

Warranty & Service Information Guide

BE6

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Issued by: Mahindra Electric Automobile Limited (hereinafter appearing as “Mahindra”)

NOTE: Carefully read, understand and follow the instructions provided in this manual, and keep it in a safe place for future reference. If you have any doubt whatsoever regarding the use or care of your vehicle, please visit your Mahindra dealer for assistance or advice.

MAHINDRA ELECTRIC AUTOMOBILE LIMITED. Mahindra Towers, Pandurang Budhkar Marg, Worli, Mumbai 400018, Maharashtra

www.mahindraelectricssuv.com

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Dear Customer,

Thank you for choosing **Mahindra BE 6**.

This book describes the various Warranties and After-sales support services available for your BE 6.

Please ensure that you follow maintenance requirements regularly such that your BE 6 gives you a trouble-free , pleasurable drive.

We are always available, 24x7, to help you – **Me4U**.

Please keep this book along with the Quick Reference Vehicle Manual and other documents concerning your vehicle provided to you at the time of purchase of the vehicle for your ready reference. It will also help future owners to have access to this literature, should you transfer ownership of this vehicle.



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Available on:



To further demonstrate our commitment to our customer's satisfaction, occasionally we may establish a special policy adjustment to pay for specific repairs that may not be covered under the standard warranty policy. When we establish such a policy adjustment, we mail details and/or contact over telephone to all applicable owners we have on record. We request your cooperation in bringing the vehicle to the nearest Mahindra Authorised Dealer for carrying out these operations, free of cost.



Model

BE6

Vehicle Colour

Dealer Name & Address

Variant

Key Tag No.

Vehicle Identification Number (VIN)

Vehicle Serial No.

Motor No.

Registration No.

Kms. Reading

Date of Sale (DD/MM/YYYY)





1st Owner

2nd Owner

3rd Owner

Registration No.

Registration No.

Registration No.

Name

Name

Name

Address

Address

Address

Phone/Mobile

Phone/Mobile

Phone/Mobile

Note - Refer Connected Car Subscription page no.6 for ownership transfer

Service Centre Details



To be filled by the Selling Dealer

Service Centre 1	Service Centre 2	Service Centre 3
<p>Name</p> <hr/> <hr/>	<p>Name</p> <hr/> <hr/>	<p>Name</p> <hr/> <hr/>
<p>Address</p> <hr/> <hr/> <hr/> <hr/> <hr/>	<p>Address</p> <hr/> <hr/> <hr/> <hr/> <hr/>	<p>Address</p> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Phone/Mobile</p> <hr/> <hr/>	<p>Phone/Mobile</p> <hr/> <hr/>	<p>Phone/Mobile</p> <hr/> <hr/>



To be filled by the Selling Dealer

My Experience Executive [Sales Consultant]	Name	Contact
My Relationship Manager [Service Advisor]	Name	Contact
My Service Manager	Name	Contact
Helpline	Dealer Helpline	Contact

Connected Car Subscription



At the time of new vehicle delivery, the Mahindra authorised dealer will help you in registering the connected car SIM through a Know-Your-Customer (“KYC”) process.

Subscription for the connected car is free for a specified period depending on the model variant. Post expiry of the free subscription, the subscription can be renewed by the customer for an extended period by paying additional charges, as may be applicable.

If the customer does not renew the connected vehicle subscription, then the customer will only have access to the following features*:

FEATURES	DESCRIPTION
SOS - E-Call	By pressing the SOS icon or In case of accident, Emergency call will be triggered from vehicle to the 108 Emergency service, SMS will be sent to Me4U app & Emergency contacts along with the current vehicle location.
RSA	By pressing the RSA icon, a call is triggered to the Roadside Assistance provider’s helpline.
Ask Mahindra	By pressing the ASK Mahindra icon, a call is triggered to the dedicated Mahindra support center. This feature helps the customer to connect with Mahindra executive for any queries/ support related to vehicle.
External Charger Malfunction Alert	An alert will be sent to the mobile app if the external charger is faulty.
Low Charge Alert	Notify the user through the mobile app when the charge is low. Charge at the earliest
LV Battery Drain Alert	Alert the user in mobile app when LV battery is getting discharged continuously. Contact Authorised Mahindra Dealer for assistance

* For the complete list of connected car features, please refer to the more detailed Vehicle Manual.

Note: Mahindra may, at its sole discretion, provide additional features and/or restrict access to the aforesaid features, in the event customer does not renew the connected vehicle subscription.

The customer’s mobile number provided during KYC will be linked to the vehicle’s SIM and all information will be exchanged between the vehicle and the registered mobile number.

By providing your mobile number and contact information, you hereby consent to all communication as may be required for us or a Mahindra Authorised Dealer in connection with the vehicle and its usage thereof and for the purpose of utilizing the vehicle’s features.

For change of the registered mobile number, you can contact Sales or Service department of your Authorised Mahindra Dealer.

We strongly recommend that you deactivate the connected car SIM in the event of -

1. Transfer of ownership – When you sell or transfer the vehicle to another person.

2. “Total Loss” after an accident – When your insurance company classifies the vehicle as “total loss” and scraps the vehicle.

Contact the Service dept of your Mahindra Authorised Dealer for SIM deactivation.

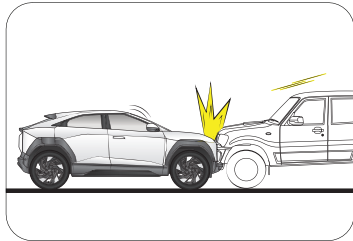


Connected car subscription comes free, for a specified period, depending on the model variant. For renewal of the subscription, please contact a Mahindra Authorised Dealer.



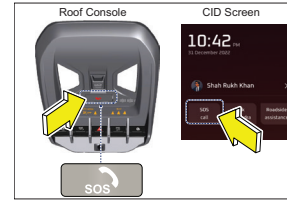
e-Call# :

In an unfortunate event of your vehicle meeting with an accident, triggering the airbags, your BE 6 will initiate the following actions -



1. A call will be triggered automatically from your BE 6 to 108* Ambulance Service for medical assistance

SOS Call from vehicle



For SOS call, the driver can either operate the switch located in the overhead console near the interior rear-view mirror or through CID.

RSA call from CID



By touching the Road Side Assistance (RSA) icon in CID screen, your BE 6 will connect you to Mahindra RSA for support.



