



TATA MOTORS FleetCare

The complete solutions package for your fleet.

TATA MOTORS
COMMERCIAL VEHICLES

To know more, visit your nearest Tata Motors dealership

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TATA MOTORS
COMMERCIAL VEHICLES | Better
Always



FLEET MANAGEMENT SOLUTIONS

TOTAL FLEET CARE. ZERO WORRIES.

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

*T&C apply.

Our FMS Packages



Greasing & Torquing
(Quarterly)

Engine Oil &
Coolant Top Up

ATS exhaust items &
wiring harness

Wear & Tear parts +
all aggregates & labour

Scheduled Service
(Parts, Consumables & Labour)

FMS Pack 1

Battery &
Battery Cables

All Wiring Harnesses

All ECUs

Greasing & Torquing
(Quarterly)

Engine Oil &
Coolant Top Up

ATS exhaust items &
wiring harness

Wear & Tear parts +
all aggregates & labour

Scheduled Service
(Parts, Consumables & Labour)

FMS Pack 2

Refer to FMS agreement for detailed coverage and other terms.

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



1800+ Service
Stations Pan-India

SCHEDULED & MAINTENANCE SERVICES MANAGEMENT

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



ELECTRICAL COVERAGE & UPKEEP

- All ECUs
- All Wiring Harnesses
- Battery & Battery cables



BREAKDOWN / HIGHWAY SUPPORT SERVICES MANAGEMENT

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



PROACTIVE MAINTENANCE & REPAIRS

End-to-end maintenance including preventive services like greasing & torquing



ONSITE SUPPORT MANAGEMENT (OPTIONAL)

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



VEHICLE TRACKING & MONITORING MANAGEMENT (OPTIONAL)

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



TYRE LIFECYCLE MANAGEMENT

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

FLEET MANAGEMENT SOLUTIONS - HCV, ILMCV, CV Passenger, Vans & SCV C PU - BS6 Phase II

Part Description	FMS- PACK 1	FMS- PACK 2	Applicability
Lubricants (Applicable as per recommended in OSB / Service circular)			
Engine Oil	Y	Y	All LOBs
Gear Box Oil	Y	Y	All LOBs
Rear Axle Oil	Y	Y	All LOBs
Clutch & Brake Fluid	Y	Y	All LOBs
Hub Grease	Y	Y	All LOBs
Power Steering Oil	Y	Y	All LOBs
Coolant	Y	Y	All LOBs
Top ups ¹ - Engine Oil & Coolant	Y	Y	All LOBs
Cab tilt oil (if applicable)	Y	Y	All LOBs
Retarder oil (if applicable)	Y	Y	CV Pass
Tipping oil (if applicable) ²	Y	Y	HCV & ILMCV
Consumables (Applicable as per recommended in OSB / Service circular)			
Fuel Water Separator	Y	Y	All LOBs
Fuel Filter (Primary & Main)	Y	Y	All LOBs
Engine Oil Filter	Y	Y	All LOBs
Oil Mist Separator Filter ³	Y	Y	All LOBs
Filter - Breather Crankcase ⁴	Y	Y	All LOBs
Primary Air Filter ⁵ (Only on RED band indication)	Y	Y	All LOBs
Secondary Air Filter at every 3rd replacement of primary filter ⁶	Y	Y	All LOBs
Hub Greasing & Kit ⁷	Y	Y	All LOBs
Clutch Master Cylinder Kit ⁸	Y	Y	All LOBs
Clutch Booster Repair Kit ⁸	Y	Y	All LOBs
Desiccant Cartridge	Y	Y	All LOBs
Power Steering Oil Filter	Y	Y	All LOBs
Anabond for Rear axle	Y	Y	All LOBs
Cleaning material (Cotton) ⁹	Y	Y	All LOBs
SCR System (Applicable as per recommended in OSB / Service circular)			
Suction Side Screen Filter DEF Suction Port ¹⁰	Y	Y	All LOBs
DEF Tank (UL 2.2) Filter	Y	Y	All LOBs
Supply Unit (SU) DEF Filter kit	Y	Y	All LOBs
DPF Ash cleaning (Labor Only)	Y	Y	HCV, ILMCV & CVP
Engine			
Engine Assembly (Long Block Prolife)	Y	Y	All LOBs
Cylinder Head	Y	Y	All LOBs
Cylinder Block	Y	Y	All LOBs
Crank Shaft	Y	Y	All LOBs
Cam Shaft	Y	Y	All LOBs
Engine Head Gasket	Y	Y	All LOBs
Water Pump	Y	Y	All LOBs
Oil Pump	Y	Y	All LOBs
Oil Cooler	Y	Y	All LOBs
Flywheel Housing	Y	Y	All LOBs
Turbocharger	Y	Y	All LOBs
Oil Seal	Y	Y	All LOBs
Viscous Fan	Y	Y	All LOBs
Air Compressor	Y	Y	All LOBs
Timing Belt & Tensioner	Y	Y	SCV C PU
Fan Belt	Y	Y	All LOBs
Engine kit bearings	Y	Y	All LOBs
Water Hoses	Y	Y	All LOBs
Radiator & Mountings	Y	Y	All LOBs
Engine mounting	Y	Y	All LOBs
Module Electronic Control Unit (Engine ECU)	Y	Y	All LOBs
Thermostat	Y	Y	All LOBs
EGR Cooler	Y	Y	All LOBs
EGR Valve	Y	Y	All LOBs
Exhaust Throttle Valve (ETV) ¹¹	Y	Y	All LOBs
Air-Fuel Throttle Valve (AFTV) / Intake Air Throttle Valve	Y	Y	All LOBs
Fan Shroud	N	N	All LOBs
Fuel System			
Fuel Injection Pump (FIP)	Y	Y	All LOBs
Common Rail Injectors	Y	Y	All LOBs
Fuel Float Unit	Y	Y	All LOBs
Fuel Rail	Y	Y	All LOBs
Fuel Pipes Hoses	Y	Y	All LOBs
Clutch System			
Flywheel	Y	Y	All LOBs
Clutch Disc	Y	Y	All LOBs
Pressure Plate	Y	Y	All LOBs
Clutch Release Bearing	Y	Y	All LOBs
Clutch Housing	Y	Y	All LOBs
Clutch Fork	Y	Y	All LOBs
Clutch Booster	Y	Y	All LOBs
Clutch Master/Slave Cylinder	Y	Y	All LOBs
Gear Box			
Gear Housing	Y	Y	All LOBs
Main / Counter Shaft	Y	Y	All LOBs
Main / Counter Gear	Y	Y	All LOBs

