



Sales Bulletin: SLB-048

Contact Information Reminder

Auburn Hills, Michigan 48326

August 16, 2021

To: All ROXOR Dealer Personnel

Subject: Contact Information Reminder

As we continue to navigate through the current business hurdles and organizational changes for ROXOR we felt it necessary to send a reminder on how to get assistance with your ROXOR needs and an update on Service Parts. Also, please remember that while you are a ROXOR dealer, you must continue to provide warranty services to ROXOR customers. We will continue to reimburse you for those services per our Dealer Agreement.

ROXIT Dealer Portal Access

As you are aware, we are working to move Dealers off of the current ROXIT Dealer Portal. Due to this, we have a limited number of access licenses available. All ROXOR Dealers regardless of current standing can request temporary system access by emailing our Customer Service group at the address listed below. You will need to provide a previously active user account and associated email address in your request. Once access is granted, an email will be sent to the email address provided, requesting you to change your password to gain system access. You will have 10 days to complete your business, at which time your access will time out and another request will need to be made.

Service Parts Back Order

With large service parts orders received in July, and another expected to arrive this month, we are starting to get traction with refilling our service parts pipeline. You should be seeing your back orders being filled in the coming months. As a friendly reminder, if you have a customer unit that is down due to service parts being unavailable, please do not cannibalize service parts off of other vehicles. Instead, contact Customer Service immediately and we will do everything in our power to fulfill your request.

Customer Service Contacts

Please be aware that our Customer Call Center Hotline (800) 292-0733 has been deactivated. A new phone number is forthcoming. In the meantime, all Dealer inquiries should be emailed to one of the contacts listed below.

FOR DEALERS USE ONLY - Service and Warranty

- Western Region: Craig Cook (cook.craig@mahindra.com)
- Eastern Region and Canada: Roland Delongoria (delongoria.roland@mahindra.com)

FOR CUSTOMER or DEALER USE - Parts and General Questions

- customerservice@roxoroffroad.com

As always, thank you for your patience and support,

Andrew M. Conville

Director Aftersales Dealer and Customer Support

Mahindra AG North America

MISSION: READY

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