



Date: 2 August, 2018

We are aware of the accident involving an XUV 500 that occurred in May 2018 in Gurgaon. We are pained to hear that a young man who was driving the vehicle was seriously injured. We pray that he recovers quickly and is back in good health. We empathize with the situation and can imagine the agony that his family is going through. We are in constant touch with the customer.

There are questions raised by concerned people and our customers to understand the reasons for the non-deployment of airbags in this incident. Some of the social media posts seem to conclude that because the airbag did not deploy in this particular incidence, the XUV500 is an unsafe vehicle. Let me assure all that we take such incidents seriously and will conduct a thorough investigation once the vehicle is made available to us.

To reassure our customers and general public, we present below some facts and figures regarding the safety features of the XUV 500:

1. XUV500 was first launched in India in 2011. It was one of the first Indian designed vehicles, where all variants had airbags. Mahindra was thinking ahead of its time in providing vehicle safety, even though the regulations did not mandate such a requirement. This was also the first Indian designed vehicle where all variants had ABS as a standard feature. High end variants of XUV 500 even had ESP in 2011. So far, we have sold over 219,000 XUV500 in India and our records indicate that over 7,000 airbags have been consumed in our dealer workshops. We have testimonies from our customers of how the structural integrity of the vehicle and the airbags have saved lives and reduced severity of injuries.
2. Usually, airbag deployments happen when the sensors detect a signal upon sufficient impact. Calibrations are meticulously carried out in a way that the deployment of airbags happens only when it is warranted and so that, the deployments are avoided when it is not warranted. There are well defined algorithms to decide the trigger of airbag deployments, based on nature of impact and speeds. Sometimes what appears to be a severe enough accident may not have enough impact intensity for the airbags to deploy.
3. In case of an accident leading to airbag deployment, the airbag ECU of the vehicle stores information related to that event. In case of an accident with no trigger for airbag deployment there will not be any record of any data in ECU memory since the impact is not severe enough .
4. Safety systems and the structural integrity that we provide in XUV500 in India is the same as what we provide globally, and XUV is being sold in the EU and several other developed markets in keeping with their standards and norms

It is extremely important to analyse and reconstruct this accident case. We have been in communication with the customer since the date of vehicle reporting at dealership to obtain access to the vehicle and to conduct the investigation. The vehicle access should now be happening soon.

Rajan Wadhwa  
President – Automotive Sector