

IVECO
WWW.IVECO.COM



AFTER-SALES SERVICES HANDBOOK

IVECO

YOUR BUSINESS IS ALWAYS ON THE MOVE

YOUR VEHICLE IN GOOD HANDS

Any professional driver knows how essential it is to be able to count on someone equipped and ready to take complete care of their vehicle. Which is why Iveco - the designer and builder of your vehicle – guarantees you the **best assistance, 24 hours a day, 365 days a year, wherever you are.**

Iveco offers you products and services of excellence, available from an extensive support network involving **more than 3000 dedicated dealers and workshops across Europe**, with technicians and professionals trained to do their utmost, whatever the job or the situation.

In addition, using the Iveco Service Network, you also benefit automatically from the **Iveco Original Parts Warranty**. This means maintaining the performance of your vehicle and your business at its best in the long term.

Select your nearest Iveco dealer or workshop, using the locator on the website:
www.iveco.com/pages/dealer_locator.html

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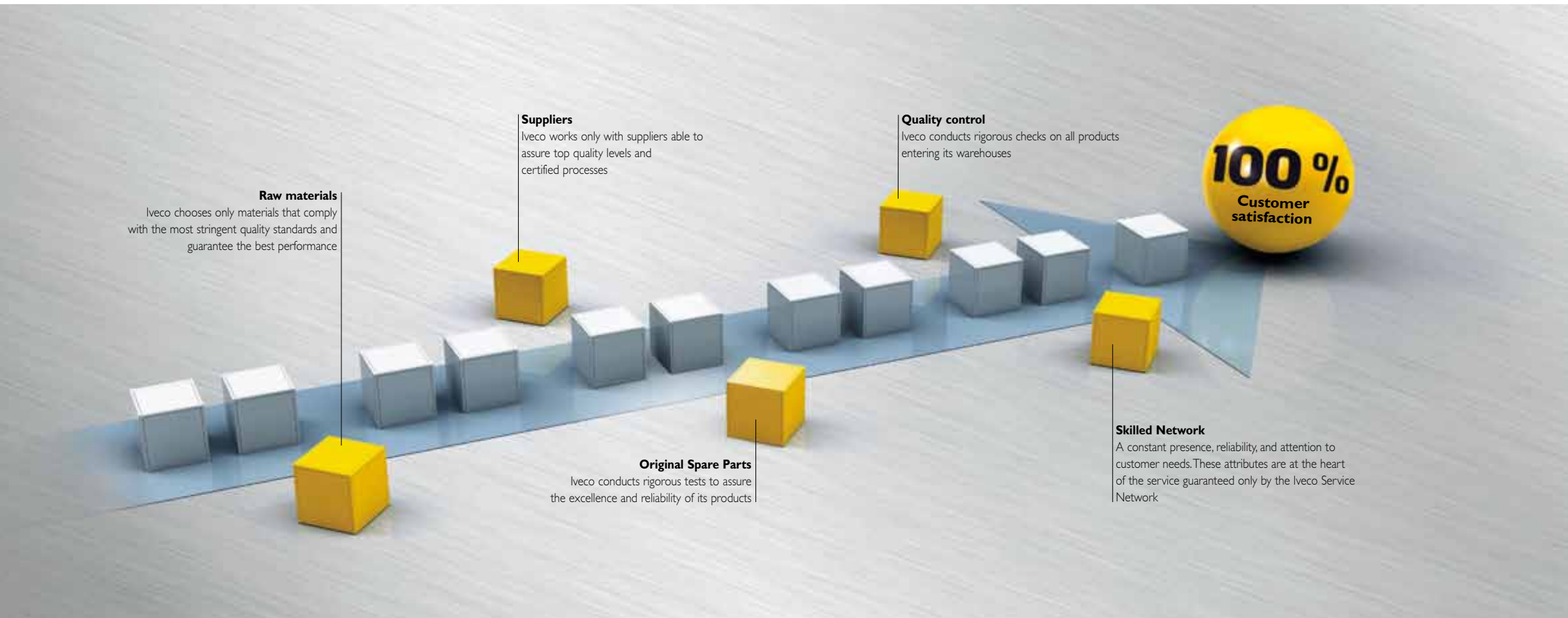


A CERTIFIED QUALITY SYSTEM.

