

SERVICE CIRCULAR



TATA MOTORS

SC/ 2021/ 13 (Revised)	Model : All TMI Insured Commercial Vehicles	Group:60	Jan. 2021
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All Dealers / TASSs'

Subject : Revision of Accident Repair Labour Rates for TMI Insured Vehicles

The accident repair labour schedule that is currently followed in TMI was last updated in 2018 via SC_2018_63. The feedback received from Dealers/TASS's, customers and insurance companies is that this need to be revised at par with current market rates. We are pleased to announce that we have reviewed the existing rates and hereby publish the revised rates. While reviewing the rates, we have taken into consideration the labour costs across locations, facility & business overheads of our channel partners and the vehicle / model type.

The revised rates will be effective from 1st Feb 2021 and are binding on all Insurance companies empaneled under TMI.

City Classification :

Warranty system City abbreviation	City category	City
C0	X	Ahmedabad, Bangalore, Chennai, Delhi NCR*, Hyderabad, Kolkata, Mumbai (MMR)#, and Pune
C1	Y	Agra, Ajmer, Aligarh, Amravati, Amritsar, Asansol, Aurangabad, Bareilly, Belgaum, Bhavnagar, Bhopal, Bhubaneswar, Bikaner, Bilaspur, Bokaro Steel City, Chandigarh, Coimbatore, Cuttack, Dehradun, Dhanbad, Bhilai, Durgapur, Erode, Firozabad, Gorakhpur, Gulbarga, Guntur, Gwalior, Guwahati, Hamirpur, Hubli-Dharwad, Indore, Jabalpur, Jaipur, Jalandhar, Jammu, Jamnagar, Jamshedpur, Jhansi, Jodhpur, Kakinada, Kannur, Kanpur, Kochi, Kolhapur, Kollam, Kota, Kozhikode, Kurnool, Ludhiana, Lucknow, Madurai, Malappuram, Mathura, Goa, Mangalore, Malegaon, Meerut, Moradabad, Mysore, Nagpur, Nanded, Nashik, Nellore, Patna, Pondicherry, Purulia, Prayagraj, Raipur, Rajkot, Rajahmundry, Ranchi, Rourkela, Salem, Sangli, Saharanpur, Shimla, Siliguri, Solapur, Srinagar, Surat, Thiruvananthapuram, Thrissur, Tiruchirappalli, Tiruppur, Ujjain, Bijapur, Vadodara, Varanasi, Vijayawada, Visakhapatnam, Vellore and Warangal
C2	Z	All other cities and towns not mentioned in X & Y Categories

CUSTOMER CARE (COMMERCIAL VEHICLE BUSINESS UNIT)

(As per policy of Tata Motors to continuously improve their products, the company reserves the right to make changes of any nature on vehicles and aggregates without any obligation to incorporate them on previous vehicle)

** **Delhi-NCR** includes Delhi, Ghaziabad, Gurgaon, Faridabad, Noida and Greater Noida*

*# **Mumbai(MMR)** includes Mumbai, Thane, Vasai-Virar , Navi Mumbai, Kalyan-Dombivali, Panvel, Mira-Bhayandar, Bhiwandi-Nizampur and Ulhasnagar.*

***Ahmedabad** within city limits*

***Bangalore** - City limits upto Nelmangla, Hostoke, Mysore road to Bididi*

***Chennai** - City limits upto SriPerambadur and Red Hills in the north*

***Pune** within city including Pimpri & Chinchwad*

***Kolkatta** - City limits upto Sodepur & Barasat*

***Hyderabad** - Within Greater Hyderabad region only*

The Accident Repair Labour Rate has been defined in two parts:

Part 1: Defined Jobs: List of 56 jobs involving removing and refitting. **(Refer Annexure - 1)**

Part 2: Man Hour Rates: Jobs not defined in Part 1, would be considered under this section. To arrive at the Labour for a job not defined in part 1, the Man-hours required to repair would have to be multiplied by the Man-hour rates provided in Part 2. **(Refer Annexure - 2)**

In case of dispute w.r.t man-hours required for a particular accidental job, the decision of local Customer Support Manager of TML will be final and binding on Insurance Company.

