

Service Products

1) Extended Warranty

About

We bring to you, a program to secure your car against unforeseen breakdowns and repair bills, even after the original warranty is over. You can extend your original warranty by one or two more years through our Tata Motors Extended Warranty Program. This will cover mechanical and electrical breakdown on your Tata Vehicle and it starts immediately after expiry of the original warranty.

You can purchase the Extended Warranty from any Tata Motors Authorized showroom or workshop- at any dealership of your choice.

We strongly recommend purchase of Extended Warranty at time of purchase of your vehicle so that you can save on the surcharge that is levied beyond 90 days from date of sale of the vehicle.

Benefits

- Affordable Premiums –The Extended Warranty protection is provided at a very competitive cost
- · Peace of Mind against unexpected and often unbudgeted financial expenses on account of breakdown
- Near cashless & speedy claim settlement parts and labour included with minimum documentation
- Anywhere, Everywhere Service can be availed at any Tata Motors authorized workshops
- Increased Vehicle Resale value –The balance of the warranty transferable when the vehicle is sold to a new private owner

Pricing and Term

Your warranty can be extended by either one more year or two years and upto 1,50,000 km, whichever is earlier. You can buy an Extended Warranty upto 14 months from the Date of Sale of the vehicle within 40,000 km travel of your vehicle.

Extended Warranty Term:

Vehicle	Warranty	EW Option 1	EW Option 2
Indica	24 months / 75,000 km	36 months / 1,50,000 km	48 months / 1,50,000 km
Indica Vista	24 months / 75,000 km	36 months / 1,50,000 km	48 months / 1,50,000 km
Indigo	24 months / 75,000 km	36 months / 1,50,000 km	48 months / 1,50,000 km

Indigo Manza	24 months / 75,000 km	36 months / 1,50,000 km	48 months / 1,50,000 km
Safari Dicor/ Sumo Grande/	24 months / 75,000 km	36 months / 1,50,000	48 months / 1,50,000
Venture		km	km
Sumo	18 months / unlimited	30 months / 1,50,000	42 months / 1,50,000
	km	km	km
Sumo Gold / Aria / Safari Storme	36 months / 1,00,000 km	48 months / 1,50,000 km	

Extended Warranty Pricing*:

At just Rs. 5 per day, you get benefits of over Rs. 3 lacs!!

Peace of mind at just 1% of vehicle cost!!

Pay a small amount today and save yourself from unforeseen huge expenses in the future!!

Additional 1 year or upto 150000 km (whichever is earlier)	0-90 days	91-180 days	180-above days		
Indica / Indica Vista	5022	5524	6027		
Indigo / Indigo Manza	5428	5971	6514		
Indica / Indigo CNG	8142	8957	9771		
Sumo / Venture	6544	7199	7853		
Safari 2.2 / Sumo Grande	7193	7913	8632		
Sumo GOLD	9081	9989	10897		
Aria	7102	7599	7990		
Safari Storme	7102	7599	7990		
Movus	10653 11719 12784				
ZEST		8320			

Additional 2 years or upto 150000 km (whichever is earlier)	0-90 days	91-180 days	180-above days
Indica / Indica Vista	6037	6641	7244
Indigo / Indigo Manza	6585	7243	7902
Indica / Indigo CNG	9877	10865	11853
Sumo / Venture	7559	8315	9070
Safari 2.2 / Sumo Grande	8066	8873	9679

Additional 1 year or upto 150000kms (whichever is earlier)	0-90 days	91-180 days	180-above days
Bolt Petrol XE,XM	5073	5580	6088
Bolt Petrol XMS,XT	6088	6696	7305
Bolt Diesel XE,XM	6037	6641	7244
Bolt Diesel XMS XT	6849	7533	8218

*Inclusive of Service Tax

Extended warranty does not apply to vehicles used for shuttles, delivery vehicles, driving schools, emergency services, ambulance, any kind of timed competition or race, or off road service

Owner's Responsibility

The vehicle must have been serviced as per periodic maintenance schedule from Tata motors authorized dealers / Service Centres, service points or service outlets

- The intervals between scheduled services must not exceed stipulated mileage more than as mentioned in Extended warranty booklet
- o Present Owner's manual and extended warranty booklet to Tata Motors Dealer/Authorized workshop while requesting inspection or claiming repairs under Extended Warranty
- o If the extended warranty booklet is lost or destroyed, the owner should contact a Tata motors dealer