Origin 100% Iveco is the path of excellence through which the company certifies and guarantees the absolute quality of the entire procurement and distribution cycle for its original parts, and the expertise of its Service Network.

Because Origin 100% Iveco is more than a brand — it is our philosophy. The aim of Origin 100% Iveco initiative is to guarantee maximum customer satisfaction through the efficiency of processes designed to support your activity fully and promptly.

ORIGIN
100% IVECO



QUALITY ASSURED

THE PERFORMANCE OF YOUR IVECO REMAINS UNCHANGED OVERTIME.

The excellence of Iveco performance is guaranteed over time thanks to the use of **original parts**, designed by the same experts who built your vehicle.



100% ORIGINAL PARTS

INTENSIVE AND RIGOROUS TESTING.

The quality of Iveco Original Parts is certified through specific, rigorous and detailed tests: the only way to be really sure of their exceptional quality and durability.

DON'T MISS "ZOOM"

Our magazine explaining all the advantages of ORIGIN 100% IVECO parts, with illustrations and detailed technical information.



'NO LIMITS' GUARANTEE.

Iveco guarantees its Original Parts with no mileage limits. What better way of certifying their quality and performance?

DELIVERY WITHIN 24 HOURS.

A continuous cycle of procurement and distribution of Iveco Original Spare Parts guarantees their availability and delivery within 24 hours in any country, every day. And you can get straight back to work.

MANY GOOD REASONS FOR CHOOSING IVECO ORIGINAL PARTS.

Enter and enjoy the world of ORIGIN 100% IVECO: Exclusive sales offers, informative materials and all the details for choosing the right service at the right moment.

Iveco Days, Master Program and 200 VIP are among the many initiatives Dedicated to all Iveco customers asking for **excellent maintenance** for their vehicle with special attention to expenses.

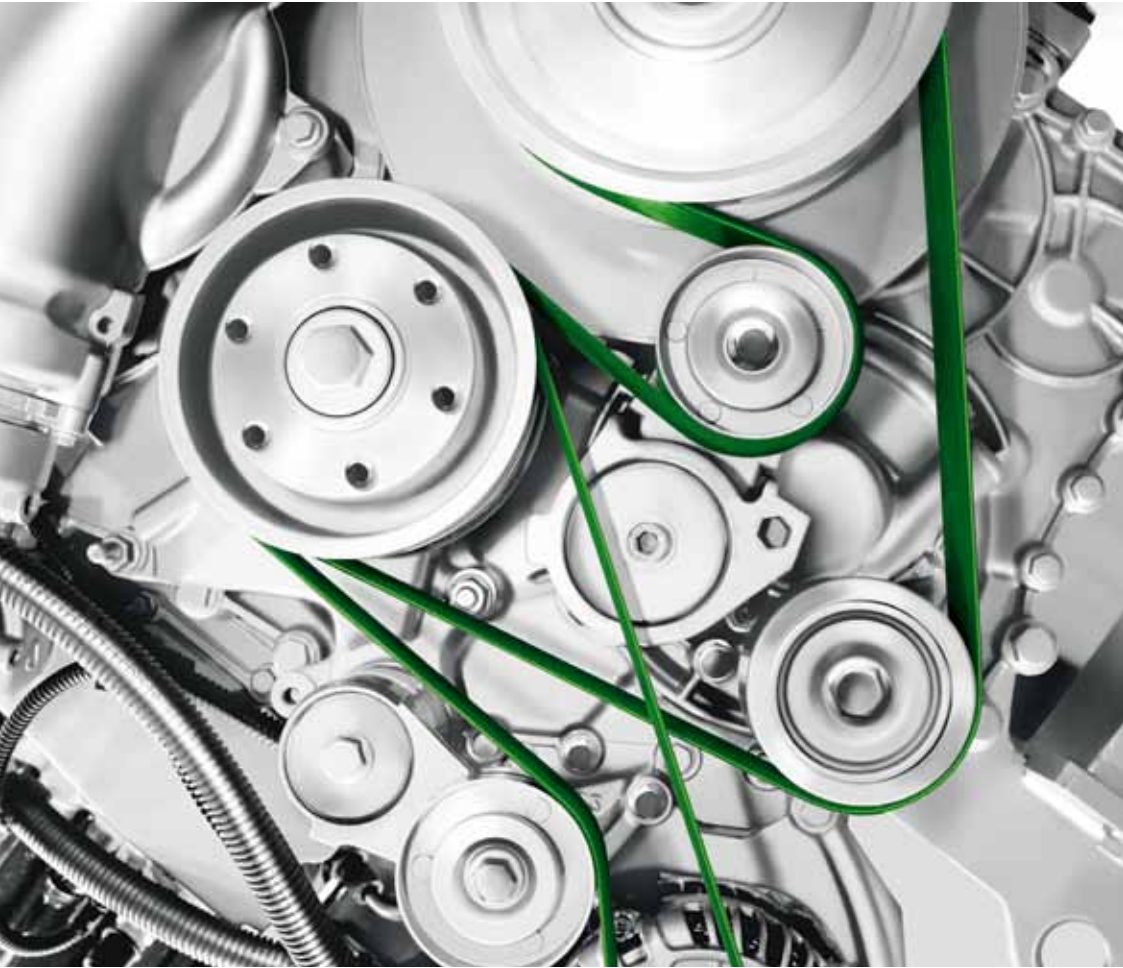
Visit the world of ORIGIN 100% IVECO at www.iveco.com



