

# NEW DAILY

AFTERSALES PRODUCTS AND SERVICES







# DAILY CLUB



## A WORLD OF PRIVILEGES

DAILY CLUB IS THE **NEW VIP PROGRAMME** FOR NEW DAILY CUSTOMERS. COMPLETE YOUR REGISTRATION ONLINE AND ENTER THE DAILY CLUB TO RECEIVE DEDICATED SPECIAL OFFERS AND THE VERY BEST AFTERSALES SERVICE - **DEDICATED FOR YOU.**

**WWW.DAILYCLUB.IVECO.COM**

## EXCLUSIVELY FOR YOU

**NATIONAL PROMOTIONS  
PREVIEW**

**DISCOUNT COUPON ON  
ORIGINAL REPLACEMENT  
PARTS AND ACCESSORIES**

**SCHEDULED MAINTENANCE  
REMINDER**

**THE "IVECO & YOU" MAGAZINE**

**PREVIEW OF NEW PRODUCTS  
AND SERVICES**





# YOUR BUSINESS NEVER STOPS

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## OUR VALUES ARE FOCUSED ON A SINGLE GOAL: MAXIMISE THE PRODUCTIVITY OF YOUR BUSINESS.

### IN CHOOSING IVECO YOU HAVE MADE A QUALITY CHOICE FOR YOUR BUSINESS

Iveco brings you total peace of mind, with a dedicated aftersales support network and 2000 service points across Europe: a team of expert professionals working day and night to provide you with the help you need, whenever and wherever you need it.

Discover the essential values that underpin all Iveco products and aftersales services.



#### SAFETY

CERTIFIED THROUGH A RIGOROUS QUALITY CONTROL PROCESS ACROSS THE IVECO REPLACEMENT PARTS SUPPLY CHAIN THROUGH PERSONALISED ASSISTANCE PROGRAMMES SPECIALLY TAILORED TO YOUR BUSINESS.



#### EFFICIENCY

GUARANTEED BY AN EXTENSIVE PROFESSIONAL NETWORK OF REGULARLY RESTOCKED SERVICE CENTRES, TO PROVIDE YOU WITH ASSISTANCE NON-STOP 24 HOURS A DAY, 7 DAYS A WEEK TO MINIMISE VEHICLE DOWNTIME.



#### TECHNOLOGY

APPLIED IN THE MANAGEMENT AND MONITORING OF THE REPLACEMENT PARTS DISTRIBUTION SYSTEM AND ACROSS A RANGE OF TECHNOLOGICALLY ADVANCED DIAGNOSTIC TOOLS. COMBINED WITH ON-BOARD TELEMATICS SOLUTIONS, LEADING-EDGE TECHNOLOGY ALLOWS IVECO TECHNICIANS TO EFFECTIVELY CARRY OUT OPERATIONS ON YOUR VEHICLE, EVEN REMOTELY.



#### SAVINGS

SECURED BY A RANGE OF ORIGINAL REPLACEMENT PARTS AND PERSONALISED ASSISTANCE PROGRAMMES DESIGNED TO LOWER THE TOTAL COST OF OWNERSHIP (TCO) OF THE VEHICLE.





# ORIGINAL REPLACEMENT PARTS



## WHY CHOOSE IVECO ORIGINAL REPLACEMENT PARTS?

An efficient braking system, maximum road holding, good visibility both day and night, effective filtration of air and fluids - all of these elements are essential to maintaining the value of your Daily over time, ensuring that it remains in good working order and protecting you from unplanned downtime. Our original replacement parts, combined with the professional skills of Iveco technicians, are your greatest allies in maintaining the productivity of your business.

## OUR GUARANTEES

### CONTROLLED ORIGIN

Iveco only uses products and suppliers which comply with the most stringent quality standards in terms of raw materials and production processes used in the manufacture of original replacement parts.

### CERTIFIED RELIABILITY

Iveco carries out stringent tests on the conformity, reliability and durability of all replacement parts to ensure consistently high levels of safety and performance over time.



