



Prayati Products



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To
M/S Eicher Motors Limited
12 Commercial Complex
Greater Kailash II (Masjid Moth)
New Delhi - 110 048

Dear Sir,

Subject: Impressed with your TN & Kerala service team.

In the last quarter 2008 our entry to fleet business was just like a mouse click. Of course we did a lot of research before deciding to opt for liquid logistic Fleet solution. We have 5 numbers of TATA 25 tonner, 3 numbers of TATA 31 tonner & only 1 Eicher of 25 tonner tanker. The efficiency of your vehicle over an 8 month period has been like cake to grab & eat. As we deal with explosive liquor spirit our tankers are escorted altogether in a group whenever & wherever loaded.

Last week I got a call over night that your Eicher 30.25 XP suffered a major breakdown because of engine bed damage leading the exhaust fan wings & bearing to hit & damage radiator massively when the vehicle was moving in a remote border terrain at Muthanga (Karnataka border to Kerala border). Understanding the seriousness the police escorts did not allow the rest 7 explosive spirit tankers to pass further. The explosive permit will be expired if not delivered in time to Shertellai. So we had bigger heart beats & tension. I lodged a complaint to your helpline & forwarded the same to Mr. Thambu (RSM) in Chennai. Though caught in midst of immense rain in a remote ghat road, your team managed to locate the vehicles & at 2AM (say in few hours) your kerala team from Calicut & Wayanad arrived with temporary radiators in time & were able to fix it on road. All is well that ends well. The next day just before the permit could expire we reached safely & unloaded the materials at shertellai. The vehicle was reported back to salem Eicher workshop when Mr. Thambu arranged to send a cab to bring the new ordered radiators from Cochin Airport. All happened like the speed of a light. **I am happy & satisfied**. Hats off to Kerala Service Team (especially Calicut Service, Wayanad Service) & Tamil Nadu Regional Service Manager Mr. Thambu at Chennai).

The biggest advantage of your system is being able to access information about the break-down vehicles. Your reaction to customers' needs has greatly increased. The system is extremely user-friendly, updates are received automatically and the system is future-proofed for upcoming technology. Your all time quick service saves the company money in real terms as well. Because we now can see when a job has been completed, we can direct the vehicle on to another site within the same location in a matter of minutes. That means greater employee productivity and lower maintenance & fuel costs which ultimately has a bearing on the environment and reduces our carbon footprint

I have no doubts that your tracking of break-down problems would be one of the best I would have ever known about. We are working forward to operate more Eicher vehicles if dealer supports for a better package option in future.

We thank you for proving the phrase of 'AFTER SALES SERVICE'. Lastly I wish my Salem dealer **M/S JAILAXMI AUTO WORKS & AGENCIES (P) LTD** to continue their trust & true service.

Regards

Yours Truly
Prayati Products