

**GUARANTEED AVAILABILITY OF
150 FAST MOVING MAINTENANCE
PARTS. OR ELSE THEY ARE
YOURS FOR FREE!***

A unique guarantee for you on 150 maintenance spare parts from 1st March '17. If a maintenance spare part you want isn't available at the plaza, then it will be yours for free.

* Terms & Conditions Apply



MAHINDRA TRUCK AND BUS GENUINE SPARES

For details of this guarantee, please refer to the website www.mahindratruckandbus.com



Terms & Conditions

The Mahindra HCV (Heavy Commercial Vehicles from 25 to 49 Ton) Parts Availability Guarantee at M Parts Plaza (the 'Guarantee') :

Mahindra Truck and Bus Limited ('MTBL'), a division of Mahindra & Mahindra Ltd. Guarantees that its selected range of parts as listed below, are always available at its 7 M Parts Plaza ("Plaza") Locations as per annexure -II attached. In case of non-availability across the M Parts Plaza counter, the same will be given free of Cost Basis after the same is made available in subsequent days in M Parts Plaza.

Criteria:

Range & quantity of parts

- The guarantee is applicable on selected range of parts mentioned in the annexure -I . The list of parts can be verified at the time of walk-in at the Plaza locations.
- The list of parts can be modified by sole discretion of the company without any prior notice whatsoever.
- The customer has to place an order of parts used for one particular vehicle at a time. For additional vehicles, a new order needs to be placed.

Who can take the Guarantee?

- Customers, who have made a valid purchase of Mahindra Truck and Bus HCV will qualify for the Guarantee stated above.
- The customer has to walk in to Plaza locations and register his/her requirement as per instructions below.
- The Guarantee is open to any Indian Adult citizen, currently residing in India, who has purchased Mahindra HCV.
- MTBD and MTBL employees and their families, agents and business partners directly or indirectly related to MTBD, MTBL or their contractors are not eligible to participate in the Guarantee, and can be excluded at any time such a relationship comes to the notice of MTBL.

Guarantee Claim lodging process

The following clauses define the process of lodging a Guarantee Claim, which must be followed by the Customer. Any deviation from the defined process shall render the Guarantee claim invalid.

- The Customer must read, understand all the Terms and Conditions of participation, prior to submitting the claim against Guarantee and even otherwise, once the Guarantee Claim is submitted, no dispute can be raised later on the Terms and Conditions and the process adopted.
- The participation in the Guarantee Claim shall be made as per below steps. Any other mode of submission of Claim shall be deemed to be invalid. Any incomplete or incorrect or unclear information shall render the Claim invalid.

Steps to be followed for logging the claim

- Claim has to be launched for parts which are not available at the Plaza from the specified list in annexure-II.
- Once Plaza owner (Manager) confirms that required parts as per qualified list is not available in the Plaza, he will give him a serialized "Part Claim Coupon".
- Customer needs to give a miss call from his mobile number on the Phone number mentioned on the Part Claim Coupon before leaving the Plaza location.
- Customer will receive a SMS acknowledging the receipt of his claim for parts availability along with unique code, which needs to be mentioned on the Parts Claim Coupon and is required to take stamp and signature from the respective Plaza manager.
- Customer will receive a call from MTBL call center on the given mobile number to take details given below

Name of the customer :
Contact number :
Dealer from which purchased :
Chassis number :
Engine number :
Model :
Registration number :
Plaza location :
Part requirement :

- The claim will not be qualified if above information is not received or incorrect information is given.
- Company can request the customer to submit the RC at Plaza location on request, non-submission of the same shall be considered as invalid and the Customer will not be allowed to avail the guarantee.
- MTBL is not responsible for loss or non-receipt of Guarantee Claim, or delayed receipt of Guarantee Claim, or phone line down-time for technological or any other reasons.
- Guarantee Claim once submitted cannot be modified.
- Guarantee Claim lodging process would be deemed to be completed by Customer only once a unique Guarantee Claim number is provided to the Customer by SMS.
- MTBL does not take any responsibility if the phone line is not working on any day, for reasons which are beyond its control.
- MTBL does not take responsibility and liability for any harm / injury to the Customer and their team and/or damage to the vehicle and/or Customer and/or participant caused in this Guarantee.

