



DUCATO SERIES 2

AUSTRALIAN MOTORHOME SERVICE & WARRANTY HANDBOOK

IMPORTANT INFORMATION

1. This version of the Fiat Professional Australian Service and Warranty Handbook is specific for fully finished motorhomes manufactured in Australia. The chassis of these motorhomes are imported under the control of Stellantis (Australia and New Zealand) Pty Ltd ABN 23 125 956 505 trading as Fiat Professional.
2. The terms and conditions of the Warranty set out in this Handbook apply only what is hereinafter referred to as “the Base” which comprises:
 - The suspension, engine, braking system, Fiat Professional – based chassis (as originally manufactured by the Manufacturer and as identified by the chassis number); and
 - A number of components (all as originally factory fitted by the Manufacturer to the chassis) which are linked to the operation of the vehicle but expressly excluding any accessory, feature, assembly and/or component and/or conversion subsequently installed on the Base by specialist converters or other third parties including, but not limited to, any motorhome pod fitted to the Base, which contains items such as bed(s), shower, cooker, gas cylinders and autonomous heating.
3. This handbook is specifically for the Australian market. For countries outside of Australia, please refer to your local Fiat Professional representative to confirm the warranty coverage.

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IMPORTANT NOTICE

The Fiat Professional Motorhomes Manufacturer's Warranty set out below applies to all persons who purchase an Australian manufactured motor-home or a Knauss brand fully imported motor-home built on a Base Fiat Professional product.

YOUR CONSUMER RIGHTS

The benefits given to you in the Fiat Professional Manufacturer's Warranty are in addition to, and do not detract from, any rights and remedies that you may have under Australian consumer protection laws. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The Fiat Professional Manufacturer's Warranty:

- Is not intended to change or exclude any statutory consumer rights that cannot be lawfully changed or excluded;
- Is independent of any warranty that may be provided by the seller, for which it carries sole responsibility; and
- Does not affect your rights against the seller, including any mandatory statutory rights you may have against the seller under consumer laws.

VEHICLE DETAILS

Model Name:

Model Type:

Vehicle Identification Number (VIN):

[illegible]

Registration Number:

Vehicle Delivery Date:

IMPORTANT NOTICE

In the event that we need to contact you about your vehicle, please notify us if there is any change to name, address or ownership.

Please use the 'Change of Ownership/Address' form located at the end of this manual.

OWNER DETAILS

Name:

Address:

State:

Postcode:

Selling Dealer's Stamp

Selling Dealer's Sales Manager Signature

Dear Customer,

Congratulations for choosing a Fiat Professional, one of the brands that has made its mark on world motoring history. Fiat has been building motor vehicles for more than 100 years, a record that few motor manufacturers can equal. The vehicle you have just bought has been designed and built using state-of-the-art technology to ensure long-lasting high levels of quality and reliability.

This handbook tells you everything you need to know about the Scheduled Maintenance Plan and the Fiat Professional Motorhomes Manufacturer's Warranty.

Enjoy your read and enjoy your new Fiat Professional vehicle.

FULLY COVERED

The Base has the backing of the warranty for five (5) years or 200,000km, (whichever condition occurs first) valid for the Australian market. Also included is an 8-Year Anti-Perforation Warranty in respect of the Base. Apart from routine adjustments and servicing items made necessary by fair wear and tear, everything forming part of the Base, (with the exception of specific exclusions), is guaranteed for the duration of the Warranty or the 8-Year Anti-Perforation Warranty (whichever is applicable) as explained in the appropriate warranty section of this handbook. Please read this section carefully and note the obligations and exclusions.

THOROUGHLY CHECKED

Fiat Professional service starts even before you collect your new car. Every new Fiat Ducato goes through a Pre-Delivery Inspection covering an extensive range of checks, during and after road testing. So, you can be confident that from Day 1, everything has been done to provide safe and reliable motoring.

