



AFTER-SALES SERVICES HANDBOOK

**IVECO**

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# YOUR BUSINESS IS ALWAYS ON THE MOVE

## IN CHOOSING IVECO, YOU HAVE CHOSEN QUALITY

### FOR YOU AND FOR YOUR BUSINESS

IVECO brings you total peace of mind, with a dedicated after-sales support network and service points across Africa: 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 after-sales support services are based around four fundamental values:

#### SAFETY

Certified through 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 Non-Stop Assistance 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:  
to maximise the productivity of your business.**

IVECO USES AN INTEGRATED SUPPLY SYSTEM WHICH GUARANTEES HIGH AVAILABILITY OR THE DELIVERY WITHIN 24HOURS WITHIN SUB SAHARA AFRICA (WITHIN FLIGHT AVAILABILITY) 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.



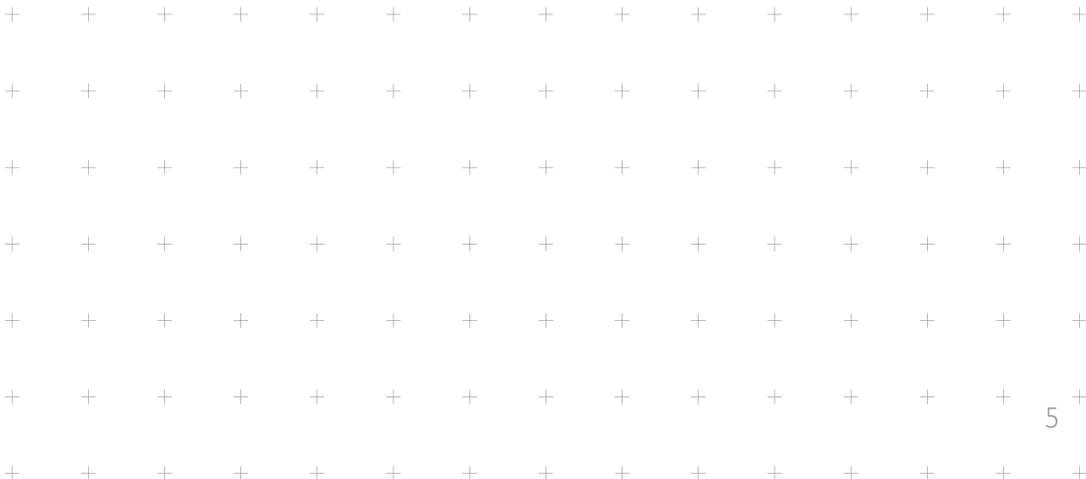
IVECO CARRIES OUT STRINGENT TESTS ON THE CONFORMITY, RELIABILITY AND DURABILITY OF ALL REPLACEMENT PARTS TO ENSURE CONSISTENT HIGH LEVELS OF SAFETY AND PERFORMANCE OVER TIME.

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.

**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 after-sales 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 after-sales assistance is essential to productivity.





# 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 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 mechanics, are your greatest allies in maintaining the productivity of your business, because we provide

### QUALITY AND RELIABILITY

certified ORIGIN 100% IVECO

### 12 MONTHS WARRANTY (\*)

with no limit on mileage;