Exclusions

- Tata motors will not accept any liability for any loss, damage or injury of whatsoever nature sustained by any person(s), property or vehicles(s), including the vehicle detailed in the registration form, caused by or arising out of or in way connected with motor vehicle accidents, fire, storm, flood, theft, chemicals, contamination, environmental, hazards, vandalism, windstorm, damage, explosion, fire, freezing, fuels, lightening, road hazards, tsunami or any other natural calamities, war, civil war, civil rebellion, invasion, insurrection, hostilities, confiscation, nationalization, or loss resulting from order of government or local authority, ionizing radiation or contamination by radioactivity malicious damage or any other loss, damage or liability not otherwise specially covered
- Tata motors will not accept any liability for damage caused by lack of servicing, abuse or the continued use of
 the vehicle after any fault has become evident or for consequential loss of a part not covered by the
 extended warranty

2) 24 X 7 ON ROAD ASSISTANCE

About

We have tied up with TVS Automobile Solutions Limited to ensure that you get immediate and hassle free service in the event of any car breakdown. Our network for road-side assistance is spread across the length and breadth of the country and covers cities, highways and hilly terrains across India.

In the event of any mechanical or electrical breakdown and or traffic accident of a vehicle, all you have to do is call our helpline number **1800 209 7979**.

We will track down your location and ensure that the nearest Authorized Service Provider (ASP) reaches the spot immediately and rectifies the problem or tows it to the nearest Tata Authorized workshop in case the vehicle is not repairable on site. The indicative response time of the ASP is given below.

Indicative Response Time:

Within City Limit	60 Minutes
Ghat roads and other places	120 Minutes

(The response time will depend on the location, terrain, traffic density and the time of the day.)

The 24 X 7 On Road Assistance Program Details:

1. Within Warranty Period

The service is available to all newly purchased vehicles as a complimentary offer till the time it is in warranty.

2. Post-Warranty Period

On expiry of the warranty, you can buy the 24 X 7 policy from any of the Tata Authorised dealer workshop or Tata Authorised service centre. We have two options for this policy – Basic and Premium Policy.

	Basic	Premium				
No. of Allowed Instances	6	6				
No. of Free Towing**	-	2				
Towing Charge***	Chargeable from 1st Km	Free upto nearest TML Dealer/ TASC/ TASP from breakdown spot				
Membership Period	1 Year	1 Year				
Price*	770	1220				

Coverage under the 24 X 7 On Road Assistance Program

The 24x7 On road assistance service covers the following services on your vehicle:

- Wheel change through spare wheel
- Arrangement of fuel (Fuel cost will be chargeable at actual cost)
- Rectification of electrical problems related to battery, fuses etc.
- On spot repairs for complaints repairable at site
- Within Warranty Customers: Free car to car towing or winching & towing, if required (for non-accident cases) to the nearest Tata Authorized Dealer Workshop
- Premium Plan for Post-Warranty Customers: Free One Instance of car to car towing or winching & towing, if required (for non-accident cases) to the nearest Tata Authorized Dealer Workshop

Exclusions

24x7 on road assistance program does not apply to:

- Cost of parts, consumables & labour for such repairs not covered under warranty. The charges are to be settled with the ASP in cash
- Toll or ferry charges paid by ASP in reaching the breakdown site to be settled with ASP in cash
- Customers are advised to take an acknowledgement from the ASP of list the of accessories/extra fittings and
 other belongings in the vehicle, as well as the current condition related to dents/scratches breakages of
 parts/fitments of the vehicle at the time of ASP taking possession of the vehicle & to verify these items
 when delivery is taken
- Vehicles will be handled, repaired & towed as per the customer's risk & Tata Motors shall not be liable for any damages /claims as a result of the same
- On site repairs may be temporary in nature. The completion of repair does not certify the roadworthiness of the vehicle. The customer is advised to ensure temporary repairs carried out onsite are followed by permanent repairs at Tata Motors Authorized workshop at the earliest

For detailed list of exclusions, refer to your owner's manual.



3) Value Added Service

Anti Rust

Tata Motors strongly recommends use of Anti Rust Treatments, which shall not only provide protection to your vehicle against corrosion during your ownership period, but also shall help increase life of the body shell of your car.

Benefits:

- **1.** Protection against Corrosion The extra protective layer of undercoating prevents contact of metal with air, preventing corrosion, which is otherwise often likely to go unnoticed until it is too late
- 2. Abrasion resistance Due to poor road conditions, unprotected paint would suffer from stone chips, scraping, etc. and a lot of paint would peel or scrape off to expose bare metal to corrosion
- 3. Sound deadening Due to rubber content, undercoating muffles external noise
- 4. Covering welds and minor repairs

Our Partners:

- 3M
- Wuerth
- Autokrom

Offerings under the Program:

UNDER-BODY COATING

These are chemical compounds usually applied to the undercarriage of a motor vehicle.