THINGS TO BE AWARE OF

- Vehicle operators should ensure that they are fully aware of the contents of the vehicle handbook and have familiarised themselves with the vehicle before driving.
- The information contained in the Owner's Manual is for general reference only. The scheduled maintenance plan and Fiat Professional Manufacturer's Warranty information contained in this handbook is created specifically for Australia and to the extent of any inconsistencies supersedes that laid out in the Operating Information / Owner's Manual. All material contained in this publication is based on the latest information available at the time of publication approval. Fiat Professional reserves the right without notice to publish revisions at any time. After you have read this manual, it should be stored in the vehicle for convenient reference and remain with the vehicle when sold.

USE OF EXCHANGE PARTS

Please note goods presented for repair may be replaced by Mopar remanufactured goods of the same type rather than being repaired. Remanufactured parts may be used to repair the goods. In the interest of customer satisfaction, Fiat Professional may offer an exchange service on some vehicle parts. This service is intended to reduce the amount of time your vehicle is not available for your use due to repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved.

All exchange parts that might be used meet Fiat Professional's standards. Examples of the kinds of parts that might be serviced in this way are:

- Engine assemblies;
- Transmission assemblies;
- Instrument cluster assemblies;
- Radios, CD players and navigation units; or
- Control modules.

FIAT PROFESSIONAL MANUFACTURER'S WARRANTY

Fiat Professional vehicles offer all customers the benefits of two forms of Warranty:

1. A Warranty applicable to the Base which commences on the Date of Sale (as defined in section 2.1) and continues for a period of five (5) years or 200,000km (whichever occurs first) for manufacturing defects,

with the exception of items such as tyres, locally supplied batteries and radio/sound equipment, when covered by warranties from their individual supplier. But the following items are covered only for 12 months or for 20,000 kilometres on the odometer, whichever occurs first:

- Brakes (disc rotors, pads, linings, and drums);
- Wiper blades;
- Clutch discs; and clutch plate;
- Adjustments;
- Tyre balancing and wheel alignment;
- All filters;
- All drive belts;
- All incandescent light bulbs;
- All fuses;
- Paint finish that does not relate to corrosion;
- Keyless entry transmitter or transmitter battery.

The vehicle's main and auxiliary (where fitted) batteries are only covered for 24 months, regardless of kilometres.

2. An 8-year Anti-Perforation Warranty against perforation of the base bodywork by corrosion originating inside the bodywork itself, (together, the "Warranty").

Please read together the Fiat Professional Manufacturer's Warranty and the Fiat Professional Manufacturer's Warranty Term and Conditions in order that you are aware of your obligations to maintain the validity of this Warranty and exclusions to this policy.

This Fiat Professional Manufacturer's Warranty is provided by Stellantis (Australia and New Zealand) Pty Ltd (ABN 23 125 956 505) trading as Fiat Professional of 437 Plummer Street Port Melbourne VIC 3207, telephone 1800 870 718.

Other Warranties and Conditions:

- a) The benefits conferred by this Fiat Professional Manufacturer's Warranty are in addition to the rights and remedies of the consumer under non-excludable laws applicable to the product. All other conditions and warranties expressed or implied are hereby excluded.
- b) No other person or persons are authorised by Fiat Professional to offer or give on its behalf any other or greater warranty than that given by Fiat Professional under this Fiat Professional Manufacturer's Warranty.
- c) If you are a "consumer" (as that term is defined in the Competition and Consumer Act 2010 (Cth)), our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss

or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

FIAT PROFESSIONAL MANUFACTURER'S WARRANTY TERMS AND CONDITIONS

Please read these terms carefully and observe their conditions as they affect the commitments of the Manufacturer, Distributor and its Dealer Network.

Fiat Professional, as the authorised representative for Fiat Professional products in Australia, warrants the Base and every major component thereof for the duration of the Fiat Professional Manufacturer's Warranty subject and according to the following terms.

1. WHAT IS COVERED BY THE FIAT PROFESSIONAL MANUFACTURER'S WARRANTY

This Warranty extends to the original retail purchaser of the vehicle of which the Base form's part and to any person or company who derives title to the vehicle from any such person or company (hereinafter called the "owner"), unless sold at auction or deemed to be a write-off, in which case this Warranty is voided.

