

Terms & Conditions for Mahindra With You Hamesha Road Side Assistance (WYH RSA) Program

Dear Mahindra Owner,

Welcome to Mahindra WYH Roadside Assistance

We thank you for choosing Mahindra WYH Roadside Assistance for your **Mahindra vehicle**. The Mahindra WYH Roadside Assistance program is a special service designed to guarantee 24x7 peace of mind while you drive your vehicle across the length and breadth of the country. The program ensures that you are never stranded by the roadside, even if an unfortunate event leads to breakdown / accident of your vehicle.

As the Mahindra team proudly enrolls you into this program, it is important that you understand the program. Accordingly, the Benefits and Terms & Conditions of the WYH Roadside Assistance program are mentioned herewith. Please take some time to read through it fully to understand the services better. We request you to keep this document containing Terms and Conditions readily available in your vehicle as you travel at all times as these will be required for your own information in case you need emergency assistance at any time.

Thank you for your continued patronage and we wish you a safe drive with Mahindra!

1. Introduction to Mahindra WYH Roadside Assistance Program

Program Overview:

The Mahindra WYH Roadside Assistance program 1/2/3/4/5/6/7/8 year(s) is a 24x7 Roadside Assistance coverage offered by Mahindra & Mahindra Ltd. available for 1/2/3/4/5/6/7/8 year(s) from the date of purchase of the program depending on the model. Breakdowns and road accidents do happen, and they may leave you and your family stranded and in a need of help. The endeavor of the program is to ensure assistance in such events, when the vehicle is immobilized due to any such breakdown or accident.

This document contains information on the scope of benefits provided by Mahindra WYH Roadside Assistance. Should you have any questions regarding your coverage, you are welcome to contact your M&M authorized dealer or service center or the 24x7 Roadside Assistance helpline.

Covered Vehicle:

Roadside Assistance Coverage validity shall be ascertained basis the details shared by the customer. Mahindra branded passenger vehicles, sold by authorized Mahindra dealers in India will be eligible for benefits in the program. Vehicles sold by unauthorized dealerships and any vehicles originally sold (as a new car) in any other country besides India, are not eligible for the assistance services and benefits.

Covered Customers:

The customer / owner (or driver) and all the passengers traveling in the vehicle at the moment the emergency assistance was required, up to the legal passenger limit of the vehicle.

Covered Period:

1/2/3/4/5/6/7/8 years as opted by you commencing from the date of purchase of the program.

Customers are entitled to avail the benefits under the Mahindra Roadside Assistance program on a pan India basis (only exception being Andaman Nicobar Island & Lakshadweep Islands),

However, the vehicle must have broken down on gazette, bitumen road. Mahindra Roadside Assistance will be provided to a customer when at home, on the roadside, on the highway, in a parking lot, etc. But if the customer is already at an authorized Mahindra dealer or authorized service center, then they are not entitled to assistance services under the program.

Covered Events

Mahindra Roadside Assistance provides nationwide coverage for events that make your vehicle immobilized and unable to continue your journey.

2. Benefits of the Mahindra WYH Road Side Assistance Program

Mahindra Roadside Assistance can be utilized when your vehicle is immobilized due to:

- Pilot error (errors caused due to driving pattern)
- Battery problems: dead / flat battery
- Fuel problems: out of fuel, incorrect fuel or contaminated fuel (this benefit will be provided only maximum up to 2 times a year)
- Key problems: locked keys, lost keys or broken vehicle keys
- Tyre problems: puncture bolts or valve related issues
- Mechanical or electrical breakdown
- Road traffic accident where the vehicle is immobilized

Recovery of vehicle following an Accident

If your vehicle is immobilized following a road traffic accident, Mahindra Roadside Assistance will send a towing equipment to recover your vehicle to the nearest Authorized MAHINDRA dealer. If you insist on being towed to your preferred Authorized MAHINDRA dealer, vehicle will be towed to this preferred dealer as long as it is within 10km of the nearest dealer from the breakdown location.

Recovery of vehicle following a Mechanical / Electrical breakdown

In the event that your Mahindra vehicle is immobilized following a mechanical or electrical failure, a recovery vehicle will be sent to recover your vehicle only to the nearest Authorized MAHINDRA Dealer. If you insist on being towed to your preferred Authorized MAHINDRA dealer, vehicle will be towed to this preferred dealer as long as it is within 10km of the nearest dealer from the breakdown location.

Recovery of vehicle at home or on the road

If your vehicle is immobilized whether at home or on the road, M&M WYH Roadside Assistance will attend to your vehicle. If the problem is something that can be resolved at the roadside, a mobile technician will be sent to mobilize your vehicle on site only.

Taxi Benefit

In case the vehicle is towed to Mahindra Authorized dealership, Mahindra Roadside Assistance team will arrange a taxi for the driver and passengers (maximum number of persons covered equals to the number of people the Mahindra vehicle could legally carry). This benefit is provided for up to 50kms from the breakdown location (One side), in order to continue your journey.

Urgent Message Relay

In the event of a breakdown / accident of your vehicle, you would be provided an urgent message relay service to keep you connected with your family / friend / work colleagues.

3. Procedure to Avail Assistance

Request for assistance by calling Mahindra WYH RSA 24x7 Toll Free telephone no.

In the event of a breakdown or accident of your Mahindra vehicle, simply call the Mahindra WYH RSA 24x7 Roadside Assistance on Toll Free Number **1800 102 7006**.

