

# IVECO

A NEW WORLD  
OF INTEGRATED SERVICES  
AND SOLUTIONS

FOR OUR DAILY CUSTOMERS



## IVECO



# YOUR BUSINESS NEVER STOPS

**IVECO IS COMMITTED TO PROTECTING THE VALUE, PERFORMANCE AND PRODUCTIVITY OF YOUR VEHICLE OVER TIME.**

IVECO offers an integrated transport solution (consisting of vehicle and services) that can be personalised in order to anticipate and meet your demands better than ever.

With IVECO ON SOLUTIONS we provide a whole set of services tailored to your vehicle and your mission. You can rely on the new connectivity services, the best maintenance, high performance parts and skilled experts, ready to help you whenever and wherever you need it. And you are able to work with full peace of mind.

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**IVECO ON IS THE NEW WORLD  
OF INTEGRATED SERVICES  
AND TRANSPORT SOLUTIONS,**

created by IVECO to help you make your business more competitive, profitable, sustainable and easier to manage.

It provides a flexible offer that can be customised to match your business requirements and missions: from connected services to boost your vehicle's potential to a complete set of tailored aftermarket solutions to be at your side in every moment of your journey!



# A CLEAR BENEFIT TO OUR CUSTOMERS

IVECO IS “ON” YOUR SIDE, DELIVERING REAL BENEFITS FOR YOUR BUSINESS WITH THE ADVANTAGES OF THE SERVICE OFFER YOU CHOSE:

**FLEET** to manage your fleet by monitoring your vehicles' fuel consumption and drivers, as well as planning their missions, optimising routes and dispatching orders.

**UPTIME** to keep your vehicle always on the road, anticipating and avoiding unforeseen breakdowns. Our roadside assistance will always be with you.

**CARE** for peace of mind knowing that we will take care of you, your driver and your vehicles while on the road. Specific vehicle monitoring and reporting will leave you free to focus entirely on your work with no worries.

**MAINTENANCE & REPAIR** for specialised assistance when you choose from our offer of tailored service contracts.

**PARTS** to complete the IVECO ON offer by choosing original IVECO Parts and Accessories.



- FLEET MANAGEMENT
- IVECO WEB API



- VEHICLE MONITORING & REMOTE ASSISTANCE
- ASSISTANCE NON-STOP



- SMART REPORT
- SAFE DRIVING REPORT
- IVECO ON CUSTOMER PORTAL



- ELEMENTS
- PAY PER USE



- GENUINE PARTS
- NEXPRO BY IVECO
- REMANUFACTURED PARTS
- ACCESSORIES LINE



**SERVICES & SOLUTIONS YOU CAN ALWAYS COUNT ON.**

# ENHANCED CONNECTIVITY AND SERVICES

More uptime with proactive diagnosis.  
Optimised efficiency with vehicle status monitoring  
and Driving Style Evaluation.





# A NEW WORLD OF CONNECTIVITY

The most advanced connectivity on the Daily puts you in full control of the truck, allowing you to operate effortlessly and efficiently, by optimising the vehicle's uptime, fuel efficiency and Total Cost of Ownership (TCO).

The IVECO **Driving Style Evaluation (DSE)** enables you to evaluate the vehicle's and driver's main performance parameters, and reduce maintenance costs of up to 10%.

Discover the world of new services that come with the Daily connectivity box!

Being connected with us, by choosing out of the two solutions we offer, will make you **SAVE MONEY, IMPROVE PERFORMANCES** and **SIMPLIFY YOUR WORK**.

FIND OUT MORE ABOUT THE **COMMERCIAL PACKAGES** YOU CAN CHOSE YOUR SERVICES FROM. THE CLUSTERS WILL HELP YOU UNDERSTAND WHICH BENEFITS YOU WILL GET WITH EACH DIFFERENT SERVICE.



## SMART PACK

The first option package, always included with the Daily connectivity box, provides you with information about your vehicle and driver style through the following tools:

- SMART REPORT
- SAFE DRIVING REPORT
- IVECO ON CUSTOMER PORTAL (including the APP)
- VEHICLE MONITORING & REMOTE ASSISTANCE

## PREMIUM PACK

On top of your vehicle's information, the Premium Pack allows you to add modular and integrated services that simplify your work while managing a fleet, keeping your vehicle under control even more!

