

TATA MOTORS

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| SC / 2015 / 90 | Model : All | Group : 00 | Oct'15 |
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All Dealers / Tata Authorized Service Stations

Subject: Introduction of "TATA Kavach" - Compensation to customers on account of delayed Delivery for Accidental vehicles.

We are pleased to inform you about an introduction called "TATA Kavach".

In order to gain the customer confidence, by having a shortest possible uptime of vehicles which come in for accident repair at the dealers / Tata authorized service stations, Tata Motors would like to offer a delay based compensation.

The new logo is as appended below:



This offer of accidental repair promise time is for the following models used for civil application and which are insured under TATA Motors insurance, at selected workshops.

- 4 tons to 49 tons cargo vehicles
- ACE
- IRIS
- ZIP

The offer is valid for the calls routed and registered through Tata Motors Insurance toll free number 1800 266 0278.

Commencement of repair time of the vehicle will start only after the final approval from the insurance company and written approval from the customer.

In case the vehicle repair time exceeds 15 days then a compensation will be payable in multiples of 24 hours slab over 15 days (no pro-rata settlement) to customers in the form of coupons . The coupons are redeemable across all Tata Motors authorized commercial vehicle workshops for vehicle service's only. The coupons can also be availed for fitting our prolife branded products.

We are attaching following:

- General terms and condition - Annexure 1
- Exclusions - Annexure 2
- Coupon Request format - Annexure 3
- Coupon Redemption process - Annexure 4
- List of selected workshops - Annexure 5

Annexure 1

General terms and condition

- The channel partners will be responsible for making vehicle on road with specified terms & condition and with no other liabilities. Final decision for the coupons will be of Tata Motors only. Any dispute arising out of or in connection with this offer shall be subject to exclusive jurisdiction of the Courts in Mumbai only.
- Accident repair is limited to parts under scope of TATA Motors only. ie If a customer has purchased a 3718 chassis , and has fabricated the body , our liability of compensation will be limited to the chassis components only.
- Only selected Channel Partner certified as Accidental Special Workshop are authorized to run this program
- Compensation - M&HCV - 2000 Rs. / Day, LCV/ICV - 1000 Rs. / Day, SCV - 500 Rs. / Day.
- Compensation will not be applicable in case of any discount / offer given by channel partner.
- Tata Genuine Parts & Prolife coupons will be redeemable on next or subsequent Tata Genuine parts and/or prolife purchase only.
- Program is applicable for the vehicles which has availed all free services at Tata Motors Authorized commercial vehicle workshops only.
- Process of Redemption/Issue of Tata Genuine parts & Prolife coupons will be same as Tata Alert.
- The offer is valid for the calls routed and registered through Tata Motors Insurance toll free number 1800 266 0278.
- The scope of this program is across all India except North-East region & Jammu-Kashmir.
- The above terms and conditions are subject to change without any prior notice.

Annexure 2

Exclusions

- Delays caused due to force majeure conditions.
- Vehicles operating under Projects, Tippers, Defense vehicles, Special purpose vehicles, trial aggregates, and vehicles where any unauthorized modification has been carried out by customer, body / cabin built by customer etc. will not be covered under this scheme.

Annexure 3

| Coupon Request Form (Tata Zippy & Tata Kavach) | | |
|--|---------------------------------|---------------------|
| Date - | | |
| <u>Dealer/TASS Name :</u> | <u>Location:</u> | <u>Dealer Code:</u> |
| <u>ASO :</u> | <u>Region :</u> | |
| <u>Vehicle Owner Name :</u> | <u>Owner Mobile Number :</u> | |
| <u>Customer Detail Address :</u> | | |
| <u>Vehicle Registration Number :</u> | <u>Chassis Number :</u> | |
| <u>Model :</u> | <u>Complaint Reported Date:</u> | |
| <u>Reason for Delay :</u> | | |
| * All fields are mandatory | | |
| Checked And Approved By | | |
| Works Manger (Please write the name & sign) | CSM | ASM |
| After all approval SCAN copy to be sent to Mr. Bhadale (b.bhadale@tatamotors.com) | | |

Annexure 4

Coupon Redemption process:

- Once the Dealer receives the coupons from customers he/her to Call TBSS call center & cross check the coupon.
- After getting ok from TBSS, Dealer to give discount to customer.
- For reimbursement of coupon amount Dealer to send following documents to SHQ (Head Central Technical Cell)
 - Job Card copy with Customer Satisfaction note
 - Customer Invoice copy
 - Coupon

Job card & invoice copy must be approved & Signed by CSM, ASM, RSM & RMCC.