2. BASE WARRANTY

2.1 WARRANTY PERIOD

The Base Warranty applies to the base of new vehicles (demonstrators included) and continues for a period of five (5) years or 200,000km, whichever occurs first. The Base Warranty begins on the Date of Sale, being the earliest date of occurrence of any one of the following events (“the Warranty Start Date”):

- a) The date of first registration of the vehicle (please note that the date of first registration of the vehicle may be earlier than the date of delivery to you. For example, if your vehicle was used as a dealer demonstrator or has been purchased from a third party, the Base Warranty period may have commenced and/or expired prior to delivery. If you have any queries regarding the date of first registration, please contact your selling dealer); and
- b) The date of the original contract of sale or otherwise when title of the vehicle is first passed to a third party.

2.2. NATURE AND AMBIT OF WARRANTY

If within the Warranty period, a manufacturing defect occurs in any part of the Base of the vehicle, (other than specific exclusions and the parts referred to in Clause 5 hereof) and any such part(s) shall be found to be defective in material or workmanship, then such part(s) shall be repaired or replaced, free of charge by an Authorised Fiat Professional Dealer on behalf of Fiat Professional. A part fitted under the Base Warranty, shall itself be covered under the same until the date of expiration of the Base Warranty.

3. 8-YEAR ANTI-PERFORATION WARRANTY

3.1 WARRANTY PERIOD

The structural elements of the bodywork of the base is treated using special processes that are designed to protect against corrosion. These structural elements of the base are guaranteed against corrosion for a period of 8 years from the start of the Base Warranty Period. In accordance with the 8-Year Anti-Perforation Warranty, any parts of the body where perforating corrosion appears within a period of 8 years from the Warranty Start Date will be repaired or replaced, free of charge.

3.2. NATURE AND AMBIT OF WARRANTY

The 8-Year Anti-Perforation Warranty covers rust which has perforated the metal and has originated from inside a cavity panel, from beneath the paint colour coat, or section of the bodywork ie: from a surface which has not been finished with a topcoat.

The 8-Year Anti-Perforation Warranty is not valid under the following circumstances:

- a) If the corrosion is caused from accidental damage to the paint surface eg. scratch, graze, abrasion, road accident, chemical reaction, bird lime, tree sap, salt, water etc.
- b) If the customer does not have the vehicle repaired for damage caused by foreign matter or poor maintenance of the body of the base.

- c) If the affected areas have not been repaired by any licenced Body Repairer in the shortest possible time as per the manufacturer's recommended procedure using genuine replacement parts and approved products.
- d) If the customer does not adhere to the inspections at the intervals recommended by the manufacturer or rectify all listed damages found at such inspections and which are not attributable to the production process.
- e) If the customer does not immediately bring to the attention of an Authorised Fiat Professional Dealer, any corrosion which is of a warrantable nature as soon as it is apparent.
- f) If the corrosion is a result of a transformation or body conversion, occurs on non-original body parts (i.e. not supplied by the Manufacturer) or the consequences of repairs to the body of the Motorhome carried out outside of a Manufacturer's Dealership.

3.3. YOUR RESPONSIBILITIES

To keep the 8-Year Anti Perforation Warranty valid, the customer must present the vehicle for no less than two mandatory inspections of the bodywork, to be conducted in the 3rd and 5th year from the beginning of the New Vehicle Warranty period, (as defined in section 2.1).

The inspection should be carried out by an Authorised Fiat Professional Dealer, who will complete and validate the appropriate record entry on page 22. The work is performed free of charge only when carried out by an Authorised Fiat Professional Dealer as part of a routine service.

3.4. FOR YOUR BENEFIT

If your vehicle is operated under, or subject to harsh conditions, whilst not a mandatory requirement, it is advisable to request your dealer to perform an underbody inspection at 12 monthly intervals during the life of the 8-Year Anti-Perforation Warranty.