Part Description	FMS- PACK 1	FMS- PACK 2	Applicability
Synchro Ring Cone	Y	Y	All LOBs
Shifter Shaft	Y	Y	All LOBs
Thrust Bearing	Y	Y	All LOBs
Gear Lever bush	Y	Y	All LOBs
PTO (if applicable) ¹²	Y	Y	All LOBs
Shifter Cable	Y	Y	All LOBs
Drive Shaft	Y	Y	All LOBs
Bearings	Y	Y	All LOBs
Propeller Shaft			
Propeller Shaft	Y	Y	All LOBs
Yoke Teeth	Y	Y	All LOBs
CJ Bearing	Y	Y	All LOBs
UJ Cross	Y	Y	All LOBs
CB Rubber	Y	Y	All LOBs
Joint Flange	Y	Y	All LOBs
Steering System			
Steering Gear Box	Y	Y	All LOBs
Steering Pump	Y	Y	All LOBs
Steering column	Y	Y	All LOBs
Ball Joint (RH & LH)	Y	Y	All LOBs
Drag Link & Pitman Arm	Y	Y	All LOBs
Steering Column Support	N	N	All LOBs
Steering Wheel	N	N	All LOBs
Steering Oil Container	N	N	All LOBs
Rear Axle			
Inter Axle Shaft	Y	Y	All LOBs
Crown Wheel Pinion (CWP)	Y	Y	All LOBs
Pinion Oil Seal	Y	Y	All LOBs
Bevel Gear	Y	Y	All LOBs
Oil Seals	Y	Y	All LOBs
Assembly Carrier Housing (In Banjo Type)	Y	Y	All LOBs
Differential Side Gear/ Differential Pinion	Y	Y	All LOBs
Wheel Bearing	Y	Y	All LOBs
Rear Axle Beam	N	N	All LOBs
Non live Rear Axle/Dummy Axle	N	N	Winger
Hub Bolts	N	N	All LOBs
Front Axle			
King Pin & King Pin Bush	Y	Y	All LOBs
Oil Seals	Y	Y	All LOBs
Stub Axle	Y	Y	All LOBs
Shims	Y	Y	All LOBs
Wheel bearing	Y	Y	All LOBs
Tie Rod	Y	Y	All LOBs
Front Axle I-Beam	N	N	All LOBs
Hub Bolts	N	N	All LOBs
Lift Axle			
Lift Axle Control valve	Y	Y	All LOBs
Load sensing valve	Y	Y	All LOBs
Air Bellow	N	N	All LOBs
Lift Axle Beam/Hanger/ Bracket & Arms	N	N	All LOBs
Hub Bolts	N	N	All LOBs
Brake System			
Master & Slave Cylinders	Y	Y	All LOBs
Brake Drum	Y	Y	All LOBs
Slack Adjuster	Y	Y	All LOBs
Brake Shoe & Lining	Y	Y	All LOBs
Brake Ducting & Pipes	Y	Y	All LOBs
Brake Valves	Y	Y	All LOBs
Brake Actuators	Y	Y	All LOBs
Vacuum brakes	Y	Y	All LOBs
Engine Brakes	Y	Y	All LOBs
Front and Rear Wheel Cylinder Kit	Y	Y	SCV C PU
DDU	Y	Y	All LOBs
ABS Unit (ECU)	N	Y	All LOBs
ATS Systems			
SCR MODULE	Y	Y	All LOBs
DOC MODULE	Y	Y	All LOBs
DPF MODULE	Y	Y	All LOBs
SCR Mixer	Y	Y	All LOBs
DEF PUMP	Y	Y	All LOBs
DOSING UNIT INJECTOR	Y	Y	All LOBs
ATS Sensors (Nox, Temperature, Urea Quality, Urea Level, PFM)	Y	Y	All LOBs
DP Sensor Pipe	Y	Y	All LOBs
DEF Tank float unit	Y	Y	All LOBs
LNT & CDPF	Y	Y	SCV
CLAMP ASSY V BAND	N	N	All LOBs
Exhaust pipe & Bellow, Muffler	N	N	All LOBs
Electricals			
Alternator	Y	Y	All LOBs
Starter motor	Y	Y	All LOBs
Instrument cluster	Y	Y	All LOBs
Wiring Harness (Engine & Injector) ¹⁴	Y	Y	All LOBs

