

# IVECO

A NEW WORLD  
OF INTEGRATED SERVICES  
AND SOLUTIONS

FOR OUR IVECO WAY RANGE 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), fully sustainable and fully integrated into the ecosystem. The complete aftermarket solution uses digitalisation, automation and vehicle electrification to anticipate and meet your demands better than ever.

With IVECO ON SOLUTIONS we provide services tailored to your vehicle and your mission. You can rely on the best maintenance for your vehicle, high performance parts, and skilled experts, ready to help you whenever and wherever you need it.

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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
- PROFESSIONAL FUEL ADVISING
- PROFESSIONAL SAFE DRIVING REPORT



- IVECO TOP CARE
- VEHICLE MONITORING & REMOTE ASSISTANCE
- ASSISTANCE NON-STOP



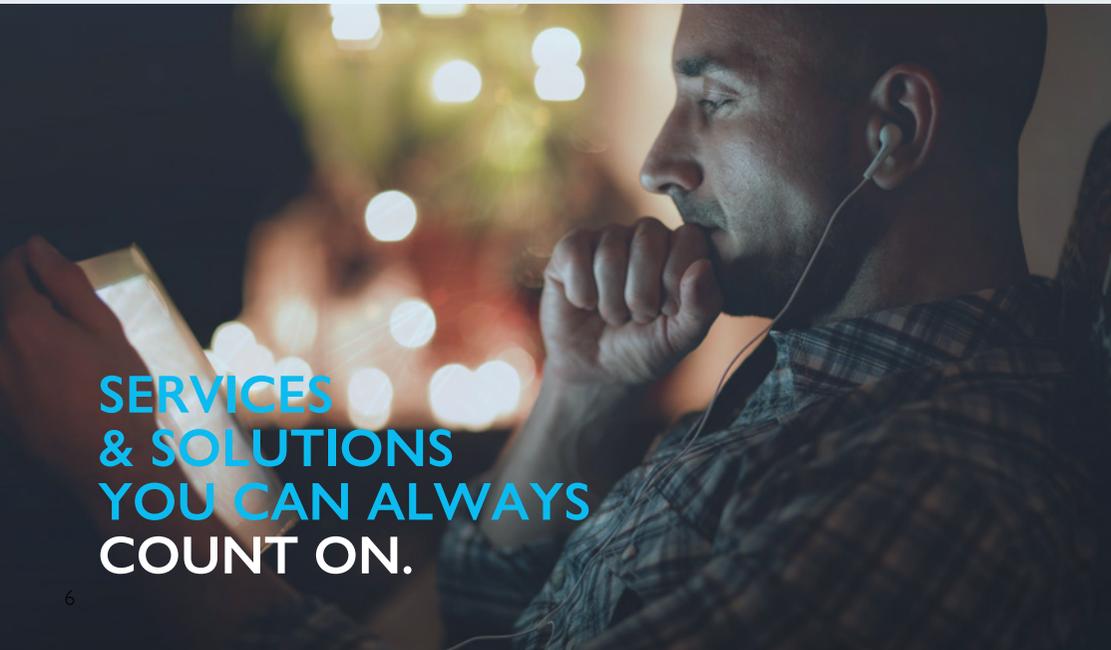
- SMART REPORT
- SAFE DRIVING REPORT
- IVECO ON CUSTOMER PORTAL
- EASY WAY APP



- ELEMENTS
- FLEXIBLE MAINTENANCE



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



SERVICES  
& SOLUTIONS  
YOU CAN ALWAYS  
COUNT ON.

# A NEW WAY TO CONNECT

You will never feel alone on board  
the IVECO WAY RANGE.  
The most advanced connectivity  
puts you in full control of the truck,  
and always in communication  
with your fleet manager if anything  
comes up.



## A NEW WORLD OF CONNECTIVITY

The most advanced connectivity on the new IVECO WAY RANGE 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 achieve reductions in fuel consumption and **Total Cost of Ownership (TCO)** of up to 4%.

Discover the world of new services that come with the new IVECO WAY RANGE!

**SAVE MONEY, IMPROVE YOUR PERFORMANCE** and **SIMPLIFY YOUR WORK** by choosing our connectivity and selecting the solution that is the best match to your requirements.

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



### SMART PACK

This pack is always included in all IVECO WAY RANGE vehicles with connectivity box.

