



ELEMENTS

LONG LIFE VEHICLES

ELEMENTS. THE TAILORED
SERVICE FOR YOUR VEHICLE



IVECO

WELCOME TO ELEMENTS



Elements is an integral part of Origin - 100% Iveco - a concept that embraces all we do in Customer Service from original replacement parts to bringing the Iveco product back to its origin - the Iveco Dealer for maintenance and repair. Origin preserves the integrity of the original product.

We have produced this guide to give you an outline of the Elements package. There is no doubt that the Elements package will enhance our PMC offering here in the UK - as well as helping to achieve our aim of being the best Truck support network in the country.

The role of PMC in the IVECO Customer Service portfolio has never been more important. Keeping vehicles on the road with minimal interruptions for maintenance and repairs is everyone's priority. Providing a comprehensive choice of services to suit any commercial vehicle application at affordable prices is a target we think we've achieved with Elements.

Elements provides the flexibility to select any combination from the five major 'elements' which make up the overall PMC offering. An operator for example, may opt for the 'Friction' Element which provides impressive levels of support beyond a basic service agreement. The package could then be combined with any of the other Elements to enable operators to create their own tailor-made package.

It is this flexibility which makes Elements so attractive. Operators can choose the service levels which are best for their type and size of operation and also know that associated costs are fixed and predictable - which obviously gives peace of mind and ongoing confidence in the IVECO brand.

Best regards

Bob Lowden
Director, Customer Service

LONG LIFE

ELEMENTS: 100% BENEFITS, 100% IVECO



100% Flexibility

Choose the service package most suited to your needs from the wide range of possibilities offered by Elements.

100% Transparency

Maximum transparency in payments and monthly rates enable you to always know your 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 you maximum capability thanks to the constant specialist training of its technicians and the availability of the latest generation technology and equipment.

100% Safety

Only Elements, with its extensive range of service packages helps you to keep your vehicle on the road.

100% Value

Regular maintenance and guaranteed servicing ensure that the residual value of your vehicle is maximised.



VEHICLES

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 genuine 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.

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 Origin 100% range of Iveco Parts and the capability of the Service Network.

And in a continual effort to offer its customers the best possible service, Iveco has created Elements: a wide range of tailored service packages, devised to keep your vehicle on the road. How? By putting its trust in a network with cutting edge services, minimising operating costs and ensuring lasting value over time.

Elements is a specialised high quality service, that aims to ensure a long life for every vehicle in all sectors. With Elements, the relationship between Iveco and the customer is further strengthened.

ELEMENTS

ELEMENTS - AT A GLANCE



	Legal	Service	Friction	Motion
Safety Inspection (PMI)*	S	O	S	S
MOT	S	O	O	S
Tachograph re-calibration*	S	O	O	S
Speed Limiter Check	S	O	O	S
UK ANS Cover**	N/A	N/A	O	S
European Breakdown Cover**	N/A	N/A	O	O
Collection & Delivery	O	O	O	O
VOR Guarantee	N/A	N/A	O	O
5th Wheel	N/A	N/A	N/A	O
Oil Top Ups at PMI's	N/A	N/A	O	O
Bulbs	N/A	N/A	N/A	S
Tyres	O	O	O	O
Tail Lift	O	O	O	O
Rear Shutters	O	O	O	O
Body	O	O	O	O
Advisor Subscription (see page 11 for details)	S	S	S	S
Fleet Management	O	O	O	O

O Optional **S** Standard **N/A** Not Applicable
 *Applies to vehicles over 3.5t. **This does not affect the ANS cover included in the standard manufacturer warranty.

PROTECTING YOUR 'O' LICENCE IS PARAMOUNT



An entry level package providing reassurance that operators statutory legal activities required to run a commercial vehicle in today's highly legislative environment are met. We understand that protecting the operator's 'O' licence is paramount.