PERFECTLY BORN-AGAIN.

A wealth of exceptional know-how accumulated during recent decades, leads Iveco to become a genuine leader in the remanufacturing sector.

Advanced technologies, highly sophisticated tooling and ultra-rigorous testing procedures enable Iveco to give a high quality new life to engines and gearboxes, ensuring performances equal to the original equipment.



REMANUFACTURED

WARRANTY.

Parts reconditioned by Iveco are ISO 9001 certified and respond to the same quality standards as newly manufactured products — which is why they are guaranteed 12 months.

QUALITY.

Assembly operations are carried out strictly to the project specifications: for example tightening torques, component settings, and the use of original Iveco Parts. This ensures long life to the reman and guarantees compliance with European emissions regulations.

SAVINGS.

Compliance with quality standards ensures that levels of fuel and lubricant consumption will always be correct. Similarly, planned maintenance intervals are the same as for new products.

RELIABILITY.

Every single remanufactured part is tested by Iveco in dedicated equipped rooms. If used and serviced properly, a remanufactured engine will give the same mileage as a new engine.

IVECO
Remanufactured



IVECO SHOP: DETAILS MAKE THE DIFFERENCE.

Iveco Shop has created a comprehensive line of accessories, tailored to suit your vehicle, your mission and your tastes. With these, you can customize your Iveco, making it even more stylish, comfortable, safe and technological. Exterior, interior, safety, comfort and hi-tech accessories: everything you could possibly need is right here. The choice is yours. Have a good trip.



ACCESSORIES



EXTERIOR ACCESSORIES

A generous selection of **exterior accessories** provides the freedom to customize your vehicle and give it a more distinctive look, as well as improving its performance and fuel economy.

All thanks to a combination of technological research and design that guarantees the practical advantages and styling of every product. Character shows at first glance.



INTERIOR ACCESSORIES

Elegance and class: these are the hallmarks of the **interior accessories**, designed to give your vehicle an inimitable and unique personality. An endless variety of products will brighten up even the longest journeys and put you at ease wherever you happen to be heading.

An on-board lifestyle you would never have thought possible.



SAFETY

Safety is everything. With this in mind, the Iveco Shop line of safety accessories offers ready solutions to ensure that any unexpected situation can be overcome with the minimum of fuss.

A precious help for your activity.



COMFORT

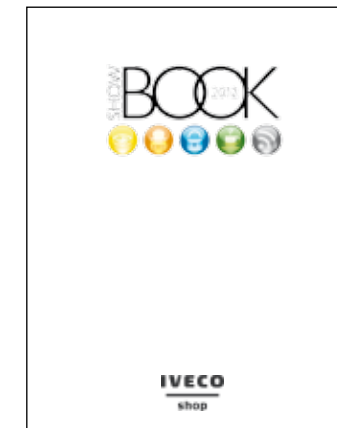
The Iveco range of comfort accessories can make your rest time more of a pleasure. Being in the cab is about more than simply being behind the wheel... **Attention to details.**



HI-TECH

Iveco Shop keeps pace with the times. With the **hi-tech accessories line**, you can always have the latest technology with you. Plenty of opportunities, and a single aim: to make your job as satisfying as it can be.

