

CUSTOMER CARE CIRCULAR



SUBJECT		REF NO 2022-SHC-10128 MONTH OF ISSUE August 2022			
Chialdre	(III) Coomic Clossic				
Snieid (Extende	d Warranty) – Scorpio Classic				
APPLICABLE CHANNEL(s)	APPLICABLE MODEL(s)	ТҮРЕ			
Personal + Pikup	Scorpio-N	Shield			
CIRCULATE TO –					
CEO/ GENERAL MANAGER [✔]	HR MANAGER []	RELATIONSHIP MANAGER/SERVICE ADVISOR [✓]			
SERVICE HEAD [✔]	TECHNICAL COORDINATOR (CoTEK) []	eTEK / TECHNICIAN []			
FLOOR CONTROLLER (FC) []	QUALITY CONTROLLER (QC) []	BODYSHOP MANAGER [✔]			
CRE SERVICE [✔]	PARTS MANAGER [✔]	SALES CONSULTANT [✓]			
WARRANTY ADMINISTRATOR [✔]	EXPERIENCE EXECUTIVE [✓]	CRM [✓]			
SALES MANAGER [✔]	HOSTESS []	ACCOUNT MANAGER [✔]			
ICRE SALES [✔]	RECEPTIONIST []				

ALL DEALERS, DEALER BRANCHES & MCS/MASCS

"Shield" - Extended warranty offers peace of mind for extended period & by virtue ensuring customer retention.

We are happy to announce "Shield" Extended Warranty of Scorpio Classic.



Customer can extend warranty upto 5 years from the date of retail through this subscription. Considering the value proposition, we urge dealership team to go aggressive and attempt for record penetration.

Please refer following annexures for complete details.

Annexure 1 – Shield Pricing Matrix

Annexure 2 - Shield Dealer Commission Matrix

Kindly arrange to bring this to the notice of all concerned at Showroom and Workshop.

Happy Selling!

Queries and Clarifications – Respective ASM / CCM

Email to SERVICE-STRATEGY@mahindra.com





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Annexure – 1 Shield Pricing Matrix Scorpio Classic

All amount in ₹

	4 th Year or Up to 1,20,000 kms from the date of delivery of new vehicle whichever occurs first									
Option 1	If opted within 60 days from the date of sale of new vehicle		If opted beyond 60 days but within 2 years period from date of sale of new vehicle		If opted beyond 2 years but within the expiry of original 3 years warranty of the vehicle					
	List Price	GST @ 18%	MRP	List Price	GST @ 18%	MRP	List Price	GST @ 18%	MRP	
Scorpio Classic BSVI	13599.15	2447.85	16047.00	14699.15	2645.85	17345.00	15699.15	2825.85	18525.00	
	4 th and 5 th Year or Up to 1,50,000 kms from the date of delivery of new vehicle whichever occurs first								ccurs first	
Option 2	If opted within 60 days from the date of sale of new vehicle		If opted beyond 60 days but within 2 years period from date of sale of new vehicle		If opted beyond 2 years but within the expiry of original 3 years warranty of the vehicle					
	List Price	GST @ 18%	MRP	List Price	GST @ 18%	MRP	List Price	GST @ 18%	MRP	
Scorpio Classic BSVI	25899.15	4661.85	30561.00	27999.15	5039.85	33039.00	29799.15	5363.85	35163.00	
	5 th Year or Up to 1,50,000 kms from the date of delivery of new vehicle whichever occurs first									
Option 3*	If opted within 60 days from the date of sale of new vehicle		If opted beyond 60 days but within 3 years period from date of sale of new vehicle		If opted beyond 3 years but within the expiry of extended 4 years Shield of the vehicle					
	List Price	GST @ 18%	MRP	List Price	GST @ 18%	MRP	List Price	GST @ 18%	MRP	
Scorpio Classic BSVI	14999.15	2699.85	17699.00	16199.15	2915.85	19115.00	17299.15	3113.85	20413.00	





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Annexure – 2 Shield Dealer Commission Matrix

All amount in ₹ (Including GST)

Model	Dealer Commission per policy
Scorpio Classic	1500