* [108] number is the default option. This number can be changed based on your preference/location . Contact a Mahindra Authorised Dealer for the same

- # This feature is available only in vehicles fitted with the telematics unit. On vehicles without telematics unit, this function will work if a mobile phone is paired through Bluetooth and connected to the vehicle at the time of the incident.

Ask Mahindra from CID (if equipped)

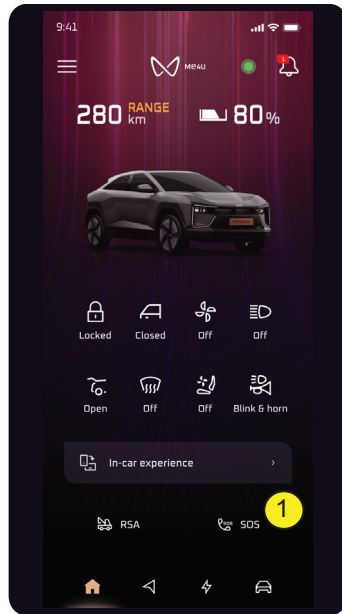


By touching the Ask Mahindra icon, a call will be triggered automatically from your BE 6 to Mahindra Support Center for:

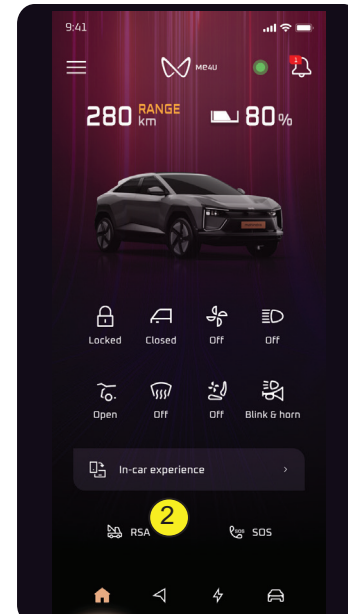
1. Explanation on features and functions.
2. Guidance or assistance for usage of in-car features.
3. Assistance in guidance to the nearest workshop.



Me4U



Long press of the **SOS icon** **1** in the **Me4U** mobile app triggers an alert and Mahindra Me4U team will connect back and provide assistance. It will also trigger SMS to emergency contacts stored in the mobile app.



Pressing **RSA** **2** in the **Me4U** mobile app will connect you, over voice call, to the RSA team.



Loss of a key can lead to potential security risk for your BE 6, in the event of it falling into the hands of unscrupulous elements.

In the event of loss of key, we request you to take the vehicle along with the available key to the closest Mahindra Authorised Service Centre. The Mahindra Authorised Service Centre will de-activate the lost key.

A fresh key can be ordered with the Mahindra Authorised Dealer, subject to payment of additional charges as applicable.

On receipt of the spare key, the Mahindra Authorised Dealer will activate and assign the key to your vehicle, for which the vehicle needs to be brought to the Mahindra Authorised Service Centre.

Notes on lost key -

1. Ensure loss of a key is reported immediately to a Mahindra Authorised Dealer and ensure that the lost key is de-activated.
2. In the event a spare key is available at the customer's residence in the same city, you can avail the RSA services to fetch the spare key from your residence (Ref Page 12, Point 5)
3. Keep the duplicate key in a safe and easy place outside the vehicle for convenient retrieval.
4. New keys-, if ordered with the Mahindra Authorised Dealer, will be dispatched within a few weeks depending on the manufacturing facility of the key supplier.




Maximum of 2 keys only can be assigned to a vehicle at any time.




You can reach out to us via various channels for any assistance, queries or feedback:

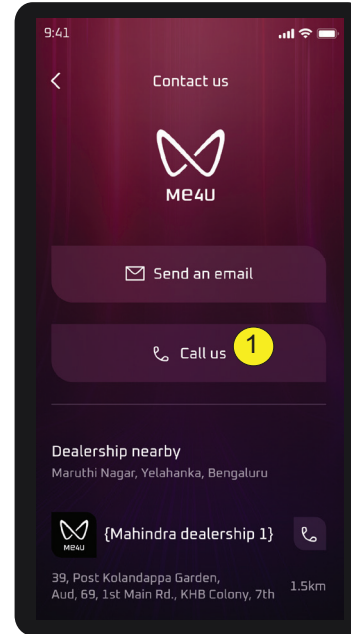
 **Mahindra Relationship Centre** – You can call our customer care toll-free number **18002096006** where assistance is provided 24x7.

 **Email** – You can e-mail us at customercare@mahindra.com

 **Me4U application/website:**

Me4U TotBot - Me4U TotBot is a chatbot designed to help you with quick responses to queries and transactions like service booking, policy renewals, locate a dealer etc.

 **Live Chat** – Our agents are available to assist you from Monday to Friday, 9am to 6pm.



 Call Us



MAHINDRA Roadside Assistance (RSA) program is a 24 x 7, 365 days, emergency support service provided in the event your vehicle is immobilized due to mechanical fault, electrical fault or collision and the vehicle may not be in a safely operable/ drivable condition.

The RSA services are provided by a third party business partner. Calls to the toll-free RSA number will be answered by a trained RSA service representative.

The RSA is applicable for the standard warranty period **(3 years)** from the date of sale of the vehicle.

Based on the information provided, the RSA service representative will determine the type of help required –

1. Mahindra Authorised Dealer Locator Service - RSA is available up to the nearest Mahindra Authorised Dealer. RSA will provide the address and contact details of the nearest Mahindra Authorised Dealer/Service Centre.

2. Dispatch Service - A service provider will be dispatched to the location of your vehicle for assistance.

3. On-site Assistance - On-site assistance such as flat tyre change, dead battery will be provided at the location. Customer need to pay for tyre repair charges additionally. If on-site assistance is unable to make the vehicle operable, towing services will be called in.

4. Towing Services - In the event of a mechanical breakdown or an accident, RSA will organize to tow the vehicle to the nearest Mahindra Authorised Dealer/Service Centre provided that the vehicle is parked in a location where the towing vehicle can tow the vehicle, and all tires of the vehicle are rolled and in a straight position.

If the tires are not rolled and in straight position and the customer insists on the towing of the vehicle, there is a possibility that the side glass of the vehicle may be broken / shattered Such cost of broken and shattered side glass will be borne by the customer.

The customer acknowledges and authorises RSA services or its representative to tow the vehicle for dropping off purposes to the nearest Mahindra Authorised Dealer, for repairs or replacement service at the sole risk, responsibility and liability of the customer The customer further agrees that in case of damage due to any accident while availing RSA services, the required repairs shall be carried out at customer cost or under the valid insurance of the vehicle.

