

TATA MOTORS
Connecting Aspirations



SAMPOORNA SEVA

THE KEY TO YOUR BUSINESS SUCCESS.

Notes

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Sampoorna Seva by Tata Motors is a complete care package for your business, right from the time you buy your vehicle and at every step of your business. Whether it's Insurance or Breakdown, Rewards or Genuine Spares, Resale or Warranty, Sampoorna Seva covers it all. Now, you need not worry about anything, just concentrate on your business and take it to the next level.

After all, Tata Motors is with you Har Kadam.



NON-STOP INSURANCE FOR NON-STOP BUSINESS.

TATA 6-YEAR WARRANTY.



With a 6-Year Standard Driveline Warranty on all Medium & Heavy Commercial Vehicles and the partnership of Tata Motors, we strive to take your business on the road to progress.



TATA 6-YEAR STANDARD DRIVELINE WARRANTY KEY FEATURES



First Company in India
to offer Standard Driveline
Warranty of 6 Years



Supported across Tata Motors' extensive
dealership & service network of over 1800
touchpoints with service facility at every 50 km
across the country



Warranty is transferable on resale for balance
period to second owner, subject to vehicle transfer
or hand change being intimated to Tata Motors and
vehicle condition certified by Tata OK

	DRIVELINE**	VEHICLE#
CARGO	6 Years / 6 Lakh km*	3 Years / 3 Lakh km*
TIPPER	6 Years / 6 000 hours*	3 Years / 3 000 hours*

*Whichever is earlier. **Driveline consists of: Engine, Transmission & Rear Axle. #Vehicle with GVW 16 T & above.



*Terms & conditions apply.

SPEED UP PRODUCTIVITY. SLOW DOWN COSTS.

TATA SURAKSHA.

Tata Suraksha is a comprehensive Annual Maintenance Contract that ensures you focus entirely on your core business. Because, when it comes to your vehicle-related maintenance work, the experts at Tata Motors will take care of it.



TATA SURAKSHA KEY FEATURES



Highly equipped Tata authorised Service network

- Widespread network of over 1 000 Tata Workshops across India.
- Finest quality of service with modern equipment.
- Specially trained manpower from Tata's state-of-the-art training centres.



Complete ownership of vehicle routine maintenance & repairs*

- All major parts & aggregates including wear & tear parts.
- Preventive & scheduled maintenance including labour, lubes & Tata Genuine Parts.



For a defined period and km/h coverage

- Usage-based flexibility.
- Easy renewal options.



Single-point contact through AMC helpline

- 24-hour toll-free number.
- Defined turnaround time for complaints.
- Robust feedback mechanism.
- Helpline: 1800 258 2589.
- Mail: amccustomer@tatamotors.com.



Installment payment options

- Monthly payment options.
- Effortless payment through post-dated cheques.

BENEFITS FOR YOU

- Customized AMC packages to best suit your usage and application.
- Hassle-free service.
- Cashless service transactions.
- Timely service reminders.
- No unplanned or sudden maintenance expense.
- Protection from price increases and fluctuations.
- Pre-defined and fixed cash outflow for vehicle maintenance.
- Better cost and budget management.
- No administrative overheads for detailed monitoring and review of item-level vehicle maintenance costs.
- No administrative or inventory costs overheads related to procurement of lubes, consumables and spare parts.
- Risk and tension-free fleet operations.
- Highest quality of service with genuine parts and trained manpower.
- Better vehicle and aggregate life.
- Attractive rates with best-in-industry flexibility to optimize your acquisition cost and TCO.
- Higher resale value.

*Terms & conditions apply.

SURAKSHA AMC PACKAGES



On-site service:

- All preventive maintenance services as stated in the OSB.
- Change of lubricants, filters & other scheduled parts replacement as mentioned in the OSB.
- Preventive checks, minor repairs & adjustments.

Workshop service:

- All labour as well as parts required for mechanical / electrical repairs.
- All major aggregate overhauling – engine, gearbox, differential, etc.
- All servicing of ancillary parts like alternator, starter, fuel pump, etc.



- All maintenance services as stated in the OSB.
- All lubricants, filters & parts replacement as mentioned in the OSB on scheduled services.
- All major aggregate overhauling – engine, gearbox, differential, etc.
- All servicing of ancillary parts like alternator, starter, fuel pump, etc.



- All maintenance services as stated in the OSB.
- All lubricant, filters & parts replacement as mentioned in the OSB on scheduled services.
- All labour charges for servicing and mechanical / electrical repairs.
- All the labour charges for major aggregate overhauling – engine, gearbox, differential, etc.
- All servicing of ancillary parts like alternator, starter, fuel pump, etc.



- All the scheduled maintenance services as stated in the OSB.
- All lubricant, filters & parts replacement as mentioned in the OSB on scheduled services.



- All labour charges for servicing and mechanical / electrical repairs.
- All the labour charges for major aggregate overhauling – engine, gearbox, differential, etc.
- All servicing of ancillary parts like alternator, starter, fuel pump, etc.