4. PROCEDURE FOR FIAT PROFESSIONAL MANUFACTURER'S WARRANTY CLAIM

4.1. FIAT PROFESSIONAL MANUFACTURER'S WARRANTY CLAIM

To claim on the Fiat Professional Manufacturer's Warranty, the vehicle and this Service and Warranty Handbook must be delivered by the owner at their expense to an Authorised Fiat Professional Dealer or Authorised Fiat Professional Service Dealer, and delivery of the vehicle after completion of the repair shall be taken by the owner at their expense. Please visit our web-site at www.fiat.com.au for the address details of your nearest Authorised Fiat Professional Dealer.

4.2 STEPS TO TAKE

A. In General

Normally, Warranty problems can be resolved by your selling dealer's sales and service department. That is why you should always talk to your selling dealer's service manager or sales manager first. But if you are not satisfied with your selling dealer's response to your problem, Fiat Professional recommends that you do the following:

- STEP 1: Discuss your problem with the owner or general manager of the Authorised Fiat Professional Dealer
- STEP 2: If your Authorised Fiat Professional Dealer still cannot resolve the problem, contact the Fiat Professional Customer Care Centre.

B. What Fiat Professional Will Do

Once you have followed the two steps described in Section 4.2A, a Fiat Professional representative will review your situation. If it is something that Fiat Professional can help you with, Fiat Professional will provide your Authorised Fiat Professional Dealer with all the information and assistance necessary to resolve the problem. Even if Fiat Professional cannot help you, Fiat Professional will acknowledge your contact and explain Fiat Professional's position.

C. Information to Provide

You will need to provide the following information at the time of making the claim:

- Your name, address and telephone number;

- The VIN of your vehicle;
- Evidence, including receipts, of all work, including scheduled maintenance and service work, performed on your Fiat Professional vehicle by persons other than an Authorised Fiat Professional Dealer;
- The nature of your claim, and all material details related to your claim, including details of any reasonable costs and expenses incurred by you in making the claim.

4.3 CONTACT INFORMATION

Whenever you need help, you can call the Fiat Professional Customer Care Centre on 1800 870 718 where our trained staff can assist.

5. WHAT THE FIAT PROFESSIONAL MANUFACTURER'S WARRANTY DOES NOT COVER

- a) The base of any vehicle which has been subject to overloading, insufficient maintenance, careless handling or accident, or incorrect engine "running-in" not in accordance with the Manufacturer's recommendations, which has not been periodically inspected and serviced as per specifications provided in the Owner's Manual and Service Books.
- b) Any defect due to repair or service executed to the vehicle at a Service Workshop other than of the Authorised Fiat Professional Dealer Network.
- c) Any defect due to the use of a part or parts, which are not Fiat genuine or authorised products.
- d) Any defect caused by modifications or additions not previously approved by Fiat Professional in writing.

- e) Any defect caused by use of non-approved fluids or lubricants.
- f) Any defects caused by transformations, body conversions & modifications.
- g) Any insignificant defect including:
 - Very small or low sound or vibration which does not affect the operation of the vehicle or is deemed to be within commercially acceptable tolerances, or is a normal characteristic of operation.
 - Very slight seepage of oil or the like around packing and/ or oil seals which does not decrease significantly the quantity of the oil in various component pans.
 - Gaps between panels not exceeding limits set by the Manufacturer.
 - External defects which are not visible un-aided at a distance greater than one metre.
 - Any reported issue that cannot be demonstrated or experienced.
- h) Incorrect operation or failure of shock absorbers, injectors, spark plugs, lighting globes, wiper blades, belts, ignition leads, element of air, oil and fuel filters, bolts, nuts, washers, grease nipples, plus the replacement of similar consumable items including fuels, oils, fluids and air conditioning refrigerant.
- i) Any adjustments related to:
 - Engine tune-up;
 - Friction (brakes and clutch components);

