

IVECO

WWW.IVECO.COM



[www.facebook.com/iveco](http://www.facebook.com/iveco)



[www.youtube.com/iveco](http://www.youtube.com/iveco)



[www.twitter.com/iveco\\_italy](http://www.twitter.com/iveco_italy)



[www.flickr.com/photos/iveco1975](http://www.flickr.com/photos/iveco1975)



AFTERSALES SERVICES HANDBOOK

IVECO

|                                      |         |
|--------------------------------------|---------|
| YOUR BUSINESS NEVER STOPS            | Page 2  |
| ORIGIN 100% IVECO                    | Page 4  |
| ORIGINAL REPLACEMENT PARTS           | Page 6  |
| REMANUFACTURED REPLACEMENT PARTS     | Page 8  |
| ACCESSORIES                          | Page 10 |
| SPECIAL LINES                        | Page 12 |
| ADVANCED LOGISTICS                   | Page 14 |
| ELEMENTS: PERSONALIZED SERVICE PLANS | Page 16 |
| ASSISTANCE NON-STOP                  | Page 18 |
| DAILY CHRONO SERVICE                 | Page 20 |
| ALWAYS BY YOUR SIDE                  | Page 22 |



# YOUR BUSINESS NEVER STOPS

## **IN CHOOSING IVECO, YOU HAVE MADE A QUALITY CHOICE - FOR YOU AND 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. IVECO's products and aftersales support services are based around four fundamental values:

### **SAFETY**

Certified through a rigorous quality control process across the entire ORIGIN 100% IVECO supply chain, and through personalised Assistance Programs specially tailored to each 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, and to minimise vehicle downtime.

### **TECHNOLOGY**

Applied in the management and monitoring of the replacement part 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 programs designed to lower the total cost of ownership of the vehicle (TCO)

**Our values are focused on a single goal:  
maximize the productivity of your business.**

IVECO USES AN INTEGRATED SUPPLY SYSTEM WHICH GUARANTEES 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.

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.

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.



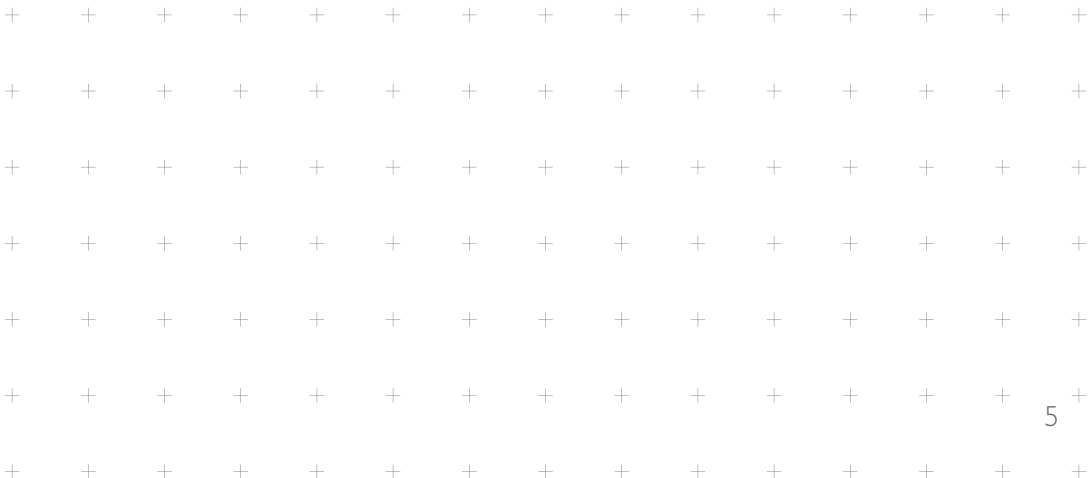
IVECO CARRIES OUT STRINGENT TESTS ON THE CONFORMITY, RELIABILITY AND DURABILITY OF ALL REPLACEMENT PARTS TO ENSURE CONSISTENT HIGH LEVELS OF SAFETY AND PERFORMANCE OVER TIME.

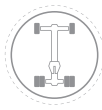
IVECO ONLY USES PRODUCTS AND SUPPLIERS WHICH COMPLY WITH THE MOST STRINGENT QUALITY STANDARDS IN TERMS OF RAW MATERIALS AND PRODUCTION PROCESSES USED IN THE MANUFACTURE OF ORIGINAL REPLACEMENT PARTS.