1800 266 7070



For details on RSA Coverage, please refer to Terms & Conditions



5. Key Lost/Key Lock-out - The RSA will fetch a duplicate key from the residence of the customer, provided the residence is in the same city.

6. Alternate transportation/accommodation - In the event of trip interruption, RSA will assist in organizing for Taxi/ alternate transportation/Ticket and/or accommodation. Taxi /transport is free up to 50 Kms from the breakdown site, beyond which the customer needs to bear the expense and pay the differential cost directly to the service provider.

7. The cost of any repairs / replacements provided by the RSA will be borne by the customer, unless covered under the Mahindra warranty, as detailed in this Warranty & Service Information Guide.

8. RSA to be provided if vehicle has broken down on a motorable gazetted, concrete or bitumen road. If the vehicle goes off-road or has fallen in a pit/ditch/valley, then the cost of special equipment for retrieving the vehicle from the pit/ditch/valley will be covered but any consequential damage as a result of such retrieval shall be borne by the customer. Any approvals for towing, in such cases, from local authorities must be obtained by the customer.

9. Customers to note that the RSA team will not provide any towing services in the event there is any involvement of the police authorities, unless the police authorities give the necessary clearance for movement of the vehicle.



RSA is free for initial 3 years from the date of sale of the vehicle. Post expiry of free RSA period, the same can be renewed at an additional charge on the Me4U mobile app or at any Mahindra Authorised Dealership



The Me4U platform offers a bouquet of features to make your service experience convenient and transparent.



Dealer Locator : Locate a Mahindra Authorised Dealership near you, get directions and contact details



CustomerLIVE : For complete transparency in the repair process, your Service Advisor can contact you via live video streaming, directly from the service bay, to explain recommended repairs.



Online Approvals : You can view and approve your repair order online containing details of your service requests, parts and labour jobs with related costs. Revisions made to the repair order are also shared for approval online.



Digital Payment : Me4U offers you a wide range of online payment options like credit & debit cards, net banking, UPI, digital wallets etc. You can view your pre-invoice online and seamlessly proceed for digital payment through the app. Final invoice is shared via e-mail and also available on the app.



Service History : All service visit records containing details of parts replaced & repair jobs done, are accessible under the Service History feature.



Policy Renewal : You can check your eligibility and enroll into programs like Shield (extended warranty) and Roadside Assistance (RSA).



DigiLocker : Me4U app is connected with the government-owned platform of DigiLocker from where you can retrieve all your important documents like Registration Certificate, Insurance Policy, Driving License etc.



<https://www.mahindraelectricsuv.com/>



<https://x.com/mahindraesuv>



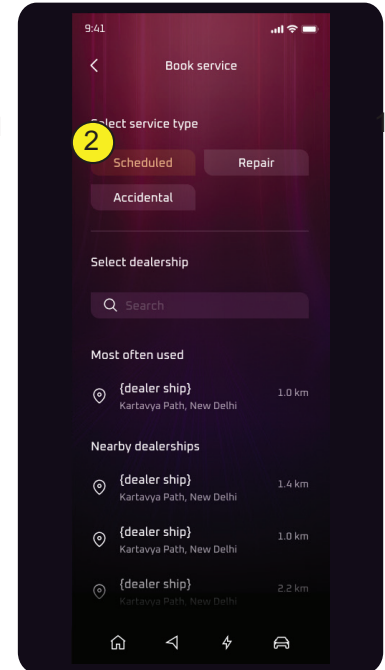
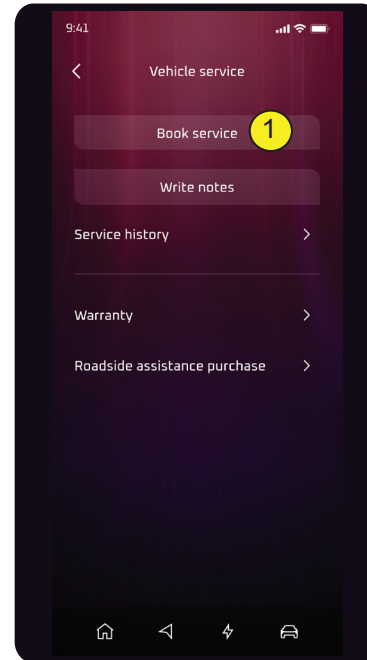


Service Appointment Booking

Me4U app will notify when your periodic maintenance service is due. An appointment can be booked online for a convenient date & time, at a Mahindra Authorised Service Center of your choice. While booking a service appointment on the Me4U app, you can

- Create your [jobcard online](#)
- Request vehicle [pick-up & drop](#)
- Calculate maintenance [service cost](#)

You can also choose to contact a Mahindra Authorised Dealer ship directly through the app to book the service.



- 1 Book Service
- 2 Scheduled



This is to certify that the below mentioned vehicle is under WARRANTY coverage. This contract is valid for a period of 3 Years without mileage restriction from the date of retail sale.

Model | **BE6**

Variant |

Vehicle Colour |

Vehicle Serial No. |

Motor No. |

Registration No. |

Date of Sale |

Kms. Reading at
Delivery |

VIN / Chassis No |

Customer Contact Details

I have read, understood and agree to the terms & conditions of the Warranty Policy as detailed in this document.

Customer Signature

Dealer Stamp



We, **MAHINDRA ELECTRIC AUTOMOBILE LIMITED**, [hereafter called “Company” / “Mahindra”] **Mahindra Towers, Pandurang Budhkar Marg, Worli, Mumbai 400018, Maharashtra**, warrant each new vehicle manufactured by us, to be free from defects in material and workmanship under normal use, as instructed below:

The detailed warranty periods for the different vehicle systems of our electric-origin vehicles are listed below. For each vehicle system, such warranty period is to be read as the earlier of the “Warranty in Years” and “Warranty in kms” (“**Warranty Period**”):

Vehicle system	Limited Warranty in Years		Limited Warranty in kms
Vehicle Warranty + Charger Warranty excluding the items specifically listed below	3 years		Unlimited
High Voltage (HV) Battery Pack (“Battery”)	1st Registration	LIFETIME **	Unlimited
	2nd Registration onwards	10 years from date of first registration	200,000 km from date of first registration
Motor (i.e. Motor and MCU)	8 years		160,000 km
Tyres and 12V battery	As for Tyres and 12V batteries, this warranty shall not apply, and the respective manufacturer’s warranty policy shall apply. Buyers of the vehicle shall be entitled to, so far as permissible by law, all such rights as we may have against such parties under their warranties in respect of such parts.		N.A.