INCLUSIONS*

- Maintenance services as stated in the Operator Service Book (OSB).
- Oil changing of the aggregates.
- Hub greasing of wheels.
- Scheduled maintenance service, minor adjustments, checks and repairs, major aggregate overhauling, repair of units, etc., will be carried out at site workshop.
- Servicing of alternator and starter motor.
- Highway-support in case of breakdown of vehicle. Towing of vehicle if required for bringing the vehicle to workshop, charges to be borne by the customer.
- Washing of the vehicle only during the scheduled services.
- Vehicle to be attended for the scheduled services or as and when required for repairs. All vehicles may not necessarily be attended in the same month.
- Any other services that may be added by the company under AMC from time to time.



EXCLUSIONS*

- Chassis frame including cross members.
- Body items, upholstery items (including driver's seat door locks, winding mechanism, etc.).
- Bulbs and fuses, batteries including battery cables.
- Suspension system and its parts including spring leaves, shackles, spring bush, hanger, shock absorbers, etc.
- Glasses including windshield glass, wiper arm and blades.
- Sheet metal items (fuel tank, air tank, silencer, muffler) & plastic coolant tank.
- Tyre, tube, wheel rims, etc.
- Trailer (if not supplied by TML), 5th wheel coupling.
- Any damaged part due to impact of accident.
- Cab, load body, rear axle & front axle beam.
- Coolant and oil top-ups unless any leakage.
- Daily checks and daily washing not part of AMC.
- Paint services, towing charges.

*For the entire list of inclusions and exclusions, please refer our standard agreement / terms and conditions.

Mail: amccustomer@tatamotors.com | Helpline: 1800 258 2589

**24 X 7 BREAKDOWN
ASSISTANCE.
PEACE OF MIND,
MILE AFTER MILE.**

TATA ALERT.

Tata Alert offers you 24 x 7
breakdown assistance
& support for your Tata vehicle,
so that your business
functions non-stop.



ALERT

TATA ALERT KEY FEATURES

- The scope of this program is open at all locations across the country, except in disturbed areas and in conditions of natural calamity.
- Acknowledgement within 30 minutes.
- Vehicle location arrival within 4 hours.
- Vehicle restoration within 24 hours (48 hours in case the repairs involve ancillary jobs).
- Payment of coupons of ₹ 1 000 / day for vehicles stranded > 24 hours.
- Dealership assistance in vehicle towing and load transfer.
- Redeemable against any service at an authorized commercial vehicle workshop of TATA Motors.

BENEFITS FOR YOU



Higher vehicle uptime



Assured service quality promise



Lesser loss of revenue



Better reliability with TGP



More trips & higher revenues



Cashless spare purchase



Earning restitution to cover fixed costs



Better vehicle life service @ TASS



APPLY & CLAIM PROCESS

- Call on TML customer care toll-free number.
- Vehicle restoration time will be calculated from intimation time on the toll-free number.
- TML CS team reaches within 4 hours and diagnoses fault(s) for repair.
- Agreement sign-off with TML CS team for repair list, Prolife usage, time and charges.
- In case of repair time exceeding 24 hours, e-coupons generated ₹ 1 000 / veh / day.
- E-coupons can be redeemed against any service at any authorized commercial vehicle workshop of TATA Motors.



INCLUSIONS

- The scope of this program is open on all locations across the whole country except in disturbed areas and in conditions of natural calamity.
- Free service if within warranty term as per rules.
- Cargo and Construck vehicles.
- Also applicable for vehicles under AMC.
- This offer is valid for calls routed and registered through toll-free number 1800 209 7979 only.



EXCLUSIONS

- Not applicable for accidental vehicles.
- Drivable vehicles paid repair charges.
- In case of any delay in receipt of customer approval, to carry out the jobs, the time from approval received will be considered for vehicle restoration time.
- Load transfer and vehicle towing facility is not covered.
- For the vehicle under warranty, TATA Motors' standard warranty terms & conditions will be applicable.
- In case of any warranty rejection & delay in customer approval for repair on payment basis, the vehicle will be excluded from this offer on warranty rejected cases, if it is reconsidered on special ground, the delay resulting due to reconsideration request and final decision, will not be covered in this scheme.
- Subsequent failure if any, after repair, will be considered as a new failure, but if the same failure occurs within a span of 24 hours for which the repairs have been done earlier, it will be considered as a TATA Alert case.
- Repair and deputation charges will be applicable at actuals as per job carried out and parts replaced for paid and post warranty repairs.
- Delay due to inaccurate communication of breakdown location / contact details by the Customer will not be considered in this offer.
- This scheme is not applicable for vehicles where any unauthorized modification has been carried out by the Customer.
- The decision of TATA Motors, whether to repair the vehicle on site or at dealership / TASS, will be final.
- Vehicles reporting for routine maintenance & preventive repair to TATA Motors Dealer / TASS workshop are excluded from this offer.



