**3 & 4 Year or up to  
1,00,000 Kms**

0 - 60 Day - 10254  
60 - 1 Year - 11284  
1 - 2 Year - 13346

**4 Year or up to  
1,00,000 Kms**

0 - 60 Day - 7729  
60 - 2 Year - 8760  
2 - 3 Year - 10821

**4 & 5 Year or up to  
1,20,000 Kms**

0 - 60 Day - 12882  
60 - 2 Year - 13912  
2 - 3 Year - 15974

**3, 4 & 5 Year or up to  
1,20,000 Kms**

0 - 60 Day - 14944  
60 - 1 Year - 15974  
1 - 2 Year - 18035

**5 Year or up to  
1,20,000 Kms**

0 - 60 Day - 9275  
60 - 2 Year - 10306  
2 - 4 Year - 12366

## RATE LIST OF SHIELD

**KUV<sub>100</sub>**  
the young suv

**DIESEL**



**3 Year or up to  
1,00,000 Kms**

0 - 60 Day - 7213  
60 - 1 Year - 8245  
1 - 2 Year - 10306

**3 & 4 Year or up to  
1,00,000 Kms**

0 - 60 Day - 13912  
60 - 1 Year - 14944  
1 - 2 Year - 17004

**4 Year or up to  
1,00,000 Kms**

0 - 60 Day - 9790  
60 - 2 Year - 10821  
2 - 3 Year - 12882

**4 & 5 Year or up to  
1,20,000 Kms**

0 - 60 Day - 15253  
60 - 2 Year - 16283  
2 - 3 Year - 18344

**3, 4 & 5 Year or up to  
1,20,000 Kms**

0 - 60 Day - 19065  
60 - 1 Year - 20097  
1 - 2 Year - 22157

**5 Year or up to  
1,20,000 Kms**

0 - 60 Day - 10821  
60 - 2 Year - 11852  
2 - 4 Year - 13912



## RATE LIST OF SHIELD

THE NEW GENERATION  
**SCORPIO**  
NOTHING ELSE WILL DO



**3 Year or up to  
1,00,000 Kms**

0 - 60 Day - 12939  
60 - 1 Year - 13974  
1 - 2 Year - 15651

**3 & 4 Year or up to  
1,20,000 Kms**

0 - 60 Day - 23010  
60 - 1 Year - 24851  
1 - 2 Year - 27842

**4 Year or up to  
1,20,000 Kms**

0 - 60 Day - 13570  
60 - 2 Year - 14656  
2 - 3 Year - 15975

**3, 4 & 5 Year or up to  
1,50,000 Kms**

0 - 60 Day - 31270  
60 - 1 Year - 33772  
1 - 2 Year - 37824

**4 & 5 Year or up to  
1,50,000 Kms**

0 - 60 Day - 23305  
60 - 1 Year - 25169  
2 - 3 Year - 28190

**5 Year or up to  
1,50,000 Kms**

0 - 60 Day - 14750  
60 - 2 Year - 15930  
2 - 4 Year - 17842

## MAHINDRA "WITH YOU HAMESHA ROAD SIDE ASSISTANCE" (WYH RSA) RETAIL PROGRAM



### Mahindra Retail Road Side Assistance Program

#### What is Mahindra Road Side Assistance Program?

The Mahindra Road Side Assistance program is designed to guarantee 24x7 peace of mind while you drive your vehicle across the length & breadth of the country. The RSA program ensures that you are never stranded by the roadside, even in the unfortunate event of breakdown/accident of your vehicle.

#### Where to buy RSA for your vehicle?

You can buy Retail RSA program for your vehicle from your dealer anytime within four years of buying the vehicle.

#### What should you do in-case of breakdown/accident?

All you need to do is call the toll free number a helpful Mahindra WYH RSA Consultant will be available to assist you. This assistant is available in all major regional languages.

### RSA Covered Events & Benefits\*

#### Breakdown/Accident



Towing to the nearest dealership

#### Fuel



Free fuel assistance (5ltr) in case of cut off

#### Taxi



Free Taxi upto 50 kms from breakdown location

#### Tyre



Flat tyre assistance

#### Battery



Jump starting assistance in case of battery run down

#### Key



Assistance in events of lost key/locked key/broken key

\*Please refer Mahindra Retail RSA Terms & Conditions for complete details

Assistance in events of lost key/locked key/ broken key

## RSA PRICING LIST

### WYH Personal Retail RSA Price

WHY Retail RSA Coverage Period	1Yr	2Yr	3Yr	4Yr	5Yr
MRP with tax	2021	3020	4070	5172	6275
GST at 18%	308	461	621	789	957
List Price	1713	2559	3449	4383	5318

### WYH Commercial Retail RSA Price

WHY Retail RSA Coverage Period	1Yr	2Yr	3Yr
MRP with tax	1220	1859	2532
GST at 18%	186	284	386
List Price	1034	1575	2146



# Mahindra

*Rise.*



For Commercial

1800 419 0848

RSA Toll Free No

For Personal

1800 102 7006