It provides you with information about your vehicle and driver style through the following services:

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

### PREMIUM PACK

The Premium package, in addition to providing your vehicle information, guarantees a full follow up on the data received by putting you in contact with IVECO experts who will advise you on the best ways to evaluate and use it.

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

- FLEET MANAGEMENT
- IVECO WEB API
- PROFESSIONAL FUEL ADVISING
- IVECO TOP CARE
- FLEXIBLE MAINTENANCE
- PROFESSIONAL SAFE DRIVING REPORT

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

### SMART REPORT



The on-board **Driving Style Evaluation (DSE)** system generates weekly reports that are automatically sent to the Fleet Manager to provide:

- Data on fuel consumption parameters and drivers behaviour monitored through the DSE algorithm
- Tyre Pressure Monitoring System
- Tips to improve the driving style for fuel consumption and vehicle optimization

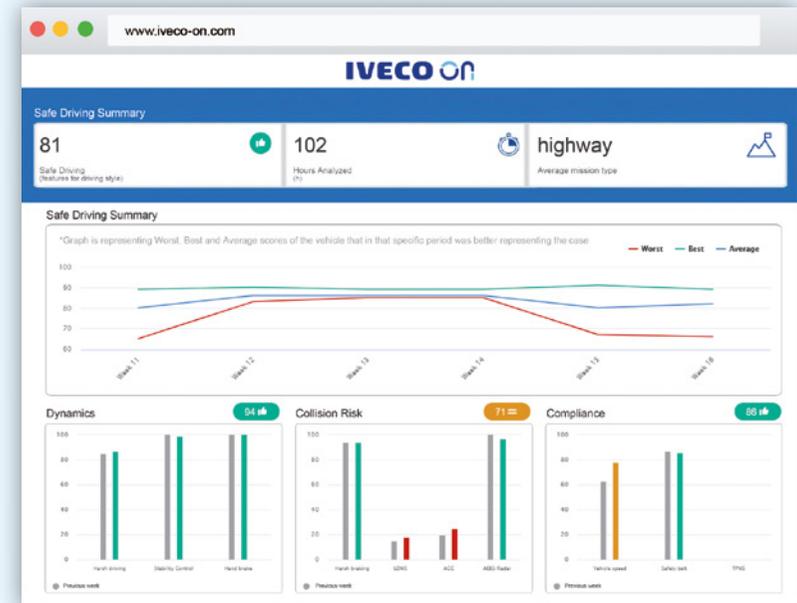
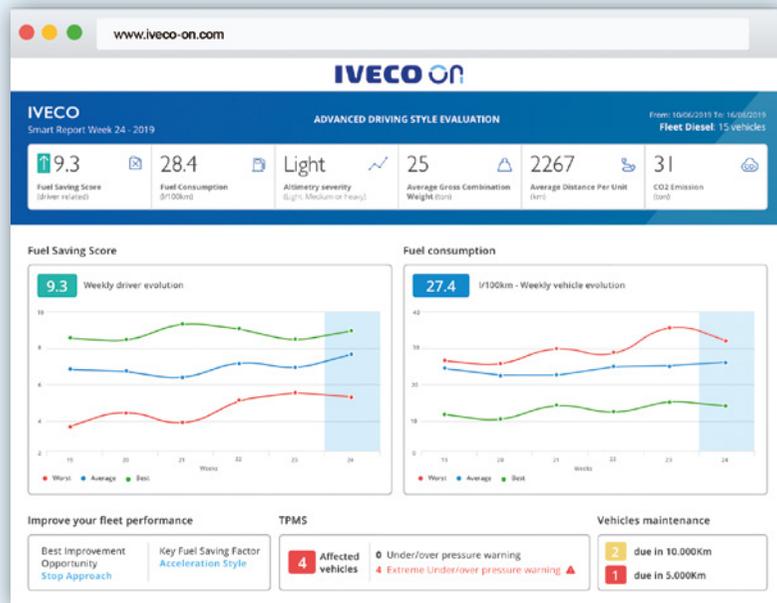
It is possible to display both the overall results of the entire fleet and the details of each vehicle to get a better understanding of how to reduce fuel consumption.



### 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!







## 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.



## EASY WAY APP



Take your digital life on board and mirror your mobile device on the new infotainment system to use all its functionalities in full safety while driving.

