

# TATA MOTORS LIMITED

## Service Information



**TATA MOTORS | SERVICE**  
RESPONSIVE • RELIABLE • BEST VALUE



CUSTOMER SUPPORT - PASSENGER VEHICLE BUSINESS UNIT - PUNE

<b>Subject –</b> New and Revised Checklist	<b>Ref No –</b> SI60215DZ
<b>Applicable Models –</b> ALL	<b>Month of Issue –</b> Feb'15
	<b>Information To –</b> Confidential [x] Display on Notice Board [✓] Customer Education [x]
<b>Type –</b> New Introduction / Changes / Information	<b>Group –</b> 00

### Circulate to –

General Manager [✓]	Service Manager [✓]	Cust. Rel. Manager [x]	Parts Manager [✓]
Service Supervisor [x]	Service Advisor [x]	Wty. Supervisor [✓]	Technician [✓]
Team Leader [✓]	DET [✓]		

### Purpose – For accurate and faster diagnosis of technical complaints.

With view of reducing the occurrence of repeat complaints, to speed up the process of complaint resolution and to ensure “first time right” repairs at the dealerships, the checklists (CLTs) according to the customer complaints have been revised. New checklists have also been prepared on the basis of new emerging customer complaints and feedback from field.

Objectives of the revising the checklists are:-

- To make the checklist user friendly.
- To ensure that there is natural flow from capturing the customer voice till complaint resolution.
- To ensure smooth flow of diagnosis starting with the easier visual checks going to the a bit more time consuming jobs.
- To ensure that there is adequate information in the checklist (neither too detailed nor too short).

Please refer the below table for a complete summary of all checklist.

This circular supersedes our earlier Service Information SI61711DZ and SI62411DZ. Hence all versions of checklists released prior to this circular stands suspended with immediate effect.

We hope that these checklists will be extensively useful in addressing the complaints and an aid in the systematic approach for resolving the complaints.

Kindly communicate this to all concerned.

Yours Faithfully,  
**TATA Motors Ltd**

**U S Chadha**  
Head (SE & TS)  
PVB, Pune

Information explained to all concerned on \_\_\_\_\_

\_\_\_\_\_  
Service Manager's Signature

SR. NO.	Customer Complaint	Symptom	CLT NO.	OLD REVISION NO	New REVISION NO	Model
1	High Engine Oil Consumption	A7	CLT01	R4	R5	All
2	Engine Overheating	A1	CLT08	R3	R4	All
3	NVH Identification	A5	CLT09	R3	R4	All
4	Poor Pick-up	A15	CLT10	R5	R6	All
5	Vehicle not Starting (Hot Start)	A26	CLT11	R0	R1	All
6	AC Cooling Insufficient	K1	CLT12	R3	R4	All
7	Low KMPL	A16	CLT13	R3	R3	All
8	Windshield Wipers not Working	E26	CLT14	R2	R2	All
9	Fuel Gauge Incorrect	E25	CLT15	R2	R3	All
10	Gear Lever Rattling	G4	CLT16	R2	R3	All
11	Tyre Wear High	D9	CLT17	R3	R4	All
12	Horn Not Working	E6	CLT18	R2	R3	All
13	Engine Noise Level High	A4	CLT19	R1	R2	All
14	Under Carriage / Suspension Noise	D6/A5	CLT20	R2	R2	All
15	Vehicles Pulls to One Side	D1	CLT21	R2	R3	All
16	Door Rattling	P15	CLT23	R2	R3	All
17	Engine Oil Leakage	A2	CLT24	R2	R3	All
18	Gear Shifting Hard	G1	CLT25	R1	R2	All
19	Clutch Pedal Hard	C3	CLT26	R2	R3	All
20	Doors Hard to Open	P12	CLT27	R1	R1	All
21	Cold Starting	A21/A11	CLT28	R2	R3	All
22	Engine Jerking, Missing, Knocking	A17	CLT29	R2	R3	Petrol
23	Engine Knocking , Jerking (Diesel Cars Except DICOR)	A17/A9/A20	CLT30	R1	R1	Diesel
24	Body Noise		CLT31	R0	R0	All
25	Accelerator Pedal Responding (DICOR)	A15	CLT32R1	R0	R1	DICOR
26	BCM Check sheet	A21	CLT33	R0	R1	All
27	Excessive Smoke	A12	CLT34	R0	R1	All
28	Brake Pedal Vibration	B7	CLT35	R0	R0	All
29	Steering Rattling, Noisy		CLT36	R0	R0	All
30	Cold Starting (DICOR)	A21/A11	CLT37	R0	R1	DICOR
31	Engine Coolant leakage	A3	CLT38	R0	R1	All
32	Car not Switching to LPG Mode	A24	CLT39	R0	R1	LPG
33	Service Light and Poor Pick-up (P0299)	A24	CLT40	R0	R1	DICOR
34	Service Light and Poor Pick-up (P0400)	A24	CLT41	R0	R1	DICOR
35	Car cranking but not starting	A11	CLT42R1	R0	R1	VISTA/MANZA
36	Steering Hard/Effort More	S3	CLT43	R0	R0	VISTA/MANZA
37	Undercarriage Noise	D6/F5	CLT44	R0	R0	VISTA/MANZA
38	Brake Grabbing	B1	CLT45	R0	R1	All
39	CEL and Poor Pick Up (Swirl Actuator Fault)	A24	CLT46		R0	All
40	Battery Checklist	E7	CLT47		R0	2.2 DICOR BSIV
41	Jerking in CR4 Engines	A17	CLT48		R0	CR4
42	Aria CAN/IVN	A24	CLT49		R0	Aria
43	Steering Wobbling	S7/S8	CLT50		R0	All
44	Aria Heater mode not working	K5/K8	CLT51		R0	Aria
45	Indica Indigo Car not switching to CNG mode	A24	CLT52		R0	CNG