

TOTAL FLEET CARE. ZERO WORRIES.

PRESENTING FLEET MANAGEMENT SOLUTIONS

TATA MOTORS **FleetCare**

The complete solutions package for your fleet.



**Scheduled
& Maintenance
Services
Management**



**Electrical
Coverage
& Upkeep**



**Breakdown
/ Highway
Support Services
Management**



**Proactive
Maintenance
& Repairs**



**Onsite Support
Management**



**Vehicle tracking
& Monitoring
Management**



**Tyre Lifecycle
Management**

Our FMS Packages



Geasing & Torquing (Quarterly)
Engine Oil & Coolant Top Up
ATS exhaust items & wiring harness
Wear & Tear parts + all aggregates & labor
Scheduled Service (Parts, Consumables & Labor)
FMS Pack 1

Battery & Battery Cables
All Wiring Harness
All ECUs
Geasing & Torquing (Quarterly)
Engine Oil & Coolant Top Up
ATS exhaust items & wiring harness
Wear & Tear parts + all aggregates & labor
Scheduled Service (Parts, Consumables & Labor)
FMS Pack 2

BENEFITS



**Bumper to
Bumper Coverage**



**Use of
Tata Genuine Parts**



**Fixed Cost,
No Surprises**



Cashless Service



**High Vehicle
Uptime**



**24x7 Breakdown
Support**



**Better
Resale Value**



**Timely Service
Reminders**



**1 800+ Service
Stations Pan-India**



SCHEDULED & MAINTENANCE SERVICES MANAGEMENT

1. Scheduling of vehicles through TML managed call centre and a dedicated team by coordinating with your fleet manager for:
 - a) Maintenance services as stated in Operator's Service Book (OSB)
 - b) Oil changing of aggregates, as scheduled
 - c) Hub greasing of wheels, as scheduled
2. Vehicle checkup and minor adjustments, if required.
3. Repairs and servicing of ancillary items such as alternator, starter motor, fuel pump, fuel lines etc.
4. Regular Health Checkup including inspections, greasing & torquing (options – weekly, fortnightly, monthly etc.)
5. Filling oil and coolant tanks, checkup for leakage
6. Automatic remainder process incase you miss the schedule service



ELECTRICAL COVERAGE & UPKEEP

- 1) All ECUs
- 2) All Wiring Harness
- 3) Battery & Battery cables



BREAKDOWN / HIGHWAY SUPPORT SERVICES MANAGEMENT

1. 24x7 dedicated team of TML Call Centre for breakdown support, in case a vehicle is off road
2. Register complaint & send team to attend the vehicle on time
3. Dispatch of team from nearest workshop with a guarantee on reach time
4. Towing assistance provided via local channel partner (excluding towing chargers)
5. Guarantee repairs-for normal repairs 24 hours, for major aggregates repairs is 72 hours



PROACTIVE MAINTENANCE & REPAIRS

End-to-end maintenance including preventive services like; greasing & Torquing



ONSITE SUPPORT MANAGEMENT (OPTIONAL)

1. Provided as an option for customers having fleet operations at mines, bus transport hubs, e-commerce operations, etc.
2. A team of certified technicians is deputed on the side for 24x7 support
3. Based on need a 'Container Workshop' can also be established for focused and prompt support to restore the vehicle in minimum time
4. Option of 'with infrastructure' or 'only manpower deputation' also available



VEHICLE TRACKING & MONITORING MANAGEMENT (OPTIONAL)

1. Tata Fleet Edge Service (For 6 years with subscription charges)
2. Multiple MIS reports availability in analyze section
3. Automated driving behaviors tracking for assessment
4. Real-time fuel loss, fuel alert and instrument cluster
5. Real-time display of instrument cluster



TYRE LIFECYCLE MANAGEMENT

1. Wheel alignment as per schedule at TML certified machines
2. Tyre rotation at defined intervals
3. Tyre pressure and tread depth checks & monitoring
4. Tyre life/ performance feedback during wheel alignment



FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is an FMS?

FMS or Fleet Management Solution 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 FMS rather than just visit a workshop as and when there is service requirement?

Key benefits include:

- Bumper to Bumper Coverage
- 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?

FMS 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, and consignment type.

8. Why should a customer enter into an FMS when his vehicle is covered under warranty?

Warranty covers only manufacturing defects. FMS covers Schedule Service, Unscheduled Service, wear and tear items, aggregate, ancillary, ECUs, Wiring Harness, battery, Battery cables, oil & coolant Top Ups and consumables not included in warranty.

9. What are some sudden expenses that a customer may incur which an FMS will shield him from?

Unexpected clutch, brake, shaft, bearing, engine, or gearbox repairs can be expensive and are covered under FMS.

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 FMS plans.

12. Does it cover consequential damage?

Some FMSs do, depending on package type. It's important to verify at the time of purchase.

14. As a large fleet owner, why invest in an FMS 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 portal
- TML Dealers / TASS
- TML Sales & Customer Care Team

16. What is the policy for taking used/old vehicles under AMC?

FMS eligibility depends on age and KM run. Health check-up is mandatory for FMS categories except Silver AMC.

17. Is the FMS 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 FMS package?

At any TML dealership/TASS across India. Roadside support is available through the FMS Toll-Free number: 1800 209 7979.

19. How are ancillary parts repairs carried out under FMS?

Handled through the respective part manufacturer's authorized service center. Decision of their engineer is final.

20. How does a customer know about the details of his vehicle coverage under FMS at the workshop?

The Works Manager / Service Advisors can check FMS coverage and service history in CRM.

21. If work on an aggregate is rejected under warranty, will it be covered under FMS?

Only if the FMS is valid and covers the part, and failure is not due to misuse. Warranty rejection for improper use will also lead to FMS rejection.

22. In case of breakdown on the road, what can the customer do?

Call FMS 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 FMS helpline or Dealers or TASS's or with a customized quote.

24. Is the FMS contract transferrable if the vehicle is sold?

No, the FMS ends upon sale or major accident. It is not transferable.

25. Are FMS 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.

TATA MOTORS
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