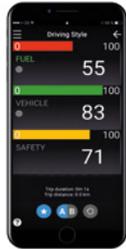
Download the EASY WAY app from Google Play or the App Store to enjoy the experience in the new cab.



Cabin Control



IVECO Assistance Non-Stop



Driving Assist



Remote Assistance Service



## CABIN CONTROL

The new app, designed to make the drivers' life easy, enables you to control the cabin features directly from your smartphone allowing you to:

- Close doors or windows with a simple click
- Switch the lights and music on and off while resting in your comfortable night area
- Regulate the temperature in the cab by controlling or programming the air conditioning and heating systems from the app.

## IVECO ASSISTANCE NON-STOP

You can use your device to activate the IVECO Assistance Non-Stop service in case of breakdown. It will let the operator know where you are through the geolocation function.

## DRIVING ASSIST

After each trip you can access the DSE data which will help you to reduce fuel consumption and enhance your safe driving style.

## REMOTE ASSISTANCE SERVICE

You can request remote assistance during one of your stops or in case of vehicle issues. IVECO or Dealer Network can diagnose the vehicle remotely. Connectivity Managers identify necessary electronic systems updates and perform them over-the-air.



# CONTROL ROOM

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

*Iveco Head Quarter, Turin*



ON TOP OF YOUR VEHICLE'S INFORMATION, YOU BENEFIT FROM THE CONSULTANCY OF IVECO EXPERTS, WHO WILL ADVISE YOU ON HOW TO IMPROVE YOUR FLEET'S PERFORMANCE AND EFFICIENCY. THE PREMIUM PACK SIMPLIFIES YOUR WORK!

## FLEET MANAGEMENT



You can purchase additional modular services, choosing from the offers of two different partners, 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.



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

	CONTENT/ PACKAGES	FLEET ESSENTIAL TACHO	FLEET ENHANCED	REMOTE FLEET MANAGEMENT STANDARD
	POSITIONING & GEOFENCING	•	•	-
	FUEL CONSUMPTION & SCORE CARDS	•	•	-
	VEHICLE HEALTH	•	•	-
	DRIVER HOURS	•	•	-
	REMOTE TACHOGRAPH DOWNLOAD	-	•	-
	DATA THROUGH WEB SERVICES	-	•	-
	REMOTE FLEET MANAGEMENT STANDARD	-	-	•
<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

The Verizon packages, introduced with the new IVECO WAY RANGE, offer a offer a dedicated fleet management service tailored to your requirements. In addition to the features shown in the table, Verizon also offers pre- and after-sales support, which varies market by market to match local demand.



Monitor Vehicles, Drivers and Deliveries; Distribute Dispatch Orders.  
Available on MY2016 & MY2019.

CONTENT/PACKAGES	BRONZE	SILVER	GOLD
POSITIONING & GEOFENCING	•	•	•
FUEL CONSUMPTION & SCORE CARDS	•	•	•
DRIVER HOURS	•	•	•
DRIVER APP	-	•	•
PLANNING \ WORKFLOW \ JOB ORDERS	-	-	•
DATA THROUGH WEB SERVICES	-	-	•
VEHICLE HEALTH	-	•	•
DSE & FREQUENT POSITIONING	-	•	•
REMOTE TACHOGRAPH DOWNLOAD	<b>OPT</b>	•	•

The Astrata packages, introduced in 2016, are also available for the new IVECO WAY RANGE.

**The packages offered by both partners deliver valuable features and benefits that will help you manage your fleet efficiently with ease:**

### 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
- 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)

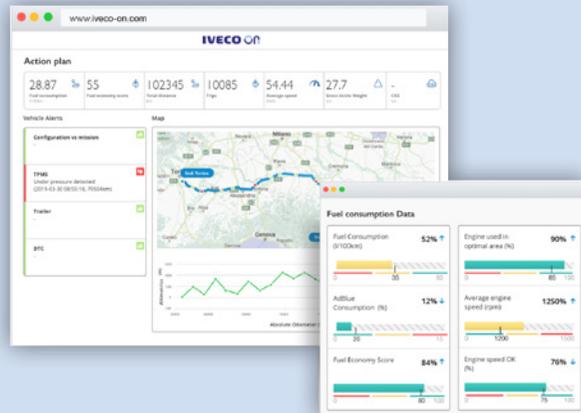


This service is intended for those customers who want to create their own dashboards and reports, using the IVECO official vehicle data. It allows flexible data integration in the customer's own systems and facilitates the management of IVECO-generated data together with that of other brands' vehicles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

