

FIAT

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

DUCATO SERIES 9

AUSTRALIAN SERVICE & WARRANTY HANDBOOK

210.0 x 140.0 mm

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FIAT DUCATO AUSTRALIAN SERVICE & WARRANTY HANDBOOK

IMPORTANT NOTICE

The FCAA Manufacturer's Warranty set out below applies to all persons who purchase an FIAT Ducato passenger vehicle in Australia.

YOUR CONSUMER RIGHTS

The benefits given to you in the FCAA 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 FCAA 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.

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VEHICLE DETAILS

Model Name: _____

Model Type: _____

Vehicle Identification Number (VIN):

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

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 _____

FIAT DUCATO AUSTRALIAN SERVICE & WARRANTY HANDBOOK

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.

Fully Covered

Your FIAT has the backing of a 3-Years, 200,000 kilometres Vehicle Warranty, and an 8-Year Anti-Perforation Warranty (together the "FCAA 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

A FIAT service starts even before you collect your new car. Every new FIAT 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 FCAA 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. FCAA 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.

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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, FCAA 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 FCAA'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.

FCAA MANUFACTURER'S WARRANTY

FIAT 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 3-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 FCAA Manufacturer's Warranty and the FCAA 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 FCAA Manufacturer's Warranty is provided by FCA Australia Pty Ltd ABN 23 125 956 505 trading as FCA Australia of 437 Plummer Street Port Melbourne VIC 3207, telephone 1800 870 723, as the authorised importer/distributor of FIAT Professional products in Australia (hereinafter called "FCAA").

Other Warranties and Conditions:

- a) The benefits conferred by this FCAA Manufacturer's Warranty are in addition to other 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 FCAA to offer or give on its behalf any other or greater warranty than that given by FCAA under this FCAA 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.

FCAA 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.

FCAA 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 FCAA Manufacturer's Warranty subject and according to the following terms:

1. EXTENT OF FCAA MANUFACTURER'S WARRANTY

The FCAA 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 FCAA Manufacturer's Warranty is voided. The FCAA Manufacturer's Warranty is comprised of the following: the "New Vehicle Warranty" and the "8 Year Anti-Perforation Warranty".

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

2. NEW VEHICLE WARRANTY

2.1. NEW VEHICLE WARRANTY PERIOD

- a) The New Vehicle Warranty applies to new vehicles (demonstrators included) and continues for a period of 3-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 FCAA's dealer network.

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 FCAA. 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

3.1. 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 top coat.

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 FCAA MANUFACTURER'S WARRANTY CLAIM

4.1 FCAA MANUFACTURER'S WARRANTY CLAIM

To claim on the FCAA 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.

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4.2 STEPS TO TAKE

A. In General

FCAA 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, FCAA 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 FCAA Customer Care Centre. You will find the relevant contact numbers in Section 4.3

B. What FCAA Will Do

Once you have followed the two steps described in Section 4.2A, a FCAA representative will review your situation. If it is something that FCAA can help you with, FCAA will provide your Authorised FIAT Professional Dealer with all the information and assistance necessary to resolve the problem. Even if FCAA cannot help you, FCAA will acknowledge your contact and explain FCAA'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 FCAA Customer Care Centre on 1800 870 723 where our trained staff can assist.

5. WHAT THE FCAA 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 FCAA 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 FCAA 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 FCAA Manufacturer's Warranty, unless such entitlement or rights are conferred upon the owner as mentioned in paragraphs 1, 2 and 3 of this FCAA 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 FCAA Manufacturer's Warranty period.

7. VEHICLE CARE AND MAINTENANCE

To comply with the terms of the FCAA 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 FCAA 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.

8. 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 FCAA. FCAA accepts no liability for faults/defects deriving from the installation of non-genuine spare parts or accessories.

9. 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. FCAA has therefore prepared a service plan for your vehicle.

For your FIAT Ducato the first scheduled major maintenance service is planned at 48,000 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. FCAA 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 FCAA 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 (page 26 onwards) 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.