For further details, contact: 1800 209 7979 (toll-free)

*Terms & conditions apply.

REPAIR ON TIME SHORTER UPTIME.

TATA ZIPPY.

ZIPPY

Tata Zippy offers the shortest possible uptime of new vehicles, which come in for repair so that your journey to success faces no delays.



TATA ZIPPY KEY FEATURES

- New vehicle repair guarantee for vehicles reporting to TML Authorized CV workshops.
- Vehicles have to be 14 months old from the date of mfg., or 12 months old from date of sale.
- Delay-based compensation beyond 48 hours for M&HCV range and beyond 24 hours for Prima Tippers in multiples of 24-hour slabs.
- ₹ 2 000 / day compensation for M&HCV and ₹ 5 000 / day compensation for Prima Tipper.
- Redeemable on subsequent purchase of TGP and Prolife aggregates.

BENEFITS FOR YOU

-  Higher vehicle uptime
-  Lesser loss of revenue
-  More trips & higher revenues
-  Cashless spare purchase
-  Better reliability with TGP
-  Assured service quality promise
-  Earning restitution to cover fixed costs
-  Better vehicle life service @ TASS



APPLY & CLAIM PROCESS

- Report vehicle at Tata Authorized CV workshop.
- Job card opening, repair agreement with customer.
- Vehicle repair & on-road restoration within 48 hours.
- In case of repair time exceeding stipulation, e-coupons generated for parts / service and SMS sent to customer's no. linked to chassis.
- E-coupon's redemption for TGP or Prolife aggregate purchase at Tata Parts dealers.



INCLUSIONS

- Vehicles reporting to TASS.
- Vehicles having availed all free services @ TASS.
- Cargo and Construck vehicles.



EXCLUSIONS

- Delays due to force majeure cases.
- Vehicles reporting in J&K & NE.
- Vehicles in Defence, SPVs, under trial projects.
- Discounts / offers given by CP.

For further details, contact: 1800 209 7979 (toll-free)

BETTER FLEET CONTROL. HIGHER PRODUCTIVITY.

TATA FLEETMAN.



Tata Fleetman is the next-generation fleet telematics services from Tata Motors that offers cutting-edge features, state-of-the-art equipment, OEM reliability and a strong support network that keep you in total control of your business and, thus, increases productivity.



FLEETMAN

TATA FLEETMAN KEY FEATURES

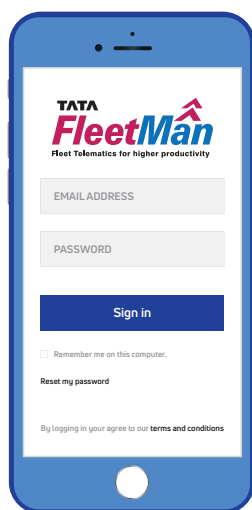
- Real-time vehicle tracking
- Geo-fencing
- Real-time fuel consumption monitoring
- DEF % availability monitoring
- Driver performance assessment
 - Harsh acceleration | Harsh braking | Harsh cornering detection | Green band driving %
 - Over run % | Over revving % | Heavy throttle % | Excessive speeding % | Excessive idling %
- Customized analytics – SMS & Email alerts

BENEFITS FOR YOU

- Higher vehicle uptime.
- Higher driver productivity.
- Better planning of return loads.
- Faster turnaround time.
- Reduced maintenance expenses.
- Better control of operating costs.
- Stolen vehicle tracking.
- Better control of driving irregularities.

OFFERS

- Free with 3-Year AMC.
- 3-Year Warranty on operations.
- 3-Year Subscription free for OE fitment.



FITMENT & APPLICATIONS

- Standard fitment on Signa & Prima range.
- Can be fitted on standard range on order.
- Can be fitted & integrated with other OEM vehicles also (only CAN-enabled ones).
- Dealer / TSM informs back-end team on retail.
- Back-end team contacts customer for orientation.
- Customer provides email ID, gets link for installation, gets online training & creates account with user ID & password.
- Customer enters name / registration no.
- Fleetman automatically gets started.

For further details, contact: 1800 209 7979 (toll-free)
Mail: tatafleetman@tatamotors.com | www.tatafleetman.com

*Terms & conditions apply.

WORLD OF REWARDS & PRIVILEGES AHEAD.

EMPEROR & DELIGHT.



Being a part of the Tata Motors family has its own advantages, as a world of rewards & privileges awaits you as part of the loyalty programs, under Tata Emperor & Tata Delight.