Warranty exclusions - fluids/consumables, Rubber & Glasses, components, equipment or software which are not part of the vehicle at the point of manufacture or installed / updated by the manufacturer, components subject to regular wear and tear, brake pads, Brake Discs, Wiper blades, Light bulbs, Fuses, Seat and backrest covers, Floor coverings, Battery bottom protection covers, Battery bottom rubber plugs, surge protection devices, door hinges on the distribution box and glands.

** The Battery Lifetime Warranty applies only up to the vehicle's first registration period and does not extend to any registration renewals or extensions of such first registration certificate. Additionally, the Battery Lifetime Warranty applies solely in cases of - (i) private individual registration (ii) private registrations in the name of body corporates, firms, trusts, etc., provided the vehicle is for personal individual use only; and (iii) registration of vehicles under a company CTC vehicle scheme for its employees, including after transfer of the CTC vehicle to the employee, provided the transfer is to the same employee. However, the Lifetime Warranty shall cease to apply in the event the vehicle is sold or transferred to any third party. The Battery Lifetime Warranty is not applicable in cases of use of vehicles as demo/ courtesy vehicles, commercial vehicles, vehicles used for commercial purposes, fleet operators, taxis, pool vehicles, cabs, etc. For the said excluded cases, the warranty is limited to 10 years from first registration or 200,000 kilometers from first registration, whichever is earlier



We make no warranty or assume any liability in respect of any defect in metal or other material in any part, device or trade accessories which would not have been discovered by normal factory inspection.

This warranty is limited to the delivery of the serviced vehicle to the customer, free of cost at the Mahindra Authorised Dealer's workshop or at any other place, at the discretion of Mahindra, of the part or parts whether new or repaired, in exchange for those acknowledged by the Dealer to be defective and endorsed by the company to that effect. The parts so repaired or replaced shall continue to be warranted for quality and workmanship but such warranty shall be co-terminus with the original warranty, i.e. it will not extend beyond the Warranty Period defined in the table above. For instance, a new Battery installed in the 4th year after first registration, will still have warranty coverage as per the table above.

Any components covered under the warranty, which are repaired / replaced will be fitted back in the vehicles or would be rectified by way of over-the-air updates, as the case may be. **It is hereby clarified that, in the event any parts are replaced under warranty, the defective parts shall be the property of Mahindra.**

This warranty shall not apply to, and Mahindra shall in no way be liable for, any vehicle which has not been repaired / serviced at / by any non-Mahindra Authorised Service Centre or which has been altered or modified or built upon in any way not authorised by Mahindra or which has been subject to misuse, negligence or accident.

This warranty is in lieu of all other warranties expressed or implied, and no person, agent or representative of Mahindra is authorised to give any other warranties on its behalf or to assume for it any other liability in connection with the vehicle.

Mahindra's responsibility is limited to the terms of this warranty, and it shall not be liable in any manner for personal injuries or consequential damage or resulting liability, damage or loss arising from any defects which are not specifically covered within this warranty.

We reserve the right, at any time or times, without notice, to revise, modify, discontinue or change any of the models of our vehicles or any part thereof and neither Mahindra nor the Mahindra Authorised Dealers will incur any liability or obligation to the customer by reason of any revision, modification, discontinuance or change.



Conditions to avail warranty

During the warranty period if any defect is discovered, to avail the warranty, the registered owner shall promptly notify a Mahindra Authorised Service Centre.

Mahindra reserves the right to appoint its own engineer or an independent consultant engineer to inspect the vehicle prior to determine whether any repair or replacement of the part[s] covered, is required. Mahindra will, subject to the terms herein, repair the unit or replace it with a new, reconditioned, or re-manufactured part, at the sole discretion of Mahindra.

Mahindra may, at its discretion, release software updates related to the Battery or improvements for the vehicle, from time to time and customers shall avail the same within the requisite timelines .

Basic connectivity of the vehicle is required during the warranty period, so that the vehicle data is available with Mahindra.



Terms and Conditions - Standard Warranty

Notwithstanding anything to the contrary under the Vehicle Manual, this Warranty and Service Information Guide (WSIG) or any other ancillary document, Mahindra shall, subject to the Warranty Period and exclusions to warranty coverage, only be liable for manufacturing related defects which in Mahindra's sole expert opinion may be directly attributable to actions or omissions by Mahindra (**"Manufacturing Related Defects"**).

For any such Manufacturing Related Defects, Mahindra's obligation shall be limited to remedying such Manufacturing Related Defects or replacing such part(s) of the vehicle, at no additional cost to you. It is hereby clarified that Mahindra shall not be liable for any other events or defects under this entire warranty, except for Manufacturing Related Defects.

It is hereby clarified that notwithstanding anything contained in this Warranty and Service Information Guide or in the Vehicle Manual or any other document / agreement, no liability arising on account of Manufacturing Related Defects or otherwise under this Warranty document, or under law or under tort, or due to any defects or other events, shall pass onto any directors, key managerial personnel or officers of Mahindra in any circumstance whatsoever.

Normal maintenance requirements are the responsibility of the customer and are not covered by the warranty.

To provide a better understanding of the warranty policy, certain limitations / items wherein the warranty does not apply, are listed below:

1. Periodic maintenance services, both labor free and paid, as mentioned in the WSIG (this book), are an absolute prerequisite for availing the vehicle warranty (**Ref "Note 1 Pre-requisites for Warranty" mentioned below**). In other words, if any of the maintenance services are not availed at Mahindra Authorised Dealer at specified kms/ time and any complaint reported, reflects that the complaint is due to non-availing of the any of the maintenance services, no warranty consideration will be accorded to the complaint reported.
2. Deterioration of appearance items and trim due to normal exposure or use (**Ref "Note 4 - Appearance Discrepancy and Normal Use Adjustment Soft Trims"**), is not covered under the terms of warranty
3. Door glass/windshield glass breakage, fused bulbs/fuses are not covered under warranty.
4. Maintenance Service Operations (**Ref "Note 2- Maintenance Service Operations not covered"**) are not covered under warranty.
5. Maintenance Replacement Items (**Ref "Note 3 - Maintenance Replacement Items not covered"**) are not covered under warranty.
6. Proprietary items are covered by the respective manufacturer's warranty (**Ref "Note 5 - Proprietary Items" mentioned below**). The decision of the proprietary manufacturer is final and binding to all.