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Maintaining the vehicle in accordance with the maintenance schedule will help to ensure that the vehicle remains at optimum condition. This will also assist in maintaining the vehicle's value, as evidenced by records featuring the genuine FIAT Professional Workshop stamps.

Besides maintenance, optimum operating performance of your vehicle also depends on other factors, such as fuel quality, correct use and storage of the vehicle.

If you use your vehicle infrequently or if it lays idle for extended periods, you should regularly check the battery condition and, if required, have it recharged. This will help to ensure that the vehicle is always ready to start and will also avoid advanced battery failure and electronic module damage, which is not covered by this FCAA Manufacturer's Warranty.

Please refer to your Authorised FIAT Professional Dealer for advice on maintaining the battery charge.

Refer to the Scheduled Maintenance Plan section provided in this handbook from page 26 onwards.

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.

10. 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.

Timing Belt

The toothed timing belt (where fitted) is subject to wear and requires replacement by your servicing dealer when it has reached the end of its useful life. This is determined by a periodic inspection to evaluate condition at which time the belts may be replaced and is limited by a maximum km/time period. Please refer to the Scheduled Maintenance Plan section provided in this handbook from page 26 onwards for these intervals.

Engine Oil and Filter

The engine oil and filter must be replaced at the interval indicated in the scheduled maintenance plan or 12 months since the last replacement, whichever occurs first.

Some models are equipped with an oil condition monitoring system. This is indicated by the relevant light or message (where provided) on the instrument panel (see section "Warning Lights & Messages" in your Owner's Manual). You may be required to replace the engine oil and filter should this warning appear before the 12 month/kilometre limit has been reached.

Air Filter

If you often drive on unsealed roads, the air filter should be checked more often than indicated.

Brake Pads

On some models the brake pads wear is indicated by the illumination of a warning light on the dashboard (see the Owner's Manual). For vehicles equipped with wear sensors for front brake pads only, at the moment of their replacement, check the rear brake pads too.

Depending on the use of the vehicle, the rear pads may not need immediate replacement. In this case, we recommend that you be guided by your dealer's assessment.

Brake & Clutch Fluid

Brake fluid is hygroscopic, i.e., it absorbs water. To avoid ineffective braking, replace the fluid periodically (every two years), regardless of the mileage driven, according to the vehicle type (see Technical Specifications) in Owner's Manual.

Battery

If the vehicle is driven infrequently, check battery and top up the charge every 30 days.

Air Conditioner

You should operate the air conditioning system regularly in the cooler months to maintain a flow of lubricant throughout the system and avoid the sealing rings drying out. With limited use, the system should be run for at least 10 minutes each month.

To ensure efficient operation, each year as warm weather starts, the air conditioning refrigerant should be checked. The pollen filter is programmed to be replaced annually. If the vehicle is used mainly in dusty environments, have the pollen filter checked more often by your authorised FIAT Professional Dealer.

Anti-freeze

Refer to your dealer before adding anti-freeze to your vehicle. It is strongly recommended that you use the PETRONAS Lubricants International Paraflu product.

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Tyre wear should be regularly monitored and a wheel alignment and tyre rotation performed if signs of irregular wear and/or damage are present.

Diesel Engines - Water in the Diesel Filter

When the key is turned to MAR-ON, the warning light switches on but should switch off after a few seconds.

The warning light switches on when there is water in the diesel filter. On some versions, the display shows the dedicated message.

NOTE: The presence of water in the supply circuit may cause severe damage to the injection system and irregular engine operation. If the warning light switches on (on some versions together with the dedicated message on the display) contact a FIAT Professional Dealership as soon as possible to have the system drained. If the above indication occurs immediately after refueling, water may have entered the tank: turn the engine off immediately and contact the Roadside Service Provider's Phone Number.

Diesel Engines - AdBlue® Diesel Emissions Additive

Some models require the use of a Diesel Exhaust Fluid commonly referred to as AdBlue®. This fluid is automatically injected into the vehicle's exhaust system to help reduce emissions of nitrogen oxide. AdBlue® is stored in a small tank and, just like diesel fuel, must be kept topped up by the driver.