Guarantee Claim treatment

- On launching the claim, MTBL team will make sure the part is made available at the respective Plaza location
- Once the part is made available at the respective Plaza location, customer will receive a SMS/call on the above mobile number to collect the same from the Plaza.
- Once the part made available customer will get an SMS confirming his entitlement to get part(s) free of cost.
- Once the part is made available at Plaza location, the customer will be informed by MTBL through SMS, customer needs to show the SMS at Plaza location to take the part on free of cost basis.
- He/ She also needs to handover the Part Claim Coupon while taking the physical delivery of parts irrespective of chargeable or free of cost billing.
- Customer needs to collect the part within one week from the date of confirmation of availability through SMS, at Plaza location.

All claims against Guarantees received will follow a defined process, to determine if they are complete, accurate and aligned with the T&C of this Guarantee. This process is not subject to being queried or changed by any Customer. This process as defined by MTBL shall be final & binding and cannot be questioned in any manner whatsoever.

Other terms and conditions

- MTBL will not reimburse any amount which will be for travel, stay costs or any other expense incurred by Customer for visiting the Plaza location.
- The Guarantee comes to an end once the part is taken by customer from the Plaza location.
- For the Guarantee to be valid, there should be no outstanding dues of any kind whatsoever, of the customer with the Plaza location.

- MTBL reserves the right to close the Guarantee and/or modify/alter the terms and conditions of the Guarantee at its discretion without any prior notice. However, the Guarantee offered on parts till the date of withdrawal of Guarantee shall be honored subject to compliance with other Terms and Condition of the Guarantee.
- Applicability of Guarantee – 1st March 2017 till 31st March 2018.
- The decision of MTBL management on all other matters regarding the Claims shall be final and binding on the Customers.
- Participating in the Claim process in any manner is tantamount to agreeing to these T&C, as amended from time to time.
- MTBL and MTBD, its employees and its agents and contractors will not be responsible for Claims that are lost in transit (physical or electronic mode) or deleted or corrupt or not accessible in any manner.
- MTBL will not be responsible if SMSs, miss calls by MTBL Customers/MTBL, as part of the validation process are not received, or received late, by Customer/MTBL.
- Customer permits MTBL free of cost, the use of their name, photograph and/or video footage and factual information about their Guarantee in public media.
- MTBL, process advisors, and their contractors for this Guarantee, will not be liable for any claims / disputes made by the Claimants in relation to the Guarantee, process and protocol used.
- MTBL cannot be and shall not be held accountable / liable for any disruptions / stoppages / interruptions or cancellation of the Guarantee due to matters beyond its control or for force majeure reason(s).
- All disputes relating to or arising out of the Guarantee shall be subject to the laws of India, and shall be subject to the exclusive jurisdiction of the courts of competent jurisdiction at Mumbai, India.
- The Claimants agree that they shall hold harmless MTBD/MTBL, its employees, officers, contractors or other persons and shall defend them against any loss, claim, demands, costs, damages, judgments, expenses or liability arising out of or in connection with any or all claims whether or not groundless, that may be brought against MTBD/MTBL by any third party in connection with their Claim(s).

In the event the any Customer has further queries or desires to know more about the Term s& Condition of the Guarantee, the Customer may write to [CONTACTMTB@mahindra.com or write to Senior General Manager – CC & Parts , 128/A, “SANGHVI COMPOUND”, Mumbai – Pune Road, Opp. Jayashree Cinema, Chinchwad, Pune – 411 019 or call Help desk Phone Number : 020-30694613

- This Guarantee is not a lottery or game of chance.
- Participating in this Guarantee will require communication with the Participant, and communication related to the participation by every Claimant, and hence, Participant waives his/ her national “do not call/ disturb” directory rights for the purposes of this Guarantee.
- MTBL shall not be liable to give guarantee , if, after receipt of Customer’s request for Guarantee , MTBL is unable to reach the Customer even after making three consecutive unsuccessful attempts to reach the Customer on his registered contact details with MTBL, The same would apply for information requests made to any Customer, who does not respond within two weeks or such other time stipulated for response
- All data received by either party to this Guarantee shall be held in confidence by the said party.
- This Guarantee offer and/or claim against it, cannot be clubbed/ exchanged with any other offer of MTBL.
- Customer agrees to receive future calls from MTBL regarding brands/ promotions / communications.
- MTBD shall not be liable for any liability, whether direct or indirect over and above what is mentioned herein.



