



A WORLD OF
CUSTOMER SERVICE



LOOK TO THE FUTURE WITH PEACE OF MIND

IVECO



ORIGIN
100% IVECO

IVECO
PARTS

IVECO
Remanufactured

BULLDOZER
TRAILER PROGRAM

ELEMENTS
LONG LIFE VEHICLES

IVECO
shop

IVECO
0080048326000
Assistance Non-Stop

Daily
QUICK
SERVICE
IVECO

E.A.S.Y.

Tele
Service
IVECO

A WORLD OF CUSTOMER SERVICE

Anyone whose job involves travelling on the road knows how vital it is to be able to count on someone who will take care of the vehicle, with dedication, speed and absolute professionalism.

This is possible because Iveco, who designed and constructed your vehicle, has developed dedicated systems capable of guaranteeing first class assistance for your vehicle, 24 hours a day, 365 days a year.

Iveco offers you a comprehensive service package based on a dedicated support network comprising more than 2,000 Dealers and Service workshops throughout Europe, with highly trained, skilled technicians providing total support and assistance for you in every situation.

By placing your trust in Iveco, you also have the guarantee of original Iveco replacement parts, ensuring your vehicle's performance is optimised at all times. Iveco provides everything that's needed to maximise vehicle uptime, safely and securely.

Iveco Customer Service - your vehicle in good hands



CUSTOMER SERVICE



SERVICE TO OUR CUSTOMERS

Specialist customer service support for Iveco operators is readily available at strategic locations throughout the UK. Every Iveco Dealer is dedicated to supporting your Iveco vehicle throughout its life with the professionalism of expert technicians and a class-leading ethos in Customer Service. This level of support is complemented by a European-wide family of more than 2,000 service points, located on all the major truck routes, each ready to provide Customer Service wherever and whenever it is required.

APLUS

Iveco is first and foremost a full range truck manufacturer, a position that requires the provision of consistently high levels of service right through from Daily to Stralis for all customers. Within Customer Service, Iveco recognises and reacts to the ever-changing requirements of customers to ensure that they are not only met, but exceeded.

To maintain this level of commitment, the Iveco Service network fully endorses and subscribes to the APLUS initiative, a bespoke set of service level standards which focus on the key areas of:

- Response and reaction times
- Service quality levels
- Qualitative standards and compliance measurement

These service level standards are applied and monitored by Iveco on a regular basis, and cover the key performance areas of Assistance Non-Stop, VOR (Vehicle Off Road) monitoring, MOT pass rate, Dealer training and Parts stock coverage.

This ongoing and detailed monitoring of performance is designed to further improve the level of service offered collectively by the Iveco Dealer network. The core principles of adding value and viewing everything through the eyes of the customer are fundamental to Iveco being perceived as the best truck support network in the UK market.

CUSTOMER SATISFACTION



ORIGIN
100% IVECO

A GUARANTEE OF QUALITY

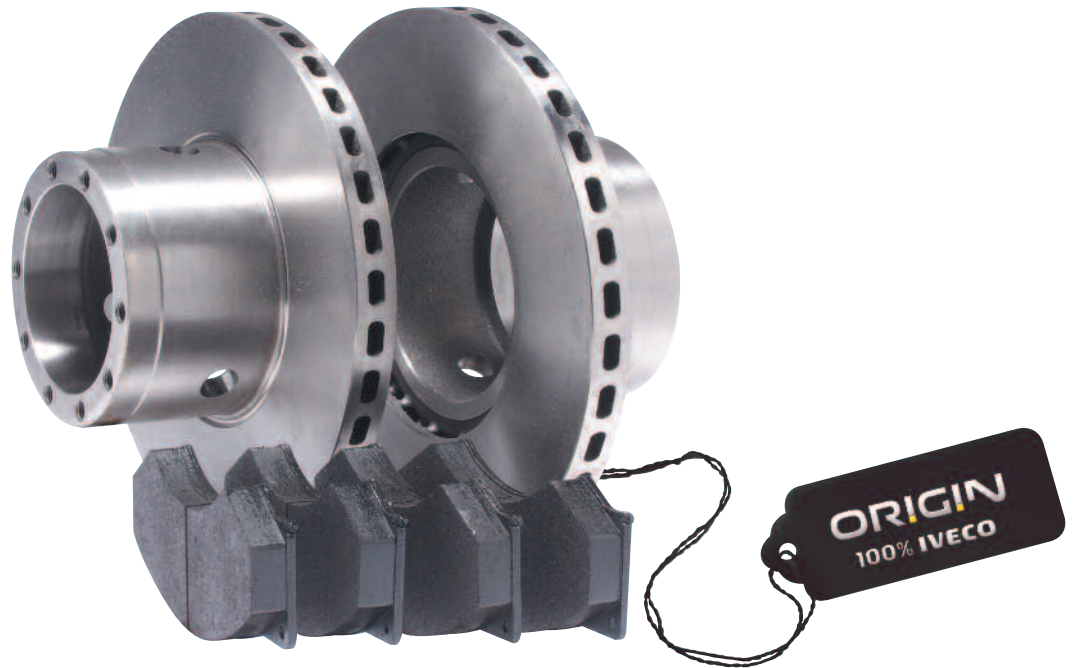
Only the Iveco Dealer network is able to maintain your vehicle for optimum performance at all times. For this reason, Origin 100% Iveco has been marketed to re-enforce our commitment to our customers.

