

FIAT

P R O F E S S I O N A L

DUCATO SERIES 2

AUSTRALIAN SERVICE & WARRANTY HANDBOOK

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IMPORTANT NOTICE

The Fiat Professional Manufacturer's Warranty set out below applies to all persons who purchase a Ducato passenger vehicle in Australia.

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: _____

[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: _____

Postcode:

Selling Dealer's Stamp

Selling Dealer's Sales Manager Signature _____

Dear Customer,

The world of work has changed.

Efficiency, technology, reliability and robustness are fundamental, but no less essential are flexibility, comfort and style. That's why the Fiat Ducato is here, the ideal vehicle for work which is constantly evolving.

With this fully refreshed electrical architecture, the New Ducato adds a great new offer of driver assistance and safety systems, aimed at improving the driving experience and at making the Ducato a safer environment for work or play.

Enjoy your new Fiat Ducato.

FULLY COVERED

Your Fiat Professional Ducato has the backing of a (5) Years or 200,000km (whichever condition occurs first) new vehicle warranty valid for the Australian market. Also included is an 8-Year Anti-Perforation Warranty (together the "Fiat Professional Manufacturer's Warranty"). So apart from routine adjustments and servicing items made necessary by fair wear and tear, everything from the engine to the bodywork with the exception of specific exclusions referred to in this handbook is guaranteed 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 New Vehicle Warranty which commences on the Date of Sale (as defined in section 2.1) 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.

The New Vehicle Warranty applies to any defects appearing within 5-years from the beginning of the New Vehicle Warranty period or within the first 200,000 kilometres on the odometer, whichever occurs first. 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 bodywork by corrosion originating inside the bodywork itself.

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 PO BOX 23267, Docklands VIC 3008

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) 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 importer/distributor of Fiat Professional products in Australia, warrants new Fiat Professional vehicles marketed in Australia and every major component thereof for the duration of the Fiat Professional Manufacturer's Warranty subject and according to the following terms:

1. EXTENT OF FIAT PROFESSIONAL MANUFACTURER'S WARRANTY

The Fiat Professional Manufacturer's Warranty extends to the original retail purchaser of the vehicle 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 the Fiat Professional Manufacturer's Warranty is voided. The Fiat Professional Manufacturer's Warranty is comprised of the following: the "New Vehicle Warranty" and the "8 Year Anti-Perforation Warranty".

The Fiat Professional Manufacturer's Warranty is only available to vehicles that are used under normal operating conditions.

2. NEW VEHICLE WARRANTY

1. NEW VEHICLE WARRANTY PERIOD

- a) The New Vehicle Warranty applies to new vehicles (demonstrators included) and continues for a period of 5-Years or 200,000 kilometres, whichever occurs first.
- b) The New Vehicle Warranty begins on the Date of Sale, being the earliest date of occurrence of any one of the following events:
 - i. The date the vehicle is reported as sold, or the first registration date 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, company car or has been purchased from a third party, the New Vehicle 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 Authorised Fiat Professional Dealer; and
 - ii. The date of the original contract of sale or otherwise when title in the vehicle first passed to a third party not being an Authorised Fiat Professional Dealer in Fiat Professional's dealernetwork.

2.2. NATURE AND AMBIT OF WARRANTY

If within the Warranty period, a manufacturing defect occurs in any part of the vehicle (other than the parts referred to in Clause 5(c) 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 New Vehicle Warranty shall itself be covered under the same until the date of expiration of the New Vehicle Warranty.

3. 8-YEAR ANTI-PERFORATION WARRANTY

1. WARRANTY PERIOD

The body of your vehicle is treated using special processes that are designed to protect against corrosion. The vehicle is guaranteed against corrosion for a period of 8 years from the start of the New Vehicle 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 start of the New Vehicle Warranty Period 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.
- 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.

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 28. 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

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

Fiat Professional Manufacturer's Warranty problems can be resolved by your Authorised Fiat Professional Dealer's sales and service departments. That is why you should always talk to your Authorised Fiat Professional Dealer's service manager or sales manager first. But if you are not satisfied with your Authorised Fiat Professional 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. You will find the relevant contact numbers in Section 4.3

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 870 723 where our trained staff can assist.

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

- a) Any vehicle which has been subject to insufficient maintenance, overloading, careless handling or accident, which has not been periodically inspected and serviced as per specifications provided in the Owner's Manual.
- 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 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 components.
 - Gaps between panels not exceeding limits set by 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.
- g) Tyres, spark plugs, lighting globes, wiper blades, belts, air filters, oil and fuel filters, washers, grease nipples, plus other similar consumable items including fuels, oils, fluids and air conditioning refrigerant.
- h) Any adjustments or repairs including:
 - Engine tune-up;
 - Brakes and clutch components;
 - Steering and suspension or re-alignment and wheel balancing;
 - Electrical system, including headlamp replacement;
 - 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;

- Replacement of window glass due to damage.
- i) Wear and tear to trim or soft top fabric where fitted or exhaust system, due to abnormal driving or environmental conditions.
- j) Consequential damage caused by the continued use and operation of the vehicle after a fault has become apparent.

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 essential fluids) to your service organisation, without waiting for the next scheduled maintenance service to have the matter corrected.

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 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 section (page 26 onwards).

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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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):

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Engine Number:

Registration Number:

Name:

Address:

Suburb:

State:

Postcode:

Phone Number:

Email:

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Engine Number:

Registration Number:

Name:

Address:

Suburb:

State:

Postcode:

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

FIAT PROFESSIONAL AUSTRALIA PRIVACY POLICY

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.

Simply check the box and sign below if you wish to receive future marketing communications, including updates, special offers and information on new models.

A full copy of the Fiat Professional Privacy Policy may be obtained through your dealer, through a Fiat Professional office or on our website www.fiat.com.au. You are entitled to access any information we have collected about you. Full details of this process are defined within our Privacy Policy. Put simply, all you have to do is notify Fiat Professional of your request in writing marked to the attention of the Chief Security Officer at PO Box 23267, Docklands VIC 3008 or make the request via our website. The Fiat Professional Privacy Policy also sets out how you can make a privacy related complaint, how that complaint will be dealt with and the extent to which your information may be disclosed to overseas recipients.

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☐ New Owner ☐ Name or Address Change

Vehicle Identification Number(VIN):

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Engine Number:

Registration Number:

Name:

Address:

Suburb:

State:

Postcode:

Phone Number:

Email:

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