



## Renault India Stands Strong: Extends Comprehensive Support for Customers

- *Renault India initiated SMS alerts and Company App Notifications prior cyclone to inform customers about vehicle safeguarding measures*
- *Free Roadside Assistance, 24x7 helpline teams and several measures to expedite assistance of flood affected cars have been put in place*

Chennai, 8th December 2023: – In the wake of the devastating cyclone 'Michaung', Renault India has collaboratively joined hands with other OEMs to extend comprehensive support to its customers in the affected regions in Tamil Nadu and Andhra Pradesh. In conjunction with its dealerships, Renault India has swiftly implemented a range of initiatives to alleviate the situation and assist those impacted by the floods.

To ensure the safety of its customers and their vehicles, Renault India took proactive steps by sending out SMS alerts and app notifications, advising them on precautionary measures to safeguard their cars against potential damage.

As part of its comprehensive support initiative, Renault is offering free-of-cost roadside assistance to help customers transport their vehicles to the nearest dealerships. The company has also pledged to reimburse the towing costs incurred by customers who independently arranged for their vehicle transportation. To prioritise the recovery of flood-affected vehicles throughout Tamil Nadu and Andhra Pradesh, Renault has deployed an additional fleet of 15 towing trucks. Recognising the urgency of the situation, the 24x7 helpline team at Renault has been reinforced with extra resources to handle the surge in request calls, ensuring that customers receive prompt and efficient assistance.

Several other measures have also been taken including extended working hours of Renault authorised workshops for faster deliveries, arrangements for parts inventory to expedite repairs and collaboration with insurance companies for faster insurance settlement claims. Renault is committed to providing round the clock support to its customers in Tamil Nadu.

Speaking on the situation, Mr. Sudhir Malhotra, Vice President Sales Marketing at Renault India Private Limited (RIPL), said *"During these hard times, Renault India, in solidarity with other OEMs, provides robust support to our customers affected by the Chennai floods. Our all-encompassing initiatives, spanning proactive communication and hands-on assistance, underscore our unwavering commitment to offering 24/7 aid to our customers in Tamil Nadu and Andhra Pradesh. Renault India will continue to remain vigilant, continuously monitoring the situation and adjusting our efforts to address the changing needs of the community and our customers. We stand united in these challenging times."*

The measures put in place provide holistic support to customers from the service request to the helpline team, transportation of the vehicle to the workshop, the servicing itself to the post service processes. This ensures lack of delay and efficiency of process for the customers.

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# PRESS RELEASE



## ABOUT RENAULT

Renault, a historic mobility brand and pioneer of electric vehicles in Europe, has always developed innovative vehicles. With the 'Renalution' strategic plan, Renault has embarked on an ambitious, value-generating transformation moving towards a more competitive, balanced and electrified range. Its ambition is to embody modernity and innovation in technology, energy and mobility services in the automotive industry and beyond.

Renault India Pvt. Ltd. is a fully owned subsidiary of Renault S.A.S. France. Renault India cars are manufactured in the manufacturing facility located in Oragadam, Chennai, with a capacity of 480,000 units per annum. Renault India also has a widespread presence of close to 500 sales and 530 service touchpoints, which include 250+ Workshop on Wheels locations across the country, with benchmark sales and service quality.