

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

With

**TATA MOTORS SURAKSHA
ANNUAL MAINTENANCE CONTRACT**



TATA MOTORS | Better
COMMERCIAL VEHICLES | Always

Tata Motors Ltd, 4th Floor, Ahura Centre, 82 Mahakali Caves Road,
MIDC, Andheri (East), Mumbai 400 093.

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

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.



PLATINUM PLUS

Additional coverage of ATS exhaust items & wiring harness

PLATINUM

Wear & Tear parts + all aggregates & labor

Wear & Tear parts + all aggregates & labor

GOLD PLUS

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

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SILVER

Scheduled Service (Parts, Consumables & Labor)

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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.

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.

Annual Maintenance Contract (AMC) Coverage - HCV, ILMCV, CV Passenger, Vans & SCV C PU - BS6 Phase II

Part Description	Silver	Gold Plus	Platinum	Platinum Plus	Applicability
Lubricants (Applicable as per recommended in OSB / Service circular)					
Engine Oil	Y	Y	Y	Y	All LOBs
Gear Box Oil	Y	Y	Y	Y	All LOBs
Rear Axle Oil	Y	Y	Y	Y	All LOBs
Clutch & Brake Fluid	Y	Y	Y	Y	All LOBs
Hub Grease	Y	Y	Y	Y	All LOBs
Power Steering Oil	Y	Y	Y	Y	All LOBs
Coolant	Y	Y	Y	Y	All LOBs
Cab tilt oil (if applicable)	Y	Y	Y	Y	All LOBs
Retarder oil (if applicable)	Y	Y	Y	Y	CV Passenger
Tipping oil (if applicable)	Y	Y	Y	Y	HCV & ILMCV
Top ups - Engine Oil & Coolant	N	N	N	N	All LOBs
Consumables (Applicable as per recommended in OSB / Service circular)					
Fuel Water Separator (If Applicable)	Y	Y	Y	Y	All LOBs
Fuel Filter (Primary & Main)	Y	Y	Y	Y	All LOBs
Engine Oil Filter	Y	Y	Y	Y	All LOBs
Oil Mist Separator Filter ¹	Y	Y	Y	Y	All LOBs
Filter - Breather Crankcase ²	Y	Y	Y	Y	All LOBs
Primary Air Filter ³ (Only on RED band indication)	Y	Y	Y	Y	All LOBs
Secondary Air Filter at every 3 rd replacement of primary filter ⁴	Y	Y	Y	Y	All LOBs
Hub Greasing & Kit ⁵	Y	Y	Y	Y	All LOBs
Desiccant Cartridge	Y	Y	Y	Y	All LOBs
Power Steering Oil Filter	Y	Y	Y	Y	All LOBs
Clutch Master Cylinder Kit ⁶	Y	Y	Y	Y	All LOBs
Clutch Booster Repair Kit ⁶	Y	Y	Y	Y	All LOBs
Cleaning material (Cotton) ⁷	Y	Y	Y	Y	All LOBs
Anabond for Rear axle	N	N	Y	Y	All LOBs
SCR System (Applicable as per recommended in OSB / Service circular)					
Suction Side Screen Filter DEF Suction Port ⁸	Y	Y	Y	Y	All LOBs
DEF Tank (UL 2.2) Filter	Y	Y	Y	Y	All LOBs
Supply Unit (SU) DEF Filter kit	Y	Y	Y	Y	All LOBs
DPF Ash cleaning (Labor Only)	Y	Y	Y	Y	HCV, ILMCV & CVP
ENGINE					
Engine Assembly (Long Block Prolife)	N	N	Y	Y	All LOBs
Cylinder Head	N	N	Y	Y	All LOBs
Cylinder Block	N	N	Y	Y	All LOBs
Crank Shaft	N	N	Y	Y	All LOBs
Cam Shaft	N	N	Y	Y	All LOBs
Engine Head Gasket	N	N	Y	Y	All LOBs
Water Pump	N	N	Y	Y	All LOBs
Oil Pump	N	N	Y	Y	All LOBs
Oil Cooler	N	N	Y	Y	All LOBs

