

sa 4x4
Off-road adventure

It's Tuli time!
An affordable Botswana adventure,
just 6 hours from Gauteng

HUNTER'S ROAD
Botswana's tar alternative

READERS' RIDES
The overall winners


HOW BIG WAS YOUR TANK?
All the results

WIN A SWAG
Take part in our reader survey

CRUISER COLLECTION
Tracking the Blue Swallow
in **MALAWI**

WIN
Jurgens Xplorer worth R214 650!

TESTED Jeep Patriot 2.0 CRD
NEW MODELS Nissan Navara, Freelander 2 Td4_e
COLUMNISTS Kingsley Holgate, Kevin Bolton
PLUS Gear, Birding, Readers' Rides, Clinic, Classifieds



MAGIC MAHINDRA

Having read your comments on a relative lack of information about Tata vehicles, I felt prompted to write in regarding the excellent service I received from Mahindra.

On a trip to Kgalagadi in September '07, 100 km from Upington our Mahindra Scorpio 2.6 4x2 put a con rod through its block. We had an Echo 4 bush trailer in tow and we were stranded on the side of the road; luckily the vehicle was still under warranty with a motor plan. A passing gentleman and his wife realised our predicament and offered to tow our trailer to Upington. Thanks Johan!

I phoned in, and all arrangements were made through Mahindra Upington. Mike from Mahindra sent a low bed to collect our Scorpio and after a rather uncomfortable two-hour drive we arrived at the dealership.

Our Echo trailer had been parked in their forecourt, fridges connected and all was well, except we didn't have a vehicle to continue our journey. As it was getting late, Mike arranged accommodation at a very nice B&B for the night and offered us a rented vehicle to continue the next day.

The next morning we were given a rental 4x4 (at no charge), hitched our trailer and headed out for Twee Rivieren. Seven days later, after a wonderful holiday, we returned to

Mahindra Upington to collect our vehicle and head home. Because of a few niggling problems we couldn't leave, so back to the B&B we went.

The following day we left and drove back in one trip. Throughout this entire experience I had not laid out one cent, beside the B&B costs, which I hastily add were refunded to me via EFT upon submission of the slips to Mahindra Upington.

Mike assured me that all the costs involved would be refunded to him by Mahindra SA including the R73 000 motor, freight cost from JHB, accommodation costs and those for the rented 4x4. Six weeks after this incident I received a phone call from Mahindra New Delhi customer services, wanting to know if I was satisfied with the way in which my recent unfortunate experience had been handled, and was assured of their ongoing commitment to promoting the Mahindra name in southern Africa.

I sometimes wonder how many other manufacturers would go to these lengths in the interests of customer satisfaction. Without a doubt I would recommend this value-for-money SUV to any potential buyer.

Eric Hodge

Ed: Sjee, never before have I heard of a manufacturer going to these kind of lengths!

September 2009, SA 4x4 OFF Road Adventure

In the September issue of a South African Auto magazine, Eric Hodge wrote " Never before I have heard of a manufacturer going to these kind of lengths ! " and chose to name it 'Mahindra Magic'.

On a Trip to Kgalagadi in Sept 07, his Mahindra scorpion 2.6 was stranded on the middle of the road. The vehicle was under warranty with a motor plan, and arrangements were made by Mahindra upington to take it to the dealership. Mike from Mahindra took care of the accommodation and offered a rented vehicle for the rest of the journey. He was given a rental 4x4 and after seven days he collected the vehicle form the dealership after a wonderful holiday. In six weeks he got a call from Mahindra New Delhi customer services to know about his experience and whether he was satisfied and was assured of the ongoing commitment to promoting the Mahindra name is South Africa.

He quoted in the end " I wonder how many other manufacturers would go to these lengths in the interest of customer satisfaction. Without a doubt, I would recommend this value-for-money SUV to any potential buyer".