

AFTERSALES PRODUCTS AND SERVICES



IVECO
BUS

YOUR BUSINESS NEVER STOPS

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



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

IVECO BUS 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 BUS products and aftersales services.





SAFETY

CERTIFIED THROUGH A RIGOROUS QUALITY CONTROL PROCESS ACROSS THE GENUINE 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 REPLACEMENT PARTS AND PERSONALISED ASSISTANCE PROGRAMMES DESIGNED TO LOWER THE TOTAL COST OF OWNERSHIP (TCO) OF THE VEHICLE.



GENUINE PARTS



WHY CHOOSE IVECO GENUINE 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 vehicle 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 BUS 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 BUS 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.

Genuine Parts HIGH PERFORMANCE



ADVANCED LOGISTICS

IVECO BUS 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 BUS 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 BUS 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 15 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

Reman • Parts
REMANUFACTURED

THE REMANUFACTURING 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

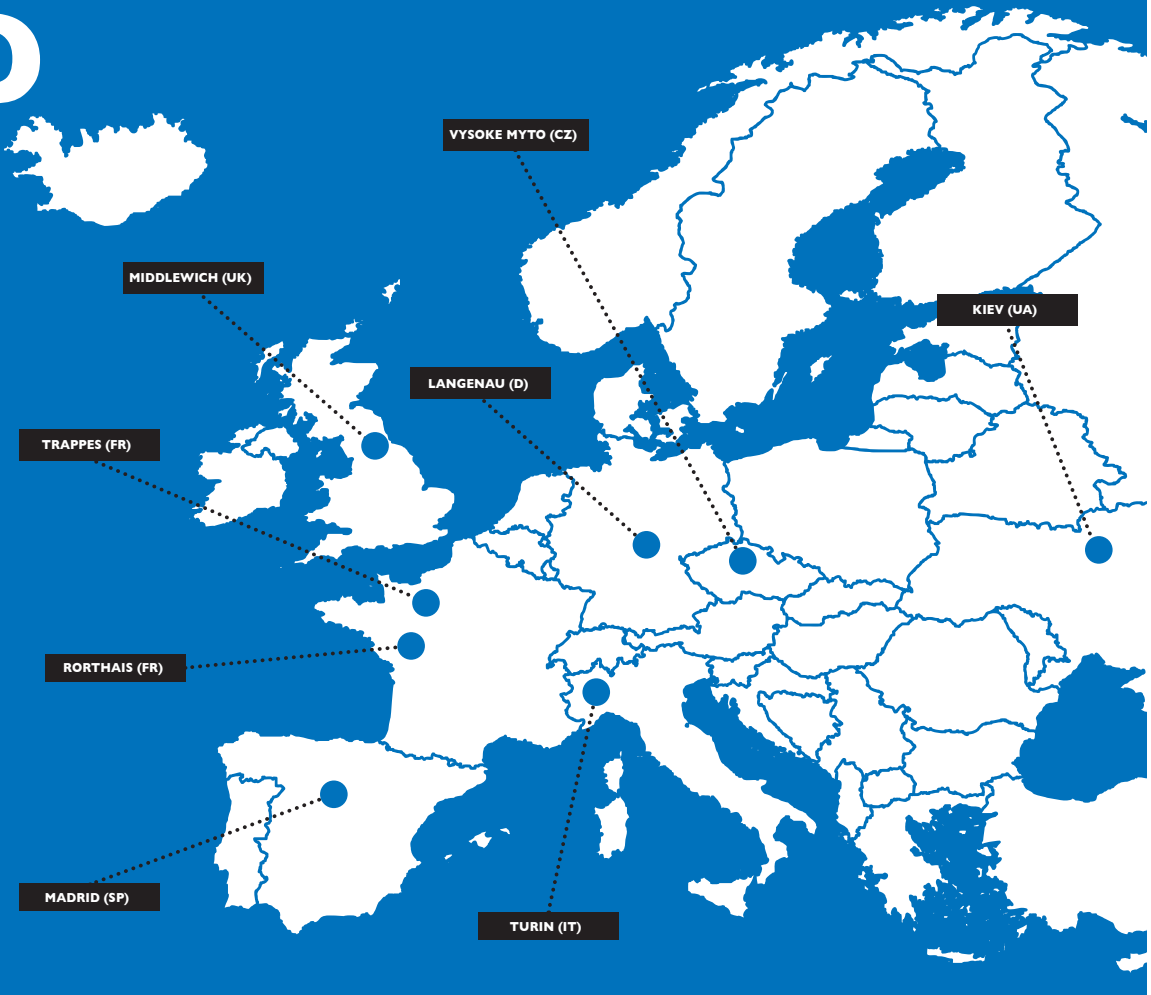
As further proof of the high standards and reliability of remanufactured parts, both service intervals and warranty conditions are identical to those for new parts.

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.



ADVANCED LOGISTICS



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, 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.





IVECO ALL IN ONE

GENUINE REPLACEMENT PARTS AND LABOUR AT A FIXED PRICE



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



CLUTCH CHANGE



AIR CONDITIONING



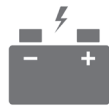
EXHAUST



WIPERS



**FRONT BRAKE DISC
+ PADS**



BATTERIES



TIMING BELT



**FRONT SHOCK
ABSORBERS**



GLOW PLUGS



SILENCERS

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



ALWAYS BY YOUR SIDE

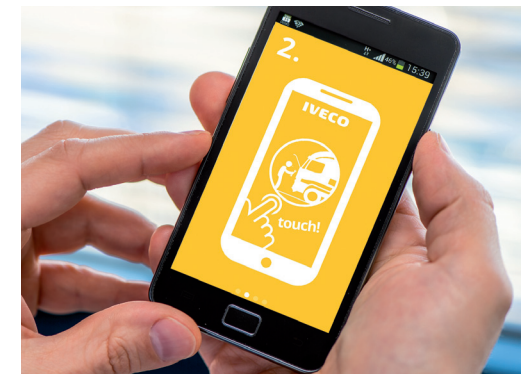


IVECO

SERVICE

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

IVECO BUS Assistance Non-Stop, 24 hours a day, 7 days a week. A simple telephone call puts you in contact with IVECO BUS 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 BUS Authorised Workshop in order to solve your problem quickly and efficiently.





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National Numbers*
 (*) calls are charged at your service providers rate



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0080048326000
Assistance Non-Stop

Alternative Number*
+39.011.4483100

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

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H HUNGARY +36 14391400	EST ESTONIA	
S SWEDEN +46 40431325	LT LITHUANIA	
FIN FINLAND +358 937477486	LV LATVIA	



OUR TECHNICIANS, YOUR PARTNERS

IVECO BUS 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 BUS technicians and professionals can take proper care of the vehicle you use for work - **as true partners to your business.**



IVECO
BUS

WWW.IVECOBUS.COM