Origin 100% Iveco has been designed specifically to:

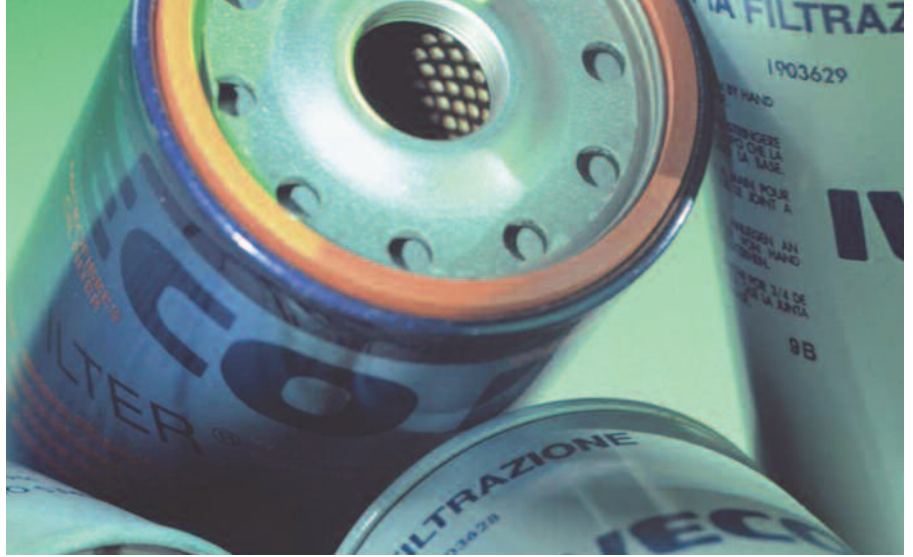
- Guarantee a first class level of Customer Service that always meets the needs of customers
- Manufacture Iveco original parts through a continual programme of research and development, selecting only the best products from leading suppliers

Products and services of outstanding quality, customer care and professionalism: Iveco Customer Service caters for customer's needs with skill and dedication, maintaining their investment in perfect condition over time – something that only the original manufacturer can offer.

Origin 100% Iveco - the instinct of excellence
www.origin.iveco.com



ORIGIN 100% IVECO



IVECO

PARTS

CHOOSE ONLY THE ORIGINALS

Choosing Iveco original parts means putting your trust in the quality of the manufacturer and the professionalism of expert technicians, ensuring your vehicle is always working to its optimum performance. All Iveco products and services are underpinned by a class-leading ethos in Customer Service. Only your local Iveco Dealer carries an extensive range of Origin 100% Iveco parts at competitive prices, allowing you to buy with confidence and peace of mind.

100% Selection - the excellence of the parts supply process begins with the raw materials used to assemble every Iveco product, selected in accordance with the highest quality standards.

100% Reliability - Iveco only selects parts suppliers who ensure the highest quality levels and certified production processes.

100% Safety - Certified and guaranteed, Origin 100% Iveco parts ensure long term performance and help preserve the value of your vehicle.

100% Control - All Iveco products and services pass strict quality control testing at each stage of the process.

100% Customer Satisfaction - A quality process that targets a single goal: satisfying Iveco customers 100%.

Origin 100% Iveco parts – your assurance of quality - www.origin.iveco.com

IVECO

Remanufactured

NEW LIFE TO PERFORMANCE

Within the UK, Iveco markets a range of remanufactured engines and gearboxes. The concept is to offer a speedy, cost effective solution to minimise vehicle downtime by replacing the whole unit rather than removing, inspecting, diagnosing and repairing the individual part concerned. Iveco remanufactured parts are also beneficial to the environment in that a basic unit can be remanufactured many times over, thus saving the raw materials required in the production of a totally new part. The same quality and reliability guaranteed by Origin 100% Iveco parts are also applicable to Iveco remanufactured parts, allowing you to buy with confidence and peace of mind.

ORIGINAL PARTS



A NEW BRAND FROM IVECO

Bullder is the new Iveco brand covering parts, servicing and repairs for trailers and drawbar units.