You can choose the modular options you wish to add to your package:

- FLEET MANAGEMENT
- IVECO WEB API
- PAY PER USE

COMPREHENSIVE VEHICLE MONITORING BASED ON THE INFORMATION PROVIDED BY A SET OF TOOLS.

## SMART REPORT



IVECO ON Customer Portal releases monthly reports that are automatically sent to the Fleet Manager to provide:

- Data on fuel consumption parameters and drivers behaviour monitored through the DSE algorithm
- Mission profile monitoring
- Tips to improve the driving style for fuel consumption and vehicle optimization

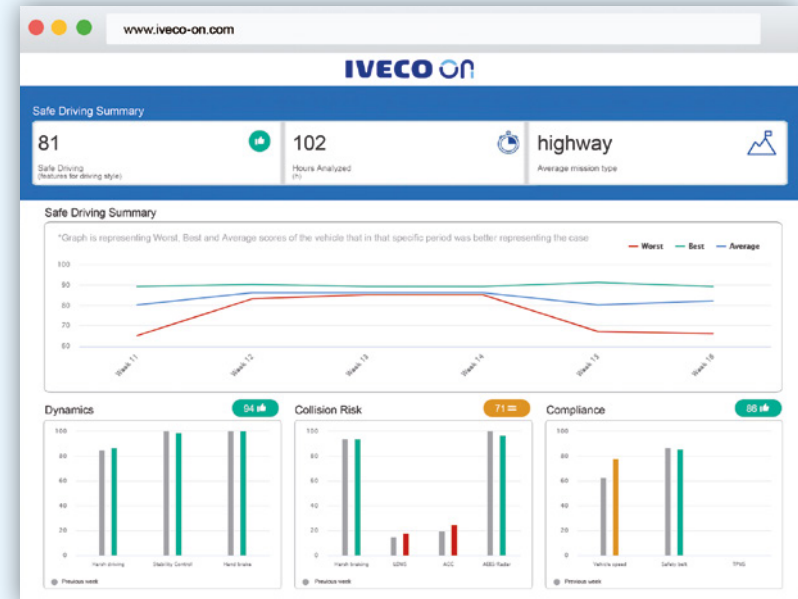
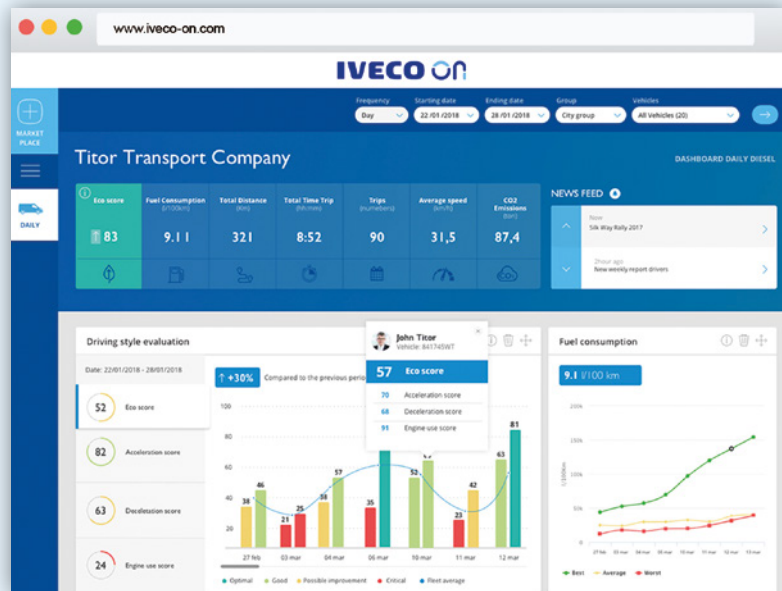
It is possible to display both the overall results of the entire fleet and the details of each vehicle to get a better understanding of how to optimise efficiency and reduce fuel consumption.



## SAFE DRIVING REPORT



Together with the Smart Report, you will receive this new report that will allow you to measure your safety on board. The Safe Driving Report is made exclusively for you and it is free of charges. Thanks to the Driving Style Evaluation we will provide you parameters that will help you be more cautious and safe while on the road!



## IVECO ON CUSTOMER PORTAL (INCLUDING THE APP)



Through the IVECO ON Customer Portal the customers can monitor the vehicle's fuel consumption and the driver's driving style in order to optimise the fleet's performance.

A host of features help them take the best advantage of the data:

- Dynamic monitoring
- Historic data to make comparisons
- Downloadable details by vehicle/driver
- Customer Dashboard for Fleet Fuel Consumption monitoring
- Dedicated vehicle map by mission

Find out in the Marketplace section which additional services are available for you.



