TATA MOTORS
Connecting Aspirations

TATA

BOOST YOUR BUSINESS WITH THE RIGHT CARE

- WIDE AFTER-SALES NETWORK
- EXPRESS & PRIORITY FIRST SERVICE
- SERVICE & MAINTENANCE PLANS
- ONSITE SERVICE
- GCC WARRANTY

TATA MOTORS PROTECT

- SKILL ENHANCEMENT & TRAINING
- KEY ACCOUNTS MANAGEMENT
- TATA GENUINE SPARE PARTS
- TATA RECON
- TATA SHIELD

THE COMPLETE PROTECTION PACKAGE FOR YOUR COMMERCIAL VEHICLE

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TATA Protect is a complete care package for your commercial vehicle at every step of your business. With a strong focus on customer satisfaction, it keeps delivering high quality services and facilities to you through our service and spare parts centers situated across various locations in the country.

Through its exclusive offerings, TATA Protect strives to reduce your vehicle downtime for smooth running of your business and higher profits.

Complete Customer Care Solutions

24 x 7 Customer Support Number

Helpline No: +971 56 680 92 81

Post Service Feedback

Post Service Feedback of 100% customers

A closed loop system for understanding customer grievances and taking suitable actions towards addressing them and also systems updation

GCC Warranty

Pan GCC warranty for all TATA Motors commercial vehicles sold in the region, for hassle-free operations across borders

Best-in-class warranty on all products

Widest Network

Widest network reach across GCC

Assistance in Oman, UAE, Kingdom of Saudi Arabia, Kuwait, Qatar and Bahrain across more than 20+ workshops, 50+ authorized parts outlets, mobile service vans, trained engineers and technicians

TATA Channel Connect

Leveraging technology to resolve queries and problems of channels and customers faster through Channel Connect and Parts Helpline.

Feedback captured for improvement in processes and to understand requirements

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Service Training Program

Trained technicians ensure improved repair quality and enhanced product life

A structured service and maintenance program for customers' technicians at our state-of-the art service training schools at 5 locations in India

Fully functional service training schools offering basic level training in Oman, Abu Dhabi and Dubai. Under construction in the Kingdom of Saudi Arabia

TATA Genuine Spare Parts

TATA Motors Genuine Spare Parts are made available in all GCC countries through authorized distributor channels & outlets

Retailers appointed for enabling last mile delivery and ease of operations for customers

All TGP packing is shipped with a unique lable to distinguish from counterfeit materials

TATA Priority First 24x7

Special Priority desk to support premium vehicle segments like Prima & Ultra

100% job card monitoring for priority vehicles reported at workshop

End-to-end tracking with defined escalation of all complaints on Prima & Ultra vehicles through Priority First

Targeted resolution time of 24 hours for minor repairs and 48 hours for major repairs

TATA Key Account Management

Close interaction by field-service and spares teams to reduce resolution time and improve system efficiency

Dedicated Helpline to address all queries and complaints

Loyalty program, events for key customers and driver training program

Special priority service and special discounts on spare parts

Service and Maintenance Plans

Strengthen customer relationships by offering complete maintenance plans, service plans or full annual maintenance contracts

Plans customized to customer's requirement for ease of operations and options of service

AMCs provide higher returns on customers' maintenance spends

High quality tools / parts used by trained workforce

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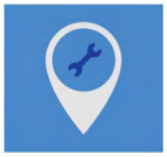
TATA Recon

- Reconditioned aggregates in exchange of old aggregates
- Lifecycle association with customers by offering a reliable, less expensive alternative to purchasing new aggregates / engine overhaul
- Reduced vehicle downtime of 5-6 days for customers to focus on their businesses

Onsite Support through ATM Van



- Onsite support available at remote locations through this programme with choice of onsite packages
- Increased uptime, doorstep service through onsite repair services
- Quick vehicle turnaround (reduces off-road time)
- Mobile workshops for preventive and break-down maintenance
- For servicing all types of vehicles on site to save time & repair cost
- Equipped with workshop tools & equipments required for scheduled services and repairs

TATA Shield

- Programme for accidental repairs
- Quick repair turnaround time
- Applicable for vehicles under service & maintenance plans at select workshops across GCC

Special Treatment

- Customer meets and service campaigns conducted regularly to grow the customer contact programme with an aim to collect feedback for a better understanding of customer needs
- Services, offerings and spares offered at special discounted rates during service campaigns

Driver Training

- Project Dronacharya produces driver trainers to train customer's drivers for safe, economical and best driving practices on all our new-gen vehicles
- Training drivers at regular intervals to update/educate drivers, regarding improvements and product updations

Express Service

- A pioneer in the vehicles service industry
- Commitment of 4 & 6 hours in M&HCV & 90 min in SCV for scheduled services
- Maximum output from the customer's vehicle by optimizing workshop repair times
- Opportunity for customers to plan their service & business requirements in advance

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