7. Repairs necessitated due to unauthorized modifications to the vehicle that in any way affects the stability or reliability of the vehicle are not covered under warranty
8. Repairs required because of accident, misuse, abuse, neglect are not covered under warranty.
9. Previous repairs accomplished with nongenuine parts which, in Mahindra's judgment has gone onto affect the reliability of the vehicles, will not be covered under warranty.
10. Contingency expenses such as Towing & transportation to the nearest authorised dealer point; Telephone expenses; fuel cost, and loss to customer due to the vehicle being out of commission etc. are not covered under warranty.
11. Continued use of the vehicle inspite of knowing that the defect exists, will make the warranty void.
12. Mahindra does not take any responsibility for consequential damages / injuries resulting due to fitment of un-authorized aftermarket accessories and / or tapping / cutting wires in the wiring harness.

Exclusions from Warranty Coverage:

In addition to the limitations to warranty set out in the earlier section ([Terms and Conditions- Standard Warranty](#)), the following scenarios shall exclude the customer's right to claim warranty, as provided by Mahindra (all exclusions together defined as **"EXCLUSIONS TO WARRANTY"**)-

1. Defects or damage which are caused by:
 - Careless handling of vehicle
 - Accident
 - Damage caused to the vehicle by the user or a 3rd party
 - Improper or negligent use of the vehicle
 - Use of vehicle for extreme activities
2. Defect or Damage caused due to:
 - improper/ unauthorised servicing of the vehicle / charger OR
 - failure to service the vehicle in accordance with the servicing schedule set out in the Warranty and Service Information Guide ("WSIG")
3. Any servicing, or repair of the vehicle from any third party that is not a Mahindra authorised service centre.
4. Defect or damage caused due to non-genuine Mahindra parts or accessories not approved by Mahindra.
5. Defect or damage caused due to: (i) damaged or non-certified charger, or (ii) continuing use of charger after noticing any fault, or (iii) charger exposure to extreme weather conditions, or (iv) opening, tampering or modification of the internal components of the charger, or (v) failure to follow Mahindra's instructions / guidelines with respect to proper charging and charger installation . Always use the portable and wall-mount chargers supplied with the vehicle for private charging and ARAI certified AC or DC chargers for public charging.



6. Defect or damage caused to the Battery due to any damage to the Battery bottom protection cover.
7. Defect or damages caused to the Battery, due to any of the activities that the user is required to avoid, as per the "CAUTION" note hereunder.
8. Defect or damaged caused due to non-availability / failure to avail the software updates released by Mahindra within the requisite timelines.
9. Basic connectivity of the vehicle being disabled / switched off for any reason except Mahindra itself disabling the same, thus preventing Mahindra from having access to the vehicle data for any part of the warranty period.
10. Any points outlined in the Quick Reference vehicle manual and the more detailed vehicle manual available at links listed on Page 3 of the Quick Reference Vehicle Manual (together the **Vehicle Manual**) which result in loss of warranty.
11. Legal liability for death or bodily injury or property damage, other than as caused directly by a defect in any of the components covered under the WSIG.
12. Consequential / indirect loss, damage of any kind.
13. If the vehicle is used for any sort of competition, sport or rally.
14. Components or software used in vehicle which are not designed or approved by Mahindra.
15. Customer's failure to keep any software of the vehicle updated, as required and intimated to the customer.
16. Use of the 12V battery as a power source, i.e. using the power from the 12V battery for any purpose except the vehicle's original functionalities.
17. Opening or tampering with the Battery in any manner.
18. Damages or defects arising from:-
 - Foreign matter entering the cooling system.
 - Grade of oil, lubricants, hydraulic fluids, or any additives not recommended by Mahindra
 - Any break down caused by corrosion, frost or lack of anti-freeze, coolants, lubricants, hydraulic fluids
 - Any break down resulting from explosion, fire, flood, freezing, lightening, road hazards, windstorm, tsunami or any other damage/defect caused due to environmental factors or an act of God .
 - Any electricity surge or electricity dip or any fluctuation while charging the vehicle.
 - Any break down resulting from, a consequence of war, vandalism, invasion, act of foreign enemy, hostilities or war like operations (declared or not), chemicals, contamination, civil war, commotion, mutiny, rebellion, riots, revolution, insurrection, conspiracy, military or damage/ defect caused due to any human factors not attributable to Mahindra.
 - ionizing radiation or contamination by radioactivity, any nuclear fuel, any nuclear waste, combustion of nuclear fuel or from any nuclear weapons material, directly or indirectly. For the purpose of this exclusion combustion shall include any self-sustaining process or nuclear fission.
 - caused by aircraft pressure waves, directly or indirectly.
19. Theft/Burglary/pilferage and any direct and indirect damage on account of the same.



Battery Key Conditions:

The warranty replacement may not restore the vehicle to a "like new" condition, but when replacing a Battery, Mahindra will ensure that the energy capacity of the replacement Battery is at least equal to the parameters stated below.

- Battery warranty shall retain minimum 70% of its State of Health ("SOH"), usable energy, from the warranty start date.

- The repair / replacement will bring the performance of the Battery to the following state, depending on the age/ mileage of the vehicle when such repair / replacement is required:

- i) Up to 3 years or maximum of 60,000 km, whichever comes first - minimum 85% SOH (usable energy).

- ii) From 3 years / 60,000 kms up to 7 years or maximum of 140,000 km, whichever comes first - minimum of 75% SOH (usable energy).

- iii) From 7 years / 140,000 km up to 15 years, to be calculated from the date of first registration of the vehicle **OR** 10 years calculated from the date of second registration **OR** maximum of 200,000 km, whichever comes first - minimum of 70% SOH (usable energy).

In addition to the **EXCLUSIONS TO WARRANTY** listed above, the **Battery warranty will be null and void if:**

- Battery is not serviced at a Mahindra Authorised Dealer or by a Mahindra Authorised Service Center during regular maintenance and service as recommended.
- Battery (or individual modules / components thereof) is removed, repaired or serviced by any unauthorized person/service centre.
- Any Battery module found to have external physical damage or tampering.
- Vehicle stopped due to over discharge of Battery and is not plugged for charge within 24 hours from time of stoppage.
- If the degree of degradation of the Battery is within the normal aging level according to the use of the vehicle.
- Vehicle missing any of Battery service requirements as specified or not adhering to the conditions set out above, or not adhering to conditions mentioned in the Vehicle Manual, will forfeit warranty on Battery.