- After receiving approved document at SHQ, same will be further proceed for payment to Dealer.

Annexure 4

Authorized Workshop list

| Region | Accidental Specialist Workshop | Category | ADDRESS | CITY | STATE | Contact Number |
|--------|-----------------------------------|-----------|---|------------------------|-----------|---------------------------|
| North | Puneet Automobile (Varanasi) | Dealer | Varanasi- Mugsalsarai Road NH2 | Varanasi | U.P | 9919790309 |
| North | Yash Automotive (Mirzapur) | Dealer | Rewa Road, NH7, Vill. Chandaipur, P.O. Amoi | Mirzapur | U.P | 9919002536 |
| North | Varanasi Auto Sales (Babatpur) | Dealer | GT Road | Varanasi | U.P | 9235553340 |
| North | Pasco Motors (Ropar) | Dealer | PO Singh Bhagwantpura, Opposite Solkhan Sahib Gurudwara | Ropar | Punjab | 9217290557 |
| North | Dada Motors (Mehandipur) | Tass | Mehandipur | Mehandipur | Punjab | 9915558583 |
| North | Cargo Motors (Pathankot) | Dealer Br | Malikpur chowk | Pathankot | Punjab | 9877467873 |
| North | Oberai Motors (Dehradun) | Dealer | Near ISBT | Dehradun | UK | 9258018710 |
| North | Amit Autowheels (Haldwani) | Dealer | Teen Pani, Bareilly Road | Haldwani | UK | 9690003610 |
| North | Sagar Motors | Tass | Kicha, Distt-UdhamSingh Nagar | Distt-UdhamSingh Nagar | UK | 9368978238 |
| North | North Delhi Motors | Tass | Alipur By Pass G.T Karnal Road | Delhi | Delhi | 9416270784, 9810061718 |
| North | Johar Motors | Tass | Main Mathura Road, badarpur Border, N.delhi, 110044 | Bhadarpur, Delhi | Delhi | 9899292240, 9810064990 |
| North | Cargo Motors | Dealer | GT Karnal Road, Delhi | Delhi | Delhi | 9643002839/9278508574 |
| North | Triumph Auto (Gurgaon) | Tass | 38 Km Milestone, Delhi-Jaipur Highway Behrampur Road, Khandsa, Gurgaon | Gurgaon | Haryana | 9250001401, 9811052399 |
| North | Metro Motors (Karnal) | Dealer Br | 76/1 Liberty Chowk, Karnal | Karnal | Haryana | 9812022396, 9896300454 |
| North | M G Motors (Rewari) | Dealer Br | 82 KM Stone. NH-8 Jaipur Delhi Highway, Near Golden Hat, Dhuruhera, | Rewari | Haryana | 9896432589 9896931555 |
