

TATA MOTORS

SC / 2017 / 108	MODEL : Industrial Aggregates	Group : 00	Oct 2017
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All Dealers / TASSs'

Subject : Extension of Warranty to all Customers of Aggregates Business

In continuation to our earlier Service Circulars SC_2013_24 (After Market Support for Industrial Aggregates) and SC_2015_101 (Revision in Free Service Warranty norms for Industrial Aggregate), pertaining to aftermarket support for Industrial Aggregates, we are pleased to inform you about revision of Warranty Norms for Industrial Engines & Aggregates with immediate effect.

We are extending warranty facility to all customers who are using Tata Motor's aggregates viz. Engine, Gear Box, Live Axle, Trailer Axle, Suspension kits and others.

Warranty Terms and Conditions :

SEGMENT	TML Aggregates applicable	Warranty Period	Free Services
Powergen	Engine	30 Months from date of TML invoice (or) 24 Months from date of commissioning (or) 5000 Hrs. whichever is earlier	No Free services applicable.
All segments (other than Powergen)	Engine, Gear Box , Live Axle,	15 Months from date of TML invoice to first customer (Or) 12 Months from date of commissioning whichever is earlier	No Free services applicable.
Trailer	Trailer axle , suspension kit	15 Months from date of TML invoice to first customer (Or) 12 Months from date of commissioning / PDI whichever is earlier	No Free services applicable.

This new warranty will be applicable for the above mentioned aggregates sold on or after 1st October 2017.

Please find attached warranty terms and conditions herewith in **Annexure - 1**.

We request you to bring this information to all concerns at your setup.

Annexure - 1

Warranty Terms and Conditions -

1. **Scheduled Services for Engine, Gear box & Live Axle :-**

All scheduled services will be carried out by OE customers for end users through their own service network / facility. Adherence of all services are mandatory for acceptance of warranty. Hence the proof of servicing required to be furnished by customer at time of warranty settlement.

2. **Scheduled Services for Trailer Axle & Suspension kit :-**

Customers will bring the trailer to our authorized Dealer workshop / TASS for carrying out PDI & scheduled service as mandatory for warranty. These Services are to be considered as paid service and will have to be charged on customers for both labour and materials as required.

3. Deputation of Dealer / TASS personnel to customer site is required for attending to warranty complaints for Engine, Gear box & Live axle.

4. In case of complaint on Trailer axle, customer will bring the trailer to authorised Dealer workshop / TASS. However, in case of breakdown, onsite service to be provided in line with vehicle onsite policy.

5. Please refer **SC_2013_24 (After Market Support for Industrial Aggregates)** for detailed procedure for attending warranty jobs of Industrial Aggregates.

6. The following documents are mandatory for customers to produce at the time of complaint reported at Dealer / TASS for taking decision on warranty acceptance and opening Job card.

6.1 Engine / Gear Box / Live Axle :-

- a) Letter / Email from OEM / OEM dealer giving the details of complaint with Engine Sr. No. for any complaint on Engine. In case of complaint on Gear Box & Live Axle, then also customer is required to give Engine Sr. No.
- b) Copy of invoice of machine / equipment fitted with our TML aggregates under complaint.
- c) Original Operators Service Book indicating updation of services done on the engine along with copy of invoice (preferably system generated invoice) with date & hours of operation.

6.2 Trailer Axle & Suspension Kit :-

- a) Original PDI invoice (indicating axles & suspension kit Sr. No.) carried out at Dealer / TASS at the time of delivery of trailer to customer.
- b) Warranty applicable for Suspension kit only if fitted along with TML Trailer axle.
- c) TML Logo and Sr. No. to be identified for genuine TML Suspension kit.

In case of any clarification, kindly contact **Mr. A Balakichenan**, Aggregate Business, Tata Motors Ltd. On Email - a.balakichenan@tatamotors.com