## PROFESSIONAL FUEL ADVISING



IVECO TCO Advisor will contact you quarterly to provide you with face-to-face consultancy and advice on how to reduce fuel consumption, based on the analysis of the technical parameters that have the biggest impact, such as tyre pressure, driver behaviour (DSE, idling, speed, cruise control), vehicle malfunctions or, if applicable, the trailer.



## IVECO TOP CARE



IVECO provides you with an extra care solution as a Premium Customer, supporting you to repair your vehicles within 6 hours.

We give you the priority you deserve and we make internal escalations as required (for example, if a Part or extra diagnostic support are required).

The connectivity advisors will keep you updated on the timing of repair so you can organize your schedule accordingly.

In case the repair takes longer, we offer additional services to support you while you wait for the final resolution.

## FLEXIBLE MAINTENANCE



With the aim of continuously maximising your Maintenance interval, we keep your vehicle and components under control in order to tailor a flexible and personalised Maintenance Plan to your operation, based on the real use of the vehicle, with the following advantages:

- Reduce TCO by converting unplanned stops into planned stops
- Reduce unplanned stops due to vehicle's behaviour deviating from theoretical usage
- Maximise the life of monitored components based on the real usage of the vehicle
- Enable dealers to plan your vehicle's maintenance in advance based on the real residual life of monitored components

Try the new Flexible Maintenance service: it is included in the Elements packages!

## PROFESSIONAL SAFE DRIVING REPORT



In order to allow the Fleet Manager to be aware of all risk factors, we offer the market-exclusive Professional Safe Driving Report, that also notifies the violation of road rules or the failure to carry out "rest shifts". You will be contacted by our TCO Advisor for consultancy on the received data.

# 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 rely on 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.

## 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 Flexible Maintenance in order to maximise your maintenance interval with us.

**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.

# ASSISTANCE NON-STOP

ALWAYS READY, WHEREVER YOU ARE.



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

**IVECO**  
**0080048326000**  
Assistance Non-Stop

- With a simple phone call
- Using the on-board 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.



## 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.



### 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!



**IVECO**  
**SERVICE**

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.

## 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.

European performances: 90% of repairs done in less than 24 hours.



### IVECO TRUCK STATION

You can rely on more than 250 TRUCK STATION Centres, located along key European haulage routes. TRUCK STATIONS are IVECO SERVICE points offering the highest levels of service and support for heavy vehicles, all under one roof – and dedicated to getting your vehicle and your business back on the road in the shortest possible time.



### EVERY TRUCK STATION CAN OFFER YOU A FIRST CLASS SERVICE\*

- **Top quality repairs:** Experienced IVECO staff equipped with the most advanced diagnostic tools
- **Top staff:** Best heavy truck sales and aftersales teams
- **Extended opening hours:** Always available
- **Proximity:** Located along the heavy truck customers' major routes
- **Parts availability:** Specific plans ensure the right spare parts availability in the right places
- **Priority lane:** Priority for technical support
- **Additional services:** Tyres, truck wash facilities, affiliated hotels and much more

\*Services can vary according to location, check the available services for your area.

## 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

# 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.





# 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 (TYA)	CYLINDER HEAD	INJECTOR	ROTATING ELECTRICALS & A/C COMPRESSOR	RADIATOR	TURBO	INTERCOOLER	AIR BRAKE COMPRESSOR	BRAKE CALIPER
EURO CARGO	•	•	X	•	•	•	X	•	•	•	•	•	•	•	•	•	X	•	•
STRALIS   S-WAY	•	•	X	•	•	•	X	•	•	•	•	•	•	•	•	•	•	•	•

• Applicable X Not applicable

# NEXPRO BY IVECO

KEEP OLDER VEHICLES PERFORMING TO THEIR BEST.

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 LINE

CUSTOMIZE YOUR VEHICLE INCREASING ITS VALUE.

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.

## 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.



**IVECO** | Accessories



**IVECO**

Your partner for sustainable transport

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