Fleet & Transport · Global

An EV fleet operator cut repeated vehicle failures by 67% in 120 days

An electric vehicle fleet operator brought fault reports, repair logs and preventive maintenance into one system, found the root causes of recurring faults and stopped sending the same vehicles back for the same repair.



67%

reduction in repeated failures within 120 days

AT A GLANCE

INDUSTRY
EV fleet operations

FLEET
Hundreds of electric two-, three-wheelers and delivery vehicles

COVERAGE
Several city clusters

PREVIOUSLY
Missing and inconsistent service logs

FEATURES USED
Work · Maintenance · Stores

01 The client

The client operates hundreds of electric two-wheelers, three-wheelers and last-mile delivery vehicles across several city clusters, serving e-commerce, food delivery and on-demand mobility.

Each vehicle completes several duty cycles a day. A vehicle off the road is a missed delivery, so the operator needed reliable fault reporting, root cause analysis and preventive maintenance.

02 The challenge

Motor, controller and battery faults kept coming back. Service logs were missing or inconsistent, so nobody could see the pattern, and vehicles returned to the service bay with the real problem still unsolved.

- Recurring faults with no consolidated root cause insight.
- Technicians diagnosed the same issue differently at each location.
- No standard checklists for scheduled maintenance.
- No central view of which vehicles failed most often.
- Vehicles repeatedly sent back to the service bay.

03 What they set up in Asset Infinity

Asset Infinity became the operator's single record of faults, repairs and fleet health, with preventive maintenance planned for every vehicle type.

Work

Fault reporting from the mobile app

Drivers report faults from the mobile app with a category, description and photos, and the request goes to the right depot's technicians.

Maintenance

Standard preventive plans

Checklists for each vehicle type, with plans by odometer, runtime hours or date. Overdue maintenance is escalated.

Maintenance

Root cause analysis

Repair logs with required fields make faults comparable, so recurring problems such as controller overheating or loose connections are grouped and traced to their cause.

Stores

Spare parts by vehicle and supplier

Parts are issued to each repair, showing which components fail most and which suppliers' parts keep being replaced.

04 How it works day to day

This is what happens now when a vehicle develops a fault.

DRIVER

Reports the fault

From the mobile app, or by scanning the QR label on the vehicle, the driver picks a fault category, adds a description and photos.

SYSTEM

Sends it to the depot

The request reaches the depot responsible for that vehicle, and the assigned technician is notified on the mobile app.

TECHNICIAN

Logs the repair

Required fields capture the diagnosis, parts replaced and labor, so every repair is recorded the same way at every depot.

STOREKEEPER

Issues the parts

Parts are issued against the work order, building a record of which components and suppliers are used on each vehicle.

SYSTEM

Plans preventive work

GPS trackers feed odometer and engine hours into meter-based plans, which create work orders when service is due and escalate when it is overdue.

MAINTENANCE LEAD

Finds the root cause

Dashboards group recurring faults by depot, technician, vehicle model and vehicle, and the team records a root cause analysis for repeat problems.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Fault reporting	Inconsistent or missing	Drivers report from the app with category and photos
Repair records	Different at every location	Standard logs with required fields
Scheduled maintenance	No standard checklists	Plans by odometer, runtime or date, with escalation
Problem vehicles	No central view	Dashboards show vehicles with the most faults
Parts	Replaced again and again	Consumption traced by component and supplier
Repeated failures	Vehicles sent back to the bay	67% fewer within 120 days

06 How it rolled out

1

Phased by depot. The system was rolled out across all depots in phases.

2

Hands-on training. Drivers, dispatch leads and depot technicians were trained in hands-on sessions.

3

No disruption. Daily routes and deliveries continued as normal throughout the rollout.

07 The results

- Better repair quality through standard technician logs.
- Higher fleet availability and fewer mid-route breakdowns.
- Component failure trends that support better supply chain decisions.
- Lower maintenance overheads and fewer repeated part replacements.
- Closer work between operations, maintenance and vendor teams.

08 Why it worked

Every fault in one place

Drivers, technicians and managers work from the same record, so patterns that were invisible across depots became obvious.

Standard repair logs

Required fields made repairs comparable between locations, which is what root cause analysis depends on.

Rolled out without disruption

A phased rollout with hands-on training kept every route running while the new process took hold.

09 Looking ahead

By centralizing fault logs, standardizing repair records and planning preventive maintenance, the operator cut repeated vehicle failures by 67% and made its fleet more reliable and predictable.

Every fault and repair now builds a vehicle's history, so the team can see which models, components and suppliers cause trouble and fix what is really causing the failures.

See it on your own assets

A 30-minute demo, set up for an EV or delivery fleet operator.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial