

***TO ENSURE  
YOU HAVE  
A LIFETIME  
OF SUPPORT.***

# ***LIFETIME SUPPORT SOLUTIONS***

At Eicher, every truck sold carries not just its load, but also carries our relationship forward. To aid that journey, a series of innovative support solutions have been designed to partner customers and other key stakeholders (like fleet managers, drivers, financiers etc.), right through the entire life-cycle of the vehicle. So we will be there to ensure a seamless hassle-free experience, from the time you consider buying an Eicher vehicle to the time you think of selling it.

In fact, the infinite loop is symbolic of our continuous journey and relationship. And our holistic services, which include vehicle finance, insurance, AMC, advanced telematics, driver training, on-road & on-site support, as well as refurbished aggregates and vehicle resale, will ensure it stays that way.

In short, Lifetime Support Solutions is an industry-first concept that not only ensures higher uptime and productivity for the vehicle and driver, but also helps you and us in Partnering Prosperity.

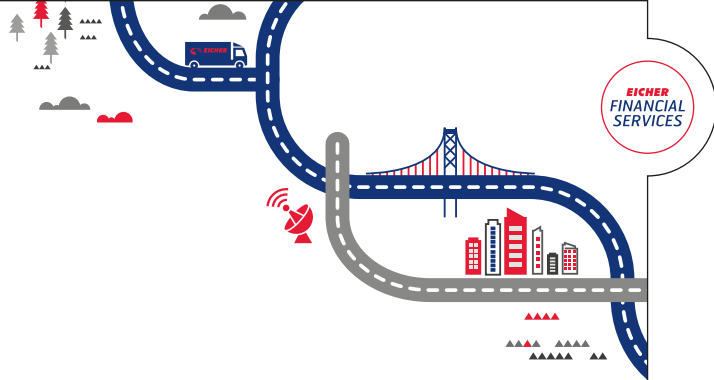
**EICHER**  
FINANCIAL  
SERVICES

**TAILOR-MADE LOANS  
FOR YOUR EICHER VEHICLE  
DELIVERED.**



**DIAL ON 1800-4190-700**

Monday to Friday, 10:00 am to 6:00 pm



For enhanced profitability on a new Eicher truck or bus, we provide customised financial solutions at your doorstep. EICHER FINANCIAL SERVICES, the captive financier of Eicher trucks and buses, brings to you easy and hassle-free loan solutions to suit your business needs.

### ***Key Benefits of FINANCIAL SERVICES***

- Hassle-free customised loan solutions
- Business cycle partners
- Experienced team of industry professionals who understand your business needs
- Faster turnaround time



# ACCIDENT WORRIES? THE RIGHT SOLUTION DELIVERED.



ONE STOP SOLUTION



CHOICE OF INSURANCE COMPANIES



ASSISTANCE AND SUPPORT



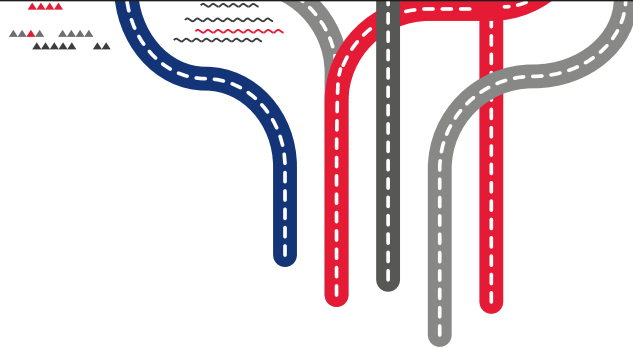
QUALITY REPAIRS



VALUE ADDED PRODUCTS



NEAR CASHLESS CLAIM SETTLEMENT



Comprehensive insurance packages loaded with value added features are offered by preferred insurance partners for Eicher brand vehicles. Industry-leading accident repair and support solutions deliver customer satisfaction. It takes care of your accident worries and saves your hard-earned money in case your vehicle meets with an accident.

### ***Key benefits of EICHER SECURE***

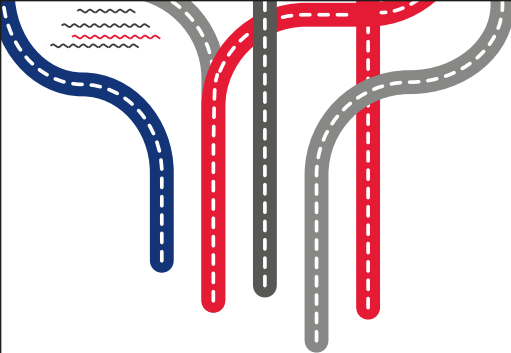
- Online solutions
- Choice of insurance companies
- Value products
- Near cashless claim settlement at 270+ workshops
- Quality accident repairs
- Faster claim settlement
- Assistance and support





# COMPREHENSIVE MAINTENANCE SOLUTIONS **DELIVERED.**





Wish to have pocket-friendly maintenance of your vehicle when catering to clients throughout the country?

Here's a solution. Now you don't need to check your pockets every time your vehicle needs service or in an unlikely event of a break down. Eicher brings to you "FREEDOM SERVICE AGREEMENTS"- an easy and convenient way to maintain and repair your vehicle at all locations within the country. An exclusive service which gives you complete freedom from any unplanned expenditure by offering pan-India cashless coverage. It also provides enroute assistance with a service reminder facility thereby increasing your vehicle's uptime as well as its resale value.

### ***Key Benefits of FREEDOM SERVICE AGREEMENTS***

- Protection from unexpected expenses
- Enroute breakdown assistance
- Hassle-free services
- Value for money
- More aggregate life
- Genuine parts and consumables
- Broad scope of coverage



# NEXT GENERATION INTELLIGENCE DELIVERED.



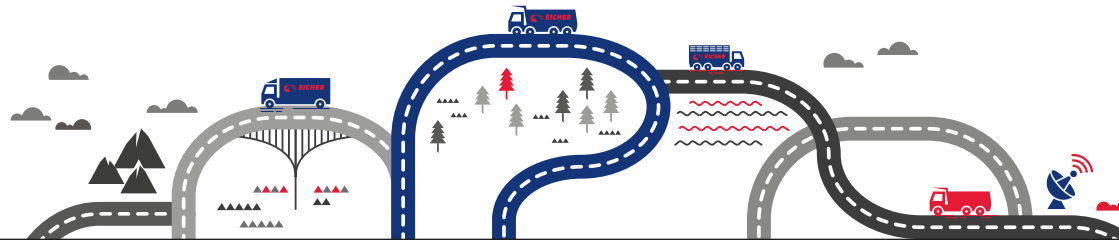
Increasing diesel prices, higher staff costs, intensifying competition – the challenges facing the transport sector are considerable. EICHER LIVE fleet management system helps realise savings potential, optimises processes and considerably reduces your operating costs.

EICHER LIVE is an advanced fleet management system that allows the management of truck fleets by monitoring their movement, fuel consumption and maintenance needs. It offers granular views at the level of driver, a vehicle and a time span. EICHER LIVE's real time intelligence helps you maximise profitability and productivity, putting you in control of your business.



## ***Key Benefits of LIVE***

- **Fuel management:** Track idle, drive, sweet-spot, fuel efficiency and engine utilisation statistics to monitor vehicle performance for a chosen time period; train drivers with low sweet spot percentage and increase fuel efficiency
- **Uptime management:** Pro-active fault identification, parts assistance and vehicle breakdown management increases vehicle on-road time
- **Trip Management:** Access route history for your vehicle for any period in the last three months. Improved fuel efficiencies, proactive vehicle management and effective monitoring increases productivity and profitability





# EFFECTIVE DRIVING TRAINING **DELIVERED.**

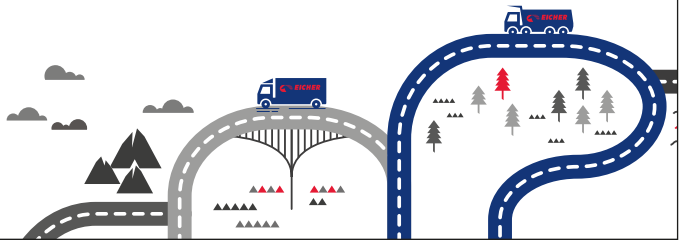


Eicher has been actively involved in driver training and road safety since 1998. The training programs are fully interactive with high degree of Audiovisual content including classroom as well as practical sessions. Driver training covers safe driving, fuel conservation tips, proper operation and maintenance of the vehicle and behavioural training. Refresher driving training programs are conducted regularly at all our dealerships across the country covering about 40,000 drivers per year.

### ***Key Benefits of PRO PILOT***

- **Reduced rate of road accidents:** By reducing road accidents, a significant decline in the vehicle down time was achieved, which results in increase of revenues
- **Pre-operational checks and routine maintenance:** This ensures trouble free service from the vehicle, reduced maintenance cost and higher profits. This also ensures timely delivery of consignments
- **Fuel saving:** Well-trained drivers and properly maintained vehicles result in an average saving of 15%\* in fuel consumption
- **This results in saving of Rs. 1.8 lac\*/year/vehicle** in case of commercial vehicles operation. This will greatly contribute to our national economy with reduced import of crude oil
- **Educated drivers:** Well informed drivers take better care of vehicles and prove to be much more effective for road safety and the organisation

\*Actual figures may vary on usage

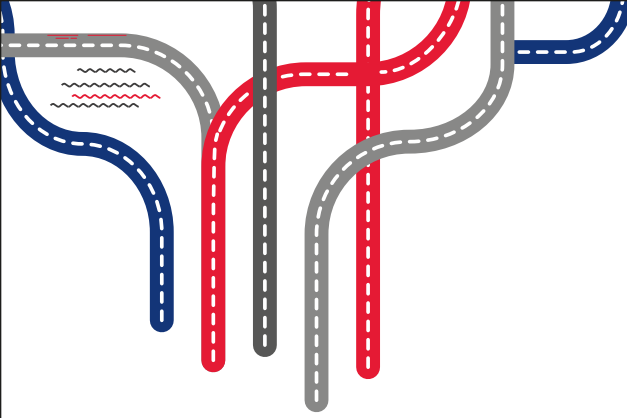


**EICHER**  
SERVICE  
NETWORK



**PROFESSIONAL  
SERVICE DELIVERED.**





Eicher has extensive service reach and no matter where you are, the Eicher service network is never too far away. Eicher has a wide and extensive network across the country with a professionally trained dealership service team, ensuring your vehicle is in safe hands. GPS-enabled EOS vans ensures enroute breakdown assistance within 4 hours.

Eicher 100% genuine parts are widely available across Eicher Dealers, service centres, Eicher Genuine Parts Shoppes and multibrand outlets.

### ***Scale of EICHER SERVICE NETWORK***

- 270+ Dealer workshops
- 30 Container setups
- 250+ GPS-enabled EOS Van
- 150+ Eicher Genuine Parts Shoppes
- 2500+ Multibrand Retailers





**EICHER**  
**CONTAINER**  
**SETUP**

**SERVICE**  
**AT YOUR DOORSTEP**  
**DELIVERED.**





We understand our customer's business needs and challenges. We know that when your operations are far away from home, it is difficult for you to send your vehicles to Eicher workshops for service. To address this challenge, we have developed EICHER CONTAINER SETUP, which provides quality services at your door step. With EICHER CONTAINER SETUP, we can support your vehicles at project sites, road construction sites, mining/quarry sites, irrespective of distance from the main workshop.

### ***Key Benefits of CONTAINER SETUP***

- Readymade infrastructure to provide service at customer's door step
- Leverage opportunity at low population and remote project sites
- Economical and re-locatable solution
- Multiple options to choose from as per customer requirements
- Safe and secure storage for tools, equipment and parts
- Reduction in repair time by eliminating travel time for minor repairs