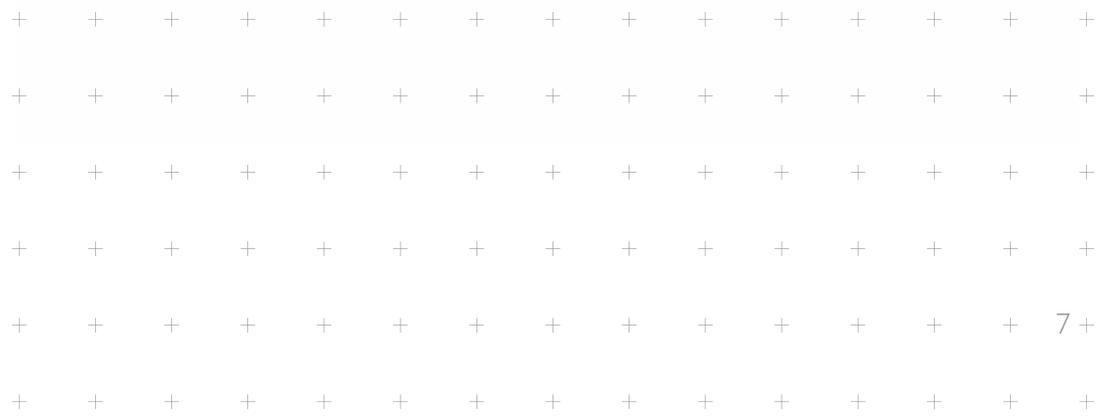
### DELIVERY WITHIN 24H

of any replacement part in sub-Saharan Africa (within flight availability)

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







IVECO has created a complete line of accessories, specially tailored to your vehicle, your mission and your tastes, allowing you to personalise your vehicle, increasing safety, comfort and technical features.



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

**IVECO**

**Accessories**

### **PERSONALITY AND PERFORMANCE**

An extensive choice of **EXTERIOR** accessories allows you personalise your vehicle, improving performance and reducing fuel consumption, thanks to a winning combination of technology and design which guarantee maximum efficiency.

### **ELEGANCE AND PRESTIGE**

These are the key characteristics of our range of **INTERNAL** accessories, designed to fit out your vehicle with a unique and surprising look. Our vast range of products make even the longest journeys and the toughest missions more pleasant and enjoyable.

### **SAFETY IS EVERYTHING**

With this in mind, our line of **SAFETY** accessories all the solutions you need to tackle unexpected situations with maximum peace of mind. A helping hand for your activity.

### **A WAY OF LIFE**

The comfort line of accessories helps to make your relaxation time more enjoyable. Because being in the cab doesn't just mean being behind the wheel. It's all about attention to detail.

### **ALWAYS AHEAD**

The HI-TECH line of accessories allows you to take advantage of the latest developments in technology and infotainment. A variety of opportunities, with a single purpose: to simplify your work.

Download the free IVECO ON THE ROAD App and choose the accessory best suited to your needs





A S S I S T A N C E   N O N - S T O P

**IVECO**  

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**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.







A L W A Y S   B Y   Y O U R   S I D E



## 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.**

Thanks to Teleservice E.A.S.Y. repair 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.

## WARRANTY COMPLIANCE

The warranty document must accompany the vehicle and must be carefully kept together with the other vehicle documents. This is the only valid document acceptable to the IVECO organisation, entitling the owner to warranty in the terms laid down.

The IVECO Warranty is limited to the parts originally fitted by IVECO (mechanical or other).

For additional equipment or body building carried out by coach builders/outside workshops, these will be responsible either directly or through their network, based upon the contractual conditions agreed.







# S E R V I C E M I L E A G E R E Q U I R E M E N T S A C R O S S R A N G E

## **STRALIS**

Every 40 000 km or annually

## **TRAKKER ON ROAD**

Every 40 000 km or annually

## **TRAKKER OFF ROAD**

Every 20 000 km or annually

## **EUROCARGO**

Every 20 000 km or annually

## **DAILY AND POWER DAILY LONG USE**

(>500 km per day) and medium use (499 - 121 per day) 20 000 km or annually

## **DAILY AND POWER DAILY SHORT USE**

(80 - 120 km per day) 10 000 km or annually



# DEALER NETWORK SOUTH AFRICA

<b>GAUTENG</b>				
AFS Commercial	Pretoria	153 Van Niekerk Street, Rosslyn	+27 12 541 1175	www.afscom.co.za
ELT Commercials	Johannesburg	101 Turfontein Road, Turfontein	+27 11 683 3364	www.eltrading.co.za
Italian Commercial	Johannesburg	437 Main Reef Road, Denver	+27 11 615 9552	www.italiancommercial.co.za
Kempston Commercial Centre	Kempston Park	40 Pomona Road, Kempston Park	+27 11 396 1112	
Randburg Commercial Vehicles	Kya Sands	Unit 1, Northriding Office Park, Corner Malibongwe Drive and Epsom Road, Northriding	+27 11 704 3274	www.randburgcommercialvehicles.co.za
Truck Centre Wadeville	Wadeville	53 Dekema Road, Wadeville, Germiston	+27 11 824 5301	www.truckcentre.co.za