## IVECO ON APP



Downloadable from Google play and App store, provides the Fleet Manager and Drivers with further information, such as:

- DSE score and comparison
- Fuel consumption trend and comparison
- CO<sub>2</sub> emissions
- Average distance trend

Date	Nickname	Plate	VIN	Model	Total distance (Km)	Total trips time (h:mm)	Average Speed (Km/h)	Average consumption (l/100km)
04-10-2019 08:05	- Randy Jimenez	WE687WS	ZFCF735B605289563	35516HAB V	0.1	00:00:32	12	17.3
04-10-2019 09:03	- Eric Walters	9442X0YB	ZFCF735B8405297788	35516AB V	0.6	00:06:41	8	21.1
04-10-2019 09:10	- Elizabeth McCoy	9442X0YB	ZFCF735B8405297788	35516AB V	0.4	00:05:31	4	29.5
04-10-2019 09:35	- Michael Ford	WE687WS	ZFCF735B605289563	35516HAB V	23.3	00:31:35	43	10.1
04-10-2019 09:46	- Samantha Murphy	9442X0YB	ZFCF735B8405297788	35516AB V	5.7	00:08:53	38	11.6
04-10-2019 09:59	- Frank Simpson	9442X0YB	ZFCF735B8405297788	35516AB V	2.6	00:05:41	27	11.3

## VEHICLE MONITORING & REMOTE ASSISTANCE



IVECO connectivity will help maximise your vehicle's uptime and productivity through a proactive approach with the Remote Assistance Service tool for remote diagnostics, teleservices and over-the-air software updates.

We help you get more time on the road by remotely monitoring your vehicle. If a warning about a component comes up, we receive a fault code alert and our connectivity managers will call you to advise on planning a stop at a workshop for the necessary service intervention.





# CONTROL ROOM

Thanks to the connectivity and the faults alerting, IVECO can monitor your vehicle by anticipating unforeseen stops.

*IVECO Head Quarter, Turin*



# PREMIUM PACK

MANAGE YOUR FLEET IN A SIMPLE WAY WITH OUR MODULAR AND INTEGRATED SERVICES, KEEPING YOUR VEHICLES ALWAYS UNDER CONTROL.

## FLEET MANAGEMENT



You can purchase additional modular services, to manage your fleet more easily and efficiently. They can help you monitor your vehicles' fuel consumption and Drivers, as well as planning their missions, optimizing routes and dispatching orders.

**verizon connect** Plan Customer Mission more efficiently; Optimize Drivers Routes.  
Available on MY2019 only.



	CONTENT/ PACKAGES	FLEET ESSENTIAL	FLEET ESSENTIAL TACHO	FLEET ENHANCED
	POSITIONING & GEOFENCING	•	•	•
	FUEL CONSUMPTION & SCORE CARDS	•	•	•
	VEHICLE HEALTH	•	•	•
	DRIVER HOURS	—	•	•
	DATA THROUGH WEB SERVICES	—	—	•
<b>OPT</b>	WORKFORCE ADD-ON*	•	•	•

### \*WORKFORCE ADD-ON

- Job tracking
- Manual job dispatch
- Forms administration
- Productivity scorecard
- Plan vs. Actual report
- Jobs mobile app
- Forms mobile app
- Bi-directional messaging

## FLEET MANAGEMENT BENEFITS

- Improve vehicle visibility with geolocation intelligence
- Increase fleet administration capabilities through insights on driver's workdays (time on site, fuel and battery levels)
- Stay compliant by recording driver's activities (such as rest and driving hours) and downloading the remote tachograph
- Bi-directional messaging
- Receive advanced reports, monitoring the entire fleet and the individual drivers
- Connect your team
- Get experts tips on how to improve your fleet performance and driver safety

## IVECO WEB API (APPLICATION PROGRAM INTERFACE)



This service is intended for those customers who want to create their own dashboards and reports, using the IVECO official vehicle data. It allows flexible data integration in the customer's own systems and facilitates the management of IVECO-generated data together with that of other brands' vehicles in a single tool.