Areas covered:

Under-coatings are applied to the undercarriage of the vehicle as well as other areas such as the trunk, wheel wells, etc.

All Under-body coating treatments come with a 60 months warranty & up to 10 free checkups.

Pricing:

Company Name	Indica	Indica Vista	Indigo	Indigo Manza	Nano	Sumo	Sumo Grande	Safari	Aria	Xenon
3M India Ltd	1775	1775	2000	2000	1350	2275	2275	2275	2275	2275
Bardahl	1550	1550	1750	1750	600	1950	1950	1950	1950	1950
Wuerth India	1580	1765	1765	1765	1050	2090	2090	2090	2090	2090
AutoKrom India Pvt Ltd	1600	1600	2000	2000	900	2400	2400	2400	2400	2400



*Taxes applicable as per Local Government Tax Laws / VAT wherever applicable.

INTERNAL COATING

Internal coatings are wax-like compounds containing rust preventive chemicals applied to cavity area of the vehicle.

Area Covered:

Cavities of a car, such as the space inside the hollows of doors (door skins), fenders and frame rails.

Pricing:

Company Name	Indica	Indica Vista	Indigo	Indigo Manza	Nano	Sumo	Sumo Grande	Safari	Aria	Xenon
3M India Ltd	1645	1645	1830	1830	-	2000	2000	2000	2000	2000
Bardahl	1225	1225	1350	1350	1950	1525	1525	1525	1525	1525
Wuerth India	1215	1265	1265	1265	900	1315	1315	1315	1315	1315
AutoKrom India Pvt Ltd	1600	1600	2000	2000	700	2400	2400	2400	2400	2400

^{*}Taxes applicable as per Local Government Tax Laws / VAT wherever applicable.

FULL BODY COATING

Full Body Coating is a combination of the Under-body Anti-Rust and Internal Panel coating to ensure full protection of your car.

Areas Covered:

The coating is applied to the undercarriage of the vehicle and the cavities of a car, as well as areas such as the trunk, wheel wells, etc.

Pricing:

Company Name	Indica	Indica Vista	Indigo	Indigo Manza	Nano	Sumo	Sumo Grande	Safari	Aria	Xenon
3M India Ltd	3105	3105	3500	3500	1350	3930	3930	3930	3930	3930
Bardahl	2450	2450	2650	2650	-	2950	2950	2950	2950	2950
Wuerth India AutoKrom India	2475	2695	2695	2695	900	3045	3045	3045	3045	3045
Pvt Ltd	3000	3000	3800	3800	1500	4500	4500	4500	4500	4500



*Taxes applicable as per Local Government Tax Laws / VAT wherever applicable.

Car Detailing

Car Detailing treatments are specialized treatments designed to make your car look new. These treatments shall protect your car paint from fading and shall clean your car interiors like seats, upholstery from stains, dirt etc.

Note: Once you have availed these treatments, you shall be given a "Certificate of Treatment" confirming the Treatment done in your car. Kindly demand your certificate in case the same is not given by the dealer workshop.

Exterior Enrichment Treatments:

Various environmental hazards, exposure to Ultraviolet Radiation and Oxidation destroy your vehicle's finish.

Use of a towel with a rough texture or use of dirty water for washing cars results in swirl marks and minor scratches. Exterior enrichment treatments protect your car against these effects.

(This is recommended for new and less than 6 months old cars)

Paint Protection Treatment:

- Restores shines and protects it in the future resulting in new and like new paint finishes
- Produces an exceptionally durable, ultra high gloss finish
- Protects painted surface from environmental pollution like smoke, dust, etc. and oxidation Surface Refinement & Protection Treatment :
- Safely and effectively removes-medium scratches, oxidation, stubborn stains and other paint imperfections like orange peels, dust nibs, etc.
- Produces a brilliant, lustrous, durable "wet look" finish
- Also enhances appearance and restores natural sheen to the tires, bumpers, rubber and plastic mouldings, and Engine compartment

UV Treatment:

- Protects Painted Surface from fading by retarding the effects of UV Radiation
- Creates a thin protective layer on painted surface to reduce effect of dust and coarse fabric, which create swirl
 marks and minor scratches
- Coating lasts for 5-6 months depending on the weather condition and the upkeep of vehicle
- Customers are suggested to repeat the treatment every 6 months Head Light Restoration:
- Radically improves the visibility of headlights by giving a new life to the head light cover
- Clears all hard water and oxidation from the glass, thereby letting the headlights shine bright
- Removes the oxidation formed which clears the passage of light
- Makes night driving safer

Partners

- M/s 3M India Ltd
- M/s Würth
- M/s Autokrom



Vehicle Interior Enrichment:

Chances are that someone will spoil your vehicle's fabric carpet or seats. Simple things like drink spills, food stains, mud, Ultra-violet Rays, pets, can result in a permanent stain on your vehicle's interior fabric. This can be a significant detractor from your vehicle's resale value.