### ADVANCED LOGISTICS

Iveco uses an integrated supply system which maximises the availability - or the delivery within 24 hours - of replacement parts traceable from the warehouse to the service centre destination, so that the origin of each part is clear.

### TCO

Iveco is committed to keeping maintenance costs to a minimum throughout the entire life cycle of your vehicle, through the repositioning of prices across the replacement parts list and through the adaptation of scheduled maintenance plans.

### QUALIFIED ASSISTANCE

Iveco guarantees a committed, upfront service founded on expertise, dedicated to the needs of each customer, achieved through ongoing training and development and the professionalism of our authorised service network.

## YOUR ADVANTAGES

### QUALITY AND RELIABILITY

CERTIFIED

### AVAILABILITY

OF REPLACEMENT PARTS UP TO 10 YEARS AFTER VEHICLE PHASE-OUT.

### 24 HOUR DELIVERY

OF ANY REPLACEMENT PART, IN ANY COUNTRY, ON ANY DAY OF THE WEEK

### 24-MONTH WARRANTY

WITH NO LIMIT ON MILEAGE.\*

### INTEREST-FREE FINANCING

FOR MAINTENANCE AND REPAIRS.\*

\*subject to terms and conditions





# REMANUFACTURED REPLACEMENT PARTS

## THE REGENERATION PROCESS FOR AUTOMOTIVE PARTS

- 1 PRODUCT DISASSEMBLY
- 2 CAREFUL CLEANING OF ALL COMPONENTS
- 3 INSPECTION AND SELECTION OF ALL COMPONENTS
- 4 RECONDITIONING OF COMPONENTS AND/OR REPLACEMENT WITH NEW PARTS
- 5 REASSEMBLY OF PRODUCT
- 6 TESTING

## DESIGN EXPERIENCE AT THE HEART OF PARTS REMANUFACTURING

There is a wide range of remanufactured products on the market, but only those who really know commercial vehicle components - those responsible for designing them - can create an efficient process. With extensive experience in the careful selection of materials and suppliers and the use of cutting-edge technologies, Iveco breathes new life into engines, gearboxes, turbochargers, injectors and many other components, offering a viable alternative to new products.

## REMANUFACTURED, NOT REPAIRED: QUALITY AND RELIABILITY AS NEW

At Iveco, regeneration is an industrialised process that ensures technical specifications and regulation standards included in the original design are followed. A comprehensive commissioning process on designated test benches certify high quality, ensuring remanufactured Iveco replacement parts will offer the same performance, distance and emissions as the components of a brand new system.

## MAINTENANCE AND WARRANTY

As further proof of the high standards and reliability of remanufactured parts, both service intervals and warranty conditions are identical to those for new parts.

## SUSTAINABLE SAVINGS

The reduced environmental impact resulting from the restoration and re-use of components is clear, with around 1200 tons less raw materials used each year, with a related drop in CO2 emissions. The use of remanufactured parts is also a sustainable choice: the environment benefits while you save money.



# VALUE LINE



The Iveco range of replacement parts is completed with support solutions designed to maximise the productivity of your vehicle and minimise management times and costs.

The collaboration between two leading companies, Iveco and Magneti Marelli has led to the creation of the **Value Line** range of replacement parts for the Daily S2000 and previous models. Value Line allows you to choose **from the main families of moving parts used in routine maintenance** such as filters, brake pads, belts,

bulbs and batteries, and is the perfect combination of convenience, quality, safety and efficiency.

With Value Line and the professional expertise of your trusted Iveco workshop, you can increase **the productivity** and the **residual value** of your Daily while minimising maintenance costs. **Savings and quality** across the entire line.

VALUE LINE







# IVECO ALL IN ONE

ORIGINAL REPLACEMENT PARTS AND  
LABOUR AT A FIXED PRICE

# IVECO

**IVECO**  
ALL IN ONE

Iveco offers a vast range of "all in one" deals at a fixed price and with utmost transparency for both routine and out-of-plan maintenance that includes original replacement parts and repair work.

Avoid unwanted surprises in the bill by consulting your trusted Iveco workshop and choose the required work from the menu available. Iveco ALL IN ONE offers countless products and services at a single fixed price.