The whole of technology at your beck and call.



The catalogue illustrating the wide range of Iveco Shop accessories is available in all Iveco Network, and on www.iveco.com

IVECO
shop

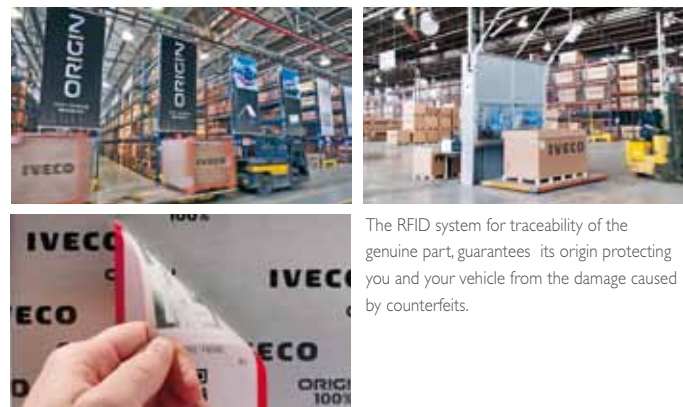


TOP EFFICIENCY

Iveco knows how important it is to minimize vehicle downtime and get you back to work as quick as possible. To this end, the company operates an efficient and advanced procurement and distribution system for its original parts.

The group has **6 European depots** functioning as a single general warehouse, handling no less than 350,000 original parts and filling 7.5 million orders per year with top performances : 98.8% of urgent orders are delivered within 24 hours after the confirmation.

And this thanks to a tested integrated supply system serving the entire network and to a distributive chain operating **daily deliveries**, day and night.



The RFID system for traceability of the genuine part, guarantees its origin protecting you and your vehicle from the damage caused by counterfeits.

PARTS SUPPLY CHAIN

WORRY-FREE TRAVEL WITH IVECO.

Iveco has always been a leader in the world of transport.

Top results, reliability and excellence are ensured with every job, thanks to the **Origin 100% Parts** and the ability of the Service Network.

Iveco has created Elements in order to keep up with its mission and offer the customers the best. Elements is a wide range of **customized service plans** designed to ensure that every vehicle is kept in tip-top conditions. How? By entrusting maintenance to a network that offers **leading-edge services**, able to ensure low operating costs and high trade-in value.



SERVICE PLANS

TAILOR-MADE SERVICE.

Elements is a particularly specialized and extremely **high quality** service, which aims to ensure a long operating life for every vehicle in every kind of use.

Elements reinforces the concept of cohesion and continuity between parties, building a **relationship of trust** between Iveco and the customer, and **perfect synergy** between the sales and service networks.

Every contract ensures 100% benefits and 100% Iveco value:

the flexibility of being able to choose the ideal plan for you and your vehicle,

complete transparency in payment, with no danger of unexpected costs,

the efficiency of Iveco repair centres, offering Iveco Origin 100% replacement parts,

the skills of specialized fitters the use of next-generation tools and equipment,

the safety guaranteed by keeping a vehicle in perfect condition,

the value of the vehicle, which with regular Iveco-certified servicing will always remain high.



CHOOSE THE BEST SUITED SERVICE PLAN FOR YOUR TRANSPORT NEEDS.

- 1 Planned maintenance as indicated in the 'Use and Maintenance' manual
- 2 All specific planned maintenance and/or repairs on the Driveline
- 3 All specific planned maintenance and/or repairs on wear components
- 4 Vehicle planned maintenance, and/or necessary repairs
- 5 Extended warranty after the standard warranty period has elapsed

Note: Standard example. Check out market-specific offers with your trusted dealer.