Interior Enrichment:

Benefits:

- Removal of medium stains and dirt from all interior parts of the car
- Cleaning of windshield, backlite and all windows (inside and outside)
- The treatment involves cleaning and dressing of ALL parts of the exposed interiors Germkleen (Anti-Microbial Treatment):

Benefits:

- 99% elimination of predominantly found microbes in car
- Prevents health hazards: Skin infections, pimples, sinus, scale skin syndrome
- Higher satisfactions Treatment Assurance Card with Lab Certification

Partners

- M/s 3M India Ltd
- M/s Würth
- M/s Autokrom

Decarbonisation

Decarbonising an engine involves removal of carbon deposits from the engine, using chemical methods.

Diesel De-Carbonisation:

Carbon deposits accumulate over time in the entire diesel fuel system, including the fuel lines, injector pump, fuel injectors and combustion chambers. This causes rough idle, vibration at idle, loss of power, decreased mileage, increased smoke, and slowed throttle response.

Decarbonising your engine results in:

- Better fuel economy
- Better combustion & increased power
- Reduced emissions
- Reduced injector & pump wear, thereby resulting in savings in maintenance costs It is approved for low sulphur diesel fuel and EGR equipped diesel engines

Petrol Fuel and Air Decarbonisation:

Carbon deposits accumulate on intake valves, throttle body, fuel injectors, ports, fuel injectors and combustion chambers causing loss of power, rough idle, hesitation, misfire, pinging, knocking, mileage and hard starting.



Benefits:

- · Comprehensive clean-up of combustion chamber, induction system & fuel injector deposits
- Improved fuel economy by maintaining correct balance of fuel and air in the system
- Reduced emissions
- Increased Power & acceleration
- Smooth starts, idles and quieter runs

Usage:

- Minimum kms for soft decarbonising is 20,000 kms and then to be done based on symptoms
- Minimum kms for hard decarbonising is 60,000 kms and then to be done based on symptoms

Engine Flush:

High engine temperatures caused by heavy stop and go driving conditions lead to thermal breakdown of engine oil. Not all of the oil is removed during a drain and fill oil change. Deposits are left behind and form sludge and varnish in the engine resulting in smoke from the exhaust and increased oil usage.

Benefits:

- Safely and effectively cleaning and removing oxidised particles and fluid contamination left behind from previous oil changes
- Preventing further deposits
- · Chemically "tuning" the engine during driving
- Restoring pep and power
- Removing sludge from valve train
- Promoting fuel economy and improving overall engine operation
 Minimum kms is 10,000 kms and then to be done every 20,000 kms

Oil Additive Treatment:

Special products are added to new engine oil to fortify new oil and seal rings for optimum performance. This is suitable for both, petrol and diesel engine applications.

Benefits:

- Improved engine compression
- Increased power and increased fuel economy
- Increased engine life, especially under severe service conditions
- Reduced emissions and oil consumption
- Improved power & performance of older engines
- Prevention of sludge, gum and varnish formation on engine parts for both petrol & diesel engines Oil treatment is to be done at minimum kms 20,000 kms and later based on need

Our Partners and Pricing:

Pricing -	Decarl	bonis	ing T	rea	tment
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Company Name	Treatment Type	Indica	Indica Vista	Indigo	Sumo	Sumo Grande
	Engine Flush - Quick Clean	700	700	700	700	700
	Oil Additive	450	450	450	450	450
	DIESEL FUEL System Cleaner	780	780	780	780	780
	Diesel Decarbonising Soft	1350	1350	1350	1350	1350
BG	Diesel Decarbonising Hard	2130	2130	2130	2130	2130
	PETROL FUEL System Cleaner	780	780	780	780	780
	PETROL Decarbonising Soft	1350	1350	1350	1350	1350
	Air Induction service	800	800	800	800	800
	Petrol Decarbonising Hard	2130	2130	2130	2130	2130

^{*}Taxes applicable as per Local Government Tax Laws / VAT wherever applicable.