Part Description	FMS- PACK 1	FMS- PACK 2	Applicability
Wiring Harness (Chassis-Front/Rear/ABS/Tail)	Y	Y	All LOBs
Wiring Harness (SCR) ¹⁴	Y	Y	All LOBs
Wiring Harness (Dashboard) ¹⁴	Y	Y	All LOBs
Wiper Motor	Y	Y	All LOBs
All Sensors	Y	Y	All LOBs
Combination Switch	Y	Y	All LOBs
Accelerator pedal	Y	Y	All LOBs
Vehicle ECU/ZDCU/GDCU ¹⁵	N	Y	All LOBs
Batteries, including battery cables, Wiring harness, cut-off switch	N	Y	All LOBs
OE - Bulbs (Head & Tail lamp)/ Fuse & Relays	N	Y	All LOBs
CBCU (MULTIPLEX UNIT) ¹⁶	N	N	All LOBs
AC Compressor, Condenser & parts related to AC unit	N	N	All LOBs
Telematics Control Unit	N	N	All LOBs
Aggregates Overhauling			
Engine	Y	Y	All LOBs
Gear Box	Y	Y	All LOBs
Differential	Y	Y	All LOBs
Suspension System			
Leaf Spring, Shackles, Hanger, brackets, arms Shock absorbers, bushes, Air spring/Air bellow, Anti Roll Bars, U Bolts etc.	N	N	All LOBs
Body items			
Cab/ Cowl (OE) - Body items such as door handles, steering wheel, wiper arm and blades, upholstery items (including driver's seat, door locks, winding mechanism, etc.)	N	N	All LOBs
Chassis Frame	N	N	All LOBs
Fifth wheel coupling	N	N	All LOBs
Load Body	N	N	All LOBs
Paints	N	N	All LOBs
Chassis/tipper Sub frame	N	N	All LOBs
Glass			
All glass items including Windshield glass	N	N	All LOBs
Sheet Metal Items & Tanks			
Sheet Metal items (like fuel tank, air tank, hydraulic oil tank, silencer pipes, muffler, catalytic converter) & plastic coolant tank, DEF Tank	N	N	All LOBs
Tyres & Wheels			
Tyres, Wheel rims, Wheel Bolts, Discs	N	N	All LOBs
Wheel Alignment			
Wheel Alignment & Tyre Rotation	N	N	All LOBs
Hydraulics (OE fitment)- Only for Construct range of vehicles*Change of oil/ filters as per schedule in OSB/ Latest service circulars only			
Hydraulic Oil	Y	Y	All LOBs
Breather Filter element	Y	Y	All LOBs
Return Line Filter element	Y	Y	All LOBs
Hydraulic oil Filter	Y	Y	All LOBs
Axial Piston Pump / Gear Pump	Y	Y	All LOBs
Hydraulic Piping	Y	Y	All LOBs
Hydraulic Cylinder	Y	Y	All LOBs
Oil level Gauge	Y	Y	All LOBs
Metallic Strainer	Y	Y	All LOBs
Linear Spool Valve	Y	Y	All LOBs
Tippling Valve Assembly	Y	Y	All LOBs
Fasteners			
Bolt, Nut, Clamp, Screw, Washer, Plug, etc. such items will be selectively covered based on component/assembly coverage	Y	Y	All LOBs
Predefined Preventive Maintenance			
1) Vehicle washing (@ Scheduled Services only)	Y	Y	All LOBs
2) Greasing (Quarterly)	Y	Y	All LOBs
3) Torquing (Quarterly)	Y	Y	All LOBs
4) Inspection (Daily/Monthly/ Weekly/ Fortnightly/Yearly)	N	N	All LOBs
Towing Services			
Towing Services	N	N	All LOBs
Breakdown Assistance			
Complaint attended en-route in case of breakdown ¹⁷	Y	Y	All LOBs
CNG & Bi-Fuel Components			
CYLINDER VALVE/ITVR	Y	Y	All LOBs
High Pressure Regulator Valve	Y	Y	All LOBs
Solenoid Valve	Y	Y	All LOBs
Catalytic Converter and GPF	Y	Y	All LOBs
HP Tube/ HP Pipe	Y	Y	All LOBs
Connector	Y	Y	All LOBs
Low Pressure Hose	Y	Y	All LOBs
CIGAR Coil/Ignition Coil	Y	Y	All LOBs
2-Way Isolation Valve	Y	Y	All LOBs
Spark Plug	Y	Y	All LOBs
Filler Receptacle Assy	N	N	All LOBs
Pressure Gauge	N	N	All LOBs
Cylinder	N	N	All LOBs
Lambda Sensor ¹⁸	Y	Y	All LOBs

