

IVECO Breakdown Support

Breakdown Support is available by calling the MY IVECO contact centre on 1800 4 IVECO (1800 448 326) Toll Free throughout Australia. This service is available 24/7 – 365 days a year.

How does it Work?

Every new truck sold by IVECO is covered by a complimentary Breakdown Support program for the duration of the warranty period.

After the initial phone call is made:

- a service vehicle will attend to you and assess the repair of the truck roadside
- liaison with the driver and fleet controller will be ongoing to ensure that everyone has the necessary information
- if the assessment indicates a problem unable to be repaired roadside, then an appropriate recovery unit can be arranged at the owner's expense

Operator Responsibility

Our complimentary IVECO Breakdown Support program is only available to vehicles that are:

- operated, serviced and maintained in accordance to IVECO's requirements
- driven responsibly and in accordance with prevailing road and environmental conditions
- monitored for warning indicators and appropriate action taken accordingly and in a timely manner

Terms & Conditions

This program only extends to vehicles that are immobile and does not apply to vehicles in remote locations or in off-road terrain not trafficable by a two-wheel drive recovery vehicle.

The services provided by this program does not extend to the following, although assistance can be provided at your cost:

- unattended vehicles
- unregistered vehicles
- cost of recovery (towing) for vehicles unable to be repaired roadside
- cost of repair unless these are covered by the vehicle warranty
- vehicles failing as a result of non-genuine manufacturer's parts or accessories
- fleet or hire vehicles that have a separate arrangement for roadside services
- accident damage, classified as impact or collision of any nature
- attempted or successful theft or vehicle break-in
- vehicles involved in any form of motor sports
- flat battery, flat tyre, windscreen or mirror damage, no fuel, operator error

