

TATA MOTORS



PROMISE TO PROTECT



**P2P**

Dear Sir/Madam,

Sub: Promise to Protect Plan (P2P)

Hearty congratulations on getting enrolled under P2P Plan for your Tiago/Tigor/Zest/Bolt/Nexon hereinafter referred to as "Vehicle" under this P2P.

It is our never-ending responsibility and endeavour to ensure that your expectations on regular and timely services are fulfilled. P2P Plan is a specially designed Maintenance Contract which will help in meeting your expectations.

This booklet contains the terms and conditions of the contract, Contract Coverage and record of services.

Vehicle to be sent to us at every 15 000 km, along with this booklet so that we can carry out the job to your satisfaction.

We have latest, state of the art workshop, equipments and highly skilled manpower to deliver the required services to you.

We sincerely thank you for providing us this opportunity to serve you better.

Wishing you Happy Motoring

Customer Care - Passenger Vehicle Business Unit

Tata Motors Ltd.



P2P

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P2P

On Registration of Maintenance plan, you shall receive

- Computer generated Invoice copy.
- Computer generated receipt.

Value Care – P2P

Value Care - P2P is a maintenance plan that guarantees protection against unexpected wear & tear repairs to provide substantial saving through protection against inflation & price volatility during the running of the vehicle.

Value Care P2P Plan covers the following

- **Repairs or Replacement of Wear & Tear Items (Parts & Labour).**
 - (a) Clutch
 - (b) Brake Pad, Brake Linings, Brake Disc
 - (c) Wiper, Wheel Cylinder
 - (d) Suspension Bushes, Engine Mountings
 - (e) Hoses, Ball Joints
 - (f) Auxiliary Belt (Alternator & A/C Belt), Window Winder

Exclusion :

- Charges (Labor + Parts) for any repairs not mentioned above, not covered under the scope of Repairs, are neither covered under the Company's warranty nor this program as the case may be.
- Scheduled Service, Engine & Aggregates, Body Parts, Catalytic Converter, Top Up of oil, coolant, brake fluid, wheel alignment & balancing.
- Other exclusions as per the clause no. 23 of terms & conditions mentioned hereunder.

1. The P2P Plan is available for the vehicles under the warranty period only.
2. No claim will be allowed in first 21 days from the date of registration of P2P Policy.
3. The customer may be required to enter into a legal maintenance plan with Tata Motors Ltd, which shall be sent to the customer after the contract has become operational on realization of payment.
4. The Maintenance Plan will be valid from the date of receipt of the AMC service charges by Tata Motors Ltd or for the period or km running of the vehicle, whichever ever occurs earlier, as per the maintenance plan opted for.
5. Maintenance Plan amount will be collected in advance. In case of maintenance plan amount paid in such installment as defined in contract registration, the validity of the contract shall remain till the realization of the subsequent installment only.
6. For availing the AMC services, the Customer should produce the AMC Booklet at such specified service outlets as specified by Tata Motors Ltd. If the Customer fails to produce the AMC Booklet at the time of availing the AMC services from the Dealer or TASC as the case may be, Tata Motors Ltd will not be bound to repairs the Vehicle.
7. The Maintenance Plan will be valid only for the Vehicle specified in the Contract and cannot be transferred to any other vehicle.
8. The service shall be rendered on normal working days or hours of the Dealer or TASC.
9. The Dealer shall in its normal working hours, carry out repairs as per scope of repairs.
10. The Maintenance Plan covers cost of spare parts, labour used during & defined repairs under the scope.
11. The Vehicle under maintenance plan can be repaired at the Authorized Dealer network of Tata Motors Ltd.
12. During the period of the maintenance plan, the Dealer will not be responsible for any work undertaken by an unauthorized person or garage. It is in your interest, that work be carried out at the Dealer's Workshop only.
13. In case the Customer has to approach local garage for attending to breakdown of the Vehicle, the Customer should immediately inform the Dealer Workshop or TASC, for carrying out inspection and rectification of such work if necessary thereafter.
14. All other work (except those mentioned in the scope of repair) carried out on the said Vehicle, shall

be charged extra and will be to the account of the Customer.