# ORIGIN 100% IVECO

## OUR PHILOSOPHY, YOUR PRODUCTIVITY

ORIGIN 100% IVECO is the path of excellence through which IVECO certifies and guarantees the highest standards across the entire procurement and distribution cycle for its original replacement parts, which, along with the professionalism and expertise of the Service Network, ensure prompt, competent and reliable aftersales assistance. ORIGIN 100% IVECO is our philosophy, to ensure that you and your business benefit from all the value, safety and efficiency you deserve. Because aftersales assistance is essential to productivity.





# ORIGINAL REPLACEMENT PARTS

**IVECO**  
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 IVECO 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, because we provide:

### QUALITY AND RELIABILITY

certified ORIGIN 100% IVECO

### UP TO 36 MONTHS WARRANTY (\*)

with no limit on mileage;

### DELIVERY WITHIN 24H

of any replacement part in any country, on any day of the week;

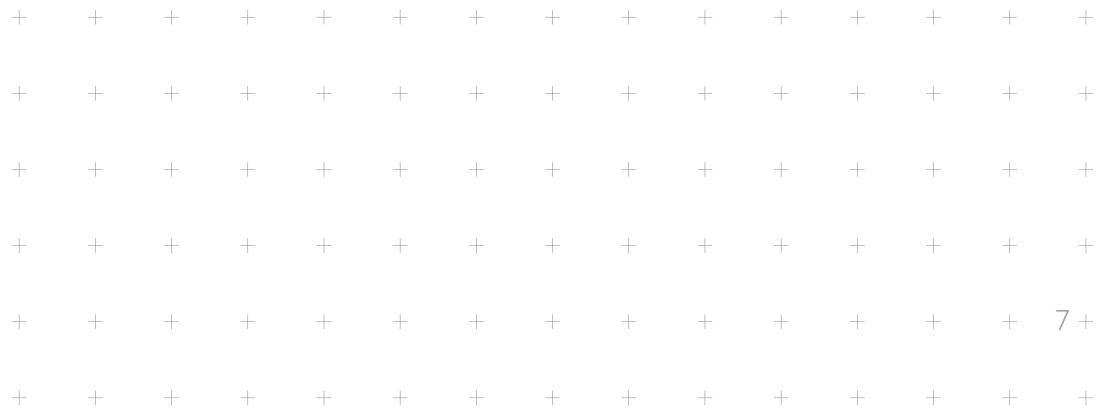
### AVAILABILITY

of replacement parts up to 10 years after vehicle phase-out.

Visit [www.iveco.com](http://www.iveco.com) or download the free IVECO ON THE ROAD app, to experience the quality of IVECO original replacement parts up close, with ZOOM HD



(\*) warranty conditions may vary depending on country







## THE REGENERATION PROCESS FOR AUTOMOTIVE PARTS

QUALITY ASSURANCE

PRODUCT DISASSEMBLY

CAREFUL CLEANING OF ALL COMPONENTS

INSPECTION AND SELECTION OF ALL COMPONENTS

RECONDITIONING OF COMPONENTS AND/OR REPLACEMENT WITH NEW PARTS

REASSEMBLY OF PRODUCT

TESTING



# REMANUFACTURED REPLACEMENT PARTS

**IVECO**

**Remanufactured**

## **DESIGN EXPERIENCE AT THE SERVICE OF PARTS**

### **RE-MANUFACTURING**

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 gained in recent decades in the careful selection of materials and suppliers and the use of cutting-edge technologies, Iveco breathes new life into engines, gearboxes, turbo's, 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 certifies 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 CO<sub>2</sub> emissions. Using remanufactured parts is a sustainable choice: the environment benefits while you save money.



Iveco has created a complete line of accessories, specially tailored to your vehicle, your mission and your tastes. You can therefore personalise your vehicle, making it even safer, more technologically advanced and more comfortable.



## A C C E S S O R I E S L I N E

**IVECO**  
Accessories

### PERSONALITY AND PERFORMANCE

An enormous range of **EXTERNAL** accessories allows you to personalise your vehicle, improving performance and reducing fuel consumption, thanks to the combination of technology and design which guarantee maximum efficiency.

### ELEGANCE AND PRESTIGE

these are the characteristics of the **INTERNAL** accessories, designed to equip your vehicle in a unique and surprising way. The wide range of products on offer will render even the longest journeys and most challenging missions more enjoyable.

### SAFETY IS EVERYTHING

For this reason, the **SAFETY** line of accessories offers all the solutions you need to face unpredictable events with total peace of mind. A welcome helping hand for your business.

### A WAY OF LIFE

The **COMFORT** line accessories can make your relaxation time more of a pleasure. Because being in the cab doesn't just mean being behind the wheel. Caring about details.