- Steering and suspension or re-alignment and wheel balancing;
- Electrical system;
- Door locks, striker plates and their lubrication;
- Paintwork or body damage due to lack of regular maintenance, usage of incorrect cleaning materials, stone chips, damage resulting from accident or due to deterioration caused by environmental conditions;
- j) Exhaust system, due to abnormal running or environmental conditions;
- k) Consequential damage caused by the continued use or operation of the vehicle after a fault has become apparent;
- l) Failure or premature wear of friction surfaces (brake and clutch) unless as a consequence of a warrantable failure;
- m) Replacement of window glass due to damage caused by external factors;
- n) Warranty on tyres are handled directly with the manufacturer of the tyre;

6. WHAT THE FIAT PROFESSIONAL MANUFACTURER'S WARRANTY SHALL NOT ENTITLE THE OWNER TO RECEIVE

- To the extent permitted by law any compensation for costs incurred due to a vehicle failure, or any extension of the owner's rights under the Fiat Professional Manufacturer's Warranty, unless such entitlement or rights are conferred upon the owner as mentioned in paragraphs 1, 2 and 3 of this Fiat Professional Manufacturer's Warranty.

- To the extent permitted by law, any compensation for consequential damages or loss to persons or property, or any cost in relation to hotel expenditure, meals, telephone calls, unauthorised towing charges and hire charges due to a vehicle failure, or any repairs after the expiration of the stipulated Fiat Professional Manufacturer's Warranty period.

7. IMPORTANT ADVICE

To ensure proper operation of the vehicle and to avoid unnecessary damage, follow these recommendations carefully:

EVERY 1,000 KILOMETRES (OR WHEN REFUELLING) CHECK:

- Engine oil level.
- Coolant level.
- Brake/clutch fluid level.
- Battery electrolyte level.
- Tyre pressure and condition.
- Fluid level in the windscreen washer.

EVERY 6 MONTHS:

Check cleanliness of sliding side door rollers and tracks. Remove dirt and sand.

CAUTION!

If you subject your vehicle to heavy duty use, such as predominantly city driving, towing, frequent journeys in the mountains or on highways at high speed, we recommend that you change the engine oil more frequently than recommended in the scheduled maintenance plan. Point out any small operating faults (for instance, even slight leaks of

7.1. DIESEL FUEL (FOR DIESEL VEHICLES ONLY)

Use only fuel that complies to the Fuel Standard (Automotive Diesel) Amendment Determination 2009 (No. 1).

Fuel to this standard has a maximum sulphur content of 10ppm. Fuels with sulphur content above 10ppm require halving of the oil change interval.

Using diesel fuel outside of this standard will cause running anomalies, possibly activate warning signals and also possibly cause component damage that will not be covered by the Fiat Professional Manufacturer's Warranty. Consult your fuel reseller if in doubt.

7.2. BIO-DIESEL FUEL

The inconsistent nature of Bio-Diesel fuel (the product), typified by large particulates and various contaminants, can cause severe damage to the various components of common rail direct injection diesel engines.

Any bio-fuels if used are to conform to the standard EN590.

FIAT PROFESSIONAL DOES NOT RECOMMEND THE USE OF BIO-DIESEL FUELS THAT CAN NOT BE CERTIFIED TO THIS STANDARD. ANY CONSEQUENTIAL DAMAGE CAUSED BY THE USE OF BIO-DIESEL FUEL WILL NOT BE COVERED BY THE FIAT PROFESSIONAL MANUFACTURER'S WARRANTY.

8. VEHICLE CARE AND MAINTENANCE

To comply with the terms of the Fiat Professional Manufacturer's Warranty you must look after your vehicle in the following way:

- Check and clean the vehicle regularly and remove any compacted mud or dirt for example, from inside the wheel arches etc.
- Keep the engine compartment clean.
- Do not use washing additives containing petroleum or petroleum based-products.
- Have any damage immediately rectified in accordance with the conditions outlined in the Fiat Professional Manufacturer's Warranty.
- Remove any potentially damaging substance such as bird lime, tree sap etc as quickly as possible to avoid permanent damage to the paint.
- Regularly maintain the paint of your vehicle with a product purchased from the Fiat accessories range, or another quality product.

