

Press Release

Peace of mind on the road with IVECO TOPCARE, the first premium assistance service for the drivers powered by connectivity in the freight industry

IVECO's pioneering customer care service is designed to make its customers' life easier by providing maximum support in the event of unscheduled downtime.

IVECO TOPCARE increases the vehicle's uptime by ensuring its return on the road as fast as possible and takes care of the driver with a full-service hospitality package in case of a severe failure that requires more time to resolve.

Turin, August 30 2022

IVECO has launched the **first fast-track service and hospitality pack in the industry**: IVECO TOPCARE. The **premium assistance service powered by IVECO's connectivity** has been designed to support customers in case of unpredicted extraordinary maintenance, getting the vehicle back on the road as fast as possible and taking care of the driver if the issue requires more time to resolve. A first-class service – unique in the freight industry.

This is the latest step in the brand's driver-centric revolution, which started with the launch of the IVECO S-WAY in 2019 and harnesses its advanced connectivity to provide customers with the ideal business solution for fleet owners and a perfect travelling companion for the driver. Reinforcing its commitment to its drivers' community, IVECO has in fact introduced in the last 3 years products and services aimed to improve the drivers' daily life on board in terms of Safety, Comfort and Connectivity.

"With TOPCARE, IVECO once again proves to be a first mover in innovating its extensive portfolio of services built around the customer," says Mihai Radu Daderlat, Head of Truck BU Customer Service TCO & Services at IVECO. *"Driven by our strong driver-centric approach combined with our digital and connectivity mindset, we designed a premium support service to ensure our drivers and fleet owners enjoy peace of mind when their truck is on the road. We want our customers to feel safe with IVECO in every situation, so we devised an all-inclusive coverage that ensures fast and agile action thanks to advanced systems, maximizing the vehicle's uptime and business productivity while looking after the driver, even in case of unexpected events."*

With IVECO's widespread network of more than **1,800 service points across Europe ready to assist customers 24/7**, the driver is never far from expert support and the vehicle will be back on the road swiftly. Whenever they are, whatever they need, IVECO keeps the vehicle in motion as soon possible, improving the business productivity of fleet owner.

In case of breakdown that forces the driver to stop in a workshop for extraordinary maintenance, the **IVECO Control Room**, which constantly monitors the connected vehicles, receives an immediate alert that assigns the **highest priority** to resolving the fault in the vehicle.

A **urgent parts supply process is automatically triggered**, and qualified diagnostic experts set to work to minimize downtime, providing constant updates on the status of the repair.

If the repair takes longer than expected and the driver is far from home, IVECO TOPCARE provides them with a range of **hospitality services** including meals, hotel accommodation, transfers and parking as needed, to ensure their comfort during the wait. For total peace of mind medical care is always provided in case of non-urgent health issue.

IVECO TOPCARE is a subscription service available on IVECO S-WAY connected vehicles, in addition to IVECO's maintenance and repair contract.

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IVECO

IVECO is a brand of Iveco Group N.V. (MI: IVG). IVECO designs, manufactures and markets a wide range of light, medium and heavy commercial vehicles, off-road trucks, and vehicles for applications such as off-road missions.

The brand's wide range of products include the Daily, a vehicle that covers the 3.3 – 7.2 ton vehicle weight segment, the Eurocargo from 6 – 19 tons and, in the heavy segment above 16 tons, the IVECO WAY range with the on-road IVECO S-WAY, the off-road IVECO T-WAY and the IVECO X-WAY for light off-road missions. In addition, the IVECO Astra brand builds off-road trucks, rigid and articulated dumpers as well as special vehicles.

IVECO employs close to 21,000 individuals globally. It manages production sites in 7 countries throughout Europe, Asia, Africa, Oceania and Latin America where it produces vehicles featuring the latest advanced technologies. 4,200 sales and service outlets in over 160 countries guarantee technical support wherever an IVECO vehicle is at work.

For further information about IVECO: www.iveco.com

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