Part Description	Silver	Gold Plus	Platinum	Platinum Plus	Applicability
ENGINE					
Flywheel Housing	N	N	Y	Y	All LOBs
Turbocharger	N	N	Y	Y	All LOBs
Oil Seal	N	N	Y	Y	All LOBs
Viscous Fan	N	N	Y	Y	All LOBs
Air Compressor	N	N	Y	Y	All LOBs
Timing Belt & Tensioner	N	N	Y	Y	SCV C PU
Fan Belt	N	N	Y	Y	All LOBs
Engine kit bearings	N	N	Y	Y	All LOBs
Water Hoses	N	N	Y	Y	All LOBs
Radiator & Mountings	N	N	Y	Y	All LOBs
Engine mounting	N	N	Y	Y	All LOBs
Module Electronic Control Unit (Engine ECU)	N	N	Y	Y	All LOBs
Thermostat	N	N	Y	Y	All LOBs
EGR Valve ⁹	N	N	Y	Y	All LOBs
Exhaust Throttle Valve (ETV) ¹⁰	N	N	Y	Y	All LOBs
Air-Fuel Throttle Value (AFTV) / Intake Air Throttle Valve	N	N	Y	Y	All LOBs
EGR Cooler	N	N	Y	Y	All LOBs
Fan Shroud	N	N	N	N	All LOBs
FUEL SYSTEM					
Fuel Injection Pump (FIP)	N	N	Y	Y	All LOBs
Common Rail Injectors	N	N	Y	Y	All LOBs
Fuel Rail	N	N	Y	Y	All LOBs
Fuel pipes Hoses	N	N	Y	Y	All LOBs
CLUTCH SYSTEM					
Flywheel	N	Y	Y	Y	All LOBs
Clutch Disc	N	Y	Y	Y	All LOBs
Pressure Plate	N	Y	Y	Y	All LOBs
Clutch Release Bearing	N	Y	Y	Y	All LOBs
Clutch Housing	N	Y	Y	Y	All LOBs
Clutch Fork	N	Y	Y	Y	All LOBs
Clutch Booster	N	Y	Y	Y	All LOBs
Clutch Master/Slave Cylinder	N	Y	Y	Y	All LOBs
GEAR BOX					
Gear Housing	N	N	Y		All LOBs
Main / Counter Shaft	N	N	Y		All LOBs
Main / Counter Gear	N	N	Y		All LOBs
Synchro Ring Cone	N	N	Y		All LOBs
Shifter Shaft	N	N	Y		All LOBs
Thrust Bearing	N	N	Y		All LOBs
Gear Lever bush	N	N	Y		All LOBs
PTO (if applicable)	N	N	Y		All LOBs
Shifter cable	N	N	Y		All LOBs
Drive Shaft	N	N	Y		All LOBs

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

Part Description	Silver	Gold Plus	Platinum	Platinum Plus	Applicability
FASTENERS					
Bolt, Nut, Clamp, Screw, Washer, Plug etc. such items will be selectively covered based on component/assembly coverage and as defined in the coverage	N	N	Y	Y	All LOBs
PREDEFINED PREVENTIVE MAINTENANCE					
1) Vehicle washing (@ Schedule Services only)	Y	Y	Y	Y	All LOBs
2) Inspection (Daily/Monthly/ Weekly/ Fortnightly/Yearly)	N	N	N	N	All LOBs
3) Greasing	N	N	N	N	All LOBs
4) Torqueing	N	N	N	N	All LOBs
TOWING SERVICES					
Towing Services	N	N	N	N	
BREAKDOWN ASSISTANCE					
Complaint attended en-route in case of breakdown ¹³	N	N	Y	Y	All LOBs
CNG & BI-FUEL COMPONENTS					
Low Pressure Hose	Y	Y	Y	Y	All LOBs CNG
Spark plug	Y	Y	Y	Y	All LOBs CNG
CYLINDER VALVE / ITVR	N	N	Y	Y	All LOBs CNG
High Pressure Regulator Valve	N	N	Y	Y	All LOBs CNG
Solenoid Valve	N	N	Y	Y	All LOBs CNG
Catalytic Converter and GPF	N	N	N	Y	All LOBs CNG
HP Tube / HP Pipe	N	N	Y	Y	All LOBs CNG
Connector	N	N	Y	Y	All LOBs CNG
CIGAR Coil / Ignition Coil	N	N	Y	Y	All LOBs CNG
2-WAY ISOLATION VALVE	N	N	Y	Y	All LOBs CNG
Lambda Sensor ¹⁴	N	N	Y	Y	All LOBs CNG
FILLING RECEPTACLE ASSY	N	N	N	N	All LOBs CNG
PRESSURE GAUGE	N	N	N	N	All LOBs CNG
CYLINDER	N	N	N	N	All LOBs CNG

Legend = N : Not Covered, Y : Covered, LOBs : HCV, ILMCV, CV Passenger, Vans, SCV C PU (ICE Vehicles)