### ALWAYS AT THE CUTTING EDGE

The **HI-TECH** line of accessories allows you to benefit from the latest in technology and infotainment. A variety of opportunities, with a single purpose: simplifying your work.

Download the free IVECO ON THE ROAD app to choose the accessory most suited to your needs





## SPECIAL LINES

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



### REPLACEMENT PARTS FOR DAILY S2000

The collaboration between two leading companies, Iveco and Magneti Marelli, 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.**

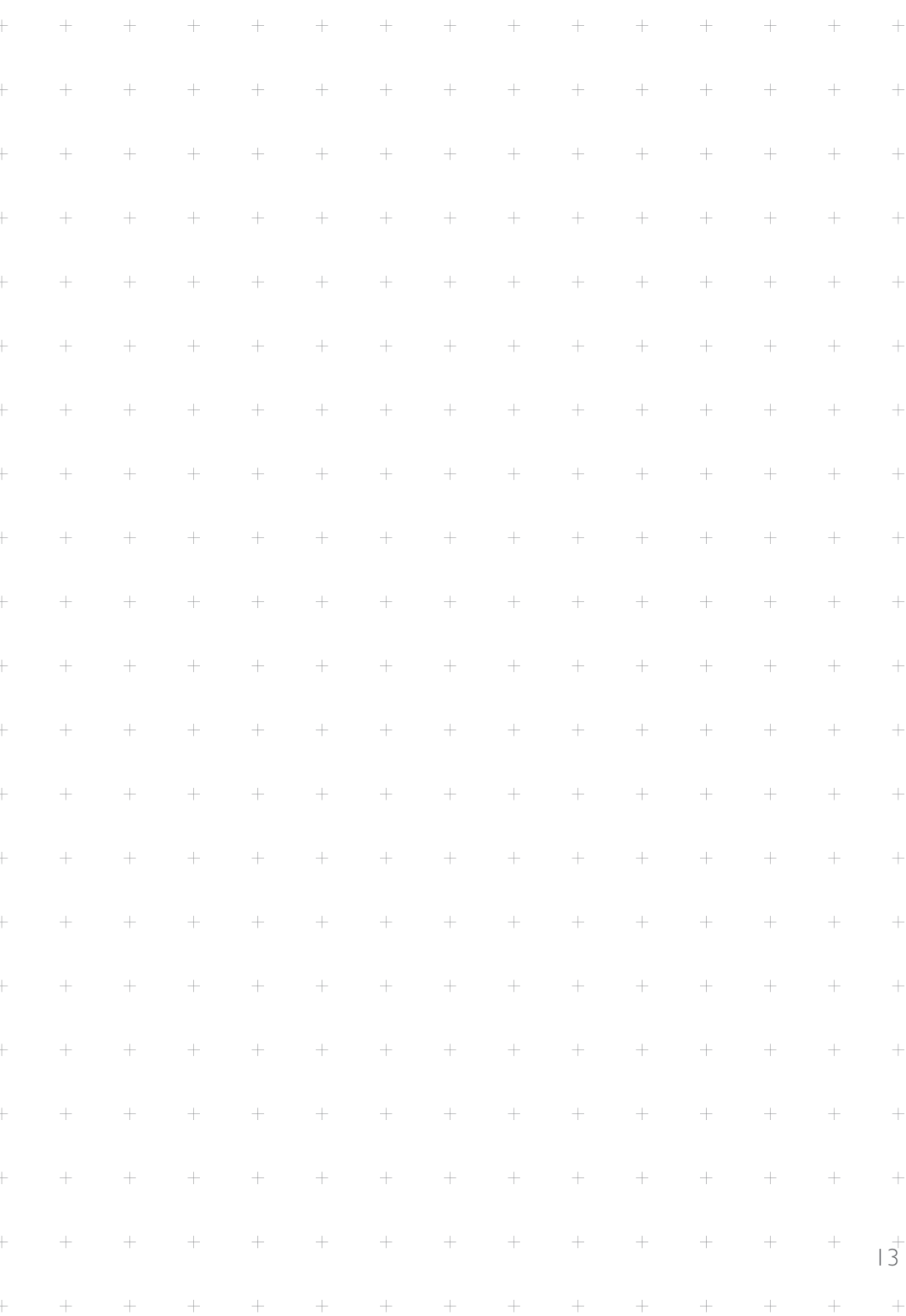
With Value Line and the professional expertise of your trusted Iveco workshop, you can increase **the productivity** and the **residual value** of your Daily while minimising maintenance costs.