Any Battery replaced in warranty period despite it not being under warranty due to any of the abovementioned conditions or any Exclusions to Warranty, will be on chargeable basis to customer.



CAUTION

For preventing damage to the Battery:

- Do not drain the Battery to less than 5% state of charge frequently, as deep discharges can harm to the Battery health.
- Do not expose the vehicle to contact with a direct flame.
- Avoid vehicle charging and parking in extreme ambient temperatures (hot or cold).
- Allow AC charging up to 100 % State of Charging ("**SOC**") once after 4 fast charge (DC) cycles.
- The use of fast charging should be minimized to help prolong life of the Battery.
- Do not charge the vehicle, if the power socket/charge port is damaged or exposed to rain or water.
- The vehicle should be disconnected from the power source before getting any maintenance services carried out.
- Ensure that the Electric Vehicle Supply Equipment i.e. charger, charging cable ("**EVSE**") is always stored in a safe place. Do not expose the EVSE to rain or wet conditions. Avoid pouring or dripping water or other liquids over the EVSE.

- Care instruction while leaving the Vehicle idle for long duration –
 - Always charge the vehicle above 50% SOC. Also, ensure to charge the Battery to 100 % SOC using a normal charger once the idle period is over.
 - The vehicle should not be left idle for an extended long duration.
 - While the vehicle is idle, ensure to charge the vehicle to at least 30% to 40% SOC at least once in two months, to prevent deep discharge.
 - If the vehicle is idle beyond 3 months, disconnect the HV and LV battery with the help of Mahindra authorized dealer service.
 - Never leave the vehicle idle for more than 6 months at a time.



Note 1: Pre-requisites for Warranty

- Regular maintenance services, both labour free and paid, as mentioned in the WSIG (this book) are an absolute pre-requisite for availing of the vehicle warranty. Failure to perform scheduled maintenance services as specified in the WSIG (this book) will invalidate warranty coverage on parts affected by the lack of maintenance.
- Maintenance services has to be carried out at any one of the Mahindra Authorised Dealer workshops, within the specified kilometers/time as mentioned in the Free/Paid service coupons.
- All the services carried out must be endorsed in the sheet provided in the **Warranty and Service Information Guide**.
- Using just any lubricant/grease/ fuel is not recommended by Mahindra, and if investigations reveal that the failure is related to the above, it will invalidate the vehicle warranty.

Note 2: Maintenance Service Operations not covered

- Brake pedal free play.
- Body or Chassis bolt tightening operations.
- Wheel Alignment and wheel balancing
- Tyre rotation.
- Lubrication and/or lubricant change,
- Checking and alignment of lights.
- Door Alignment and Setting.
- Checking of electrical connections.
- Road Testing.
- Recommended routine services
- Vehicle Washing

Note 3: Maintenance Replacement Items not covered

- AC filter elements.
- Brake disc/pads.
- Rubber parts like hoses, and bushings.
- Universal Joint, tie rod ends.
- Brake Caliper kits.
- Wiper blades.
- Bulbs
- Replacement required because of abuse, misuse or the driving habits of the customer.



Note 4: Appearance Discrepancy and Normal Use Adjustment Soft Trims

- Worn/ Soiled/ Torn or cut by foreign object
- Normal deterioration due to use and exposure.
- Cracking or damage to plastic trim caused by improper removal/Installations.

Paint

- Dents, scratches or other damages.
- Normal deterioration due to use and exposure.
- Blemishes, stone chips after delivery.
- Damage due to chemical or industrial fallout after delivery.
- Corrosion resulting from hole drilled for fitment of accessories.

Bright Trim

- Dents, nicks, scratches or other damage.
- Normal deterioration due to exposure.

Normal Use Adjustment

Adjustments may be required after a reasonable period of normal use, the extent on which depends on the owner's individual driving habits, usage of the vehicle and the type of terrain over which the vehicle normally operates. Such adjustments, including the elimination of squeaks and rattles, are not covered under warranty.

Note 5: Proprietary Items

- All the proprietary aggregates, as mentioned below, are covered under the respective manufacturer's warranty policy. Customers shall be entitled to, so far as permissible by law, all such rights as Mahindra may have against such parties under their warranties in respect of such parts. Tires
- LV battery (12V) - 12 months from date of sale of the vehicle or 15 months from the battery manufacturing date, whichever is earlier



Mahindra SHIELD is an optional extended warranty program which extends warranty coverage of your BE 6, at a nominal cost. This is applicable only if the customer has specifically availed and paid for this extended Mahindra SHIELD Warranty.

Shield program is specially designed to give you extended coverage, numerous benefits, higher resale value and complete peace of mind. It is also transferable in case of resale of the vehicle. Its coverage is provided across any Mahindra BE 6 authorised workshops in India..

The program covers unforeseen mechanical and electrical failures beyond standard warranty period of the vehicle.



MAHINDRA SHIELD EXTENDED WARRANTY

extended warranty at Me4U mobile app or contact your Relationship Manager/Service Advisor (or) Experience Executive/Sales Consultant who will be more than happy to help you.



The tyre manufacturer warrants to the user, the tyre fitted on your BE 6 that the same is free from any defect or deficiencies arising out of faulty workmanship, material or process for the **the original tread life of the tyre.**

The original tread life of tyre ends when the tyre tread has worn down to the tread wear indicators with 1.6 mm of tread depth remaining, at which point the tyre is fully worn out and rendered full service.

The warranty on tyres are covered under the respective manufacturer's warranty policy. In case of complaints, Mahindra Authorised Dealer will take up the matter with the respective manufacturer or their authorised agents, on which the final decision will be theirs and binding to all.



Replacement tyres are available at the Mahindra Authorised Dealers. Please contact the Relationship Manager/Service Advisor when the vehicle is due for tyre replacement

What is not covered under warranty ?