9. USE OF GENUINE SPARE PARTS

In order to maintain your vehicle in ideal condition, as designed and manufactured by Fiat it is strongly recommended to fit genuine parts that are supplied exclusively in trade-marked boxes, through the official Fiat Professional network of Fiat Professional. Fiat Professional accepts no liability for faults/ defects deriving from the installation of non-genuine spare parts or accessories.

10. SCHEDULED MAINTENANCE

Before being handed over to you, your vehicle has been carefully tested and checked by the Manufacturer and Dealer, to make sure that it reflects Fiat's quality.

All vehicles require regular servicing. Fiat Professional has therefore prepared a service plan for your vehicle.

For your Fiat Ducato the first scheduled major maintenance service is planned at 20,000 kilometres or one year whichever occurs first.

In addition to the scheduled maintenance provided by your dealer, it is essential to remember that the vehicle still needs routine care such as topping up the level of fluids, checking the tyre condition for wear, damage and pressure.

In any case, you are reminded that correct maintenance of the car is certainly the best way to maintain its performance levels, safety features, environment-friendliness and low running costs over the course of time.

The service intervals recommended in this publication are predicated on the use of approved PETRONAS fluids and lubricants. Should alternatives be used, the service plan must be reviewed in accordance with advice from the supplier of the fluid.

IMPORTANT

If there is a failure that can be attributed to lack of, or improper maintenance, these costs will be the responsibility of the owner of the vehicle.

Adequate maintenance is a determinant factor in lengthening the life of your vehicle and keeping it in peak operating condition. Fiat Professional has prepared a series of checks and operations, that are described in the Scheduled Maintenance Plan.

These involve a series of service operations as scheduled above. These services will be recorded by your servicing dealer in the "Scheduled Maintenance Log" section of this handbook.

The distance intervals and times quoted are maximum and vehicles must not exceed these recommendations. Services should occur on or before these recommended intervals or times. If the service period is exceeded, discuss your required maintenance with your Authorised Fiat Professional Dealer.

Please note that the vehicle's service maintenance during the Fiat Professional Manufacturer's Warranty period and beyond, is at the owner's cost.

The cost for the scheduled maintenance service includes the price of a standard service operation, lubricants and necessary materials. Any additional or extraordinary operations will be at additional cost (calculated in accordance with the labour rates and spare parts price

list in force at the time). However, they will not be performed without first being authorised by you.

IMPORTANT

As technologies develop, changes to the scheduled servicing intervals may be necessary. Always consult your Authorised Fiat Professional Dealer for the latest servicing schedule.

These servicing operations are of a general nature and do not cover all the services your vehicle may need. Nothing in the foregoing replaces the need to routinely check and carry out the necessary topping up and/or replacement operations as described in the Owner's Manual of the fluids and components subject to wear such as: brake discs and pads, clutch plate, spark plugs, bulbs, windscreen wiper blades and tyres.

You should always adhere to the instructions set out in the "Owner's Manual" of your vehicle.

If the checks and controls included in the servicing schedule reveal that repairs are necessary, they will be carried out only upon your approval.

The kilometre intervals provided in the Scheduled Maintenance Plan section refer to those on the vehicle's odometer. If this has been reset due to instrument panel replacement or any other reason, the future scheduled maintenance records will refer to the number of kilometres the vehicle has actually travelled.

11. ROADSIDE ASSISTANCE

Fiat Professional offers a dedicated Roadside Assistance program which will provide 24-hour roadside assistance. For details of your roadside assistance policy, including the full terms and conditions of use, please call 1800 870 712.

11.1. WHAT TO DO WHEN YOU NEED ASSISTANCE

Should you require assistance simply call the Roadside Assistance toll free number and follow the prompts:

Phone: 1800 870 712

Be sure to have the following information available for the customer service assistant when you call:

- Your name and breakdown location (also the nearest cross street if possible).
- Your vehicle registration number.
- You must provide a telephone number on which you can be contacted.