<b>FREE STATE</b>				
AJ Dieseldiens	Kroonstad	Corner 3rd & 4th Roads, Gunhill, Kroonstad	+27 56 212 3646	
Ferreira Broers	Bethlehem	No. 6 Kerk Street, Bethlehem	+27 58 303 5372	www.ferreirabrs.co.za
Nolan Truck	Bloemfontein	Church Street, Turn Off N1, Breffny's, Bloemfontein	+27 51 443 8982	www.nolantruck.co.za
TJ Auto Clinic	Welkom	61 Tenth Street, Welkom	+27 57 396 1243	

<b>KWA-ZULU NATAL</b>				
KZN IVECO	Pinetown	10 Westgate Place, Westmead, Pinetown	+27 31 700 1222	www.kzniveco.co.za
N11 Commercials	Newcastle	5A Faraday Street, Newcastle	+27 87 985 3520	www.n11commercials.co.za

<b>MPUMALANGA</b>				
Ermelo Truck & Tractor Centre	Ermelo	24 Chris de Villiers Street, Industrial Sites, Ermelo	+27 17 811 5885/6/7	www.ivecoermelo.co.za
Truck Centre Middelburg	Middelburg	4 Celsius Street, Middelburg	+27 13 246 2872	www.tcmid.co.za
Produkta Trucks	Nelspruit	25c Rapid Street, Riverside Industrial Park, Nelspruit	+27 13 757 5300	www.produkta.co.za
Witbank Auto	Witbank	Corner Nita & Mandela Streets, Del Judor, Witbank	+27 13 655 8600	

## LIMPOPO

BB Truck & Tractor Services	Polokwane	33 Andalusiet Street, Futura, Polokwane	+27 15 293 4000	www.bbtruck.co.za
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## NORTH WEST

Car and Truck Clinic	Rustenburg	86 Heefer Street, Rustenburg	+27 14 596 5616	
ELT Commercials	Lichtenburg	137 Thabo Mbeki Street, Lichtenburg	+27 18 632 0653	www.eltrading.co.za
GBS Truck & Bus	Klerksdorp	166 OR Tambo Street, Klerkindustria, Klerksdorp	+27 18 464 2337	

## EASTERN CAPE

Fleet Dynamics	East London	Unit 2, Airport Park, Breezyvale Road, East London	+27 43 736 1502	www.fleetdynamics.co.za
Fleet Dynamics	Port Elizabeth	14 Standbridge Str. Deal Party, Port Elizabeth	+27 41 486 1611	www.fleetdynamics.co.za

## WESTERN CAPE

Nolan Truck	Cape Town	Eikenhoff Farm R312, Fisantekraal, Durbanville	+27 21 975 5460	www.nolantruck.co.za
Truck City	Cape Town	4 Chrome Street, Brackenfell	+27 21 981 5514	www.truckcity.co.za
Short's Garage	George	Pearl Street, Tamsui-Dustria - George	+27 44 878 0840	www.shorts.cv.co.za

## NORTHERN CAPE

Walker's IVECO	Upington	53 Market Street, Upington	+27 54 332 1074 +27 54 337 5200	www.walkersiveco.co.za
ELT Commercials	Kimberley	3 Welder Road, Kimdustria, Kimberley	+27 53 841 1527	www.eltrading.co.za
NCV Commercial Vehicles	Upington	36 Soutpan Street, Upington	+27 54 337 5500	