DELIGHT

TATA EMPEROR & TATA DELIGHT PROGRAM DETAILS

	Program Tier	Card Type	Eligibility (No. of Vehicles Owned)
Emperor Gold Tata Emperor (Key Customers)	Emperor Platinum	Personalised	600+ M&HCV vehicles or 250+ ILCV or passenger vehicles
	Emperor Gold	Personalised	Between 300 - 599 M&HCV vehicles or passenger vehicles or 150 - 249 ILCV vehicles
	Emperor Silver Plus	Personalised	Between 100 - 299 M&HCV vehicles or 75 - 149 ILCV vehicles or passenger vehicles
	Emperor Silver	Personalised	Between 50 - 99 M&HCV vehicles or 50 - 74 ILCV vehicles or 30 - 74 passenger vehicles
Tata Delight (Retail Customers)	Delight Max	Personalised	More than one vehicle
	Delight Super	Non-personalised	One vehicle

LOYALTY PROGRAM KEY FEATURES



Earn TATA points against all your spends at the Tata Motors dealers, TASS and program partners



Accidental & hospitalization benefit through an unnamed insurance policy for your drivers linked to the vehicle



Tata points redeemable against future spends at Tata Motors dealers, TASS and program partners or as gifts



Automatic enrolment @ zero fees

*Terms & conditions apply.

BENEFITS FOR YOU

- Exclusive privileges like plant visits.
- Cost savings towards driver insurance.
- Prioritized vehicle availability.
- Cashless retail-spending freedom.
- Free service check-up camps.
- Cashless spare parts, consumables purchase.
- Assured service quality promise.



TATA EARNING POINTS DETAILS

Activity	Program	Tier	Spends*	Points Earned
Service, Spares, Labour, Oil & Lubes	Tata Emperor	Emperor Platinum	₹ 1 000	40
		Emperor Gold	₹ 1 000	30
		Emperor Silver+	₹ 1 000	20
		Emperor Silver	₹ 1 000	15
	Tata Delight	Delight Max	₹ 1 000	15
		Delight Super	₹ 1 000	10
Vehicle Purchase	Tata Emperor & Tata Delight	All Tiers	₹ 1 000	1
Recon		All Tiers	₹ 1 000	10
AMC		All Tiers	₹ 1 000	10
JK Tyre		All Tiers	Per Tyre	Radial – 100, M&HCV – 70, LCV / ICV – 50, SCV – 35
CEAT Tyre		All Tiers	Per Tyre	M&HCV – 90, LCV / ICV – 50, SCV – 40

PARTNERS



TATA POINTS REDEMPTION PROCESS

- Call us at 1800 209 7979 for Delight.
- Call us at 1800 209 8188 for Emperor.
- Verify yourself with your Owner Card No. and other details; keep Owner Card handy for redemption at TASS.
- Once verified, you can place your request for redemption; you will receive a reference number for the order placed.
- The cashier would redeem the points against your invoice & provide you with two separate receipts.
- Redeemed loyalty points receipt & cash receipt.



INCLUSIONS

- Program membership validity of 5 Years.
- Tata points validity of 3 Years.
- Only for new vehicles enrolled in the program.



EXCLUSIONS

- Chassis purchased before Nov 1, 2016.



DRIVER INSURANCE PROGRAM DETAILS

Benefits are available to the drivers of your Tata Commercial Vehicles registered in the program which, can be claimed by you, every year, during the 5-Year membership period.

	Accidental death	up to ₹ 10 Lakh per year per vehicle
	Permanent total disablement	up to ₹ 10 Lakh per year per vehicle
	Loss of 2 hands / 2 legs / 2 eyes	up to ₹ 10 Lakh per year per vehicle
	Loss of 1 hand / 1 leg / 1 eye	up to ₹ 5 Lakh per year per vehicle
	Permanent / partial disablement of more than 40 % in aggregate	As per % on up to ₹ 4 Lakh per year per vehicle
	Accidental hospitalization	up to ₹ 50 000 per year per vehicle
Option 1	A	Nagrik Suraksha Hospitalization up to ₹ 50 000
	B	Nagrik Suraksha Personal Accident up to ₹ 2 Lakh
	C	Janata Personal Accident up to ₹ 1 Lakh
Option 2		Janata Personal Accident up to ₹ 7 Lakh



CLAIM SETTLEMENT PROCESS

- Customer informs Oriental Insurance in writing, within 7 days.
- Customer collates and sends documents to Oriental Insurance within 14 days.
- Oriental Insurance validates claim request.
- Oriental Insurance releases payments to claimant.

For detailed documentation & legalities for settlement of Driver Insurance Claim, please visit:
http://www.tatadelight.com/privileges_benefits_insurance.php



For further details, contact: 1800 209 7979 (toll-free)

*Terms & conditions apply.

PROTECTION KEEPS YOUR BUSINESS MOVING.

TATA INSURANCE.

Tata Motors Insurance has tied up with several public & private non-life insurance companies to offer you customised vehicle insurance plans so that your business is protected at every step.



