



ANDHRA PRADESH STATE ROAD TRANSPORT CORPORATION

No : PRD1/556(01)/2011-MED

O/o VC&MD  
Hyderabad - 624

**CIRCULAR NO: 18/2011 – MED, Dt : 21.05.2011**

SUB: **PREMATURE FAILURE** – Premature failure of OE Assemblies, Sub-assemblies and components of New vehicles – Procedure for preferring warranty claims – Reg.,

- REF: 1. Circular no. 29/1984 – MED, dated 07/07/1984  
2. Circular no. 11/1991 – MED, dated 13.02.1991  
3. Circular no. 36/2000 – MED, dated 17.10.2000

Preferring Warranty claims against manufacturing defects, design fault, material quality is an important area where the Corporation is benefited with exchange of defective spares / units with new ones besides exchange of knowledge with OE / vehicles manufacturers. A claim in time saves money in prime.

The reasons for premature failure of units could be (i) failure of the components used in the aggregates due to faulty design / material, (ii) incorrect assembling practices and improper care taken while assembling and (iii) abusive maintenance of the aggregates at the Depot. If the reasons are analyzed correctly & timely and corrective action is taken accordingly, it not only avoids further damages but also enables the manufacturer / Depots to improve upon.

Detailed guidelines were issued vide the Circulars cited under reference, on the procedures to be followed in case of premature failure of Assemblies, Sub - assemblies and components of New vehicles in order to prefer the claims against the vehicle / OE manufacturers. In spite of them, several instances of delayed claims or not claiming came to the notice of corporate office, which is a matter of serious concern.

In the light of above, the instructions are once again reiterated here under for strict implementation by one and all.

Any premature failure of the components, sub-assemblies / aggregates of the chassis during body fabrication shall immediately be informed to the

vehicle manufacturer by AME (A) / Corporate Office. He shall take prompt action and get the defects rectified before the vehicle is allotted to the Depot. He shall also maintain make-wise / vehicle wise details of premature failures noticed.

In case of premature failures during the warranty period while in operation, the Depot Manager shall immediately report to the concerned Dy. CME and Works Manager duly marking copy to the local service Engineer of the firm with the following details.

Depot	Vehicle No
Date of Commission	Kms of operation
Chassis No	Engine No
Unit Number	Date of failure
Nature of failure	Details of damage to components
Remarks	

The Depot Manager shall despatch the premature unit to Workshop irrespective of defect or service abuse. While sending the PF unit they should send the connected damaged parts in order to analyze the reasons for premature failure. **It shall be ensured that there should not be any cannibalization of parts from the PF aggregates while despatching to workshop.**

New aggregates failed within the warranty period shall be inspected jointly by the Works Manager, concerned Dy. CME & service Engineer within 15 days of reporting of the failure. The reasons for the same are to be thoroughly analysed.

If the service Engineer accepts the claim, the workshop shall send the prematurely failed unit to the stores for onward transmission to the OEM. If the failure is on account of maintenance abuse the same shall be informed to the respective Depot Manager with detailed analysis so as to enable the Depot authorities to take appropriate action to avoid recurrence of the failure besides fixing up the responsibility on the concerned.

**Dy. CMEs shall ensure to improve preventive maintenance standards in order to avoid such kind of failures.** The Works Manager shall supply overhauled unit to depot to replace the prematurely failed new unit immediately to avoid vehicle going off-road, irrespective of acceptance / rejection of the PF claims.

The **warranty conditions** of different manufactures are as follows.

I. **SML ISUZU LT 134 PR Bus:**

Warranty shall be applicable for a period of 12 months from the date of delivery of the vehicle.

## II. **ASHOK LEYLAND:**

1. **Chassis:** The Chassis is covered under unconditional warranty of eighteen months or 1.5 Lakh Kms of operation from the date of invoice of the Chassis which ever is earlier. Warranty is unconditional in respect of the consumable spares and oil (Engine oil filters, radiator coolants etc.,)
2. **ULE (Low Floor) & Semi Low floor buses under JnNURM scheme:** The fully built buses are covered under unconditional warranty of three years or 3 Lakh Kms of operation from the date of registration of the bus **which ever is later** except LED destination boards. Warranty is unconditional in respect of the consumable spares and oil. (Engine oil filters, radiator coolants etc.,) LED Destination Boards cover unconditional warranty of seven (7) years from the date of registration of the bus.
3. **Mini Buses:** 2 Years or 2 Lakh Kms which ever is earlier from the date of Invoice.