OIL CHANGE



SCHEDULED  
MAINTENANCE M1



SCHEDULED  
MAINTENANCE M2



FRONT BRAKE PADS



FRONT BRAKE DISC  
+ PADS



BATTERIES



TIMING BELT



FRONT SHOCK  
ABSORBERS



CLUTCH CHANGE



AIR CONDITIONING



EXHAUST



WIPERS



GLOW PLUGS



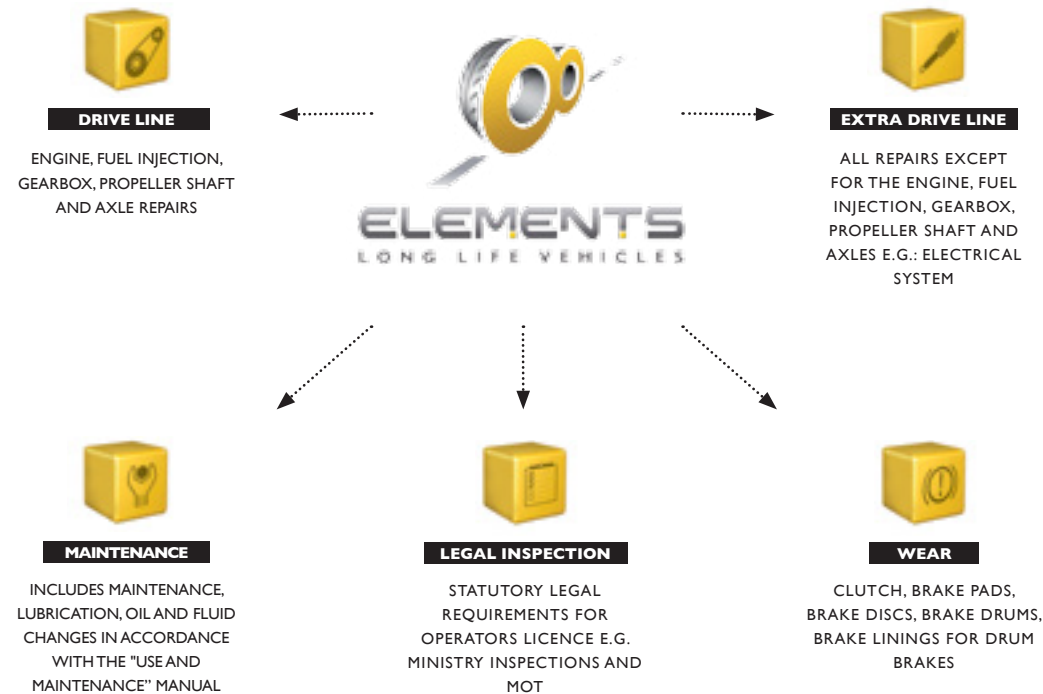
SILENCERS

✓ ORIGINAL PARTS  
✓ EXPERT IVECO LABOUR  
✓ FIXED PRICES  
✓ 100% SATISFIED





# ELEMENTS



## PERSONALISED SERVICE PLANS FOR YOUR VEHICLE

With a view to offering customers the best of everything, Iveco has created Elements: a wide range of personalised service plans designed to ensure that every vehicle is kept in perfect condition.

**Elements** is a specialist, high quality service which aims to ensure a long life for vehicles in every kind of use.

## THE ELEMENTS THAT MAXIMISE THE LIFE OF YOUR VEHICLE

Elements ensures extreme flexibility in selecting the "Elements" that make up the offer. The five elements: Maintenance, Drive Line, Extra Drive Line, Wear and Legal Inspection, appropriately combined, generate the specific maintenance plans and extended guarantees.

### TAILORED SERVICE PACKAGES

	MAINTENANCE	DRIVE LINE	EXTRA DRIVE LINE	WEAR	LEGAL INSPECTION
3XL • LIFE					
2XL • LIFE					
XL • LIFE					
L • LIFE					
M • LIFE					
S • LIFE					
XS • LIFE					

### EXTENDED GUARANTEE

XTRA XTENDED LIFE					
XTENDED LIFE					

## TAILOR-MADE SERVICE

The extreme flexibility of Elements guarantees a service with many benefits. Customers can select the levels of service that best comply with their business needs, always certain that fixed costs are under control. Numerous factors come together to determine the type of services selected. These include the level of cover that the customer wishes to obtain, size of vehicle fleet, mileage and mission.







