

ANNUAL MAINTENANCE CONTRACT

Karo Business Tension Free



TATA MOTORS
FleetCare

The complete solutions package for your fleet.

CHOOSE YOUR TATA MOTORS SURAKSHA PACKAGE

PEACE OF MIND,
NOW TAILOR-MADE FOR YOU.



Additional coverage
of ATS exhaust
items & wiring
harness



Wear & Tear parts +
all aggregates
& labor



Wear & Tear parts +
all aggregates
& labor



Schedule Service +
Repair & Maintenance
of Clutch, Brake,
Electrical parts
(Wear & Tear in nature)



Schedule Service +
Repair & Maintenance
of Clutch, Brake,
Electrical parts
(Wear & Tear in nature)



Schedule Service +
Repair & Maintenance
of Clutch, Brake,
Electrical parts
(Wear & Tear in nature)



Scheduled Service
(Parts, Consumables
& Labor)



Scheduled Service
(Parts, Consumables
& Labor)



Scheduled Service
(Parts, Consumables
& Labor)



Scheduled Service
(Parts, Consumables
& Labor)

PEACE OF MIND WITH TATA MOTORS SURAKSHA



Flexible Plan:

Tailored to your driving & business needs



Pan-India Coverage:

1800+ service stations nationwide



Expert Service:

Trained technicians, advanced tools and genuine parts



Quick Turnaround:

Fast resolution, less downtime



Simple Renewals:

Hassle-free continuation



Easy Payment Options:

Monthly to annual options, NACH or PDCs



Continuous Improvement:

Powered by your feedback



24x7 Helpline:

1800 209 7979



Predictable Costs:

Shield yourself against unexpected repairs and inflation



Higher Uptime:

Professionally maintained vehicles mean more trips, more revenue



Resale Value Boost:

Vehicles with AMC fetch better resale value



Genuine Assurance:

Use of Tata Motors Genuine Parts only



Convenience:

Service available at Tata Authorized Service Stations across India



Cashless Service:

Pay once, drive worry-free



Emergency Support:

Highway breakdown assistance



Timely Service Reminder:

Never miss a scheduled service with regular alerts

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is Tata Motors Suraksha AMC?

AMC or Annual Maintenance Contract is a value-added service provided by Tata Motors where customers can opt for vehicle maintenance and repair services at authorized workshops. Known as SURAKSHA, it allows customers to focus on their business while Tata Motors takes care of vehicle maintenance.

2. Why should a customer enter into an AMC rather than just visit a workshop as and when there is service requirement?

Key benefits include:

- Predictable costs with fixed payments
- No need for cash handling by drivers
- Pan-India service access
- Less hassle in monitoring vehicle maintenance

3. How will a service contract affect your total cost of ownership (TCO)?

With a service contract, the total expected cost of servicing and repairing a vehicle is spread out across the duration of the contract. This means the service contract monthly fee may seem high in the beginning, when the truck is new and needs few repairs, however it will prove to be cost-effective from a TCO perspective in the long run.

4. How will a service contract affect your vehicle's residual value?

Regular servicing and maintenance, using genuine parts at the OEM certified workshop, will help keep a vehicle in excellent condition and by extension, maximize its resale value on the second-hand market.

5. How will a service contract affect your truck's fuel consumption?

Well-maintained vehicles have better fuel efficiency due to optimized systems like alignment, tire pressure, and engine condition.

6. How prepared is your business for unexpected breakdowns?

An AMC minimizes financial risks from unplanned repairs and provides predictable costs.

7. Has the service contract been adapted according to your operations?

Yes, AMCs are customizable based on vehicle usage, operating terrain, & consignment type.

8. Why should a customer enter into an AMC when his vehicle is covered under warranty?

Warranty covers only manufacturing defects. AMC covers wear and tear items and consumables not included in warranty.

9. What are some sudden expenses that a customer may incur which an AMC will shield him from?

Unexpected clutch, brake, shaft, bearing, engine, or gearbox repairs can be expensive and are covered under AMC.

10. What is included in the price?

Pricing varies with coverage. Check terms carefully for included services and exclusions.

11. Why is the suspension not covered under AMC?

Due to uncontrollable operational factors, suspension isn't covered by default, but can be added in customized AMC plans.

12. Does it cover consequential damage?

Some AMCs do, depending on package type. It's important to verify at the time of purchase.

13. Why are oil top-ups not done as part of a customer's AMC?

Routine oil consumption is not covered; however, oil top-ups due to leakage are included after the root issue is fixed.

14. As a large fleet owner, why invest in an AMC package vs. own workshop?

Avoids high fixed costs, inventory, staff management, and provides access to 1800+ service centers with expert technicians.

15. Where can I find truck maintenance service contracts?

Through

● FleetVerse
(Online Portal)

● TML Authorized
Dealers / TASS

● TML Sales and
Customer Care Team

16. What is the policy for taking used/old vehicles under AMC?

AMC eligibility depends on age and KM run. Health check-up is mandatory for most categories except Silver AMC.

17. Is the AMC cost paid upfront?

No. Payments are made in installments. An initial amount is required, and the rest through post-dated cheques.

18. Where can a customer avail service under his AMC package?

At any TML dealership/TASS across India. Roadside support is available through the AMC Toll-Free number: 1800 209 7979.

19. How are ancillary parts repairs carried out under AMC?

Yes. covered under Coverage and supported through the respective Ancillary manufacturer authorised service centre.

20. How does a customer know about the details of his vehicle coverage under AMC at the workshop?

The Works Manager / Service Advisors can check AMC coverage and service history in CRM.

21. If work on an aggregate is rejected under warranty, will it be covered under AMC?

Only if the AMC is valid and covers the part, and failure is not due to misuse. Warranty rejection for improper use will also lead to AMC rejection.

22. In case of breakdown on the road, what can the customer do?

Call CAC Toll-Free (1800 209 7979). TML may arrange towing (customer pays charges) or roadside repair through the nearest service point.

23. How does a customer renew their AMC?

TML sends a renewal quote one month before expiry. Renewals can be done via the AMC helpline or Dealers or TASS's or with a customized quote.

24. Is the AMC contract transferrable if the vehicle is sold?

No, the AMC ends upon sale or major accident. It is not transferable.

25. Are AMC charges refundable if the vehicle is sold or meets with a major accident?

No refunds are provided. All dues up to that point, plus a 5% surcharge or Rs. 1000 (whichever higher), must be paid.

**KEEP YOUR VEHICLE RUNNING LONGER
WITH TIMELY MAINTENANCE SERVICE!**

With

**TATA MOTORS SURAKSHA
ANNUAL MAINTENANCE CONTRACT**



TATA MOTORS | Better
COMMERCIAL VEHICLES | Always

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<https://cv.tatamotors.com/>