INSURANCE

TATA MOTORS INSURANCE KEY FEATURES

- Tied up with 10 General Insurance companies to offer a wide range of options.
- One-point contact for facilitating the issuance & management of your policies.
- Instant policy issuance that requires no cover note.
- Cashless accident repairs across all authorised Tata Motors service network.
- Quality repairs by trained technicians & the provision of Tata Original Parts across workshops pan India.
- Absolutely transparent & hassle-free claim settlements*.
- Timely delivery of claim settlement from the point of surveyor appointment till final claim payment, 64VB, reconciliation, endorsement, etc.
- Claim settlement, renewal & endorsement issued anywhere in India.
- Change in name, address, etc., done online and within minutes.
- Salvage handling managed by dealership.
- Periodic system-generated renewal notices & reminders.
- 24 x 7 customer support.
- Towing facility of up to ₹ 2 500.



BENEFITS FOR YOU

- Instant policy issuance.
- Choice of multiple insurers.
- Seamless service across country.
- No follow-up required.
- 24 x 7 call centre support.
- Quality repair with TGP and trained mechanics.
- Cashless facility, no blockage of funds.
- Transparent claims settlement & no uncertainty of quantum of claims.
- Time-saving & hassle-free execution in name change, address change, etc.
- Timely deliverables of service level agreements.

*Terms & conditions apply.



BENEFITS FOR ACCIDENT-FREE DRIVING

*APART FROM THE BEST ADVANTAGES,
WE ALSO REWARD GOOD DRIVING.*

- Enjoy up to 50 % No Claim Bonus* benefit on your policy if no claims have been made during the previous policy tenure.
- Retain No Claim Bonus after selling any of the vehicles you possess or plan to buy as long as it is in the same class.



PROCEDURE TO BE FOLLOWED IN THE EVENT OF AN ACCIDENT

- Call us at: 1800 209 0060
- If required, ask for towing assistance to get your vehicle to the nearest TML dealer outlet.
- We will co-ordinate with the insurance company for the appointment of the spot surveyor.



CLAIM DOCUMENTS REQUIREMENT

- Insurance policy copy.
- Valid driving licence for commercial vehicles.
- Registration copy.
- Load challan.
- Valid tax receipt.
- Permit copy where applicable.
- Fitness copy.
- FIR mandatory for theft, TP, fire, malicious act.
- Non-Traceable Report (NTR) in case of theft claim.

*Terms & conditions apply.

We will co-ordinate with the concerned insurance company to submit your claim along with the relevant documents. We will co-ordinate with the respective insurance company & inform about your liability. You will have to pay your portion of liability (as per calculation) to the workshop & take delivery of your vehicle.

*As per policy terms & conditions.

ENDORSEMENT / CHANGES IN YOUR POLICY

The following endorsement, changes will attract charges or reset your premium

- Transfer of ownership
- Geographical area extension
- Addition / Deletion of accessories
- Change in registration city
- Inclusion of zero depreciation* (applicable only for private vehicles)

The following endorsement, changes will NOT attract charges or reset your premium

- Addition / Deletion of hypothecation details
- Correction in vehicle details
- Change in personal details
- Change in nominee / appointee details
- Change in Engine no., chassis no., reg. no., colour, etc.
- Change in Name, address, etc.



For further details, contact: 1800 209 7979 (toll-free)

*Terms & conditions apply.

QUICK REPAIR. BUSINESS ON TOP GEAR.

TATA KAVACH.

Tata Kavach ensures that your business never goes offtrack by offering the shortest possible uptime of vehicles, which come in for accidental repair.



KAVACH

TATA KAVACH KEY FEATURES



Accidental repair for vehicles reporting to TML-authorized Accident Special Workshops



Easy calls routed and registered through Tata Motors Insurance toll-free no. 1800 209 0060



Redeemable on subsequent purchase of TGP and Prolife aggregates



Delay-based compensation beyond 15 days in multiples of 24 hours



₹ 2 000 / day compensation for MHCV range of vehicles; trucks and tippers

BENEFITS FOR YOU



Higher vehicle uptime



Lesser loss of revenue



More trips & higher revenues



Cashless spare purchase



Better reliability with TGP



Assured service quality promise



Earning restitution to cover fixed costs



Better vehicle life service @ TASS



APPLY & CLAIM PROCESS

- Report vehicle at Tata-authorized ASW.
- Job-card opening, repair agreement with Customer and final approval from TMI.
- Vehicle repair & on-road restoration within 15 days (major repair) / 7 days (minor repair).
- In case of repair time exceeding 15 days, e-coupons generated ₹ 2 000 / day and SMS sent to Customer's no. linked to chassis.
- E-coupons redemption for TGP or Prolife aggregate purchase at Tata Parts dealers.



INCLUSIONS

- Vehicles covered under TMI and reporting to TML certified Accident Special Workshops.
- Vehicles having availed all free services @ TASS.
- Cargo & Construck vehicles limited to parts under scope of TML only.



EXCLUSIONS

- Vehicles covered under other insurance company policies.
- Discounts / Offers given by CP.
- Vehicles reporting in J&K and NE.
- Vehicles in Defence, SPVs, under trial & projects.

For further details, contact: 1800 209 7979 (toll-free)

**CUSTOMISED
AMC SERVICE AT SITE
FOR CONSTRUCK RANGE.**

SAVE OPERATION COSTS. SAVE TIME.