# ADVANCED LOGISTICS

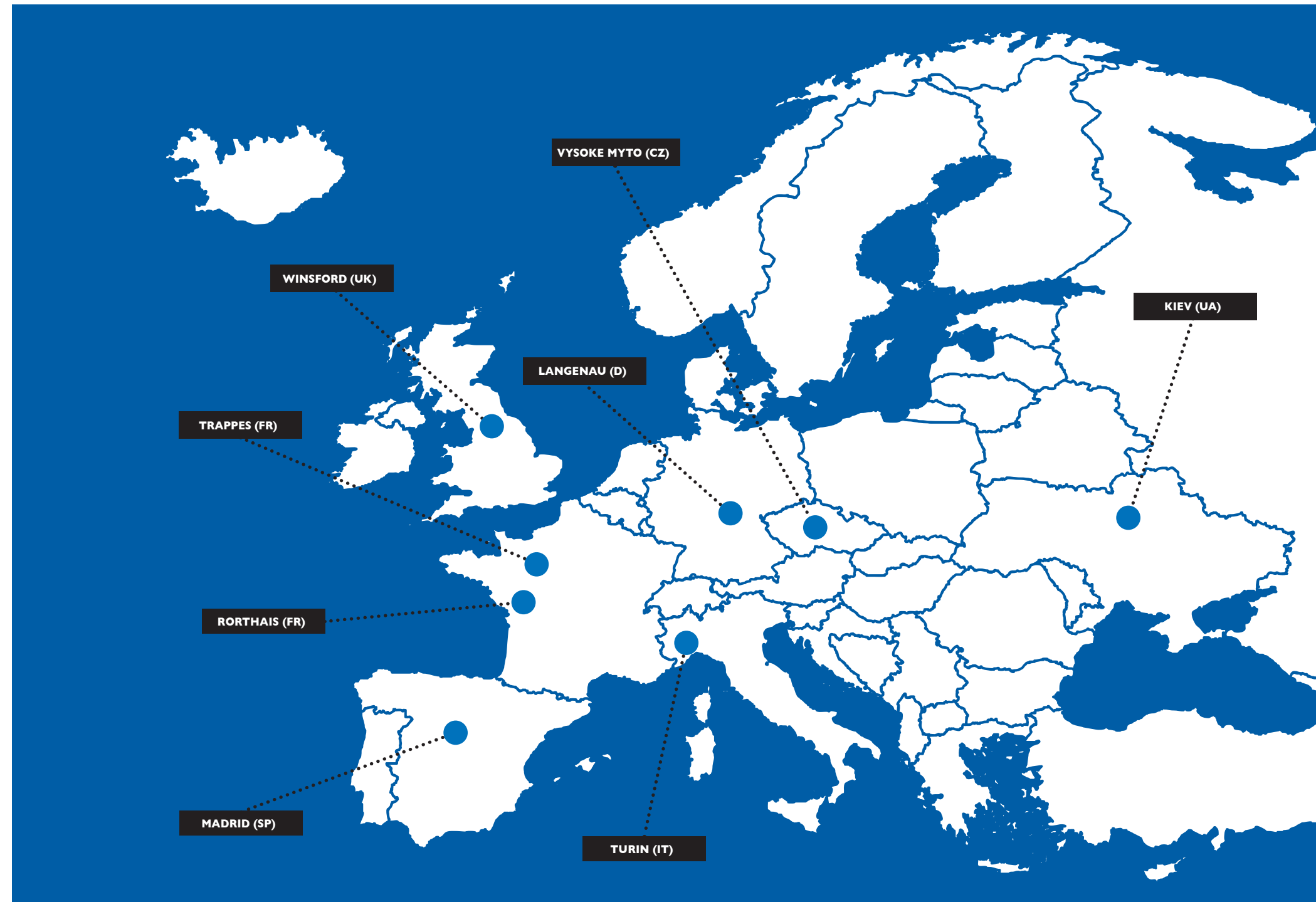


**IVECO**  
PARTS

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

**TOP-LEVEL EFFICIENCY**  
**8 warehouses in Europe, 6 of which** are 'Master' warehouses, which function as a single, enormous storage facility. Handling no less than 350,000 original replacement parts and fulfilling 7.5 million orders per year, with exceptional levels of performance: 98.8% of urgent orders are delivered within 24 hours of confirmation, thanks to a tried-and-tested integrated supply system serving the entire network and a distribution chain operating daily deliveries, both day and night.

**RADIO FREQUENCY IDENTIFICATION DEVICE**  
We use **RFID** technology to identify and track each individual replacement part, from its arrival in the warehouse to delivery to the workshop, protecting you and your vehicle from the risks posed by counterfeit goods.





# ALWAYS BY YOUR SIDE



**IVECO**  
**00800 48326000**  
**Assistance Non-Stop**

Alternative Number\*  
**+39.011.4483100**

## Alternative Toll-Free Numbers

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

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

**DK** DENMARK +45 32524999  
**RO** ROMANIA +40 213104545  
**GR** GREECE +30 2109460284  
**BG** BULGARIA +35 929713030  
**N** NORWAY +47 67131350  
**TR** TURKEY +90 2164445004  
**H** HUNGARY +36 14391400  
**S** SWEDEN +46 40431325  
**FIN** FINLAND +358 937477486

**MNE** MONTENEGRO  
**HR** CROATIA  
**SR** SERBIA  
**SLO** SLOVENIA  
**MK** MACEDONIA  
**BIH** BOSNIA  
**EST** ESTONIA  
**LT** LITHUANIA  
**LV** LATVIA

+386  
26165829

+370  
60600087

**IVECO**  
**SERVICE**

## ALWAYS READY, ALWAYS BY YOUR SIDE. WHEREVER YOU ARE.

Iveco Assistance Non-Stop, 24 hours a day, 7 days a week. A simple telephone call puts you in contact with Iveco and helps keep your business up and running.