15. The maintenance plan will cover the repairs items as described in contract coverage.
16. The Vehicle must report every 15 000 km (+ or - 500 km) for periodical service.
as per recommended service schedule. For claiming benefits under warranties, it is essential that all the services are rendered as per the Service schedule.
17. No prior booking or appointment with the Dealer will be required. However for mutual convenience, advance intimation will be appreciated.
18. Maintenance plan is exclusive of aggregates' replacement such as Assemblies viz. engine, gear box, rear axle etc., operational failures and also of any work, which is carried outside the Dealer workshop or TASC such as machining charges, accidental repairs, body works, painting works or any other labour etc.
19. If the Vehicle is rendered non-road worthy due to mishandling, tampering, accident, negligence, fire any other act of nature the repairs shall not be covered under the scope of repair and the Dealer or TASC reserves the right to charge the Customer for repairs thereof including labour charges.
20. During repairs carried out on the Vehicle at the Dealer's Workshop or TASC, the Vehicle shall be attended, driven and parked at the Customer's risk.
21. No refund will be granted.
22. Tata Motors Ltd reserves the rights to terminate the maintenance plan at any time and refund the amount to the Customer on pro-rata basis after deducting administration charges.
23. The maintenance plan will not cover the following
 - ⇒ Any loss or damage to batteries, tyres and tubes whatsoever;
 - ⇒ Wheel rim.

- ⇒ Catalytic converter.
- ⇒ Windshield and door or window glasses, paint, trim, weather strips, glass moulds, rubber beadings and appearance items like bright finish material, decorative parts, decals etc.
- ⇒ Sheet metal parts such as door shell, bonnet, radiator frame, engine cradle or sub frame, chassis frame, fender, wheel arch, body shell etc.
- ⇒ Plastic parts such as door pads & trims, interior trim, dashboard, centre console, bumpers, centre grill, head lamp bezel.
- ⇒ Head lamps, tail lamps, fog lamp, interior lamps assemblies and loose parts, inside and outer rear view mirrors.
- ⇒ Upholstery, carpets or floor covering, seats and seat covers, seat belt, seat & its sliding or reclining mechanism etc.
- ⇒ Any loss or damage to the items, which are not part of the original Vehicle purchased from the Company.
- ⇒ Improper handling, dismantling, fitting, adjustment, repairs, modifications not approved by manufacturer and or use of Vehicle contrary to operator manual.
- ⇒ Damage caused to the Vehicle, which has not been serviced or maintained in accordance with Tata Motors recommendations as per the operator manual.
- ⇒ Damage resulting out of the Customer not taking reasonable steps to safe guard the Vehicle from loss or damage and to maintain it in efficient condition.
- ⇒ Any break down or damage caused by any type of accident or any act of omission, which is will-full, un-lawful or negligent or fraudulent.
- ⇒ Any repairs or replacement arising from accident, collision damage, burglary, theft or any other accidental external means, riots, terrorism, malicious damage etc.
- ⇒ Legal liability for death or bodily injury or property damage is not covered.
- ⇒ Consequential loss of any kind. In the event of any damage caused to the Vehicle which is directly attributable to Tata

Motors Ltd, the liability of Tata Motors Ltd. shall in no event exceed the amount actually paid by the Customer for the P2P Plan.

- ⇒ Damage arising as a result of the Vehicle being used for any sort of competition, sport or rally, reliability trial .
- ⇒ Damages arising from :
 - a. Defect which is likely to have existed prior to the commencement of maintenance plan (which the Dealer or TASC will inform the Customer in writing while entering into this Contract. The Dealer or TASC will retain a copy of the same and also forward a copy to Tata Motors Ltd).
 - b. Foreign matter entering the fuel or cooling system.
 - c. Grade of oil, lubricants, hydraulic fluids, or any additives not recommended by Tata Motors.
 - d. Any break down caused by corrosion, frost or lack of anti-freeze, coolants, lubricants, hydraulic fluids causing over heating.
 - e. Any break down resulting from chemicals, contamination, environmental damage, explosion, fire, freezing, fuels, lightning, road hazards, vandalism, windstorm etc.
 - f. Any break down occasion through consequence of war, invasion, act of foreign enemy, hostilities or war like operations (declared or not), civil war, commotion, mutiny, rebellion, revolution, insurrection, conspiracy, military or usurped power.
 - g. Damage directly or indirectly caused by or contributed to by or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons material. For the purpose of this exclusion combustion shall include any self-sustaining process or nuclear fission.
 - h. Any corrosion or damage due to corrosion.
 - i. Fire and any damage directly or indirectly caused by fire.