Tyres that have become unserviceable for the following reasons :

- Road hazard injuries or damages caused by obstacles or debris on the highways such as cuts, punctures, snags, bruises, tears, abrasions or impact breaks.
- Damages to tyre side walls
- Improper repairs or repairs that have failed.
- Improper inflation or other maintenance abuses.
- Continued operation with flat or severely under inflated tyre.
- Mechanical irregularities in the vehicle, such as misalignment, worn or faulty components, and bent wheel assemblies resulting in excessive and irregular tread wear
- Use of after-market tyre additives, such as fillers, sealants or balancing substances, where the added materials are the cause of a failure.
- Use of incompatible or improper valves, rims or wheels
- Tyres with irregular tread wear.
- Any other terms & conditions as per the individual tyre manufacturer's policy



The battery manufacturer warrants to the user, the battery fitted on your BE 6 , that the same is free from any defect or deficiencies arising out of faulty workmanship, material or process for a period of **12months from the date of sale of the BE 6 or 15months from the date of manufacturing of the battery, whichever is earlier.**

The warranty on battery is covered under the respective manufacturer's warranty policy. In case of complaints, Mahindra Authorised Dealer will take up the matter with the respective manufacturer or their authorised agents, on which the final decision will be theirs and binding to all.



Replacement batteries are available at the Mahindra Authorised Dealers. Please contact the Relationship Manager/Service Advisor when the vehicle is due for battery replacement

What is not covered under warranty ?

- The warranty is VALID only if the battery is properly used and checked regularly at the service stations of the Authorised dealers
- This warranty does not cover damage to the battery caused by Improper maintenance.
- The warranty is NOT VALID if the battery under complaint has been opened or tampered with-in any manner whatsoever.
- The Authorised dealer has the option either to rectify the defect in the battery or replace the battery.
- The liability under this warranty will cease on the transfer of the battery to any vehicle other than that on which the battery was originally fitted.
- Any other terms & conditions as per the individual battery manufacturer's policy



12V Auxiliary BATTERY WARRANTY

Battery Make	<p>Customer Contact Details</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <p>DEALER STAMP & SIGN</p>
Battery Type	
Battery Serial No.	
Battery Mfr. Code	
Vehicle Serial No.	
Motor No.	
Registration No.	
Date of Sale	
VIN/Chassis No.	



Your BE 6 requires regular maintenance services at **every 10000 Kms** and can be carried out any of the service centers of Mahindra Authorised Dealers.

You are entitled to **3 labor-free services** at –

- **2000 Kms**
- **10000 Kms**
- **20000 Kms**

All consumables used while carrying out these labor-free services are chargeable. Vehicle wash is offered as complimentary service during the free services.

It is important to properly use and maintain the vehicle as outlined in the maintenance schedule section of this booklet. Regular inspection and maintenance by skilled MAHINDRA trained technicians is the key to a more efficient operation of your BE 6.

This inspection and maintenance must be carried out in accordance with the recommendations given in this booklet, using Genuine parts and lubricants. Ensure that the maintenance services are recorded in the relevant pages of this booklet.

Notes on Maintenance Services

- All the free services should be availed of, preferably, within the vehicle's warranty period.
- Free & Paid services can be availed of at any of our Authorised Dealers/ Service Centres spread across India, irrespective of the Dealer who has sold you the vehicle.
- For claiming benefits under warranty it is necessary to avail all maintenance services, either free or paid , at our authorised Service Centres. These services need to be carried out at the specified kms using recommended fluids and lubricants.
- The nature of various jobs carried out by Dealers/ Service Centres during services are clearly indicated in the maintenance schedule section



Exterior Washing

Vehicle spots are whitish deposits on paint, usually seen after washing the Vehicle. These are mineral deposits coming from the usage of hard water to wash the Vehicle. Avoid washing the Vehicle with hard water.

Usage of hard water also affects the chrome parts and makes them dull and blackened.

Micro scratches will be seen on the painted surface if the surface is cleaned with cloth before removing the embedded dust. Use a soft wet cloth for cleaning after removing/dusting the external surfaces.

Tree sap, bird droppings, industrial fallouts and road tar can damage the paint and need to be removed immediately.



Identify and repair deep scratches, stone chips immediately as it may develop into major rust later.

Motor compartment/Underbody

Do not wash the motor compartment and the underbody with pressurized water jets. Modern vehicles have a lot of electrical wiring and connectors at these locations. Even though these connectors are water splash-proof, they may not withstand sustained high-pressure water from directed water jets.

Interior Cleaning

Do not clean the vehicle's interiors with chemicals/sanitizers which are not approved products. Various chemicals in the product can cause irreversible damage to the vehicle's interior paint & surface finish.

Do not use water or liquid sprays or unapproved sanitizer sprays on the interior components. Liquids can seep into electronic components and cause it to malfunction.



Approved vehicle care products are available at the Mahindra Authorised Dealers. Please contact the Relationship Manager/Service advisor for details.



Maintenance Schedule Chart







MAINTENANCE ITEM	DISTANCE COVERED IN km x 1000																				
	2	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170	180	190	200
	FREE SERVICE			PAID SERVICE																	
eTransmission oil <i>Change as per the km (or) 6 years whichever earlier</i>						I					I						R				I
Coolant - Level, & Leak <i>Change as per the km (or) 6 years whichever earlier</i>	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	R	I	I	I	I
Brake Fluid-Level Leak <i>Change as per the km (or) 3 years whichever earlier</i>	I*	I	I	I	I	R	I	I	I	I	R	I	I	I	I	R	I	I	I	I	R
Front and Rear Brake Pads/Caliper		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Ball joint, Drive shaft Boot grease Leak		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check for High Voltage Battery bottom surface for damage.	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Tire rotation \$		CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO
Wheel Balancing \$	If Required - Wheel Balancing must be done only, if there is any observation / compliant from customer																				
LEGENDS - R - Replace L - Lubricate I - Inspect and Correct CO - Carryout																					
* - During the first service, check the reservoir level. If it's low, look for leaks, \$ - Labour chargeable, \$1 - Labour charges apply if the radiator is clogged and needs to be removed and cleaned.																					
Note: Lubricant top-up can be done at Mahindra authorised service centre only																					



Maintenance Schedule Chart

MAINTENANCE ITEM	DISTANCE COVERED IN km x 1000																				
	2	10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	160	170	180	190	200
	FREE SERVICE			PAID SERVICE																	
Wheel Alignment \$	Inspect at 40000 kms. Earlier if abnormal tyre wear is noticed, Suggest to carry Wheel Alignment at Mahindra Authorised Service Centre																				
Check Diagnostic Trouble Code	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
LV Battery Health Check		I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
All Lights, Horn, Wipers & Washer Fluid	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
HVAC - Particle Filter		R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R
Radiator for clogging \$1			I		I		I		I		I		I		I		I		I		I
Door Hinge and check arm		L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L
Tyre Pressure	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Check pending FOTA and install	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I
Service Reminder Indicator Reset	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO
Road Test	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO	CO
LEGENDS - R - Replace L - Lubricate I - Inspect and Correct CO - Carryout																					
* - During the first service, check the reservoir level. If it's low, look for leaks, \$ - Labour chargeable, \$1 - Labour charges apply if the radiator is clogged and needs to be removed and cleaned.																					
Note: Lubricant top-up can be done at Mahindra authorised service centre only																					