1. Applicable for 5 Ltrs. Engine (Tata Turbotronn)
2. Applicable for Cummins Engines
3. For SCV as per OSB
> For HCV & ILMCV Truck, MCV Bus at every schedule service
> In-between Schedule Service, air filter replacement will require RED band indication/Cluster indicator (Applicable for Platinum & Above packages)
> In-between Schedule Service, air filter replacement is not covered in Silver, Gold plus package
4. Secondary filter not applicable for SCV Passenger & SCV C PU.
5. Not Applicable for THU fitted axles.
6. Applicable as per recommended in OSB / Service circular.
7. AMC MISC Items - Cotton waste, diesel etc. Used during schedule service only
8. As and when required.
9. Applicable for 5 Ltrs. Engine (Tata Turbotron)
10. Applicable for ILCV, CV Passenger for BS6 Phase 2 vehicles. Not covered under Platinum pack for ILCV, CV Passenger & SCV C PU (BS6 Phase 1)
11. Not covered for ILCV Truck, SCV Passenger, Vans SCV CPU in Platinum Pack
12. Wiring not mentioned in coverage will not be covered
13. Applicable only Breakdown due to component covered in contract only & incase vehicle of vehicle immovable
14. Not covered for ILCV Truck, SCV Passenger, SCV C PU

This document is valid till further communication Rev. 00/01.05.2025

Part Description	Silver	Gold Plus	Platinum	Platinum Plus	Applicability
Bearings	N	N	Y	Y	All LOBs
PROPELLER SHAFT					
Propeller Shaft	N	N	Y	Y	All LOBs
Yoke Teeth	N	N	Y	Y	All LOBs
CJ Bearing	N	N	Y	Y	All LOBs
UJ Cross	N	N	Y	Y	All LOBs
CB Rubber	N	N	Y	Y	All LOBs
Joint Flange	N	N	Y	Y	All LOBs
STEERING SYSTEM					
Steering Gear Box	N	N	Y	Y	All LOBs
Steering Pump	N	N	Y	Y	All LOBs
Steering column	N	N	Y	Y	All LOBs
Ball Joint (RH & LH)	N	N	Y	Y	All LOBs
Drag Link & Pitman Arm	N	N	Y	Y	All LOBs
Steering Column Support	N	N	N	N	All LOBs
Steering Wheel	N	N	N	N	All LOBs
Steering Oil Container	N	N	N	N	All LOBs
REAR AXLE					
Crown Wheel Pinion (CWP)	N	N	Y	Y	All LOBs
Pinion Oil Seal	N	N	Y	Y	All LOBs
Bevel Gear	N	N	Y	Y	All LOBs
Oil Seals	N	N	Y	Y	All LOBs
Brake Chamber	N	N	Y	Y	All LOBs
Differential Side Gear / Differential Pinion	N	N	Y	Y	All LOBs
Wheel Bearing	N	N	Y	Y	All LOBs
Inter Axle Shaft	N	N	Y	Y	All LOBs
Rear Axle Beam	N	N	N	N	All LOBs
Assembly Carrier Housing (In Banjo Type)	N	N	N	N	All LOBs
Non live Rear Axle / Dummy Axle	N	N	N	N	Winger
Hub Bolts	N	N	N	N	All LOBs
FRONT AXLE					
King Pin & King Pin Bush	N	N	Y	Y	All LOBs
Oil Seals	N	N	Y	Y	All LOBs
Stub Axle	N	N	Y	Y	All LOBs
Shims	N	N	Y	Y	All LOBs
Wheel bearing	N	N	Y	Y	All LOBs
Tie Rod	N	N	Y	Y	All LOBs
Front Axle I-Beam	N	N	N	N	All LOBs
Hub Bolts	N	N	N	N	All LOBs
LIFT AXLE					
Lift Axle Control valve	N	N	Y	Y	All LOBs
Load sensing valve	N	N	Y	Y	All LOBs
Air Bellow	N	N	N	N	All LOBs
Lift Axle Beam/Hanger/ Brackets & Arms	N	N	N	N	All LOBs