24. If the Vehicle (i) is operated with adulterated fuels or (ii) the services are not availed as per the stipulated schedule, (iii) or any evidence of tampering or alteration of odometer is found by the Dealer or TASC as the case maybe, the AMC would be terminated with immediate effect without any prior notice. Any failures on account of the above would also be to the Customer's account.
25. In case the Vehicle meets with an accident the Customer is obliged to inform Tata Motors Ltd immediately. From the date of receipt of such intimation, the P2P Plan will get, ipso facto, terminated and Tata Motors Ltd will refund to the Customer the pro-rata P2P Plan charges after deducting the administrative charges involved) in respect of the un-expired period of the P2P Plan. Such a refund, however, will not be granted, should there be any prior act of breach of P2P Plan by the Customer, before the accident taking place.
26. However if the Customer desires, the Vehicle can be reinducted under AMC provided:
 - i. The Vehicle is repaired or rectified at Tata Motors' designated authorized workshops.
 - ii. Insurance formalities, claims and settlement of accounts with the designated workshops in respect of accidental Vehicle will be the sole responsibility of the Customer. Tata Motors Ltd, will not be responsible for the dispute arising from such repairs.
 - iii. On completion of work, the Vehicle is inspected by Tata Motors' Service Engineer and repairs carried out are upto his satisfaction. The decision of the Service Engineer of Tata Motors in this regard will be final.
 - iv. The expenses for any additional rectification work required to be carried out, as per the advice of Service Engineer, will be borne by the Customer.
 - v. Once the repairs are completed and the Vehicle is tested, AMC will resume even if the Vehicle has not been put into operation or use.
 - vi. The P2P Plan service charges will not be levied on pro-rata basis for the period the Vehicle was under repairs.
27. Tata Motors, the Dealers and the TASC at the said specified service outlets shall render their performances with due care and diligence. However, should there be any destruction of or damage to the Vehicle (due to accident or otherwise and claims and

consequences arising there from) or deterioration or diminution in its value due to negligent driving, improper maintenance or for any other cause or reason, Tata Motors shall not have any liability whatsoever there for.

28. Any claim made under the maintenance plan shall be subject to the jurisdiction of the Courts in Mumbai.

29. The Customer's Obligation

- a. The Vehicle must have been serviced at each 15 000 km as per maintenance schedule at Tata Motors authorized workshop.
- b. Ensure that the record of services and maintenance is certified by the Dealer performing services or maintenance on the "Maintenance Service Record" in the Tata Motors "Owner's Manual and Service Booklet".
- c. Present Owners manual, P2P Plan booklet and the Extended Warranty Booklet to the Dealer or TASC while requesting inspection or warranty attention.
- d. If " P2P Plan booklet" is lost or destroyed, the Customer should consult the Dealer or TASC where he enrolls for the P2P Plan ;

30. Transferability to another Vehicle.

This policy is specific to the Vehicle whose details are appearing in the Registration form of this booklet and cannot be transferred to another Vehicle.

31. **This plan is entered exclusively between Tata Motors and the Customer.**

32. Mumbai Courts alone shall have exclusive jurisdiction in the event of any legal/judicial proceeding.

Recommended Service at km	Date	Odometer Reading (km)	Repair Order No.	Servicing Dealer's Signature with Stamp
PDI				
15 000				
30 000				
45 000				
60 000				

RECORD OF SERVICES PERFORMED

NOTES

NOTES



Tata Motors Ltd. - Customer Care

4th Floor, Ahura Centre, 82, Mahakali Caves Road,
MIDC Andheri (East), Mumbai - 400093.

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