Legend = N : Not Covered, Y : Covered, LOBs : HCV, ILMCV, CV Passenger, SCV C PU

1. At Every 10000 KMs / 250 Engine Hrs.
2. Applicable for MHCV & ILCV Construck Model
3. Applicable for 5 Ltrs. Engine (Tata Turbotron)
4. Applicable for Cummins Engines
5. > For SCV as per OSB > For HCV & ILMCV Truck, MCV Bus at every schedule service > In-between Schedule Service, air filter replacement will require RED band indication/Cluster indicator.
6. Secondary filter not applicable SCV C PU.
7. Not Applicable for THU fitted axles.
8. Applicable as per recommended in OSB / Service circular.
9. FMS MISC Items - Cotton waste, diesel, etc. used during schedule service only
10. As and when required.
11. Applicable for ILCV, CV Passenger for BS6 Phase 2
12. If Applicable - Tata Motors OE Fitted PTO
13. Wiring not mentioned in coverage, will not be covered
14. GDCU part is applicable for SCV C PU and SCV Passenger
15. Only Applicable for CV Passenger FBV
16. Breakdown due to component covered in contract only & incase vehicle of vehicle immovable
17. Not covered for ILCV Truck, SCV Passenger, SCV C PU

This document is valid till further communication Rev. 00/ 01.05.2025

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is an FMS ?

Fleet Management Solutions (FMS) is an industry-unique offering from Tata Motors Commercial Vehicle Business Unit wherein bumper-to-bumper professionally managed vehicle maintenance solutions are offered to customers. FMS ensures better uptime and optimized cost of operations, along with breakdown & highway support and better product lifecycle enhancement. The FMS package is not only confined to servicing or maintenance activities for your fleet of vehicles but is also a comprehensive package of different services, managed in a professional way.

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 your 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, tyre 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, FMSs 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 Scheduled 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 FMS?

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.

13. 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.

14. Where can I find truck maintenance service contracts?

Through:

- FleetVerse portal
- TML Dealers / TASS
- TML Sales & Customer Care Team

15. What is the policy for taking used/old vehicles under FMS?

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

16. Is the FMS cost paid upfront?

No. Payments are made in installments. An initial amount is required, and the rest through post-dated cheques.

17. 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.

18. 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.

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

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

20. 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.

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

Call CAC Toll-Free (1800 209 7979). TML may arrange towing (customer pays charges) or roadside repair through the nearest service point.

22. How does a customer renew their FMS?

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.

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

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

24. 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.