Based on its experience as an established manufacturer in road transport, Iveco has selected the leading suppliers in the trailer industry to market their products under the Bullder brand. An entirely new concept, designed with the customer in mind and available from the Iveco Service network.

SAVE TIME WITH BULLDER

Thanks to Bullder, from now on you can find parts for your trailer or drawbar unit at your local Iveco Dealer. Servicing and maintenance work can be completed on both tractor unit and trailer in one visit, thus maximising vehicle uptime.

BULLDER IS BORN OUT OF EXPERIENCE

Put your trust in Bullder: parts for trailers and drawbar units with the quality of Origin 100% Iveco parts. In addition, the distribution and logistics channels within the Iveco network guarantees rapid, prompt delivery in order to maximise parts availability levels.

A NETWORK BASED ON EXCELLENCE AT YOUR SERVICE

The Iveco network of professionals is at your service with Bullder. For the first time, Iveco has made its range of products and services and comprehensive service network available for trailers and drawbar units, providing a total service for your vehicle requirements.



BULLDER



CAREFULLY SELECTED PRODUCTS

Bullder parts are marketed with extreme care, in line with the Iveco tradition. We have selected the leading manufacturers in the industry as our official suppliers in order to guarantee products with the highest quality and performance characteristics.

INDUSTRY LEADING GUARANTEE

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

Bullder - quality and safety guaranteed



BULLDER



PEACE OF MIND WITH IVECO

Iveco has continually been at the forefront of the transport world. Satisfaction, reliability and excellence are ensured with every job, thanks to the range of Origin 100% Iveco parts, together with the coverage and professionalism of the Iveco Service network.

And in a continual effort to offer our customers the best possible service, Iveco has created Elements: an extensive range of tailored service packages designed to maximise vehicle uptime. How? By providing operators with total flexibility to tailor a planned maintenance contract to suit their particular operation.

100% Flexibility - choose the service package most suited to individual needs from the extensive Elements product offer.

100% Transparency - maximum transparency in payments and monthly rates enable customers to always know their vehicle servicing costs in advance, with no unexpected expenditure.

100% Efficiency - Elements guarantees the exclusive use of Origin 100% Iveco parts at all times, combined with the commitment and professionalism of the Iveco Service network.

100% Capability - Iveco offers maximum capability thanks to the constant specialist training of its technicians and the availability of the latest generation technology and equipment.

100% Safety - with its extensive range of service packages, Elements maximises vehicle uptime and provides additional peace of mind.

100% Value - regular maintenance and guaranteed servicing ensure that vehicle residual values are maximised.

Elements - 100% Benefits, 100% Iveco

ELEMENTS



TOTAL FLEXIBILITY FROM ADDITIONAL COVERAGE

Elements provides operators with total flexibility to tailor a Planned Maintenance Contract to suit their particular operation.

Operators can choose one element only - or build a combination of elements and options to provide a tailor made solution to suit their needs. All activities are performed by Iveco through its Service network and using Origin 100% Iveco parts.

1	LEGAL Tacho, PMI, MOT, Speed limiter check.
2	SERVICE Scheduled servicing.
3	FRICTION Wear and tear on friction materials, Scheduled servicing, PMI.
4	MOTION Non-scheduled repairs, Wear and tear, PMI, MOT, Scheduled servicing, Tacho, Speed limiter check.
5	FLEET MANAGEMENT Scheduled event management.

ELEMENTS



IVECO

shop

YOUR IVECO IS UNIQUE

Design, technological innovation and performance are the distinguishing features of Iveco accessories. The extensive product range offered by Iveco Shop is designed to satisfy practical, aesthetic, stylistic and aerodynamic needs together.

This product range matches the performance standards of our vehicles in every way: customising the cab environment with practical style and enhancing the cab exterior, whilst ensuring driving safety and comfort over long distances and also in urban traffic.

Personalise your Iveco with the extensive range of Iveco Shop accessories.

Iveco Shop - quality is also in the detail - www.ivecoshop.com



ACCESSORIES



ON THE ROAD, AT YOUR SIDE 365 DAYS A YEAR

Iveco offers a 24 hour, 7 days a week roadside assistance programme called Assistance Non-Stop. To support this key service, Iveco has invested heavily in the Customer Centre, a purpose-built first point of contact for customers in the unexpected event of a vehicle breakdown. The Customer Centre co-ordinates all roadside assistance activities from first contact to roadside repair, or where necessary, recovery to a franchised Iveco Dealer.

By calling the freephone number **0800 590509** from within the UK, or **00800 48326000** within Europe, you can request urgent assistance for your vehicle. A team of 80 operators guarantees an immediate response and a rapid solution to any problem, by activating the Iveco Service centre closest to the breakdown point and most suitable for the vehicle.