Kindly keep the following information in hand while you call for assistance:

- Your contact details & number
- Vehicle Details – Model / Registration Number/Chassis Number
- Mahindra WYH RSA Start Date
- Date of purchase of vehicle
- Dealer from which the Road Side Assistance was purchased.
- Description of the problem – due to which vehicle is immobilized
- Location where the vehicle is stranded

Be with the vehicle

Having called the Mahindra Roadside Assistance, please ensure you or your representative stays with the vehicle at the breakdown location. Please note the Mahindra WYH Roadside Assistance is available only if the above-mentioned numbers are contacted. If you opt to organize breakdown services yourself, the cost towards the same shall be borne by you and there shall be no reimbursement towards the same.

4. Non-Covered Events:

Mahindra WYH Roadside Assistance program will not cover any of the following events that you may encounter while driving your vehicle:

- Faulty fuel gauge
- Speedometer not working
- Faulty fuel gauge
- Air-conditioning is not working
- When the passenger door(s) cannot be opened and there are no passengers in the vehicle
- Boot cannot be opened
- The front and/or rear demisters are not functioning
- Horn is not functioning. If the horn is sounding continuously, the Assistance Services will be provided
- Damaged door mirrors
- When the rear-view mirror is damaged, but it does not obstruct the driver's vision
- Damaged or faulty fuel cap but vehicle has not run out of petrol and there is enough fuel in the tank to enable the vehicle to reach the nearest authorized MAHINDRA dealer
- When the sun roof cannot be opened
- When the sunroof cannot be closed but weather conditions are fair, and the vehicle is not exposed to any security risk
- When windows cannot be opened
- When windows cannot be closed but weather conditions are fair, and the vehicle is not exposed to any security risk
- Seat adjustor is faulty, but the vehicle can be safely driven
- When passenger seat belts are faulty but there are no passengers in the vehicle
- Faulty security system unless the vehicle is immobilized or unless the alarm is sounding continuously
- Transmission stuck in sports/winter mode
- When the ABS lights are illuminated
- Air bag warning lights are illuminated
- Traction control lights are illuminated
- Other non-safety related lights/service warnings are illuminated
- When your Vehicle runs out of windscreen wiper fluid
- Front windscreen wipers faulty but weather conditions are fair
- Rear windscreen wiper faulty
- Vehicle pick-up and drop for routine maintenance is not included.

5. Special Exclusions

The following scenarios are special exclusions under Mahindra WYH Roadside Assistance, and therefore Mahindra will not be responsible for any assistance costs as a result of any of the following:

- Vehicle is involved in motor racing, rallies, speed or duration tests, practice runs or operated outside official roads
- Assistance is required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles
- Breakdown is caused by deliberate damage, vandalism or participation in a criminal act or offence
- The immobilization is resulting from damage caused by intervention of the police or other authorities
- Any damage resulting from the use of the vehicle against the recommendations of the owner manual
- Any consequential costs and/or damage to property as a result of a breakdown
- Vehicles kept in a non-roadworthy condition or not serviced in accordance with the manufacturer's recommendations

Adverse Weather

On occasion of adverse weather conditions such as floods, heavy rain, thunder / lightning or other external factors may affect our ability to provide services and it may become physically impossible to assist you until the weather improves. During such times, the main priority will be to ensure that you and your passengers are taken to a place of safety; the recovery of your vehicle may not be possible until weather conditions permit.

External Factors

Mahindra Roadside Assistance Program will take every effort to reach you once you make the call however external conditions including traffic could delay such an effort.



Recovery of vehicle if it meets with accident and falls in ditch/ valley/ inaccessible areas

While Mahindra Roadside Assistance Program will take every effort to reach you once you make the call however if the vehicle is immobilized and falls in a ditch/ valley/ area that are inaccessible and from where it is not possible for normal tow truck to provide assistance. In all such cases, if the customer wants to extricate the vehicle, it may call for usage of special salvage equipment which will be arranged on charge basis. During any such exercise, the Mahindra WYH RSA program will not be responsible to any consequential damage that may happen.

Locked Keys

Whilst we will always endeavor to provide assistance by the most efficient method, modern security systems sometimes make it extremely difficult for us to gain entry to your vehicle at the roadside should the spare keys not be available. If a forced emergency entry is required, you will be asked to sign a declaration stating that you have granted permission for this to take place and confirming that all costs relating to any resulting damages to your vehicle will be your sole responsibility.

6. Special Conditions

- If towing vehicle is caught by police because of incomplete documents of Customer's vehicle or due to not having FIR copy or other necessary documents, then Customer has to pay the penalty or fine to government authority or has to pay to M&M WYH Roadside.
- Assistance ASP who may pay such penalty on behalf of the Customer. All charges pertaining to the same will have to be borne by the Customer or will be reimbursed by the Customer to M&M WYH Roadside Assistance.
- Toll Tax, state boarder toll tax etc. if any will be borne by the Customer if the customer vehicle is towed across.

7. Right of Refusal

Mahindra Roadside Assistance shall have the right to refuse any or all benefits under the program, if it is found that you had furnished false information relating to your eligibility or entitlements to the benefits provided under this program.

8. Disputes

Courts situated within the jurisdiction of New Delhi alone shall have the exclusive jurisdiction to decide all disputes that may arise under this service.

Note: Roadside Assistance services will be activated within 48 hours of certificate generation. In case of any assistance or information, please contact 24 x 7 Toll Free No. **1800 102 7006** or send us a mail at customercare@mahindra.com