| North | Pasco LLP (Faridabad) | Dealer | 2, Mathura Road, Near Goodyear Chowk, Sector 6, Faridabad, Haryana 121006 | Faridabad | Haryana | 7042494453 |
| North | Fast Speed Automobiles | Tass | Village Kanakhedi Near Srinagar Chowraha | Ajmer | Rajasthan | 9829071687 |
| North | Anand Motors | Tass | Jaipur Ajmer Haigway | Mokhampura | Rajasthan | 9950601444 |
| North | Anand Service Station | Tass | Jaipur Delhi Highway Opposite Midway | Shahpura | Rajasthan | 9829052777 |
| North | Ganganagar Motors | Dealer | Indraprastha Industrial Area Jhalawar Road | Kota | Rajasthan | 9828536524 |
| North | MotorFab Banthra (Lucknow) | Dealer | NH-25 | Lucknow | U.P | 9554962191 |
| North | Santosh Service Station (Lucknow) | Tass | Sitapur Road | Lucknow | U.P | 9936797047 |
| North | Kawal Motors, Kanpur | Tass | Kalpi Road NH2 | Kanpur | U.P | 9935427499 |
| North | PLS Automobile Services | Tass | HFA - 3 Udyog Kender Sutyna Greater Noida 201306 | Greater Noida | UP | 8130393512 |
| North | Ashok Auto Sales (Aligarh) | Dealer | 4th Kilomeeter aligarh delhi GT Road Pincode 202001 | Aligarh | U.P | 562-2281080 to 85 |
| North | United Mechanical | Tass | 61/1 Site No -4 Industrial Area Sahibabad Ghaziabad Pincode 201010 | Ghaziabad | UP | 9312113737 |
| North | Commercial Motors (Bareilly) | Dealer | 4Th Km. Stone, Rampur Road bareilly. | Bareilly. | UP | 9639009614 |
| North | VML (Jodhpur) | Dealer | MIA-II Phase Bansi | Jodhpur | Rajasthan | 9251099967 |
| North | Mahadev Motors | Tass | Palchopasni By Pass, Plot No.598 / 1, Jodhpur | Jodhpur | Rajasthan | 9414132002 |
| North | Lotus Auto India | Tass | 11 KM Milestone Ajmer Road | Bhilwara | Rajasthan | 9214498451 |
| North | AUTOMOBILE STERLING | Dealer | D 230, Noida Sector 63, Noida - 201301 | Noida | UP | 9810433863 |
| North | MB Wheeler | Dealer | Gorakhpur Kasia Road NH28 | Gorakhpur | U.P | 9936798707 |
| North | TSS Delhi | TSS | Tata Sales & Service, 1, Ghazipur, Patparhganj New Delhi | Delhi | Delhi | 9582808613 |