**EICHER  
CONTAINER  
SETUP**

**24 x 7**  
HELP LINE

**EICHER**  
**ONROAD**  
**SERVICE**

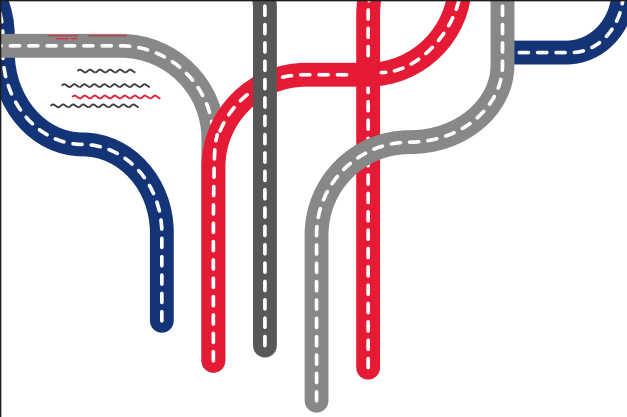
**CALL TOLL FREE NO.**

**1800 102 3531**

**REAL TIME ON-ROAD  
ASSISTANCE. DELIVERED.**



**( DIAL ON 1800-102-3531 )**



This emergency service provides solutions to drivers whose vehicles stand immobilised enroute. Our 250+ GPS-enabled fully-equipped EOS vans pan India are available 24x7 with expert technicians. The GPS system enables us to monitor the real time movement of the EOS van, hence facilitating faster turnaround time for enroute breakdowns.

You are just a call away from availing this service,

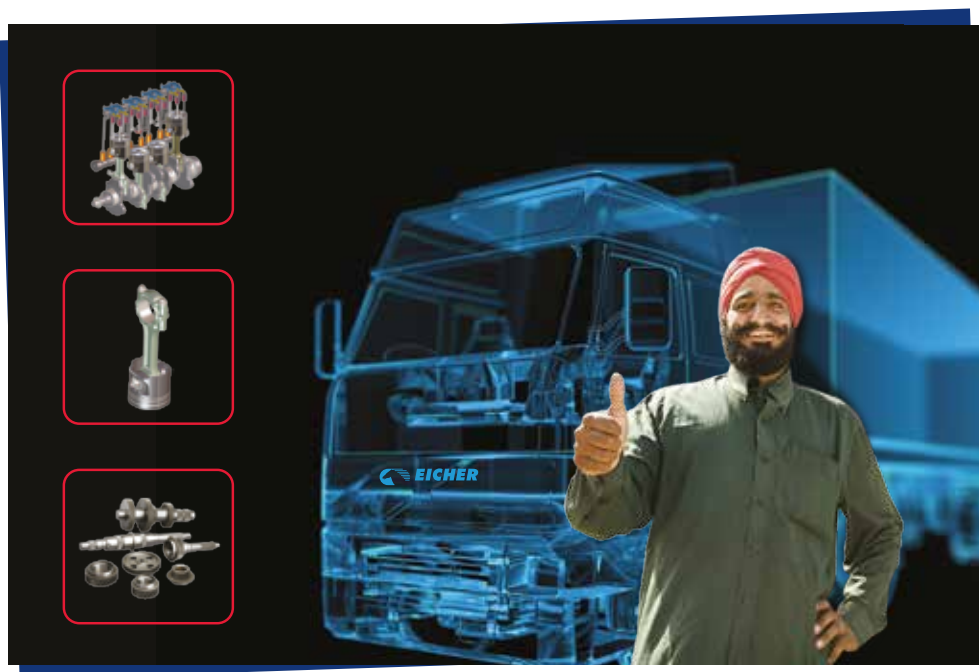
### ***Key Benefits of EICHER ON-ROAD SERVICE***

- Enroute breakdown assistance on a single call
- Faster response time because of strategically-located GPS-enabled EOS van
- Real time tracking of van post assigning of EOS call to enable faster service to customer
- Real time SMS update to customer during different stages of EOS call
- Available through Toll Free Number “18001023531” in 9 languages namely Hindi, English, Bengali, Gujarati, Kannada, Malayalam, Marathi, Tamil and Telugu.