Annexure – 1

S. N	NATURE OF JOB	Tier I & Tier II (C0,C1 or X,Y)						Tier III (C2 or Z)					
		SCV (Ace Zip & Iris)	Pickup (207 Xenon)	LCV & ICV Truck (407 709 909 1109)	Winger , LCV Bus (407, 709, 909)	MCV & HCV Trucks (1618 2518 3118 3518 4018 4923)	Prima, ICV Bus , MC V Bus, Ultra bus	SCV (Ace Zip & Iris)	Pickup (207 Xenon)	LCV & ICV Truck (407 709 909 1109)	Winger , LCV Bus (407, 709, 909)	MCV & HCV Trucks (1618 2518 3118 3518 4018 4923)	Prima, ICV Bus , MC V Bus, Ultra bus
1	ELECTRICAL REMOVAL & REFIT COMP.	2783	4200 (Non AC veh) 5400 (AC veh)	4,606	5,526	4,637	4,870	2,597	3,600 (Non AC veh) 4,800 (AC veh)	4,266	5,119	4,266	4,480
2	ELECTRICAL REMOVAL & REFIT COMP. (PARTIAL)	Depends on the extent of damage											
3	CABIN REMOVE REFIT (Not Applicable for Bus)	Bare = 8165 Compl ete = 3708	6,000 (Non AC Veh) 7800 (AC Veh)	Bare = 10392 Compl ete = 5937	N.A	Bare = 10392 Compl ete = 5937	Bare = 10912 Compl ete = 6233	Bare = 9660 Compl ete = 3350	5040 (Non AC Veh) 6600 (AC Veh)	Bare = 6933 Compl ete = 3708	N.A	Bare = 6933 Compl ete = 3708	Bare = 7280 Compl ete = 3894
4	LOADBODY REMOVE & REFIT (Not Applicable for Bus)	4,637	4,200	6122 - 6279	N.A	13,912	14,608	4,174	3,840	6,029	N.A	12,984	13,633
5	CABIN STRIPPING (Not Applicable for Bus)	5,564	3,600	7,368	N.A	8,347	8,765	5,099	3,360	6,492	N.A	7,883	8,278
6	CHASSIS REPLACE (EXCLUDING FRONT AXLE ASSY & SPRING ASSY REMOVAL & FITMENT)	12,056	30,000	11,974	14,368	29,677	31,162	11,590	27,600	11,593	13,912	27,823	29,214
7	REPAIRS OF CHASSIS FRAME	Depends on extent of damage											
8	REMOVAL & REFIT RADIATOR	835	1800	922	1105	1298	1363	788	1440	835	1002	1112	1169
9	REMOVAL & REFIT RADIATOR & INTER COOLER		1,800	922	1105	1,298	1,363		1,440	835	1002	1112	1169
10	SPRING LEAF REPLACE (per assy)	835	960	1013	1216	1298	1363	788	720	928	1112	966	1260
11	I-BEAM REMOVE & REFIT	2,783	960	3,684	4,421	3,709	3,895	2,411	720	3,338	4,007	3,338	3,505
12	I-BEAM REPAIR	2,400	3,000	2,783	3,338	2,783	2,783	1,800	2,400	2,783	3,338	2,783	2,783
13	WHEEL DISC REPLACE	371	540	368	442	371	390	324	504	325	390	325	341
14	WHEEL ALIGNMENT (PER AXLE)	540	720	720	720	720	780	480	540	660	660	660	720
15	ENGINE REPAIR	16,578	18,000	16,578	19,894	25,968	27,266	14,834	15,600	14,834	17,801	24,113	25,319
16	TURBO REPLACE	-	1,440	737	884	742	779		1,200	649	779	649	682

S. N	NATURE OF JOB	Tier I & Tier II (C0,C1 or X,Y)						Tier III (C2 / Z)					
		SCV (Ace Zip & Iris)	Pickup (207 Xenon)	LCV & ICV Truck (407 709 909 1109)	Winger LCV Bus (407, 709, 909)	MCV & HCV Trucks (1618 2518 3118 3518 4018 4923)	Prima, ICV Bus MCV Bus, Ultra bus	SCV (Ace Zip & Iris)	Pickup (207 Xenon)	LCV & ICV Truck (407 709 909 1109)	Winger LCV Bus (407, 709, 909)	MCV & HCV Trucks (1618 2518 3118 3518 4018 4923)	Prima, ICV Bus MCV Bus, Ultra bus
17	CHASSIS STRIPPING & FITTING	11,974	18,000	11,974	14,368	29,677	31,162	11,129	16,200	11,129	13,355	27,823	29,214
18	ENGINE REMOVAL & REFITMENT	5,564	7,200	7,368	8,842	9,275	9,738	4,636	5,400	6,492	7,790	8,347	8,765
19	FIP REMOVAL & REFITMENT	1020	1800	1198	1436	1206	1266	928	1440	1112	1336	1112	1169
20	STARTER / ALTERNATOR REMOVAL & REFITMENT	468	600	368	442	371	390	468	540	325	390	325	341
21	REPLACE OIL SUMP	464	600	553	664	557	584	371	480	463	557	510	535
22	GEAR BOX REPAIR (INCLUDING R&R)	3,684	1,800	3,684	4,421	3,684	4,870	3,154	1,440	3,154	3,784	3,154	4,382
23	POWER STG.BOX REPAIR (INCLUDING R&R)	3,684	3,840	3,684	4,421	4,637	6,817	3,154	3,360	3,154	3,784	4,382	5,843
24	DIFERENTIAL ASSY REPAIR	2,783	4,608	4,421	5,305	5,564	8,181	3,784	4,032	3,784	4,540	5,259	7,011
25	R.A.TUBE REMOVAL & REFITMENT	2,783	3,360	3,684	4,421	6,492	6,817	2,318	3,000	3,246	3,895	6,029	6,330
26	PAINTING OF CABIN (Not Applicable for Bus)	18,550	30,000	22,104	NA	27,823	29,214	4,688	27,600	20,404	NA	25,968	27,266
27	PAINTING OF LOAD BODY (COMPLETE) (Not Applicable for Bus)	4,518	7,200	10,132	N.A	22,259	23,371	5,218	6,000	9,275	N.A	20,404	21,424
28	OIL FILTER ASSY.& FUEL FILTER ASSY. REPLACE	278	276	276	331	278	292	232	228	232	278	232	244
29	REPLACE FUEL TANK ASSY.	742	900	922	1105	928	974	649	720	742	890	742	779
30	SEPERATION DAMAGE COWL FROM CAB & FIT NEW & PARTS	-	14,400	11,052	N.A	11,129	11,686	-	-	9,275	N.A	9,275	9,738
31	REPLACE COWL ASSY COMPLETE	-	-	11,974	-	16,693	17,528	-	-	11,129	N.A	14,839	15,581
32	FABRICATION OF CABIN COMP. (STEEL)	Depends on extent of damage											
33	REPLACE AIR COMPRESSOR	-	-	922	1105	928	974	-	-	742	890	742	779
34	REPLACE VANE PUMP	928	600	922	1105	928	974	742	504	742	890	742	779
35	REPLACE C.J.BKT/RUBBER	557	600	553	664	835	876	463	504	463	557	742	779
36	REMOVAL & FITTMENT OF PROP.SHAFT ASSY(EACH)	186	960	276	331	371	390	139	720	232	278	278	292
37	REPLACE FLYWHEEL HSG/CLUTCH HSG.	1,854	2,400	1,842	2,210	2,783	2,922	1,483	1,800	1,484	1,781	2,411	2,532
38	REPLACE ENGINE FDN PER PIECE	371	600	368	442	371	390	324	360	325	390	325	341

