



TATA MOTORS LIMITED SERVICE UPDATE



CUSTOMER SUPPORT - PASSENGER VEHICLE BUSINESS UNIT - MUMBAI

One Indiabulls Centre Tower 2,20th Floor 841 Senapati Bapat Marg Mumbai 400 013

CIN-L28920MH1945PLC004520

Service Update No: SU708DZ

Date: 10/01/2017

Dear Dealers / TASCs

Sub: Introduction of Value Care AMC 'Promise to Protect' – (P2P) for Zest & Bolt

Dear All,

The business of customer retention is meant to create value for the customer by orchestrating solutions to the customer requirements. To foster this initiative, we are pleased to announce a new offering from Value Care – AMC plan, 'Promise to Protect (P2P)', following are the details.

Name of the Plan	-	Promise to Protect (P2P)
Model	-	Zest & Bolt & Tiago & Tigor & Nexon .
Coverage	-	Parts & Labour for Wear & Tear Components.
List of covered parts	-	Clutch, Brake Pad, Brake Linings, Brake Disc, Wiper, Wheel Cylinder, Suspension Bushes, Engine Mountings, Ball Joints, Hoses, Auxilliary Belt (Alternator & A/C Belt), Window Winder.
Additional feature	-	Free Pick up & Drop, restricted to four times during the contract period. Settlement for pick up & drop to the claiming set up would be done at the rate of Rs 100 per pick up & drop based on the coupons provided in the booklet.
Exclusions	-	Standard Exclusions of Gold AMC, Scheduled Service, Engine & Aggregates, Body Parts, Catalytic Converter, Top Up of oil, coolant, brake fluid, wheel alignment & balancing.
Condition	-	The plan is available for the customers in warranty period. No claim will be allowed in first 21 days from the date of the sale of the P2P Policy.
Validity:	-	Validity of the contract is Kms or Years (whichever is earlier) up to which the contract would be valid depending upon the combination registered in the system.