



Mahindra & Mahindra Ltd.
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Date: 17th Feb 2015

NOTIC

Dear Mr. Vijay G

This notice is being sent to you in accordance with the requirements of the Voluntary Code on Vehicle Recall issued by Society of Indian Automobile Manufacturers.

Mahindra & Mahindra (M&M) is committed to safety and has upgraded the airbag deployment software. All XUV500 vehicles produced up to July 2014 will be upgraded with the new software.

What is the Condition?

There is a possibility of an intermittent fault code that might inhibit deployment of the side curtain airbag.

What will Mahindra do?

We are contacting our customers on an individual basis to intimate and try to minimize the inconvenience caused due to the service action. The service action requires only software update and no components need to be replaced. The updated software flashing will be performed at NO CHARGE to you..

What should you do?

Since the XUV500 purchased by you falls in the said batch of vehicles, please contact your authorized Mahindra XUV500 dealer to make an appointment to facilitate a vehicle inspection as soon as possible. However, depending upon the dealer's work schedule/load and the inspection results, it may be necessary to make your vehicle available for a certain period of time at the workshop. The Mahindra dealer will make every effort to ensure your convenience during this waiting period. Since the software architecture is common, we are upgrading the software across all variants including W8, W6 & W4 so that your vehicle will have the latest version.

We advise that you get this activity completed as soon as possible. We request that you present this notice to the dealer at the time of your service appointment.

What if you have other questions in this respect?

Your local Mahindra XUV500 dealer will be more than happy to answer any of your questions and set up an appointment to perform this important activity. If you require further assistance, you may contact our 24x7 Mahindra Customer Relationship Center at 1800-209-6006.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience.

Thank you for driving a Mahindra.

Sincerely,

For Mahindra & Mahindra Ltd.

Sanjoy Gupta

Vice President - Customer Care

Automotive Division

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CIN : L65990MH1945PLC004558