Activities included in the Legal Element:

- Regular safety inspections in line with 'O' licence requirements.
- Tachograph re-calibrations required by law.
- Speed limiter checks.
- Electronic document filing.
- Defect reporting.
- MOT including preparation of vehicle prior to submission for the test. Payment of the test fee for the vehicle only, collection & delivery to and from the test station.
- Advisor subscription (on-line vehicle records).

Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- Routine scheduled servicing.
- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear view mirrors glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Batteries, light bulbs, fuses.
- Additional accessories such as radio, CB-radio, extra lights, fuel consumption meter, not provided by the manufacturer and fitted on the vehicle by the customer.
- Washing and cleaning the vehicle (except for annual MOT preparation).
- Assistance Non-Stop 24 hour emergency roadside services outside of the standard Warranty period.

In keeping with the flexibility of Elements further options are available. See 'Elements at a Glance'.

I LEGAL

SUITED TO THE COST-CONSCIOUS OPERATOR



A package based on IVECO's scheduled servicing including both distance and time-dependent operations. It is particularly suited to the cost-conscious operator requiring maintenance only on their vehicles. A package that can be expanded to include legal requirements.

Activities included in the Service Element:

- Routine servicing of the vehicle in accordance with the service schedules issued by IVECO. These activities include greasing, changing oils and fluids, as well as the supply of recommended materials and Origin 100% Iveco genuine parts (eg. grease, oil, filters and/or cartridges).
- Distance-based and time-based servicing dependent on model type and operational parameters.
- Defect reporting.
- Document filing.
- Advisor subscription (on-line vehicle records).

Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- Safety Inspections.
- Tachograph re-calibrations.
- Speed limiter checks.
- MOT.
- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear view mirrors glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Batteries, light bulbs, fuses.
- Additional accessories such as radio, CB-radio, extra lights, fuel consumption meter, not provided by the manufacturer and fitted on the vehicle by the customer.
- Washing and cleaning the vehicle.
- Assistance Non-Stop 24 hour emergency roadside outside of the standard Warranty period.

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2 SERVICE

GIVING THE OPERATOR AN IMPRESSIVE LEVEL OF SUPPORT



The friction package provides impressive levels of support beyond the basic service element and covers the consequences of wear and tear on friction materials. Friction provides peace of mind for specific groups of operators who may not require a comprehensive repair and maintenance package.

Activities included in the Friction Element:

- Routine servicing of the vehicle in accordance with the service schedules issued by IVECO. These activities include greasing, changing oils and fluids, as well as the supply of recommended materials and Origin 100% Iveco genuine parts (eg. grease, oil, filters and/or cartridges).
- Safety inspections in line with 'O' licence requirements.*
- The repair and/or replacement activities related to clutch discs, brake disc/drums pads, shoes and sensors - provided that such activities are required and due only to normal wear and tear.
- Distance-based and time-based servicing dependent on model type and operation parameters.
- Defect reporting.
- Electronic document filing.
- Advisor subscription (on-line vehicle records).

Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- Tachograph re-calibrations
- Speed limiter checks
- MOT
- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear view mirrors glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Batteries, light bulbs, fuses.
- Additional accessories such as radio, CB-radio, extra lights, fuel consumption meter, not provided by the manufacturer and fitted on the vehicle by the customer.
- Washing and cleaning the vehicle.
- Assistance Non-Stop 24 hour emergency roadside services outside of the standard Warranty period.

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*For vehicles not subject to an 'O' Licence inspection regime, a special inspection will be included at a minimum of 13 weekly intervals.

3 FRICTION

FOR OPERATORS WHO WANT COMPLETE PEACE OF MIND



A fully comprehensive package for those operators wanting complete peace of mind. It allows the operator to concentrate on their day to day business, secure in the knowledge that all legal, servicing, wear and tear and non-scheduled repairs will be taken care of.