Alternative Number*
+39.011.4483100

0080048326000
Assistance Non-Stop

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Alternative Toll-Free Numbers

UK UNITED KINGDOM	0800.590.509	CZ CZECH REP.	800.143.288
B BELGIUM	0800.19.737	L LUXEMBURG	0800.2.351
		NL NETHERLANDS	0800.022.60.72

DK DENMARK	+45 32524999	MNE MONTENEGRO	
RO ROMANIA	+40 213104545	HR CROATIA	} +386 26165829
GR GREECE	+30 2109460284	SR SERBIA	
BG BULGARY	+35 929713030	SLO SLOVENIA	} +370 60600087
N NORWAY	+47 67131350	MK MACEDONIA	
TR TURKEY	+90 2164445004	BIH BOSNIA	
H HUNGARY	+36 14391400	EST ESTONIA	
S SWEDEN	+46 40431325	LT LITHUANIA	
FIN FINLAND	+358 937477486	LV LATVIA	

National Numbers*
(*) calls are charged at your services provider's rate



ALWAYS READY, ALWAYS NEAR YOU. WHEREVER YOU ARE.

Iveco Assistance Non-Stop 24/7: getting Iveco support and finding a quick solution is just a phone call away. Call our toll-free number, by dialling the word "IVECO" on your telephone's keypad.



Our team of 80 customer service specialists will answer your call in 20 seconds, in 10 different languages, by activating the nearest Iveco Authorised Workshop in order to solve your problem in a quick and efficient way.

*Cost of call based on the rates charged by your particular telephone company.

ASSISTANCE NON-STOP



OUR TECHNICIANS, YOUR PARTNERS.

Iveco workshop technicians are ready to look after your needs with the **unrivalled skill** of people used to working on Iveco vehicles day in and day out. It is they who are more likely than anyone to identify and fix the problem, **saving you time and money.**

They employ the same **Iveco diagnostics tools** as those used for factory-testing new vehicles. Thanks to Teleservices, E.A.S.Y. and its accessories such as Easy Scope & Easy Skite, **remote assistance** operations can be carried out with total effectiveness.

Only Iveco technicians and professionals are able to take care of the vehicles you use to do your job, as **true partners** can.



ALWAYS THERE FOR YOU



THE ORIGIN 100% IVECO TEAM: THE INDIVIDUAL EXCELLENCE ASSURES TOTAL EXCELLENCE. ALWAYS, 100%.

Customers choose the best.

Origin 100% Iveco workshops demonstrate their excellence every day, presenting the Team as an exclusive point of reference, the only service able to achieve 100% customer satisfaction. Always.

The individual ability of each person and the single personal values are summed together:

The result is total efficiency, work to the highest standard and overwhelming strengths: skill, empathy, availability and quality repairs performed with rapidity. These are the winning characteristics in a market becoming always more competitive where hard work is not enough: excellence is needed.

True excellence: with shorter off-road times, advantageous commercial offers, the highest percentage of successful repairs in the minimum time, and constantly updated and enhanced technical knowledge and skills, thanks to the regular training courses organised by Iveco. These are the members of the Origin 100% Iveco Team: excellent technicians who use Original Spare Parts and their combined talents to give customers exactly what they want. **Always, 100%.**



TEAM ORIGIN 100% IVECO

A TRUCK-LOAD OF ADVANTAGES FOR YOUR BUSINESS.

Bullder is the brand dedicated to parts, services and assistance for trailers and semi-trailers. Based on its experience as a leading truck manufacturer, Iveco has selected the top suppliers in the trailer industry and started marketing their products under the Bullder brand. An entirely new idea designed to make life easier for you in your job or business and help you achieve excellence in quality standards.



Parts and services for trailers and drawbar units.

SAVE TIME WITH BULLDER.

With a single stop, you will be able to have both your tractor and your trailer serviced and repaired. This means that your standstill costs can be reduced, and your vehicle uptime maximized.

INDUSTRY LEADING GUARANTEE.

Bullder Parts warranty benefits from the same terms and conditions as standard Iveco Parts, assuring you the same **quality standards** for the trailer and for the tractor unit.

QUALITY BORN FROM EXPERIENCE.

Bullder Parts for trailers and semi-trailers offer the same **quality** as Iveco original parts for tractors. An Iveco promise.

AN EXCELLENT NETWORK AT YOUR SERVICE.

For trailers and semi-trailers, Iveco is able to offer products and services of absolute excellence, delivered by an efficient and widespread network, perfectly equipped to look after your vehicle.



TRAILERS AND SEMI-TRAILERS