Microsoft stores the data from IVECO vehicles in real time daily on a cloud that aggregates the information for each customer, then aggregates makes them available on to customers' systems. Additionally to the information already shared on the Smart Report (vehicle status, DSE, GPS, ...), we also show you idling data in order to reduce useless fuel consumption. You can chose one of the features below or all of them together:

- Geofencing
- DSE
- Vehicle Data

## PAY PER USE



IVECO telematics technology allows you to optimise your costs. You pay the M&R contract at the subscription and, according to your actual mission and kilometers covered, you will only pay for the services you use and receive a refund for those that you did not. So you only pay for real time usage.

Try the new M&R PAY PER USE formula: it comes with the 2XL and 3XL Elements packages!



# IVECO SERVICE

IVECO commitment is to protect the value,  
the performances and the productivity  
of your vehicle over time.



# SERVICE SOLUTIONS

When selecting IVECO you have made a quality choice: you can count on a complete aftermarket support. Find out more about our Maintenance & Repair (M&R) contracts, our Network and the roadside assistance.

## ELEMENTS: CUSTOMISED SERVICE PACKAGES

With the aim of offering you the best of everything, IVECO has created ELEMENTS: a wide range of tailored service packages, designed to keep your vehicle on the road with minimal interruptions for maintenance and repairs.



### TAILOR-MADE SERVICE

ELEMENTS is a specialised high-quality service that aims to ensure a long life for every vehicle in all sectors. Combine the "Elements" that best fit your needs in order to create your own tailor-made service package!

Choose your Planned Maintenance Contract and Extended Guarantee, by combining the major Elements that make up the offer (Maintenance, Drive Line, Extra Drive Line, Wear) that perfectly suits your business.

#### MAINTENANCE



- Maintenance
- Lubrication
- Oil and fluid changes according to the maintenance and repair handbook

#### DRIVE LINE



- Engine
- Fuel injection
- Gearbox
- Propeller shaft and axle repairs

#### EXTRA DRIVE LINE



- Components not already covered by the drive line element e.g. Electrical System

#### WEAR



- Clutch
- Brake pads
- Brake discs
- Brake drums
- Brake linings for drum brakes



THE TABLE BELOW SUMMARISES ALL THE POSSIBLE COMBINATIONS:

### PLANNED MAINTENANCE & REPAIR (M&R) CONTRACTS

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

Try the M&R PAY PER USE SERVICE, thanks to the CONNECTIVITY box you will pay only for the real vehicle usage!

### EXTENDED WARRANTY

	DRIVE LINE	EXTRA DRIVE LINE
XTRA XTENDED LIFE	•	•
XTENDED LIFE	•	



CONTACT YOUR LOCAL DEALER TO CHOOSE THE PERFECT CONTRACT TAILORED TO YOUR BUSINESS, WITH DEDICATED CONNECTIVITY OFFERS.

# ASSISTANCE NON-STOP

ALWAYS READY, WHEREVER YOU ARE.



In case of vehicle breakdown IVECO Assistance Non-Stop can be reached in three ways:



- With a simple phone call
- Using the on-board infotainment system, just a click on the touchscreen is all that's needed to automatically contact the IVECO Assistance Non-Stop.
- Using the IVECO Non-Stop mobile app: just a click away and the Customer Center takes care of your request activating the nearest workshop and following the vehicle repair.

The IVECO Non-Stop app can also be used to book in advance a repair work for your vehicle, not just in case of urgency. You can select the time window and the location (current position, workshop or specific address) and the app will give you a confirmation of the booking.



## EUROPEAN ASSISTANCE NON-STOP KEY PERFORMANCES

Our operators will answer you in less than 20 seconds, in 24 languages and 36 European countries, by activating the IVECO assistance center closest to where you are, providing a quick and efficient solution.

- Average time of arrival at breakdown spot in less than 60 minutes
- 75% of repairs done roadside
- 85% of repairs done in less than 24 hours

The ANS operators will keep you informed on the time of arrival and time of repair of your vehicle!

# SERVICE NETWORK

BY CHOOSING IVECO, YOU CHOOSE QUALITY!

No matter where you are located you will never be far from an IVECO workshop or authorised repairer.

Thanks to a widespread network of around 2,000 service points in Europe, with fully trained technicians and diagnostics experts, IVECO is always ready to help you and sort out any problems you may encounter, wherever you are, whenever you need us.

# ALWAYS BY YOUR SIDE

OUR TECHNICIANS, YOUR PARTNERS.

IVECO 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 its accessories, 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.