Activities included in the Motion Element:

- Regular safety inspections in line with 'O' licence requirements.
- Tachograph re-calibrations required by law.
- Speed limiter checks.
- Electronic document filing.
- Defect reporting.
- MOT including preparation of vehicle prior to submission for the test. Payment of the test fee for vehicle only, collection & delivery to and from the test station
- Routine servicing of the vehicle in accordance with the service schedules issued by IVECO.
- Bulbs and adjustments at time of inspection and servicing only.
- All fair wear and tear repairs during the agreement period.
- Assistance Non-Stop 24 hour emergency roadside services
- Advisor subscription (on-line vehicle records).

Excluded activities:

Maintenance, repair or replacement activities relating to the following items:

- Tyre maintenance, tracking/wheel alignment and balancing.
- Fluid top-ups between scheduled services.
- Windscreen, rear view mirrors glass, and all other glasses.
- Vehicle bodywork and ancillary equipment (including any replacement or painting activity).
- Additional accessories such as radio, CB-radio, extra lights, fuel consumption meter, not provided by the manufacturer and fitted on the vehicle by the customer.
- Washing and cleaning the vehicle except for annual MOT preparation.

In keeping with the flexibility of Elements further options are available.

See 'Elements at a Glance'.

4 MOTION

SUPPORTING THE OPERATOR IN ALL ASPECTS OF THEIR CONTRACT



Fleet Management takes the Elements programme to its ultimate conclusion where IVECO undertake to handle all aspects of scheduled event management relative to contract types.

***The Fleet Management Element can include:**

- Scheduled event & distance management.
- Provide annual service planners.
- Advise customers and service points of all forthcoming events - PMI/MOT/etc.
- Maintenance controllers progress chase scheduled events daily.
- Monthly scheduled event report available.
- Pro-active management of trends.
- Provide data on dealer performance.
- Ensure continuity of service relevant to vehicle movements/relocation.
- Vehicle excess distance management.

* Dependant on contract type and subject to consultation.

Total Customer Service

The Elements packages are an important part of the Iveco Origin programme and the philosophy behind Origin is one of family roots. By investing in the Iveco product you have joined the Iveco family and as such are welcome to take advantage of the very real benefits that accrue from strong family ties.

- The efficiencies and performance that result from the introduction of cutting edge technology.
- The advancement of skill levels nurtured to support these new technologies.
- A European wide family of Iveco Dealers, ready to provide customer service wherever and whenever you need it.
- Genuine parts and key skills tailored to your specific vehicle.

These are real family benefits. By taking an Elements contract you will be bringing your Iveco back to its roots. Who better to look after it than a family member? After all they grew up with it, they should understand it better than those outside the family. You have invested wisely in an Iveco truck, why not capitalise on that investment by participating in the Iveco Origin programme? Take out an Elements contract and ensure your Iveco receives the very best available attention from a caring family.

For further information on the Iveco Origin programme and Elements, simply contact your local Iveco family member.

5 MANAGEMENT

AUTOMATED
DISTRIBUTOR
VEHICLE
INSPECTION
SERVICE
ON-LINE
RECORDS



advisor **v2.0**

What is Advisor 2?

It is a system which provides operators with immediate visibility to their vehicle maintenance records online.

Advisor 2 is the complete inspection, service and maintenance function, delivering major benefits to an operator's business by minimising the effort involved in managing their vehicle fleet, controlling documentation and improving communication with the Iveco Dealer network.

Are you involved in the inspection, service, maintenance or repair of your vehicles?

Just imagine the efficiency improvements and the benefits from improved process control and compliance procedures which you would enjoy from a fully automated system which allows you to share and transmit data securely to your Iveco service provider.

Advisor 2 Key Benefits

- Highly sophisticated yet simple to use 24/7 web based communication.
- No more missing and illegible documentation
- Reduced O Licence, service and repair administration.
- Automated real time communication.
- Manage performance and track all key service dates, whilst monitoring and recording who was responsible.
- Automate repair approval authority and invoicing.
- Reduced carbon footprint using paperless processes.
- Be 100% confident that you have full visibility of your VOSA compliance.

ADVISOR 2

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. That's why Iveco Customer Service has decided to go back to "Origin 100% Iveco" to renew its image and state its mission.

ORIGIN
100% IVECO

FIAT

GROUP