SCHEDULED MAINTENANCE PLAN – FIAT PROFESSIONAL DUCATO 2.2L JTD DIESEL ENGINE

Mileage or time passed (whichever comes first)	Years:									
	1	2	3	4	5	6	7	8	9	10
or Kilometres:	20,000km	40,000km	60,000km	80,000km	100,000km	120,000km	140,000km	160,000km	180,000km	200,000km
Check vehicle for outstanding Service Campaigns.	•	•	•	•	•	•	•	•	•	•
Check conditions of the battery (low voltage, accessories, remote control, Telematic Box control module, etc. if provided).	•	•	•	•	•	•	•	•	•	•
Check the tires condition/wear (including spare tire) and adjust the pressure if necessary; check the expiry date of the tire repair kit.	•	•	•	•	•	•	•	•	•	•
Check that the lighting system is intact and working correctly (headlights, turn signals, hazard warning lights, trunk, passenger compartment, glove box, instrument panel warning lights, etc.).	•	•	•	•	•	•	•	•	•	•
Check the horn.	•	•	•	•	•	•	•	•	•	•
Check the operation of the windscreen washer/wiper system and adjust the nozzles as needed.	•	•	•	•	•	•	•	•	•	•
Check position/wear of the windscreen/rear window wipers blades (for markets/versions, where provided).	•	•	•	•	•	•	•	•	•	•
Check that the hood and trunk locks are clean and that the linkage is clean and lubricated.	•	•	•	•	•	•	•	•	•	•
Check: the condition of the exterior bodywork, skid plate attachment, the tightness of rubber elements (gaiters, sleeves, bushings, etc.), hoses and rigid pipes (exhaust voltage, brakes, radiator, engine, transmission) and their housings.	•	•	•	•	•	•	•	•	•	•
Visually check the wear of the front brake calipers, discs and pads and the operation of the pad wear indicator.	•	•	•	•	•	•	•	•	•	•
Visually check the wear of the rear brake calipers, discs and pads and the operation of the pad wear indicator.	•	•	•	•	•	•	•	•	•	•
Check the front and rear brake pad wear (1).	•	•	•	•	•	•	•	•	•	•
Check the shock damper seals.	•	•	•	•	•	•	•	•	•	•
Check the brake pedal.	•	•	•	•	•	•	•	•	•	•
Check the clutch travel and adjust, if necessary, or check the condition of the automatic wear compensation device.	•	•	•	•	•	•	•	•	•	•
Check the travel of the handbrake lever and adjust, if present.	•	•	•	•	•	•	•	•	•	•
Check and, if necessary, top up the level of engine compartment fluids (engine coolant, brakes, windscreen washer, etc.) (2).	•	•	•	•	•	•	•	•	•	•

SCHEDULED MAINTENANCE PLAN – FIAT PROFESSIONAL DUCATO 2.2L JTD DIESEL ENGINE

Mileage or time passed (whichever comes first)	Years:									
	1	2	3	4	5	6	7	8	9	10
or Kilometres:	20,000km	40,000km	60,000km	80,000km	100,000km	120,000km	140,000km	160,000km	180,000km	200,000km
Test drive (3).	•	•	•	•	•	•	•	•	•	•
Check the self-diagnostic memories.	•	•	•	•	•	•	•	•	•	•
Run diagnostic check of vehicle system operations (vehicle ECUs, engine management system, etc.).	•	•	•	•	•	•	•	•	•	•
Check the condition and tension of the auxiliary drive belt(s).	•	•	•	•	•	•	•	•	•	•
Check the condition of the timing drive belt(s).	•	•	•	•	•	•	•	•	•	•
Check exhaust emissions and smoke.	•	•	•	•	•	•	•	•	•	•
Check the cleanliness of the lower guides of the sliding side doors for versions with S.S.D.	•	•	•	•	•	•	•	•	•	•
Check and purge the fuel filter, if necessary.	•	•	•	•	•	•	•	•	•	•
Replace the fuel filter (9).	•	•	•	•	•	•	•	•	•	•
Replace the accessory drive belt (4).	THE BELT MUST BE REPLACED EVERY 4 YEARS OR NO LATER THAN 100,000 KM.									
Replace the timing belt (4).	THE BELT MUST BE REPLACED EVERY 4 YEARS OR NO LATER THAN 100,000 KM.									
Replace the air cleaner (9).	•	•	•	•	•	•	•	•	•	•
Change the engine oil and replace the oil filter (5).	•	•	•	•	•	•	•	•	•	•
Change the brake fluid (6).		•		•		•		•		•
Passenger compartment cleaner replacement (7).										
Replace the TBM (Telematic Box Module) battery (8).										
Check and reinitialize the service indicator.	•	•	•	•	•	•	•	•	•	•

(1) Wheels removed.