## IVECO CAMPER CENTERS: a carefree holiday starts here.

We guarantee top class services for your Camper tailored to your needs, so you can enjoy the holidays you deserve. The highly specialised experts working in more than 320 IVECO Camper Centres across Europe can guarantee excellence in the support since they are continuously trained on technical skills and in particular on camper modifications/variants. They can rely on the availability of IVECO Genuine Parts and the efficiency of Parts logistics services as well as on the immediate response from the motorhome bodybuilder companies that support and assist them during the entire maintenance or repair process.



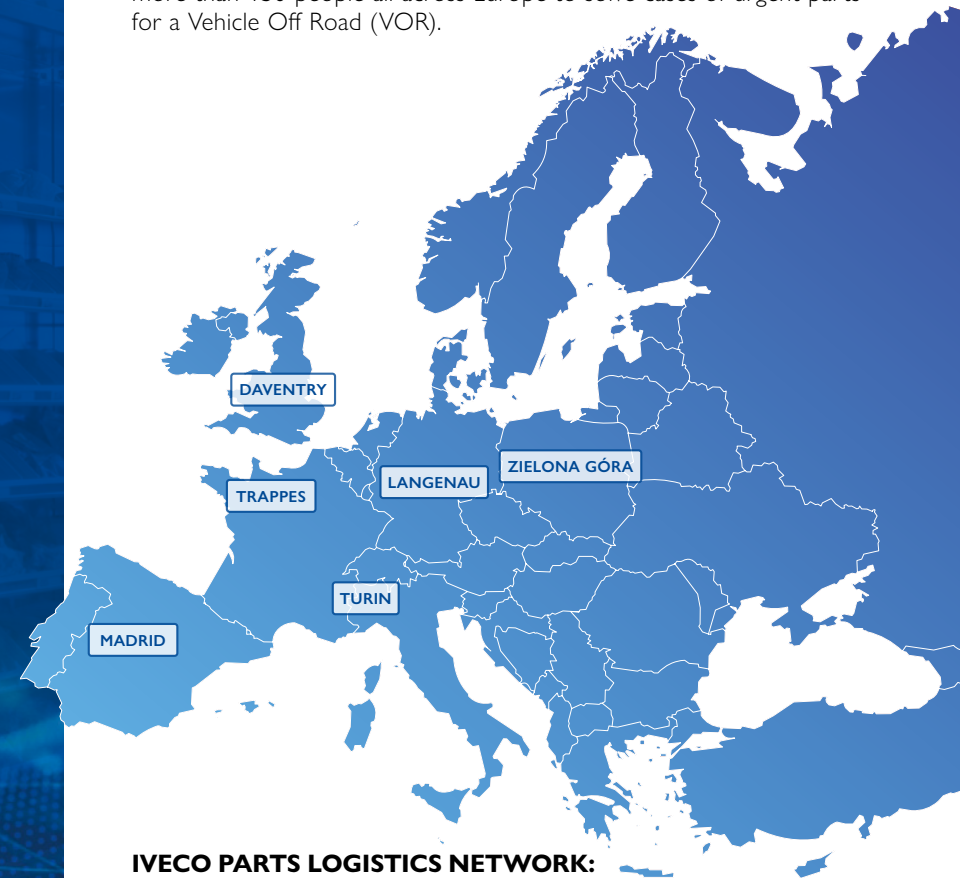
# IVECO PARTS

IVECO guarantees that products and suppliers comply with quality standards in terms of raw materials and production processes along the replacement parts supply chain.

## ADVANCED PARTS LOGISTICS

PROXIMITY AND TECHNOLOGY REDUCE DOWNTIME.

IVECO knows how important it is to minimise vehicle downtime and get back to work as quickly as possible. Driven by customer satisfaction, IVECO continues to invest in a growing network of spare parts warehouses and relevant logistic services. We strive to reach you with the right part, in the right place, at the right time with a fast and effective customer centric supply chain. IVECO also dedicates a team of more than 150 people all across Europe to solve cases of urgent parts for a Vehicle Off Road (VOR).



### IVECO PARTS LOGISTICS NETWORK: TAILORED TO YOUR TRAVELS

- 6 WAREHOUSES IN EUROPE
- 330.000 SQM
- 400.000 PARTS MANAGED
- OVER 10 MILLION ORDERS PROCESSED PER YEAR
- DAYTIME & OVERNIGHT DELIVERIES 24/7



# PARTS SOLUTIONS



IVECO completes the Aftermarket offer with a wide choice of Spare Parts and Accessories. Find out more in the following pages!

## GENUINE PARTS

BOOST YOUR PRODUCTIVITY.