M. Bala Subramanian
Sr. GM - CC & Spares

Annexure - I

Sr. No.	Aggregate	Category	Part No	Description	
1	Routine Service	Engine Filters	0303BAV00510N	LUBE FILTER SPIN ON	
2			7306AAP00040N	FILTER CARTRIDGE - WATER SEP	
3			0305DAV00350N	FUEL FILTER PAPER ELEMENT	
4			6402DAB00011N	Primary Element	
5			6402DAB00021N	Safety element	
6		Hub Greasing	7601BAP00071N	GREASE SEAL HUB 132X110	
7			7005AAP00071N	OUTER SEAL	
8			7005AAP00061N	INNER SEAL	
9			7601BAP00100N	HUB CAP GASKET	
10	Engine	Hoses / Pipes	0303EAV00420N	TUBE ASSY, VALVE DRIVE LUBRICATION -VAVE	
11			0304DAV00070N	INTERMEDIATE HOSE S/F GENSET	
12			0305BAV00170N	TUBE, INJECTION PUMP-INTAKE MANIFOLD	
13			0305DAV00390N	FUEL PIPE - NRV TO VE PUMP	
14			0306EAV00320N	COMPRESSOR OUTLET WATER HOSE	
15			0305GAV00060N	HOSE, TURBOCHARGER OIL RETURN STD	
16			6401BAB00040N	Elbow Hose Turbo To Air Filter	
17			6401BAB00050N	Hose Turbo charger	
18			6401BAB00170N	Hose Turbo Charger	
19			0305DAV00200N	FUEL RETURN TUBE S/F GENSET	
20			6302AAB00070N	Hose - degassing tank btm	
21			6302AAB00190N	HOSE DEGAS TANK BTM COWL	
22			6302AAB00600N	HOSE DGT BTM BLOW MOLD	
23			6401BAB00030N	Hose -Intercooler to Engine	
24			6302AAB00020N	Hose (Radiator bottom)	
25			6302AAB00090N	Hose - Radiator btm	
26			6401BAB00013N	HOSE (CORROGATED) 212HP POLY BOND	
27			6302AAB00040N	Hose (Engine bottom)	
28			6302AAB00050N	Hose (Radiator top)	
29			0305DAV00150N	High Pressure Pipe (1 to 3)- Mecahnical	
30			0305DAV00140N	High Pressure Pipe (4 to 6)- Mecahnical	
31			0305DAV00530N	High Pressure Pipe (1 to 2)- HCCr	
32			0305DAV00520N	High Pressure Pipe (3 to 4)-HCCR	
33			0305DAV00510N	High Pressure Pipe (5 to 6)-HCCR	
34			0305DAV02410N	High Press Line (RAIL TO 5 CYL.) - LCCR	
35			0305DAV02400N	High Press Line (RAIL TO 4 CYL.) - LCCR	
36			0305DAV02370N	High Press Line (RAIL TO 1 CYL.) - LCCR	
37			0305DAV02380N	High Press Line (RAIL TO 2 CYL.) - LCCR	
38			0305DAV02420N	High Press Line (RAIL TO 6 CYL.) - LCCR	
39			0305DAV02390N	High Press Line (RAIL TO 3 CYL.) - LCCR	
40			0305DAV02160N	HIGH PRESS PIPE-PUMP TO RAIL	
41			0305DAV02910N	HIGH PRESS PIPE-PUMP-RAIL-LINE 2	
42			Gasket and Seals	0302BAV00090NI	Cylinder Head Gaskets 1.3(DEF.EPMB)
43				0311DAV00020N	GASKET,VALVE COVER AV
44				0303CAV00060N	GASKET-OIL PAN/ENGINE BLOCK
45				0311DAV00170N	GASKET, INSPECTION COVER
46				0302AAV00050N	GASKET, TIMING CASE-BLOCK
47				0302AAV00340N	GASKET, FRONT COVER
48				0303DAV00110N	OIL COOLER HEAD / BLOCK GASKET
49				0302DAV00040N	EXHAUST MANIFOLD GASKET
50				0304DAV00020N	GASKET, WATER INLET CONNECTION
51				0311AAV00010NI	RETAINER - FROM FLYWHEEL SIDE (Oil Se
52				0311AAV00020NI	GEAR RETAINERS (Oil Seal)
53			Accessories	0303AAV00020N	OIL PUMP S/F GENSET
54				0304EAV00010N	Water Pump