	Pricing - Decarbonisin						
Company Name	Treatment Type	Indica	Indica Vista Indigo		Sumo	Sumo Grande	
	Diesel Decarbonising - Diesel Tune Bardahl	1289	1289	89 1289 1289		1289	
Bardahl	Petrol Decarbonising - Power Tune Bardahl	1289	1289	1289	1289	1289	
Dardam	Engine Flush - Tune up and Flush Bardahl	676	676	676	676	676	
	Oil Additive- Special Duty Bardahl	444	444	444	444	444	
	Carb & Choke Cleaner Bardahl	551	551	551	551	551	

^{*}Taxes applicable as per Local Government Tax Laws / VAT wherever applicable.

Other VAS

Sound Deadening Pads

^{**}Please note that all the above treatments are symptomatic and are to be used based on symptoms / problems. Please note that these treatments should not be done if your vehicle does not have a problem and if you are visiting our dealerships for availing services and other unrelated repair.



Door vibration deadeners are pads that are stuck on the insides of the sheet metal and they increase the sheet metal rigidity, reduce vibrations and increase riding comfort.

Areas Covered:

For petrol, four doors, rear quarter panels & boot is covered. In case of diesel vehicles, these can be used in the bonnet too.

Benefits:

- Decrease in vibrations and increase in riding comfort
- Negligible increase in the weight of the car thus creating no effect on fuel consumption and mileage

Sound Deadening – Pricing:

Company Name	Nano	Indica	Indica Vista	Indigo	Indigo Manza	Sumo	Sumo Grande	Safari	Aria	Xenon
3M India Ltd	-	3500	3500	3750	3750	3750	3750	3750	3750	3750
Wuerth India	1350	2190	2605	2605	2605	2655	2655	2655	2655	2655

^{*}Taxes applicable as per Local Government Tax Laws / VAT wherever applicable.

Engine Wax Treatment:

Engine Wax is beige coloured transparent lacquer coating on the engine compartment to prevent the corrosion of the engine compartment. This treatment also comes with a warranty of a year.

Areas Covered:

The engine wax is applied on the engine compartment of the vehicle.

Benefits:

- Neat, Clean and new look to the engine compartment
- No effect on MPFI vehicles
- No need of cleaning the engine compartment with diesel once engine wax is sprayed

Engine Wax Treatment - Pricing:

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Company Name	Indica	Indica Vista	Indigo	Indigo Manza	Nano	Sumo	Sumo Grande	Safari	Aria	Xenon
3M India Ltd	865	865	1055	1055	600	1105	1105	1105	1105	1105
Bardahl	800	800	1000	1000	550	1100	1100	1100	1100	1100
Wuerth India	865	1055	1055	1055	500	1105	1105	1105	1105	1105

^{*}Taxes applicable as per Local Government Tax Laws / VAT wherever applicable.



4) Value Care

The value Care Advantage

- Coverage for Scheduled services including wear and tear parts viz. clutch, brakes, suspension, wiper blades etc.
- Price protection against rising prices of lubes and parts
- On an average you spend over Rs.15,000 in four years for regular maintenance of your car including servicing, oil change, filter change etc. but with Value Care you can bring it down by up to 43%!!

Figure 1: Your spending with and without Value care

(Calculations made for Indica diesel, 40000 kms and 4 year plan)

Indexed Lubricant cost (base =100 in 2008) 160.0 150.0 145.5145.5 140.0 135.9 130.0 127.3 120.0 118.2 110.0 100.0 100.0 90.0 2010 2011 2008 2009 2012 2013



- A higher resale value for your vehicle
- Get up to Rs 7000 more on the resale of your vehicle through TMA
- Peace of mind with Cashless repairs & services
- You need not pay for either the parts or the labor
- Vehicle servicing at a workshop of your choice pan India
- Choose from a network of 785 dealers and authorized workshops



Value care Silver covers your regular scheduled service maintenance and replacement of service parts. You need not worry about the regular checks with the Silver value care.

Scheduled maintenance services – labour, parts & consumables.

Service Parts







Fuel Filter



Air Filter

Value care Silver covers your regular scheduled service maintenance and replacement of service parts. You need not worry about the regular checks with the Silver value care.

Scheduled maintenance services – labour, parts & consumables.

Gold AMC



The value care Gold Plan extends your scheduled maintenance cover to include any normal wear and tear items identified during the scheduled service and other vehicle parts that need to replaced during the period of cover arising from proper and uniform usage.

Scheduled maintenance services – labour, parts & consumables

Unexpected repairs like clutch, brake pad, brake liner, suspension, belts, wiper, Wheel Alignment, Wheel Balancing and other wear and tear items.

The cover does not include damage arising from accidents, vandalism, abuse and other external factors.

Wear & Tear Parts











Suspension Drive

Clutch

Brake

Brake

Service Parts



Oil



Fuel Filter



Air Filter