### 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 IVECO over time, protecting you from unplanned downtime, ensuring safety for people and goods. IVECO Genuine Parts, combined with the professional skills of IVECO technicians, are your greatest allies for the productivity of your business.

### WHAT'S INSIDE GENUINE PARTS?

- **Quality and reliability** certified by IVECO
- **Up to 36 months warranty\*** with no limit on mileage
- **Delivery within 24h** of any replacement part
- **Availability** of replacement parts up to 10 years after vehicle phase-out
- **Exclusive design** tailor-made to IVECO vehicles

\* warranty conditions may vary depending on Country



# REMANUFACTURED PARTS

QUALITY WITHOUT DOUBTS, UPTIME WITHOUT WASTE.

IVECO uses continuous improvement to remain a cut above the competition. In our remanufacturing process, used parts are examined, remade and tested to original performance specifications through the use of state-of-the-art techniques, strict salvage guidelines, advanced manufacturing systems and severe quality controls. With quality assurances built into every process and same-as-new warranties, IVECO Reman products provide customers true peace-of mind and care for the environment.



Want to know more?  
**SCAN IT!**



### MORE THAN REPAIR

	USED	REPAIR	REMAN
COMPLETE DIS-ASSEMBLY AND ASSEMBLY	NO	NO	YES
100% INSPECTION - NEW PARTS INTRODUCED	NO	NO	YES
SYSTEMATIC BENCH TEST (100%)	NO	NO	YES
ECOLOGICALLY RESPONSIBLE	YES	YES	YES



### A FAST GROWING RANGE

	EXHAUST SYSTEM				DRIVELINE				ENGINE					BRAKES					
	DPF	SILENCER	EGR VALVE	DENOX PUMP	STEERING	CLUTCH	FLYWHEEL	AXLE HEAD	GEARBOX	ENGINE & LONG BLOCK	THROTTLE VALVE ACTUATOR (TVA)	CYLINDER HEAD	INJECTOR	ROTATING ELECTRICALS & A/C COMPRESSOR	RADIATOR	TURBO	INTERCOOLER	AIR BRAKE COMPRESSOR	BRAKE CALIPER
	X	X	•	X	•	•	•	X	•	•	•	X	•	•	•	•	•	X	•

• Applicable X Not applicable

# NEXPRO BY IVECO

KEEP THEM MOVING. KEEP ON GOING.

NEXPRO by IVECO is the certified second line of replacement parts for IVECO applications, distributed exclusively by the IVECO Authorised Network for maintenance and repair of older IVECO vehicles.

NEXPRO by IVECO parts ensure high reliability from your IVECO vehicle on the second part of its lifecycle at competitive prices and benefits from IVECO parts standard warranty conditions.

Entrust your older vehicle to IVECO with confidence. With NEXPRO by IVECO parts you are assured of:

- Unique IVECO know how
- Full compliance to EU regulations and standards
- Competitive prices
- Unrivalled expertise of IVECO technicians



# ACCESSORIES

ENHANCE YOUR DAILY EXPERIENCE.

Accessories help you personalise your workplace and feel at ease in every situation. Enhance your Daily's technology, comfort, safety, and efficiency with IVECO's full range of specifically designed accessories.



## A TECHNOLOGY BOOST

Accessorize your mobile workstation with the most up-to-date technology. The new Android-based Multimedia System comes with an integrated GPS Navigation system and DAB+ radio integrated, rear camera and steering wheel controls as options to provide a complete multimedia navigation and reversing safety solution. The smartphone cradle perfectly fits the Daily dashboard and with the Qi technology you can recharge your smartphone wirelessly. (1/2)

## DRIVE SAFELY

Tailor-made accessories will improve your safety while driving: the new pushbar, which has European certification, ensures safety at the front of the vehicle and increases active and passive protection of vehicle and pedestrian. The Wi-Fi Rear camera gives you visibility on the area behind the vehicle. With the dedicated App, you will have everything under control on your smartphone. (3/4)

## FIT FOR YOUR MISSION

Give your Daily load space the best protection with custom designed trim and flooring resistant to scratches, humidity and chemical agents. Choose from a wide range of luggage racks made of lightweight corrosion-proof aluminum that are easy to install. Add to the rack a tube holder, beacon holder and floor platform for the best versatility. Complete your vehicle dressing up by choosing the most suitable mats and seat covers for your activity. (5/6)







**IVECO**

Your partner for sustainable transport

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