S. N	NATURE OF JOB	Tier I & Tier II (C0,C1 or X. Y)						Tier III (C2 / Z)					
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39	REPLACE VIBRATION DAMPER PULLEY	1,483	1,440	1,474	1,769	1,484	1,558	1,298	1,200	1,298	1,558	1,298	1,363
40	REPLACE TIMING GEAR HOUSING	3,708	7,200	6,448	7,736	8,347	8,765	3,245	6,600	6,029	7,234	7,883	8,278
41	REPLACE CAMSHAFT ASSY	6,490	7,800	7,368	8,842	8,347	8,765	5,563	7,440	6,492	7,790	7,420	7,790
42	REPLACE TAPPET COVER	186	180	185	221	278	292	139	144	139	167	232	244
43	REPLACE MECHANICAL STEERING GEARBOX ASSY.	2,782	-	2,764	3,316	-	-	2,318	-	2,318	2,783	-	-
44	REPLACE CYLINDER HEAD ASSY.	3,338	6,624	6,631	7,957	6,677	7,011	2,782	6,048	5,564	6,677	4,637	4,870
45	REPLACE BRAKE BOOSTER PER PIECE	-	420	368	442	371	390	-	384	325	390	325	341
46	REPLACE HYDRAULIC CYLINDER ASSY	-	-	-	-	13,912	14,608	-	-	-	-	12,984	13,633
47	WIND SHIELD GLASS REMOVAL & FITMENT	1,854	3,000	2,764	3,316	2,783	2,922	1,391	2,640	2,318	2,783	2,318	2,435
48	FRONT PANEL REMOVAL & FITMENT	742	-	737	884	-	-	557	-	557	667	-	-
49	FRONT BUMPER REMOVAL & FITMENT	371	420	368	442	371	390	278	360	278	334	278	292
50	BARE DOOR REPLACEMENT EACH	900	1,800	1140	1,368	1,440	1,800	600	1,440	1140	1,368	1,440	1,800
51	DIAGNOSTIC CHARGES (2 HRS)	600	600	1,200	1,440	2,400	3,000	540	600	1,200	1,440	2,400	3,000
52	REMOVAL & INSTALLATION OF SCR MUFFLER	-	-	-	-	1,440	2,100	-	-	-	-	1,200	1,800
53	REMOVAL & INSTALLATION OF UREA DOSING UNIT	-	-	-	-	1,440	1,800	-	-	-	-	1,200	1,500
54	REMOVAL & INSTALLATION OF UREA DECOMPOSITION / TRANSFER LINE	-	-	-	-	1,440	1,440	-	-	-	-	1,200	1,200
55	REMOVAL AND INSTALLATION OF UREA (AUS-32) INJECTION NOZZLE	-	-	-	-	1,440	1,440	-	-	-	-	1,200	1,200
56	BODY REPAIR INCLUDING DENTING AND PAINTING (FOR BUSES ONLY)	Depends on extent of damage and on applicable local vendor rates.											

Annexure 2:

	Accident Labour Rate (per Hour)	
	Workshop Type	
City Category	ASW	Non-ASW
C0 / X	552	504
C1 / Y	516	468
C2 / Z	480	432