Call the free-phone number. It's easy to remember: just type the word "IVECO" on your telephone keypad. Our team of 80 customer service specialists will answer your call in less than 20 seconds, in 10 different languages, engaging the nearest Iveco Authorised Workshop in order to solve your problem quickly and efficiently.



## OUR TECHNICIANS, YOUR PARTNERS

Iveco Dealer technicians are always ready to take care of your vehicle, with the unrivalled skill and expertise gained from working on Iveco vehicles every day. They are more likely than anybody to get to the heart of the problem, helping you to save time and money.

They use the same Iveco diagnostic instruments as the ones used to test the vehicles. **Thanks to Teleservices and E.A.S.Y.** remote assistance operations can be carried out with total effectiveness.

Only Iveco technicians and professionals can take proper care of the vehicle you use for work - **as true partners to your business.** Select the nearest authorised workshop to you using the Dealer Locator option on the Iveco website:  
**[www.iveco.com/pages/dealer\\_locator.html](http://www.iveco.com/pages/dealer_locator.html)**  
or download the free IVECO ON THE ROAD app, now to find the Iveco dealer nearest to you at any time.







# PARTNER

# IVECO



# ORIGINAL LUBRICANTS



PETRONAS

reimagining  
energy

## PETRONAS: FOR ENHANCED PERFORMANCE AND INCREASED SAVINGS

PETRONAS Urania have a 40-year history of widespread use in the world of day to day transport services.

New Daily is filled with the new engine oil "PETRONAS URANIA DAILY FE 0W-30", the original Iveco lubricant developed in close collaboration with PETRONAS LUBRICANTS. PETRONAS URANIA DAILY FE offers higher performance levels, maximum engine protection

and better fuel economy. Furthermore, its special formula protects the particulate filters from combustion residuals and offers extended intervals between lubricant change while keeping vehicle performance constant over time.

PETRONAS  
*Urania*



Iveco with



IVECO  
WWW.IVECO.COM