System	Refilling Quantity		Lubricants Name/Remarks
	Service		
Electric Power train Cooling	6.5 Liter		<p>"MAHINDRA "MAXIMILE ULTRA COOL 2X" GENUINE LONG LIFE COOLANT" (READY TO USE COOLANT. NO NEED TO MIX WATER)</p> <p>Brand specific. Don't use other Coolants / Water for top up. In case of emergency, Coolant meeting JIS K2234 Specification should be used (40% Concentration Diluted with Distilled water) and coolant change period has to be reduced as 30,000 KM</p>
Battery Cooling	6.5 Liter		<p>"MAHINDRA "MAXIMILE ULTRA COOL 2X" GENUINE LONG LIFE COOLANT" (READY TO USE COOLANT. NO NEED TO MIX WATER)</p> <p>Brand specific. Don't use other Coolants / Water for top up. In case of emergency, Coolant meeting JIS K2234 Specification should be used (40% Concentration Diluted with Distilled water) and coolant change period has to be reduced as 30,000 KM</p>
e-PT Transmission oil	0.7 Liter		<p>"MAHINDRA "MAXIMILE ETF" Genuine eTransmission Fluid "</p> <p>In case of non-availability of Genuine fluid, CASTROL MAKE "BOT 352" can be used. NO OTHER BRANDS RECOMMENDED</p>
Brake Fluid	1.5 Litre		<p>"MAHINDRA "MAXIMILE DOT 4" Genuine Brake fluid"</p> <p>If Maximile DOT 4 brake fluid is not available and in emergency conditions, use Brake Fluid Meeting SAE J1703 FMVSS NO.116 DOT 4 OR IS 8654 TYPE-2 Specification. Change it at 30,000 km or 2 years whichever is earlier</p>



Protecting Our Environment

As a responsible citizen, all of us have an important role to play in protecting our environment. Judicious vehicle usage and ensuring hazardous waste disposal (including cleaning and lubrication fluids) are important steps towards this initiative.

Used coolants, brake fluids and similar such items contain potentially harmful contaminants. Disposal of these items should be carried out as per the local environmental regulations. Please follow the said regulations and do not dispose these items in household trash, sewer or open landfills. Mahindra Authorised Dealer will be able to advise you on this.

Batteries are made of lead with solvents as electrolyte which are harmful. They can have an impact on the environment and are to be disposed as per local pollution board regulations. Please follow the said regulations and contact the local battery recyclers for assistance.





We recommend that you use MAHINDRA Genuine Accessories in your BE 6, as the said accessories are designed to ensure that they are reliable, safe and suitable for your vehicle.

Fitting un-approved accessories may also change the finely calibrated performance levels of your BE 6.

Any damage/injury, including consequential damages, caused by un-approved accessories will not be considered under warranty and, in certain circumstances, the same may also invalidate the vehicle's warranty.

The company shall not be liable / responsible for any damages/ injuries, including consequential damages/ injuries, resulting due to fitment of unauthorised aftermarket accessories, tapping / cutting wires in the wiring harness and/or damage to wiring harness by rodents.

Please note that damage / injury can also be caused for various reasons. For example, damage to, or alterations of, the electrical harness and circuitry and the same may lead to fire hazards. Get your vehicle inspected at dealership for any signs of rodent induced damages inside the vehicle or under the bonnet.



Approved vehicle accessories are available at Mahindra Authorised Dealers. Please contact the Relationship Manager/Service Advisor for details.

mahindra
GENUINE ACCESSORIES

FREE SERVICE COUPON

Service Dealer Code

Serviced on (Date)

Service Dealer Code

PDI



Serviced at (kms)

RO No.



FREE* 2,000 kms.

Coupon No.

Model

BE 6

Registration No.

Vehicle Serial No.

Motor No.

Serviced on (Date)

Service Dealer Code

10,000 kms.



Serviced at (kms)

RO No.

Serviced on (Date)

Service Dealer Code

FREE* 20,000 kms.

Serviced at (kms)

RO No.



* Labour free
(consumables are chargeable)



PAID SERVICE COUPON

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

30,000 kms.

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

40,000 kms.

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

50,000 kms.

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

60,000 kms.

PAID

Coupon No.

Model

B E 6

Registration No.

Vehicle Serial No.

Motor No.

To be serviced at Mahindra
Authorised Dealer only



PAID SERVICE COUPON

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.



70,000 kms.

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.



80,000 kms.

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.



90,000 kms.

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.



100,000 kms.

PAID

Coupon No.

Model

BE6

Registration No.

Vehicle Serial No.

Motor No.

To be serviced at Mahindra
Authorised Dealer only



PAID SERVICE COUPON

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

110,000 kms

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

120,000 kms

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

130,000 kms

PAID

Served on (Date)

Service Dealer Code

Served at (kms)

RO No.

DEALER
STAMP

140,000 kms

PAID

Coupon No.

Model

B26

Registration No.

Vehicle Serial No.

Motor No.

To be serviced at Mahindra
Authorised Dealer only



PAID SERVICE COUPON

Serviced on (Date)

Service Dealer Code

150,000 kms

PAID

Serviced at (kms)

RO No.



Serviced on (Date)

Service Dealer Code

160,000 kms

PAID

Serviced at (kms)

RO No.



Serviced on (Date)

Service Dealer Code

170,000 kms

PAID

Serviced at (kms)

RO No.



Serviced on (Date)

Service Dealer Code

180,000 kms

PAID

Serviced at (kms)

RO No.



Coupon No.

Model

BE6

Registration No.

Vehicle Serial No.

Motor No.

To be serviced at Mahindra
Authorised Dealer only



PAID SERVICE COUPON

Serviced on (Date)

Service Dealer Code

Serviced at (kms)

RO No.



190,000 kms

PAID

Serviced on (Date)

Service Dealer Code

Serviced at (kms)

RO No.



200,000 kms

PAID

Coupon No.

Model

B2E6

Registration No.

Vehicle Serial No.

Motor No.

To be serviced at Mahindra
Authorised Dealer only