During the assistance process (whether it is a small repair at the roadside, or towing and subsequent workshop repair), the Customer Centre checks on progress, keeps you informed and guarantees that the vehicle is back in service as quickly as possible.

Before you contact the Customer Centre:

- Ensure you have the vehicle documents to hand
- Provide as much information as possible regarding your exact location

When you talk to our operator:

- Provide as much information as requested
- Describe the nature of the problem as accurately as possible

At the end of the call, you will be given a file number which will enable you to check progress via web tracking.

The Customer Centre will monitor the assistance right through to completion, ensuring that any downtime is kept to an absolute minimum.

Assistance Non-Stop - for added peace of mind

ASSISTANCE NON-STOP



DAILY QUICK SERVICE: MAINTENANCE IN RECORD TIME

Daily Quick Service is available to operators of the Iveco Daily product, providing a range of service and repair options which can be carried out with no prior appointment.

Daily Quick Service includes:

- Routine servicing – standard 30,000km or 40,000 km depending on model, M1 service including engine oil and filter change
- Replacement of the exhaust system
- Shock absorber replacement
- Brake pads and disc replacement, including a brake system safety check
- The use of Origin 100% Iveco parts at competitive prices

www.origin.iveco.com



DAILY QUICK SERVICE



E.A.S.Y.

SHARE THE TECHNICAL CULTURE GROWING TOGETHER

To identify any problems quickly and reliably, and to enable the workshop to solve problems efficiently, Iveco has created a new diagnostic platform which reflects the evolution in the product. It is called E.A.S.Y. (Electronic Advanced System), a system that allows simple diagnosis of the various electronic control units on the vehicle, using a communications module (ECI) and a specific personal computer.

The software for the E.A.S.Y. platform provides a single, intuitive interface, through which it is possible to consult a guide to repairs indexed by symptom.

The ECI module guarantees communications with all current and future Iveco control units.

Thanks also to interaction with Teleservices and all other Iveco support systems to which this system can connect immediately, E.A.S.Y. is at the heart of Iveco Advanced Diagnosis, representing the access key to the workshop of the future.



TECHNICAL SERVICES



IVECO TELESERVICES – EXPERT TELEMATIC DIAGNOSIS

In some cases, such as where an electronic system requires updating, it can be difficult to provide vehicle diagnosis quickly and efficiently within the workshop environment. In this instance, a dedicated team of experts is necessary and Iveco provides the assistance of the Teleservices Expert Centre to its network of Service workshops.

Teleservices is the means by which the Expert Centre offers specialist diagnostic assistance, working side by side with the Service network to handle and solve the most complex and unusual diagnostic problems.

Teleservices is accessed by remote connection of the diagnostic equipment in the workshop directly to the Teleservices Expert Centre, using specialist software installed on the E.A.SY diagnostic station. It is constantly updated to offer the most effective service to the Iveco network. Working remotely, the Expert Centre technicians will inspect vehicle behaviour exactly as if they were at the scene, by testing and actuating electronic systems and components and suggesting the most effective solutions.

Teleservices brings many advantages to operators of the Iveco product: it increases the efficiency of the workshop and helps minimise vehicle downtime; the electronic systems on the vehicle can be updated to the latest software levels; the Iveco database, a permanent record containing details of all work undertaken on the vehicle ECU is readily available, and can be accessed by all Iveco Service workshops at all times to ensure the most comprehensive vehicle maintenance service is provided.

Advanced technology, advanced service for greater customer satisfaction

TELESERVICES



COMMITTED TO OUR CUSTOMERS

Choosing Iveco means putting your trust in the quality of the manufacturer and the coverage and professionalism of a first class service support network, to ensure that your vehicle is always working to its optimum performance. By investing in the Iveco product, you have joined the Iveco family and as such, are entitled to receive the very real benefits that accrue from strong family ties -

- The efficiencies and enhanced performance that result from the introduction of cutting-edge technologies in developing our product ranges
- The professionalism of expert technicians at Dealer level and a class-leading ethos in Customer Service
- A European wide family of Iveco Dealers, ready to provide Customer Service, wherever and whenever you need it
- 100% original Iveco parts at competitive prices and key skills tailored to your specific vehicle

Ensure your Iveco receives the very best available attention from a caring family



CUSTOMER SERVICE

www.origin.iveco.com
www.iveco.com

Dealer Stamp

AN INSTINCT FOR EXCELLENCE

Only the people who created your vehicle in the first place can keep it in the perfect shape over time. For this reason, Origin 100% Iveco has been created as an assurance of quality to Iveco customers.

ORIGIN
100% IVECO

FIAT

GROUP