(2) When topping up, use only the fluids specified in the booklet and only after checking the integrity of the system. If the level is insufficient, never top up the coolant without first checking for leaks. When checking coolant pH (100,000 km/4 years and every 20,000 km/1 year thereafter), change the coolant, if necessary (when PH < 6.3).

(3) It is recommended (R) whenever static checks are not sufficient to identify vehicle problems.

(4) The belt must be replaced every 4 years or no later than 100,000 km.

(5) The actual interval for oil change and engine oil filter replacement depends on the operating conditions of the vehicle and is indicated by the warning light or message (if provided) on the instrument panel: in any case, it should never exceed 24 months. If the vehicle is driven mainly in town, change the engine oil and replace the oil filter every 12 months.


(6) Brake fluid must be changed every two years, regardless of mileage.


(7) Replace every 20,000 km/1 year. To maintain maximum protection against outdoor allergens, summer ozone concentrations, and smog, it is recommended (R) that the cabin filter be replaced every 6 months, preferably early each spring and fall.


(8) The system indicates the need to replace the battery in the TBM (Telematic Box Module) by displaying a message on the display; it must be replaced every 5 years, regardless of mileage.


(9) Replace every 20,000 km/1 year.

The following are provided to log and record the completion of service. Please ensure that each coupon and stub is completed and stamped by the Service Provider carrying out the work. We recommend the use of genuine Fiat Professional Parts and Accessories.


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AUTHORISED DEALER STAMP	

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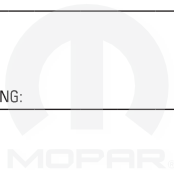
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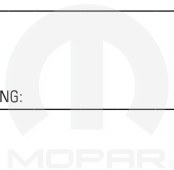
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CHANGE OF OWNERSHIP/ADDRESS FORM

Please complete and forward to Fiat Professional upon vehicle change of ownership/ address. Postage details can be found on the back of this form.

Please tick one of the following:

☐ New Owner ☐ Name or Address Change

Vehicle Identification Number (VIN):

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Engine Number:

Registration Number:

Name:

Address:

Suburb:

State:

Postcode:

Phone Number:

Email:

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Registration Number:

Name:

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Phone Number:

Email:

BY POST

If your name or address has changed or you are the owner of this vehicle, please complete the other side of this form and mail in a stamped envelope to the following address:

Stellantis (Australia and New Zealand) Pty Ltd
PO BOX 23267
Docklands VIC 3008

Please provide proof of ownership if completing this form to register a change of ownership e.g., a receipt of purchase or a copy of the contract.

BY EMAIL

Alternatively, fill out the form provided, scan the completed form and send the form and proof of ownership where relevant to: auscustomercare@stellantis.com

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At Fiat Professional, we share your concern over privacy. Your personal information may be shared within Fiat Professional, authorised dealers, authorised third parties and associated companies for administration of the warranty program, as permitted by law. You may elect to have no other communication with us, other than in relation to these warranty related issues and customer satisfaction measures.

However, we wish to maintain an on-going relationship with you, as a member of the Fiat Professional family. This requires the use of the information provided to us, either directly or through our authorised dealer network. This information allows both your dealer, Fiat Professional, associated companies and third-party service providers to provide you with continuing support and assistance, and it helps us in the development of relevant marketing communications and special offers for your benefit. If you do not provide us with the information requested, we may not be able to notify you regarding certain product information or provide you with the benefits outlined above.

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