Annexure - I

Sr. No.	Aggregate	Category	Part No	Description	
55	Engine		0306GAV00010N	V-BELT DRIVE 1792	
56			0311BAV00030N	O-RING, WATER OUTLET TUBE	
57			0302AAV00100N	PISTON OIL EJECTOR	
58			6202EAB00030N	PILOTBEARING6206\	
59			0306JAV00010N	TENSIONER PULLEY	
60			0311DAV00040N	INSPECTION COVER-FRONT COVER	
61			0304CAV00210N	THERMOSTAT _ON HIGHWAY APPL	
62			0306JAV00060N	Belt Tightener Assy	
63			6307AAB00190N	ASSY DEGASSING TANK BLOW MOULD TATA TOYO	
64			Rocker Mechanism	0310BAV00010N	ROCKER ARM LEG / PUSH ROD
65				0310BAV00020N	TAPPET S/F 6 CYL GENSET
66				0310BAV00070N	VALVE CAP 1,5MM S/F GENSET
67				0302BAV00060N	INLET VALVE SEAT
68		0302BAV00050N		Exhaust valve seat	
69		0310DAV00020N		EXHAUST VALVE	
70		0310DAV00010N		INTAKE VALVE	
71		0310BAV00440NI		SEAL, VALVE STEM	
72		Piston & Liner		0302AAV00110N	O RING, LINER
73				0302AAV00030N	LINER -6 CYLINDER GENSET
74			0312BAV00160N	PISTON RING SET	
75			0312BAV00290N	PISTON, PISTON PIN, CIRCLIP SET	
76		Camshaft / Conn. Rod	0312BAV00070N	ASSY, CONNECTING ROD S/F GENSET	
77			0310AAV00030N	CAMSHAFT LOCK	
78			0310AAV00010N	Camshaft	
79		Engine Bearings	0312AAV00210N	BEARING KIT (MAIN BRG & THRUST BRG) SET	
80			0312BAV00170N	CONNECTING ROD BEARING SET	
81		Clutch	Clutch Service	6802AAP00031N	CLUTCH RELEASE BEARING
82				6801BAU00021N	395 DIA CLUTCH DISC ASSY
83				6801AAP00012N	CLUTCH_COVER_ASSY_395_DIA
84				0312CAV00090N	Flywheel
85				0312CAV00010N	Flywheel - Electronic
86			Clutch Actuation	6801CAP00021N	Needle Roller Bearing, Ø32x25x18
87				6802EAP00021N	CLUTCH MASTER CYLINDER ASSEMBLY
88		Gear shift Mechanism	Cables	6701AAJ00032N	GEAR SELECT CABLE
89				6701AAJ00022N	GEAR SHIFT CABLE
90				6702FAP00021N	BALL JOINT M10 RH
91		Propeller Shaft	Joints	6903AAP00020N	UJ KIT_6901BAP00171N
92				6903AAU00020N	UJ KIT_9 Speed
93				6903AAP00040N	CB KIT_6901BAP00171N
94		Rear Axle	Wheel End	7005BAP00011N	Gasket Grease Cather
95				7003AAP00061N	Tongue Washer
96				7004CAP00101N	INNER BEARING - Rear Axle
97				7004CAP00111N	OUTER BEARING- Rear Axle
98		Front Axle	Wheel End	7601BAP00731N	OUTER BEARING- Front Axle
99	7601BAP00721N			Inner BEARING- Front Axle	
100	7601AAP00050N			COTTER PIN TOP	
101	7601AAP00060N			COTTER PIN BOTTOM	
102	7603AAP00070N			KING PIN REPAIR KIT	
103	7601AAP00121N			KING PIN BUSH (BENERA)	
104	7503AAP00100N			TIE ROD END ASSY-LH	
105	7503AAP00090N			TIE ROD END ASSY-RH	
106	7601AAP00141N			THRUST BEARING-TEXSPIN	
107	Brakes	Lining	7718AAP00410N	1KIT- LINING SET REAR - STD	
108			7718AAP00010N	KIT- LINING SET FRONT - STD	