AMC SERVICE

It is our constant effort to keep the promise of total cost of operations minimum, by easy access of quality service at site for Construct Customers, to increase vehicle availability.

CUSTOMISED AMC OFFERINGS AT SITE

- Maintenance know-how imparted by the Tata Motors-trained Technical team at site.
- 100 % adherence of Preventive / Routine & scheduled maintenance services of your Tippers at site.
- Warranty repair jobs done at site and availability of Tata Genuine Parts, thereby ensuring no frequent / repeat failures.
- Increased Tipper availability, thereby higher productivity & revenues.
- Optimal performance and increased life of Tippers.
- No need to bring Tippers to workshop for routine maintenance, warranty & repairs jobs, thereby saving on time, fuel and resources.
- Training of drivers at regular interval to eliminate operational failures.

1. AMC AT SITE MSV (MOBILE SERVICE VAN)

TML-authorized Channel Partner shall provide the maintenance services & repairs at Customers' site workshop located within 150 km (round trip) from the nearest Channel partner location.

AMC at Site coverage includes:

- Service team visit at site through MSV, for schedule maintenance services, as per the Operator's Service Book (OSB) / TML schedule.
- Team will attend Warranty repair jobs at site as per TML Warranty policy.
- In addition, monthly once, team will visit at site for vehicle checking and carrying out running repair, replacement of various wear and tear parts and other minor repair works.
- The team will maintain record of the history of maintenance, repair of all vehicles, and take necessary actions for optimization.
- Fleet Management Assistance: For Gold & Platinum - 3 Years / 6 000 Hours AMC agreement, TML will provide Tata Fleetman with 3 Years' subscription on FOC basis. Team will provide vehicle performance reports and assist customer for optimum performance in vehicle utilization, idle fuel consumption reduction & safe, economy-driving habits.
- The team will impart training to all your drivers on safety and economical driving habits.
- Major Aggregate Repairs & Overhauls: For any major jobs and in case where adequate facility is not available at site, vehicle will be required to be sent to nearest TML authorized workshop for repairs. In such cases, the delivery to / collection from the service location, including towing, salvage, and freight of other transportation charges shall be borne by the customer.
- Team will visit at site as per mutually agreed schedule plan and customer should adhere and ensure the handover of respective vehicles for repair & maintenance work.

2. AMC AT SITE COVERAGE INCLUDES:

- Tata Motors' Channel Partner will deploy Company-trained technician at customer site. Tata Motors Genuine parts (fast moving / consumables / servicing & critical parts) kept at site by Channel Partners.
- The technicians will conduct preventive checks, do routine maintenance and initiate necessary corrective measures on daily basis.
- 100 % adherence to Preventive / Routine & Scheduled maintenance services at site. Preventive vehicle checking and carrying out running repair, replacement of various wear and tear parts and other minor repairs.
- On-the-job training of repair team of customer on the running repair, replacement of various wear and tear parts, clutch replacement, brake-lining replacement and other minor repairs.
- Fleet Management Assistance: For Gold & Platinum - 3 Years / 6000 Hours AMC agreement, TML will provide Tata Fleetman with 3 Years' subscription on FOC basis. Team will provide vehicle performance reports and assist customer for optimum performance in vehicle utilization, idle fuel consumption reduction & safe, economy-driving habits.
- On the job training of repair team of customer on the running repair, electrical relays & fuse, replacement starter motors & alternator, windscreen wiper motors and other minor repairs.
- Assist in carrying out emergency repair or troubleshooting, if the customer maintenance team is not able to perform independently.
- Major aggregate repairs & overhauls; for any major jobs and in case where adequate facility is not available at site, vehicle will be required to be sent to the nearest TML-authorized workshop for repairs. In such case, the delivery to / collection from the service location, including towing, salvage, and freight of other transportation charges shall be borne by the customer. Training of drivers at regular intervals to eliminate operational failures.

CUSTOMER'S RESPONSIBILITIES FOR ONSITE SERVICE SUPPORT:

- Covered & lockable space of minimum 10' x 10' size at site for the storage of parts and other consumables free of cost.
- Arrange reasonable stay and food facility for technicians deputed at site.
- Customer to provide concrete flooring, electricity, water, lighting, compressed air supply and required tools to perform daily / routine / periodic maintenance as illustrated in the OSB (Operator Service Book) and minor repairs at site.
- Provide number of helpers as per mutually agreed terms.
- Customer will maintain all the vehicles as per the recommendations given by the technical supervisor, deputed at site.
- Customer will nominate one supervisor to verify daily consumption of parts.
- All the aggregates will be brought to Dealer / TASS Workshop for major repairs, if any, on Customer's cost, including towing of the vehicle from breakdown location to repair location.
- Ensure availability of necessary tools at site.
- Customer will make the payment to the Dealer within 7 Days from the date of receipt of parts invoices, for the parts consumed.