| Region | Accidental Specialist Workshop | Category | ADDRESS | CITY | STATE | Contact Number |
|--------|----------------------------------|------------|--|-------------|-------------|----------------|
| East | Garraj Automobiles | Dealership | Telkholi; In front of Bhusan; Sambalpur | Jharsuguda | Odisha | 9437167590 |
| East | Samal Automobiles Ltd | Dealership | Maligaon, Near Judiagate, NH-6, Keonjhar. 758002 | Keonjhar | Odisha | 9437963209 |
| East | FMC Ltd | Dealership | Lakhra Chariali, NH 37. Guwahati, Dist Kamrup | Guwahati | Assam | 8011073802 |
| East | MGT Motors | Dealership | Jorabat, Beside BSNL Exchange office, Guwahat - 781023.. | Guwahati | Assam | 8794713901 |
| East | Mithila Motors Ltd | Dealership | M/s Mithila Motors Ltd, A-3 II nd Phase, Adityapur Kandra Road, 831013 Jamshedpur. | Jamshedpur | Jharkhand | 9204058619 |
| East | Bhandari Automobiles | Dealership | Argori, NH-6, Near Jalan Gate No.-3, P.O.-Andul Mouri, Dist- Howrah-711302. | Kolkata | West Bengal | 9830179925 |
| East | Bhandari Automobiles | Dealership | Bhandari Building, Rupnarayanpur, P.O ;Jakpur, Kharagpur. | Kharagpur | West Bengal | 9732549889 |
| East | JK Ravindra Automobiles | TASS | NH-2, New G.T. Road, Aurangabad, Bihar, 824101 | Aurangabad | Bihar | 7542026110 |
| East | Vikramshila Automobile Pvt. Ltd. | Dealership | Hasdiha Road, Near St. Teresa School, Aliganj, Bhagalpur; 812005 | Bhagalpur | Bihar | 9279428141 |
| East | Ideal Dealers Pvt. Ltd. | Dealership | NH 28, Bhagwanpur Chawk, Muzaffarpur; 842001 | Muzaffarpur | Bihar | 9204650371 |
| East | JMA Stores | Dealership | M/s J.M.A. Stores Ltd. 15/16 Palika Market, Near Government Bus Stand, 825301 Hazaribagh. | Hazaribagh | Jharkhand | 92040 58360 |
| East | Nirmal Raj Service Station | TASS | SH-12 A, Jiyaganj, Fulbari, Siliguri-734015 | Siliguri | West Bengal | 9434370818 |
| East | J.M.A. Stores Ltd. | Dealership | M/s J.M.A. Stores Ltd. G T Road, Kandra, P.O. Govindpur, Dhanbad - 828109. | Kandra | Jharkhand | 9204058375 |
| East | Enar Industrial Enterprises Ltd. | Dealership | Enar Industrial Enterprises Ltd. Western Avenue Naya More Bokaro Steel City 827001 Bokaro. | Bokaro | Jharkhand | 9386122239 |
| East | Trupti Automotives | Dealership | NH-5, Manguli Chowk, Cuttack | Cuttack | Odisha | 9583040303 |
| East | H L Motors | Tass | NH 31 Vill - Barbhala, Mouza - Pub Bajali. Near NRL Pump PO Pathsala, Dist Barpeta Pin 781 325 | Barpeta | Assam | 9401999626 |
| East | AUTOTECH SERVICES LTD | Dealer | MOYNA, NOVAPARA, KOLKATTA-700125, (ON NH-34) | Barasat | West Bengal | 9830333279 |
| East | Auto Axis Pvt. Ltd. | Dealership | Dhapkata, Jorhat - 785 006, Assam. | Jorhat | Assam | 9435597280 |
| East | BHANDARI AUTOMOBILES LTD. | Dealership | Plot No. 520, Near BPCL Station, Mangalpore More, NH-2, PO Raniganj, Dist Burdwan, 713347 | Raniganj | West Bengal | 9732000452 |
| East | Raja Motors | TASS | M/s Raja Motors Vill Gharke Plot No 512A P O Rajaulatu , P S Namkum NH33 834010 Ranchi. | Ranchi | Jharkhand | 9234660115 |
| East | SARALA AUTOMOBILES | TASS | AT-VEDVYAS, PO-RVEDVYAS, CITY-ROURKELA, DIST-SUNDERGARH, ODISHA-769041 | ROURKELA | Odisha | 9437425129 |
| East | Enar Industrial Enterprises Ltd. | Dealership | M/s Enar Industrial Enterprises Ltd P Box no. 65, Main Road Bistupur, Jamshedpur- 831001 | Hazaribagh | Jharkhand | 9386122227 |
| East | Highway Service Station | TASS | M/s Highway Service Station Hazaribagh Main G T Road 825406 Chauparan. | Chouparan | Jharkhand | 9122673536 |
| East | Samanta Services | Tass | M/s Samanta Services, Carmel School Road, P.O. & Dist. Hazaribagh, Pin. 825301. | Hazaribagh | Jharkhand | 9431142644 |
| East | Budhia Agencies Pvt Ltd | DEALER | M/s Budhia Agencies Pvt Ltd NH-33, Booty more Ranchi | Ranchi | Jharkhand | 9334833920 |
| East | O S L - Automotive Pvt Ltd | Dealership | OSL Automotives Pvt Ltd., Opp. All India Radio, Sevoke Road, Siliguri - 734008 | Siliguri | West Bengal | 8016000920 |