# DEALER NETWORK SOUTHERN AFRICA

## BOTSWANA

Continental Motors Francistown	Francistown	Cnr Sam Nujoma Drive & New Main Road, Light Industria Site, Francistown	+26 7241 2202	
Continental Motors Gaborone	Gaborone	Plot 22014, Kgomokasitwa Road, Gaborone West	+26 7318 5558/9	

## NAMIBIA

Namibia Commercial Vehicles Walvis Bay Head Office	Walvis Bay	No. 15 8th Street, Walvis Bay	+264 64 219 350/2	<a href="http://www.ncv.co.za">www.ncv.co.za</a>
Namibia Commercial Vehicles Windhoek	Windhoek	19 Eider Street, Lafrenz Industrial, Windhoek	+264 61 266 100	<a href="http://www.ncv.co.za">www.ncv.co.za</a>
Erongo Commercial Vehicles	Ongwediva	Main Road, Ongwediva	+264 65 225 660	

## SWAZILAND

Swazi Truck & Bus	Matshapa	King Mswati Ave III, Lot No. 3, Matshapa	+268 518 5713	<a href="http://www.ivecoermelo.co.za">www.ivecoermelo.co.za</a>
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## MALAWI

HTD Ltd	Blantyre	Chimpembere Highway, Ginnery Cnr, Blantyre	+265 187 1660	
HTD Ltd	Lilongwe	Independence Highway, Lilongwe	+265 175 0055	
HTD Ltd	Mzuzu	Luwinga Road, Muzuzu	+265 199 8216	

## MOZAMBIQUE

Ronil LDA	Maputo	Av. Eduardo Mondlane 2205, Maputo	+25 821 321 300	
Ronil LDA	Beira	Rua Do Alentajo 1990, Munhava	+25 823 353 003	

## ANGOLA

Vecauto	Viana	Via Expressa Luanda, Catete, KM 23, Viana	+244 928 868 751	<a href="http://www.vecauto-angola.com">www.vecauto-angola.com</a>
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**TANZANIA**

Incar	Dar Es Salaam	Nyerere Road, Dar Es Salaam	+25 522 286 1668	
Incar	Arusha	Unga Limited Road, Arusha	+25 527 254 8380	

**ZAMBIA**

Crafter Truck Centre	Ndola	Plot 1325, Corner Mushili & Lukasu Roads, Industrial Area, Ndola	+26 0212 651 213	
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**DEMOCRATIC REPUBLIC OF CONGO**

Ital Motors	Kinshasa	1338 Avenue De Poids, Lourds Q/Kingabwe, C/Limete, Kinshasa	+243 99 863 5230	www.italmotors.biz
Ital Motors	Lubumbashi	2131 Avenue Kasa-Vubu, Communde de Lubumbashi	+243 99 317 3232	

**ZIMBABWE**

Bain IVECO	Harare	4604 Motherwell Road, Workington, Harare	+263 466 9696	
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**MAURITIUS**

Scomat Ltd	Pailles	662 Bell Village, Grewals Lane, Pailles	+230 206 0404	www.scomat.com
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**MADAGASCAR**

Materauto	Antananarivo	BP 1516 Ankorondrano, Antananarivo 101	+261 20 111 3339	
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**REGISTERED REPAIRERS (ZA AND EXPORT)**

Town	Province/Country	Dealer	Telephone number
Tzaneen	Northern Province	BB Truck & Tractor, Polokwane	+27 15 293 4000
Beaufort West	Western Cape	Nel's Truck & Car, Beaufort West	+27 23 414 3461
Klawer	Western Cape	Truck City, Cape Town	+27 21 981 5514
Springbok	Western Cape	Zyho, Springbok	+27 27 712 1076
Tanga	Tanzania	LAL Garage	+255 27 264 4007

**IVECO**

[WWW.IVECO.CO.ZA](http://WWW.IVECO.CO.ZA)