AMC TYPE & COVERAGE

AMC TYPE	Schedule of services as stated in the OSB		All minor & major repairs		All servicing of ancillary parts like alternator, starter, etc.		Preventive checks, minor repairs and adjustments	Onsite Support (with Mobile Service Van) MSV	Onsite Service Support (Manpower deputed at site workshop)
	Labour	Lubricants & Consumables	Labour	Parts	Labour	Parts			
Platinum	P	P	P	P	P	P	O	P	P
Gold	P	P	P	O	P	O	O	P	P
Silver	P	P	O	O	O	O	O	P	O
Bronze	P	O	P	O	P	O	O	P	P

SERVICES COVERED UNDER AMC

Under AMC, the Company shall provide the maintenance services and repairs to the customer as per the service category selected by the customer in the Customer Information Form, filled prior to commencement of AMC contract.

PLATINUM+, PLATINUM MSV & PLATINUM ONSITE

- Maintenance services as stated in the OSB.
- Oil changing of the aggregates as scheduled.
- Hub greasing of wheels as scheduled.
- Scheduled maintenance service, minor adjustments, checks and repairs, major aggregate overhauling, repair of units, etc., will be carried out at workshop.
- Servicing of alternator and starter motor.
- Highway-support in case of breakdown of vehicle.
- Washing of the vehicle only during the scheduled services.
- For 3Y / 6K: TML will provide Tata Fleetman with 3 Years' subscription on FOC basis.



GOLD+, GOLD MSV & GOLD ONSITE

- Maintenance services as stated in the Operator's Service Book (OSB).
- Oil changing of the aggregates as scheduled.
- Hub greasing of wheels as scheduled.
- Scheduled maintenance service, minor adjustment and checks.
- Labour charges for minor repairs, major aggregate overhauling, repair of units, etc., carried out at workshop. Parts' replacements, if any, would be charged extra.
- Labour charges for servicing of alternator and starter motor. Parts' replacements if any would be charged extra.
- Highway-support in case of breakdown of vehicle.
- Washing of the vehicle only during scheduled services.

SILVER+ & SILVER MSV

- Maintenance services as stated in the Operator's Service Book (OSB).
- Oil changing of the aggregates as scheduled.
- Hub greasing of wheels as scheduled.
- Scheduled maintenance service, minor adjustment and checks during scheduled services.
- Highway-support in case of breakdown of vehicle will be charged extra as applicable at the time of repairs.
- Washing of the vehicle only during scheduled services

BRONZE+ & BRONZE ONSITE

- Labour charges for maintenance services as stated in the Operator's Service Book (OSB).
- Labour charges for oil changing of the aggregates as scheduled.
- Labour charges for hub greasing of wheels as scheduled.
- Labour charges on scheduled maintenance service, minor adjustments, checks and repairs, major aggregate overhauling, repair of units, etc., carried out at workshop. Parts' replacement, if any, will be charged extra.
- Labour charges for servicing of alternator and starter motor. Parts' replacement, if any, will be charged extra.
- Labour charges for highway-support in case of breakdown of vehicle.
- Washing of the vehicle only during scheduled services.

TATA ONSITE SERVICE – FEATURES

- Deputation of trained supervisor & technician.
- Driver training safety & economical driving.
- Stocking of necessary fast moving & critical spare parts / consumable.
- Routine maintenance / preventive checks / corrective measures.
- Record keeping of maintenance work.
- Availability of service is delinked with location of sale.

TATA ONSITE SERVICE – BENEFITS

- Increased productivity.
- Increased fleet life.
- Fuel saving.
- Saving on manpower.
- Driver training.
- Availability of TGP / Spares / Lubes.

	DEDICATED CONTAINER WORKSHOP	DEDICATED SERVICE VAN
Supervisor & technician availability	Deputed	Periodic visits
Spare parts / Consumables	Stocked	Carried
Tools	Stocked	Carried
Preventive checks & maintenance	Daily basis	Mutually agreed days periodically
Maintenance record	Maintained	Maintained
Training	Imparted	Imparted

SAMPOORNA SEVA SAMPOORNA PROFIT



Sampoorna Seva drives your business to a profitable road ahead. It's a service package that increases your return on investment, year after year. A unique offering from Tata Motors, it assures peace of mind at every stage of your business. Turn the pages ahead to see how it profits you.



One Workshop
Every 62 km*



90 % Districts
Covered



150+ Service
Engineers



Over 1 600
Service Points



38 Area Service
Offices

VAS FEATURES BENEFIT OVER COMPETITION



₹ 100 000

- Standard Driveline Warranty: 6 Years / 6 Lakh km for Cargo and 6 Years / 6 000 hours for Construck.
- Transferable Warranty on resale subject to certification by TML-authorized dealer / TATA OK.
- Higher Resale Value | Higher Brand Trust | Higher Financier Confidence | Higher Technological Reliability.