| Region | Accidental Specialist Workshop | Category | ADDRESS | CITY | STATE | Contact Number |
|--------|--------------------------------|---------------|--|-------------|-------------|-------------------------|
| West | Agarwal Motors Rewa | Dealer Branch | AGRAWAL MOTORS NH-7 ,PADRA,SATNA ROAD REWA | Rewa | M.P | 9754301108 |
| West | Excel Vehicles Bhopal | Dealership | 11 Mile Chauraha Hoshangabad road Misrod Bhopal | Bhopal | MP | 96300051182 |
| West | Excel Vehicles Pune | Dealership | Wakad, Bangalore- Mumbai Highway, Pune | Pune | Maharashtra | 7767004919 |
| West | Jaika Chandrapur | Dealer Branch | Plot No. X-2, X-3, X-4, MIDC Growth Centre, Nagpur Road, Tadali, Chandrapur - 442405 | CHANDRAPUR | MAHARASHTRA | 9850321662 |
| West | Sharad Kolhapur | Tass | 592/A-2, Pune-Banglore Road, Shiroli (Pulachi) , Kolhapur-416122 | Kolhapur | Maharashtra | 9225801178 |
| West | Chavan Auto Wheels | Dealership | 1147, kumbhari, Akkalkot Road, Solapur-413006 | Solapur | Maharashtra | 8378983727 |
| West | BARRETO SERVICE CENTRE | Tass | Honda Ponda Road ,P.O Pratap Nagar,Honda Sattari Goa | Goa | Goa | 9226573013 |
| West | Pandit Sangli | Dealer Branch | Sangli-Islampur road, Near Milche Mala, Tung, Taluka - Miraj, Dist Sangli- 416322 | Sangli | Maharashtra | 9922966747 |
| West | Jaika Raipur | Dealer | M/s Jaika Automobiles & Finance Ltd. Gram Raipura , Ring Road no.1 Tatibandh Raipur (C.G.) 492013 | Raipur | C.G. | 99815-20050 |
| West | Tejpal Motors | Dealership | TEJPAL MOTORS PVT. LTD. N. H. NO.8, NR. WOODLAN HOTEL BALITHA, VAPI - 396195 | Vapi | Gujarat | 8758468884 |
| West | Ashok Auto Pune | Tass | NH9, Survey No. 63, Manjri Farm, Pune- Solapur Road, Tal. Haveli, Pune | Pune | Maharashtra | 9225684180 |
| West | Kamal Bhiwandi | Dealership | Next to reliance petrol pump,Bhiwandi By pass,Village Saravli, Bhiwandi | Bhiwandi | Maharashtra | 9763333930 |
| South | Arvind Motors Pvt Ltd | Dealer | 65(B), 3rd Phase, Peenya Industrial Area. | Peenya | Karnataka | 9900108277 |
| South | Archana Motors Pvt Ltd | Dealer | ARCHANA MOTORS, NH-47, NEAR TOLL PLAZA, PALIYEKARA, CHITTISSERY POST, THRISSUR- 680303 | Thrissur | Kerala | 8943357457 |
| South | Popular Mega Motors(I)Ltd | Dealer | No-15,Vishwas Nagar,Poonammalee Highroad,Madhuravoiyl,Chennai-602102,Tamilnadu | MADURAVOYIL | Tamil Nadu | 8939881202 |
| South | Popular Mega Motors(I)Ltd | Dealer Branch | Vedivachenkovil,Pallichal,Tivandrum, | Trivandrum | Kerala | 98953 45640 |
| South | SC Motors | Dealer | New Gandhi Nagar Pune Bangalore RoadBelgaum - 590016 | Belgaum | Karnataka | 9845979151 |
| South | Jasper Industries Pvt Ltd | Dealer TASS | Opp Metro shopping mall, beside sagar restaurant, back side of Mahaveer suzuki show room, kukatpally, Hyd-500072 | Kukatpally | Telangana | 9010201334 |
| South | ABT Industries Ltd | Dealer | Dindigul Main Road, Vilangudi, Madurai - 625018 | Madurai | Tamil Nadu | 9994918801 / 9994075600 |
| South | V S T Service Station | Dealer Branch | 137/A Kalikoundan Palayam, Magudanchavadi, Sankari | Sankari | Tamil Nadu | 9442541779 |
| South | Jasper Industries Pvt Ltd | Dealer | Commerical Vehicle Dealer, D.No.1-88-1, NH-5,Gudavalli - 521104,Vijayawada Rural,AP | Gudavalli | AP | 8501855666 |