Annexure - I

Sr. No.	Aggregate	Category	Part No	Description		
109	Brakes		7718AAP05530N	KIT- LINING SET		
110	Controls	Cables	7204AAP00020N	ASSY. ACCELERATOR CABLE		
111			7204AAP00030N	ACCEL_CABLE_CAB_WITH_SLD		
112	Steering	Actuation	7502CAP00012N	Power Steering Reservoir		
113			7502CAP00062N	Gearbox to reservoir hose		
114			7502CAP00052N	Pump to gearbox hose		
115			7502CAP00042N	Reservoir to pump hose		
116			7502CAP00392N	OIL FILTER - HEIGHT 10 CM		
117	Suspension	Bushes	7402EAP01260N	BELL CRANK BUSH 42X56		
118			7402EAP01270N	Bell Crank Bush		
119			7402EAP00130N	Pin - Bell Crank Lever		
120			7402EAP00140N	Pin - Bell Crank Lever		
121	Electrical	Upholstry	7304AAP00070N	ASSY COMBI-UNIT-SUCT_EXTENDED		
122			7311AAP00040N	FUEL TANK LOCK CAP WITH KEY SET		
123			6005AAP00010N	KIT-IGN SW,FT CAP,DOOR OTR HDL,LOCK,KEYS		
124			7902KAP00021N	IGNITION LOCK SWITCH WITH KEY MVSS		
125			7902MAP00011N	COMBI SWITCH (MPVI)		
126			Bulbs and Fuses	7905PAU00012N	FLASHER 24V	
127		7901BAJ00011N		BULB -24V, P21W-Tail Lamo		
128		7901BAJ00031N		BULB -24V, 21W - Parking		
129		7901AAJ00031N		BULB -24V, 75/70W		
130		7901EAJ00021N		BULB -24V, 5W		
131		7905JAJ00030N		Blade fuse - 15 amps		
132		7905JAJ00010N		Blade fuse - 5 amps		
133		7905JAJ00020N		Blade fuse - 10 amps		
134		Cabin		Trim	6112AAA00010N	ASSY ARM & BLADE WIPER
135					6111DAA00270N	ASSY OUTER DOOR HANDLE LH AND KEY SET-L
136					6111DAA00280N	ASSY OUTER DOOR HANDLE RH AND KEY SET-R
137			6111CAA00030N		LATCH RELEASE CABLE (WITH LEVER) - WDR R	
138	6103AAA00580N		ASSY_WIN_REGULATOR_RH			
139	6103AAA00680N		ASSY_WIN_REGULATOR_LH			
140	6111DAA00260N		DOOR LOCK WITH KEY SET			
141	6111DAA00050N		ASSY DOOR LATCH LH			
142	6111DAA00060N		ASSY DOOR LATCH & STRIKER RH			
143	Accidental		6106FAA00170N		ASSY RR VIEW MIRROR KIT RH BASE	
144			6106FAA00140N		RR VIEW MIRROR MAIN LH BASE	
145			6106FAA00130N		RR VIEW MIRROR MAIN RH BASE	
146			6106FAA00010N		ASSY RR VIEW MIRROR-DRV-RHD-BASE	
147			7901AAP00541N	ASSY MFR HL FTI RH W/O MOTOR		
148			7901AAP00551N	ASSY MFR HL FTI LH W/O MOTOR		
149			7901AAP00471N	Head Lamp assy, RCTNG RH W/O Motors		
150			7901AAP00461N	Head Lamp assy, RCTNG LH W/O Motors		

M Parts Plaza Shops

- One Stop shop to get range of parts and to ensure hassle-free Servicing of Vehicle
- Parts availability @ customer preferred location.
- Confidence to the technician on Mahindra parts availability and thereby Service.
- Knowledge in after market on MTB Range of Parts.

<p style="text-align: center;">Delhi Plaza</p> <p>Shiva Automotive 1/1666, Lothian Road, Kashmere Gate, Delhi-110006 PH:011-64776605</p>
<p style="text-align: center;">Guwahati Plaza</p> <p>North East Motor Pvt Ltd Nalapara NH 37, Nalapara Garaliya, Guwahati - 781040 Near Sarusujai Stadium PH: 9957182059/9957182053</p>
<p style="text-align: center;">Hyderabad Plaza</p> <p>Sri. Maheswari Agency 4-12-1027, Opp. M.G, service Station, Autonagar, Hyderabad - 500072 PH- 9032838386 / 7095733344</p>
<p style="text-align: center;">Indore Plaza</p> <p>Standard Automobile 333, Transport Nagar, Indore - 452 014 PH : 9425060883</p>
<p style="text-align: center;">Patna Plaza</p> <p>Somnath Enterprises Ground Floor, Saboo Complex, Behind Hotel Republic, Exhibition Road, Patna-1 PH: 7061384040</p>
<p style="text-align: center;">Sankagiri Plaza</p> <p>Moorthi Automobiles Shop No.3/682A, Golden Tower, Salem Main Road, Akkammappettai (P.O.), Sankagiri-637301 Distt. Namakkal PH: 7402591929</p>
<p style="text-align: center;">Mumbai Plaza</p> <p>Babli Automobile Balaji Complex Co Hsg Society Ltd., Shop No 2 & 3, Plot no. 12-13, Sector- 8E, Kalamboli Navi Mumbai -410218</p>



Mahindra Truck and Bus
GENUINE SPARES