₹ 18 000

- New Vehicle (12 months old from date of sale or 14 months from date of mfg.) Repair Guarantee for vehicles reporting to TML authorized workshops.
- Applicable for Cargo & Construck vehicles.
- Payment of compensatory e-coupons of TGP / Prolife at ₹ 2 000 / day (₹ 5 000 / day for Prima tippers) beyond 48 hours for MHCV range and beyond 24 hours for Prima Tippers in multiples of 24-hour slab.
- Applicable for vehicles under AMC also.



₹ 32 000

- 24 x 7 Roadside Breakdown Assistance anywhere in the country (except natural calamity & disturbed areas).
- Applicable for Cargo & Construck vehicles.
- Vehicle restoration within 24 hours | Payment of compensatory e-coupons of TGP / Prolife at ₹ 1 000 / day if vehicle is stranded for more than 24 hours | Applicable for vehicles under AMC also.
- Redeemable against any services / spare parts at any authorized TML commercial vehicle dealership / TASS.



₹ 14 500

- One-of-a-kind Loyalty Program for Key Accounts and Retail Customers | Automatic Free Enrolment.
- Earning of TATA points on purchase made at TML partners and Program partners.
- Redeemable against future spends at TML partners and Program partners.
- Accidental & Hospitalization benefit through an unnamed insurance policy for drivers linked to vehicle.



₹ 14 000

- Quick Accident Repair for vehicles reporting to TML-authorized Accident Special Workshops under TMI.
- Delay-based compensation beyond 15 days in multiples of 24 hours.
- ₹ 2000 / day compensation for MHCV range of vehicles; Trucks and Tippers.
- Redeemable on subsequent purchase of TGP and Prolife aggregates.



₹ 70 600

- Comprehensive Annual Maintenance Contract | Customized offerings | 5 schemes: Platinum+, Platinum, Gold, Silver, Bronze | Preventive & Scheduled maintenance | Highest Quality of Service | Inflation Protection.
- Usage Based Flexibility | Easy Renewal Options | Timely Service Reminders | Dedicated Helpline.
- Hassle-Free Service | Cashless Service Transactions | Risks-free and Tension-free Fleet Operations.



₹ 27 300

- 30 % lesser cost of Engine Oil, Transmission Oil and Differential Oil compared to competition.
- Superior Quality & Service.
- Formulated and Tested for Tata Motors Commercial Vehicles.
- Longer Aggregate Life.



₹ 110 000

- In-built with Tata Signa & Prima range of vehicles | Optional fitment in other cabin / cowl variants.
- Real time vehicle tracking and geo-fencing | Driver performance monitoring | Route driver optimization
- Fuel consumption and DEF availability monitoring.
- 3-Year Warranty on operations | 3-Year subscription free for OE fitment | Free with 3-Year AMC.



- Robust engineering design and excellent manufacturing quality for superior vehicle durability.
- Longer uptime and service life | Higher reliability and better running performance.
- Optimized cost structure for lower maintenance cost.
- Available across 230 distribution points and 20 000+ retail outlets and 1 600+ service points.
- TATA Guru and TATA Champion – respective incentive programs for mechanics and retailers.



- Tie-up with 10 General Insurance Companies, offering a wide range of options with seamless services across India.
- Transparent and hassle-free claim settlements | Cashless accident repairs | TML Service Repair Quality.
- Claim settlement, renewal and endorsement issues anywhere in India.
- Salvage handling managed by TML dealership | Reward for good driving | Up to 50 % No-Claim bonus*.
- 24 x 7 Customer support | Towing facility of up to ₹ 2 500.

VAS QUANTIFIED BENEFITS

BASED ON CUSTOMER FEEDBACK (PSF), VOICE OF CUSTOMER SURVEY,
ACTUAL FIELD SERVICE DATA ANALYSIS AND STATISTICAL PROJECTION

TATA 6-Year / 6 Lakh WARRANTY ₹ 100 000

30 % higher resale value due to transferable warranty.

TATA SURAKSHA ₹ 97 696

- 8 % higher uptime through use of TGP.
- Inflation protection at 5.5 %.
- 2 more trips per year for 4 Years.
- 5 % higher resale value.
- 30 % lower oil cost due to reduced price of TMGO.
- Saving of administrative cost and inventory overheads for service and maintenance.

TATA ZIPPY ₹ 17 731

- 4 % earning restitution.
- 8 % higher subsequent uptime.

TATA KAVACH ₹ 13 758

- 3 % earning restitution.

TATA ALERT ₹ 32 334

- 7 % earning restitution.
- 8 % higher subsequent uptime.

TATA DELIGHT ₹ 14 456

- Unnamed Driver Insurance.
- Loyalty Points on purchase of spares, services, consumables, tyres, AMC.

TATA DELIGHT ₹ 110 786

- Device + 3 Years' subscription
- 20 % higher uptime
- 2 % recovery on fuel expenses
- 3 more trips per year through better trip management and higher driver productivity

TOTAL VAS BENEFIT ₹ 387 034

Notes

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