

Media Information  
23 October 2026

## **Relax. We Care.**

### **BMW Group India sets a new benchmark for future-ready aftersales excellence.**

### **Navnit Motors inaugurates India's largest BMW service workshop in Mumbai.**

### **Retail.NEXT workshop combines sustainability, scale, digital innovation, technical expertise and premium customer care.**

**Mumbai.** BMW Group India announced the opening of India's largest BMW service workshop by Navnit Motors in Mumbai. The workshop is designed in line with Retail.NEXT standards and brings together state-of-the-art infrastructure, seamless digital solutions and specialist expertise. Responsible operations and refined customer care underpin a distinctly premium service experience.

Mr. Ralf Hattler, Senior Vice President Customer Support and Aftersales, BMW Group, said, "Aftersales is a strategic pillar of the BMW Group's long-term relationship with its customers. As mobility evolves, our focus is to build a service ecosystem that is ready for every drivetrain, intelligently connected and consistently centred on individual customer needs. The new Retail.NEXT service workshop in Mumbai translates this global ambition into a powerful local reality - combining scale, specialist competence and responsible operations to safeguard vehicle performance. For our customers, this means peace of mind: knowing that BMW is always by your side and keeps you mobile throughout the entire ownership journey."

Mr. Hardeep Singh Brar, President and CEO, BMW Group India said, "Customer experience does not end with the purchase of a BMW, it continues throughout the ownership journey. With Navnit Motors, we have established one of India's largest automotive service workshops and the country's largest BMW service workshop facility, bringing together scale, digital innovation, sustainability and future-ready expertise under one roof. It is a significant expression of our 'Relax. We Care.' promise and our commitment to making BMW ownership effortless, transparent and rewarding."

Mr. Krishna Kachalia, Dealer Principal, Navnit Motors, said, "As we celebrate 30 years of a strong and enduring partnership with the BMW Group, this landmark facility is a significant milestone in our shared journey. Our deep understanding of Mumbai and the evolving needs of BMW customers have shaped our vision to create this world-class service facility. As the

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largest BMW service workshop, it reflects our commitment to setting new benchmarks in aftersales excellence. With significantly enhanced service capacity, advanced diagnostic systems, dedicated EV facilities, connected service technologies and highly skilled specialists, the facility combines scale with precision and personalised care for BMW customers across Mumbai."

### **A new benchmark for aftersales**

The service workshop is located at X-23, MIDC Central Road, Hanuman Nagar, Andheri (E), Mumbai - 400093, Maharashtra. Spread across approximately **115,000 sq. ft.** of covered area, the workshop has **53 bays**: 6 – service consultation, 3 - diagnostic bays, 21 - mechanical and electrical bays, and 23 - body and paint. Its high-capacity layout, latest-generation tools and equipment, and streamlined workflows are designed to improve efficiency and enable faster service turnaround time for customers.

The service workshop has been engineered for excellence and scale. BMW-certified technicians and high-voltage experts are supported by advanced diagnostic systems, latest-generation equipment and future-ready electric vehicle infrastructure.

Service consultation area, a dedicated customer lounge and a separate chauffeur lounge offer relaxed environment. A dedicated BMW M Zone offers BMW M enthusiasts an exclusive destination to explore BMW M Performance Parts and Accessories, while an extensive BMW Accessories and Lifestyle Collection adds further scope for personalisation.

BMW aftersales offers high level of digitalisation for customers convenience and peace of mind. The MyBMW App enables customers to schedule, modify and manage service appointments at authorised dealership workshops. A first-in-segment Personalized Service Video explains recommended repairs clearly and allows customers to review and approve and pay online. End-to-end digital vehicle tracking gives real-time visibility from gate-in through the workshop to gate-out.

Sustainability is at the core of the facility's design and operations, supported by solar power, rainwater harvesting, water recycling and energy-efficient infrastructure. Solar power meets 20% of the facility's electricity requirements, while 100% of water used for car washing is recycled. The facility also follows a 100% zero-waste approach for solid and toxic waste and is a member of solid waste management authority.

BMW Aftersales is built around the service promise "Relax. We Care.", designed to make ownership effortless, transparent and reassuring. Its 'Proactive Care' philosophy identifies maintenance needs early, while Condition Based Service uses vehicle data alerting drivers on service requirement. BMW also helps deliver predictable, value-driven ownership through Service Inclusive packages. These plans cover routine maintenance, vehicle checks, engine oil service and top-ups, plus servicing or replacement of filters, spark plugs and brake fluid. BMW Original Parts are engineered and tested for optimal fit, performance, reliability and safety, while supporting long-term vehicle value. Customers benefit from 56 service workshops across India, spanning metros and Tier 2 and 3 towns.

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Subject Navnit Motors inaugurates India's largest BMW service workshop in Mumbai.

### Photo Captions:

**01 Image** - India's largest BMW Service Workshop by Navnit Motors in Mumbai.

**02 Image** - Mr. Ralf Hattler, Senior Vice President Customer Support and Aftersales, BMW Group, inaugurates India's largest BMW Service workshop by Navnit Motors in Mumbai along with Mr. Navnit Kachalia – Chairman, Navnit Motors, Mr. Vijay Kachalia – Director, Navnit Motors, Mr. Sharad Kachalia – Director, Navnit Motors, Mr. Krishna Kachalia – Dealer Principal, Navnit Motors and Mr. Hardeep Singh Brar – President and CEO, BMW Group India.

**03 Image** - (Left to Right) Mr. Ulrich Schlindwein - Director Aftersales, BMW Group India, Mr. Hardeep Singh Brar – President & CEO, BMW Group India, Mr. Ralf Hattler – Senior Vice President Customer Support and Aftersales, BMW Group, Mr. Krishna Kachalia – Dealer Principal, Navnit Motors & Mr. Soeren Holz – Vice President Sales, Steering & Marketing Management, Customer Support, BMW Group at the inauguration of Navnit Motors Service Workshop in Mumbai.

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