

TATA DLT TRAILERS का साथ,
कम देखभाल और ज्यादा लाभ



TATA INTERNATIONAL DLT

“Built to Perform”

28th Edition

TRAILER INSIGHTS

NEWSLETTER SERIES

DECEMBER 2017

TATA DLT

EMERGING NETWORK OF SERVICE & SPARE PARTS – PAN INDIA.



WHY TRAILER MAINTENANCE & SERVICE IS REQUIRED?

In general, trailer maintenance is secondary when compared to prime mover's maintenance and service in Indian transport industries.

However, Trailer maintenance is highly important in order to achieve better tyre life and fuel efficiency of prime mover and all other running components of axles and suspension system.

Regular maintenance of trailers is involving with following factors :

- Keeping correct Air pressure level in trailer tyres (All axles) – Daily basis
- Tyre rotation at regular intervals – 18000 Kms once
- Wheel alignment & Brake setting at regular intervals – 25000 Kms once
- Torque arm & Equalizer bushes replacement at right intervals – 75000 – 80000 kms
- Greasing of lube points - king pin, King pin plate & slack adjusters – weekly basis
- Brake adjustment - 7000 kms interval



Tyre inflation level & brake adjustment: Tyre life is basically depend on these factors and inflation level to be monitored on daily basis and by maintaining correct air pressure in tyres, tyre life would be increased around 15 – 20 % and fuel efficiency will be 5 -10 % more when compared to incorrect inflation and improper brake adjustment.

Trailer wheel alignment: Misalignment of axles will lead to major tyre wear on edges and this would affect tyre life around 15 % and early tyre change.

Hub play Check: Hub play is very important and need to do initially at first 3000kms and then after every 9000kms. Uneven tyre wear is resultant of improper hub play adjustment and early bearing and other running components damage in trailer axles.

Torque arm & Equalizer bushes: Right time replacement will improve suspension components as well as tyre life. Regular lubrication of king pin and kingpin plate is must and this will increase the life of king pin and kingpin plate around 30 % in total life.

Note: TATA DLT Trailer is requiring annual maintenance like hub greasing at 1.00 Lakhs Kms once or 1 year whichever comes earlier. For tip trailer it will be 60000 Kms interval or 1 year as applicable (of road application).

Unique selling proposition (USP) of TATA DLT - Aftermarket Support:

TATA DLT made strong authorized service centers at 30 locations across PAN India to give quick response and resolution for the complaint and another 10 locations are under development to meet 4500 Nos of trailers in FY 2017 -18.

Advantages of service centers / workshops :-

- 1) Quick addressing of customers' complaints.
- 2) Reduced break down time.
- 3) Customer Satisfaction.
- 4) Improvement in vehicle turnaround time.



Feedback measuring mechanism through Customer Contact Program:

TATA DLT is more focusing in getting customer feedback about product performance and Aftermarket support. In November month we have specially focused for car carrier trailer customers and we had received customer feedback and taken action to resolve complaints and ensured customer's satisfaction M/s Mohan Tractors Pvt Limited, Jain logistics and Ganapathi carriers etc.

SERVICE CAMPAIGN ACROSS PAN INDIA

We have done 48 Nos of service campaign across India for all types of products. Trailer Wheel alignment, air pressure check, brake adjustment & hub play checks activities are under service campaign program and we are resolving the issues, ensuring customer satisfaction.

Our target is 70 Nos of service campaign and will be covered by end of FY 2017 - 18.



(Service campaign done for car carrier trailer and standard trailer at Delhi, Mumbai)

TATA DLT Spare Part Support: - Tata DLT is now focusing on providing TAT DLT Genuine spare part support to all our valuable customers and currently we have our parts dealership at two locations – Nagpur and Gandhidham and we are going to establish 10 more location to serve better for spare parts .

We are under process of spare parts dealer development in major locations – Delhi, Jaipur, Agra, Mumbai, Kolkata, Chennai and other locations & will ensure the completion in first quarter of 2018 -2019

Special Product segment: - We have delivered many Tip-Trailers in north region and TATA DLT is extending / providing 24 x 7 response to customer service calls & ensure customer Satisfaction.

TATA DLT thanking our all valuable customers for choosing us to serve for your transport solution and your best co-operation, which will enable us to serve better in future...

SERVICE NETWORK :

- Kunthia Motors, Kolkata : Mr. Murarilal Sharma - 8100919898
- Hill View Motors, Jamshedpur : Mr. Durga Das Maurya - 8100919898
- New Kamal Auto Garage, Jamnagar : Mr. Daudbhai - 8100919898
- M K Motors, Gandhidham : Mr. Jagdish Keshrani - 8100919898
- Bafna Motors, Aurangabad : Mr. Sajid - 9823497090
- Gurunanak Mechanical Work, Nagpur : Mr. Amardeep Singh - 8100919898
- TATA DLT Waki Plant, Pune : Mr. Vaibhav Pawar - 8007025704
- Patro Engineering, Gurgaon : Mr. Atul - 8860183995
- Balaji Engineering, Chittorgarh : Mr. Krishnkant - 7742760061
- Harish Industry, Jodhpur - 9829894925
- Supreme Trailers, Chennai : Mr. Pravin - 9791065032
- India Auto Garage, Mundra : Mr. Kamaludin - 8866250607
- KGN Workshop, Jalna : Mr. Adil - 9028329046
- A. Khan Engineering, Kalamboli : Mr. Barkat Khan - 9892972226

CUSTOMER TESTIMONIAL :

Our service support is highly appreciated by following customers:

a) Kongunadu Transport: Mr. Senthil – “TATA DLT Service response is very good. On that basis we have given new order of 65 nos. of running gears. We are satisfied customers of TATA DLT.”

b) Transworld Terminal pvt. ltd. : Mr.Ganshyam Jadeja – “We regularly use TATA DLT trailers and fully satisfied about performance and service support. Tyre life we recieved is very good and it has crossed more than 1.00 Lakh Kms in all the trailers and satisfied with TATA DLT service support.”

MANUFACTURING FACILITIES

Pune Plant

Gat No.:281 & 284, Santosh Nagar, (Bham),
Khed, Pune - 410501.
Contact for Sales & Service:
021 35627328
M o b : 0 9 0 1 1 0 1 5 8 0 3

Chakan, Pune

S.No. 961, Nigoje Chakan,
Taluka, Khed,
Pune - 410501.

Jamshedpur

Plot No. 929/931/935,
Khata no. 157, Bargidih, Industrial
Area, Jamshedpur (JH)- 831013

Rajasthan

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