Part Description	Silver	Gold Plus	Platinum	Platinum Plus	Applicability
Hub Bolts	N	N	N	N	All LOBs
BRAKE SYSTEMS					
Front and Rear Wheel Cylinder Kit	Y	Y	Y	Y	SCV C PU
Master & Slave Cylinders	N	Y	Y	Y	All LOBs
Brake Drum	N	Y	Y	Y	All LOBs
Brake Shoe & Lining	N	Y	Y	Y	All LOBs
Brake Valves	N	Y	Y	Y	All LOBs
Brake Actuators	N	Y	Y	Y	All LOBs
Slack Adjuster	N	N	Y	Y	All LOBs
Brake Ducting & Pipes	N	N	Y	Y	All LOBs
Vacuum brakes	N	N	Y	Y	All LOBs
Engine Brakes	N	N	Y	Y	All LOBs
ABS Unit (ECU)	N	N	N	N	All LOBs
ATS SYSTEMS					
DEF PUMP	N	N	Y	Y	All LOBs
DOSING UNIT INJECTOR ¹¹	N	N	Y	Y	All LOBs
ATS Sensors ¹¹ (NOx, Temperature, Urea Quality, Urea Level, PFM)	N	N	Y	Y	All LOBs
DP Sensor Pipe ¹¹	N	N	Y	Y	All LOBs
SCR MODULE	N	N	N	Y	All LOBs
DOC MODULE	N	N	N	Y	All LOBs
DPF MODULE	N	N	N	Y	All LOBs
SCR Mixer	N	N	N	Y	All LOBs
CLAMP ASSY V BAND	N	N	N	N	All LOBs
Exhaust pipe & Bellow, Muffler	N	N	N	N	All LOBs
DEF Tank float unit	N	N	N	N	All LOBs
LNT & CDPF	N	N	N	N	SCV
ELECTRICALS					
Alternator	N	Y	Y	Y	All LOBs
Starter motor	N	Y	Y	Y	All LOBs
Instrument cluster	N	N	Y	Y	All LOBs
Wiring Harness(Engine & Injector)	N	N	Y	Y	All LOBs
Wiper Motor	N	N	Y	Y	All LOBs
All Sensors	N	N	Y	Y	All LOBs
Combination Switch	N	N	Y	Y	All LOBs
Accelerator pedal	N	N	Y	Y	All LOBs
Wiring Harness ¹² (Chassis-Front/Rear/ABS/Tail)	N	N	N	Y	All LOBs
Wiring Harness (SCR)	N	N	N	Y	All LOBs
Wiring Harness (Dashboard)	N	N	N	Y	All LOBs
Vehicle ECU/ZDCU/GDCU	N	N	N	N	All LOBs
AC Compressor, Condenser & parts related to AC unit	N	N	N	N	All LOBs
Telematics Control Unit	N	N	N	N	All LOBs
Batteries ,including battery cables, Wiring harness, cut-off switch	N	N	N	N	All LOBs
OE – Bulbs (Head & Tail lamp) / Fuse & Relays	N	N	N	N	All LOBs

Part Description	Silver	Gold Plus	Platinum	Platinum Plus	Applicability
AGGREGATES OVERHAULING					
Engine	N	N	Y	Y	All LOBs
Gear Box	N	N	Y	Y	All LOBs
Differential	N	N	Y	Y	All LOBs
SUSPENSION SYSTEM					
Leaf Spring, Shackles, Hanger, Shock absorbers, bushes, Air spring/ Air bellow, Anti Roll Bars, U Bolts etc.	N	N	N	N	All LOBs
BODY ITEMS					
Cab/ Cowl (OE) - Body items such as door handles, steering wheel, wiper arm and blades, upholstery items (including driver's seat, door locks, winding mechanism, etc.)	N	N	N	N	All LOBs
Chassis Frame	N	N	N	N	All LOBs
Fifth wheel coupling	N	N	N	N	All LOBs
Load Body	N	N	N	N	All LOBs
Paints	N	N	N	N	All LOBs
Chassis/Tipper Sub frame	N	N	N	N	All LOBs
Tipping Cylinder/ Tank	N	N	N	N	All LOBs
GLASS					
All glass items including Windshield glass	N	N	N	N	All LOBs
SHEET METAL ITEMS & TANKS					
Sheet Metal items (like fuel tank, air tank, hydraulic oil tank, silencer pipes, muffler, catalytic converter) & plastic coolant tank, DEF Tank	N	N	N	N	All LOBs
TIRES & WHEELS					
Tires, Wheel rims, Wheel Bolts, Discs	N	N	N	N	All LOBs
WHEEL ALIGNMENT					
Wheel Alignment & Tyre Rotation	N	N	N	N	All LOBs
Hydraulics (OE fitment)- Only for Construck range of vehicles *Change of oil/filters as per schedule in OSB/Latest service circulars only					
Hydraulic Oil	Y	Y	Y	Y	All LOBs
Breather Filter element	Y	Y	Y	Y	All LOBs
Return Line Filter element	Y	Y	Y	Y	All LOBs
Hydraulic oil Filter	Y	Y	Y	Y	All LOBs
Axial Piston Pump / Gear Pump	N	N	Y	Y	All LOBs
Hydraulic Piping	N	N	Y	Y	All LOBs
Hydraulic Cylinder	N	N	Y	Y	All LOBs
Oil level Gauge	N	N	Y	Y	All LOBs
Metallic Strainer	N	N	Y	Y	All LOBs
Linear Spool Valve	N	N	Y	Y	All LOBs
Tipping Valve Assembly	N	N	Y	Y	All LOBs