**Savings and quality** across the entire line.

IVECO

VALUE LINE









## A D V A N C E D L O G I S T I C S

**IVECO**

**PARTS**

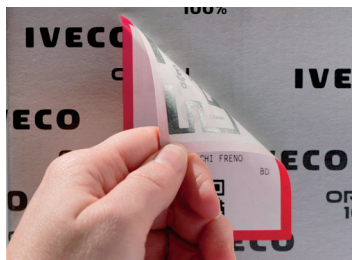
Iveco knows how important it is to minimise vehicle downtime and get back to work as quickly as possible. To this end, the company operates an efficient and advanced procurement and distribution system for its original replacement parts.

### TOP 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.







# ELEMENTS : PERSONALISED SERVICE PLANS



## WORRY-FREE TRAVEL WITH IVECO

IVECO has always been a leader in the world of transport. Top results, reliability and excellence are guaranteed with every job, thanks to Iveco's original replacement parts and the skill and expertise of the professionals within the **Service Network**. With a view to offering customers the best of everything, IVECO has created **Elements**: a wide range of planned maintenance contracts designed to ensure that every vehicle is kept in perfect condition.

## TAILOR-MADE SERVICE

Elements is a highly specialist, extremely high-quality service, which aims to ensure a long life for every vehicle across all applications. Elements reinforces the concept of cohesion and continuity, building a relationship based on trust between IVECO and the customer, and fostering perfect synergy between the sales and service networks.

Every programme ensures 100% benefits and 100% IVECO value:

- the **flexibility** of being able to choose the ideal plan for you and your vehicle,
- complete **transparency** with regard to payment, with no danger of unexpected costs,
- the **efficiency** of IVECO Workshops, offering IVECO Origin 100% replacement parts,
- the **skills** of specialised technicians using next-generation tools and equipment,
- the **safety** ensured through maintaining your vehicle in perfect condition,
- and the **value** of the vehicle, which with regular Iveco-certified servicing will always be maximised..



1

Planned maintenance as in the "Use and maintenance" handbook

2

All planned maintenance and/or specific repair jobs on the driveline

3

All planned maintenance and/or specific repair jobs on the vehicle

4

Repair jobs which result in the extension of the warranty beyond the standard warranty period



# A S S I S T A N C E   N O N - S T O P

# 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 you and 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.



**Alternative Number\***  
**+39.011.4483100**

**0080048326000**

**Assistance Non-Stop**

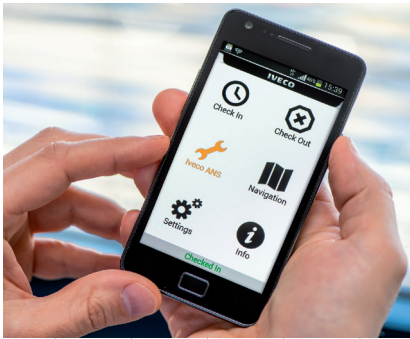
**Alternative Toll-Free Numbers**

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

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

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

Print 60390375 - 12" edition January 2012







## DAILY CHRONO SERVICE \*

(\* ) service not available in the UK

**IVECO**  
**SERVICE**

### **IN LESS THAN AN HOUR, WITHOUT BOOKING.**

The Daily Chrono Service is a new service plan which, in less than an hour and with no appointment needed, gets your Daily back to perfect working order. An Iveco service based on speed, designed for people who need more time to dedicate to their work.

1

#### **OIL AND FILTER CHANGE WITHOUT APPOINTMENT**

Gets your vehicle back on the road in just a few minutes, guaranteeing long-term engine reliability and performance.

2

#### **EXHAUST SYSTEM REPLACEMENT: IMMEDIATELY.**

An exhaust system in poor condition can cause serious problems, such as impaired visibility in the wake of the vehicle. The ideal solution is to replace the exhaust system, using Iveco Original Parts, as quickly as possible.

3

#### **BRAKES IN RECORD TIME.**

On the road, danger is always present. The only way to minimise danger is to replace the braking system and parking brake, brake pads and discs with Iveco Original Parts immediately.

4

#### **DAMPERS: STRAIGHT BACK TO COMFORT**

To avoid subjecting your vehicle to powerful vibrations that can affect its road holding and stability, get new shock absorbers fitted without delay.



A L W A Y S   B Y   Y O U R   S I D E

**IVECO**  
**SERVICE**

**OUR TECHNICIANS, YOUR PARTNERS.**

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, E.A.S.Y. and accessories such as Easy Scope & Easy Skite**, 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 dealer or service centre nearest to you, using the dealer locator:

**[www.iveco.com/pages/dealer\\_locator.html](http://www.iveco.com/pages/dealer_locator.html)**

or download the free IVECO ON THE ROAD app. to find the IVECO dealer nearest to you at any time.