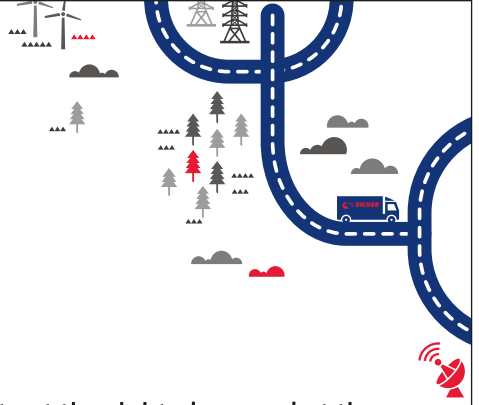




**PARTS AVAILABILITY**  
INFORMATION ON A SINGLE NUMBER.  
**DELIVERED.**



**(DIAL ON 1800-102-6031)**



On a long haul journey, getting the right parts at the right place and at the right time is very critical in ensuring high uptime. With Eicher, getting the necessary parts for your vehicle will now be easier. Presenting DIAL-A-PART, a unique and convenient service with which you can get all the information like availability of any part, its price, contact information of the dealer/workshop/retailers/EGP shoppe and the place from where you can buy the same within half-an-hour, by simply dialing a number.

### ***Key Benefits of DIAL-A-PART***

- Unique and convenient facility with which you can know about the availability of Eicher Genuine Parts
- Get information about the availability of Eicher Genuine Parts at a location nearest to you
- Guarantee of getting Eicher 100% Genuine Parts from authorised stock points
- Unique system and service of Eicher Genuine Parts which is available on a pan India basis
- Available through Toll Free Number “18001026031” in 9 languages namely Hindi, English, Bengali, Gujarati, Kannada, Malayalam, Marathi, Tamil and Telugu.



**EICHER  
RENEW**

As good as new

**PERFORMANCE  
AND PEACE OF MIND  
DELIVERED.**



Engine



Gear Box

As the vehicle gets older, the performance of the engine and gear box may go down with respect to that of a new one. If unattended, in time, it can lead to unforeseen breakdowns leading to loss of productivity and undesirable expenses. Further, overhauling an aggregate may need anywhere between 2 to 5 days' time depending on the extent of work.

EICHER RENEW is a unique answer to the above challenges – both in terms of offering an aggregate completely free of all problems and restoring the vehicle faster. RENEW products are completely rebuilt using Eicher 100% genuine parts and tested to deliver the performance of a new aggregate. Further, all that the customer needs to do is exchange their old, worn out aggregate with the RENEW aggregate stocked at the workshop and drive away within 24 hours'– no running in time and partial loading, full load from the moment they fit the aggregate.

These AS GOOD AS NEW AGGREGATES offer excellent performance and are economical in price. They bring with them a host of benefits including better profitability and peace of mind for you.

## ***Key Benefits of EICHER RENEW***

- Maximum uptime of the vehicle
- Lower operational cost
- Value for money
- Increased resale value of the vehicle
- Attractive warranty with the free services
- 290+ dealership network for aftermarket support
- Easy availability





**EICHER**  
**SURE**

PRE-OWNED  
VEHICLES

**WITH EICHER SURE,  
GREAT QUALITY DELIVERED.**



**Sure for Quality**  
101 Points  
Quality Checks



**Sure for Reliability**  
Refurbished with  
Eicher Genuine Parts



**Sure for Transparency**  
Transparent  
Documentation Process



**Sure for Value for Money**  
Low on Investment,  
High on Returns



**Sure for Affordability**  
Re-Finance Facility  
Available



**Sure for  
Peace of Mind**  
After Sales Service  
Support



Used truck market is dominated by brokers and commission agents who do not command a good reputation in the market. There is no validation and assurance in used truck transactions. But what if you are planning to buy or exchange a used truck?

EICHER SURE provides a trusted platform for end-to-end solutions in purchase and exchange of a used truck. We support and partner our customers to provide vehicle lifetime support solutions and hence we are a partner in prosperity for the customer. EICHER SURE stands for quality, reliability, transparency, convenience, value for money and complete peace of mind.

### ***Key Benefits for Used Truck Seller***

- Transparent evaluation and best value of used truck
- Immediate settlement of payment
- Safe handover of your used truck to genuine buyer
- No middleman commission involved
- Hassle-free single window solution

### ***Key Benefits for Used Truck Buyer***

- Quality and reliable used trucks checked at 101 check points
- Transparent deal with clean ownership title
- Affordable used truck support by used truck finance through our tie-up
- After sales support on used trucks
- Value for money



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