## III. **TATA MOTORS LIMITED:**

1. **Chassis:** The Engine is covered under unconditional warranty of two years or 2 Lakh Kms of operation, and in case of other aggregates 18 months or 1.5 Lakh Kms of operation from the date of invoice of the vehicle which ever is earlier and Warranty is unconditional in respect of the consumable spares and oil (Engine oil filters, radiator coolants etc.,)
2. **Mini Buses:** The fully built buses of M/s TML are covered under unconditional warranty of three years or 3 Lakh Kms of operation from the date of registration of the bus. Warranty is unconditional in respect of the consumable spares and oil (Engine oil filters, radiator coolants etc.,)
3. **ULE (Low Floor) & Semi Low floor buses under JnNURM scheme:** The fully built buses are covered under unconditional warranty of three years or 3 Lakh Kms of operation from the date of registration of the bus **which ever is later** except LED destination boards. Warranty is unconditional in respect of the consumable spares and oil. (Engine oil filters, radiator coolants etc.,) LED Destination Boards cover unconditional warranty of seven (7) years from the date of registration of the bus.

## IV. **Volvo Buses:**

The fully built buses are covered under unconditional warranty of one year from the date of delivery of the bus except for LED destination boards. Warranty is unconditional in respect of the consumable spares and oil (Engine oil filters, radiator coolants etc.,) LED Destination Boards cover unconditional warranty of seven (7) years from the date of registration of the bus.

## V. **Volvo Eicher Commercial vehicles:**

Warranty is for 2 years irrespective of bus run from the date of installation. The parts supplied by proprietary item manufacturers like FIP, Tyres & Tubes, Battery, Self Starter, Alternator, Power Steering, Turbo Charger & Brakes, shall be governed by the warranty terms & conditions of respective firm.

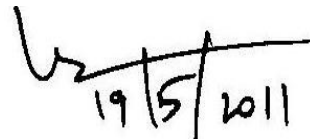
**VI. Warranty claim in case of Batteries:**

Battery warranty is as per Battery manufacturers' warranty conditions. Any PF claim has to be dealt with the vehicle manufacturer. In case of any dispute the matter may be referred to Corporate Office.

The progress of claims and corrective action on premature failures shall be discussed regularly in production review meetings. If any delay is observed on the part of OEMs in attending to the joint inspections and settling the PF claims, Works Manager shall inform full details to CME (O) to take necessary action from Corporate Office. Under any Circumstances, OEPF claims shall be settled within a maximum period of 45 days. CME (C&B) shall take action to communicate the changed / new warranty conditions if any, time to time to all the Dy. CMEs and Works Managers.

All the Works Managers, Dy. Chief Mechanical Engineers and Depot Managers are advised to act in time in settling the OE premature failure issues in the prescribed time period.

Please Acknowledge.



Vice Chairman & Managing Director

Copy to: Dir (V&S) for information.

Copy to: ED(E&IT), FA, CAO, ED(A&P), ED(HRD&MED) & Secy to Corpn for Information

Copy to: ED (HYD&GHZ), ED(KRMR), ED(KDP), ED(NLR), ED(VJA) & ED(VZM) for information and necessary action

Copy to: CME (O),CME(C&B),CE(IT),CCOS for information

Copy to: All Regional Managers for necessary action.

Copy to: All Works Managers for necessary action.

Copy to: All Controllers of Stores for necessary action.

Copy to: All Divisional Managers / Dy.Chief Mechanical Engineers for n/ action.

Copy to: All Depot Managers for necessary action.

Copy to: All Maintenance In-charges for necessary action.

Copy to: Manual Section/ Head Office for incorporating in the Circular Index