When a low AdBlue® level is detected, a message will appear on the instrument panel display alerting you that the AdBlue® must be topped up, together with the symbol. The symbol stays on until the tank is topped up with at least 5 litres of AdBlue®.

NOTE: If you do not top up, a specific message will appear on the instrument panel display whenever a certain threshold is reached until it will no longer be possible to start the engine. A message will appear permanently on the display and an acoustic warning sound will be heard when there is about 200 km of range left. When the residual range is 0 km, a specific alert will appear on the display. It will no longer be possible to restart the engine after it has been stopped.

It will be possible to restart the engine after pouring at least 5 litres of AdBlue® (UREA) in to the tank. You can refill your AdBlue® tank using stocked containers available for purchase from selected service stations and automotive retailers.

Special Note

Under special driving conditions such as:

- On roads sprinkled with antifreeze;
- Salt and/or corrosive substances;
- Rough road surfaces;
- Salt air environments etc.;
- Sandy or dusty environments.

It is recommended you regularly check the boots of the axle shafts and steering box, clean and lubricate joints, hinges, door-catches, bonnet catch, etc.

When forced to use fuel, lubricants and/or fluids in general with characteristics different from those specified by the manufacturer (in emergencies), **replace the fluids and relative filters at the earliest opportunity, using genuine FIAT Professional parts and recommended products.**

PETRONAS Lubricants International motor oil, lubricants and fluids are fully approved products for use in FCAA vehicles and carry FIAT Professional approval numbers. **Always consult your Authorised FIAT Professional Dealer for advice regarding maintenance intervals and recommended fluids.**

10.1. WARNING LEGEND

You will find symbols used throughout the owner's on-board documentation. It is critical that you take notice of these warnings and follow the advice given. Always contact your Authorised FIAT Professional Dealer if you require further information.



**PERSONAL
SAFETY
WARNING**

WARNING! Ignoring these recommendations may lead to serious injury.



**VEHICLE
SAFETY
WARNING**

WARNING! Ignoring these recommendations may lead to serious damage being caused to the vehicle, which, in some circumstances, may cause forfeiture of the FCAA Manufacturer's Warranty cover.



**PROTECTING
THE
ENVIRONMENT**

WARNING! This symbol represents instructions that must be followed to avoid potentially causing damage to the environment.

10.2. ENGINE OIL

Engine oil consumption depends on the manner of driving, the conditions of use of the vehicle and the type of oil used. The original oil supplied from new in diesel models is PETRONAS Lubricants International synthetic.

Use only PETRONAS Lubricants International products where possible or at least an oil of no less than this specification that is marked with the FIAT approval number. For precise indications of the oil type, please refer to the "Owner's Manual" of your vehicle or to your Authorised FIAT Professional Dealer.

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Factory approved PETRONAS Lubricants International oils and lubricants can be purchased from an authorised FCAA dealer. Should you use an alternative to the PETRONAS Lubricants International product, please consult the supplier for their recommended service life limitations and drain intervals.

10.3. CHECKING ENGINE OIL

The engine oil should be checked with the vehicle on a level surface a few minutes (about 5) after the engine has been switched off.

WARNING!

After topping up the oil, before checking the level again, run the engine for a few seconds and wait for a few minutes after stopping it.

Remove the dipstick, clean it, put it back in completely. Remove it and check that the level is within the MIN and MAX marks on the dipstick. The correct level is approximately 3mm below the MAX mark on the dipstick. The area between the MIN and MAX marks correspond to about one litre of oil. If the oil level is near or even below the MIN mark, add oil through the filler neck extension, until reaching 3mm below the MAX mark.

WARNING!

If a check reveals that the level is above the MAX mark, contact your Authorised Fiat Professional Dealer to have the correct level restored, (approximately 3mm below the maximum level mark on the dip stick) as engine or component damage may result.

For diagrams demonstrating the fill points and dipstick markings, please refer to the "Owner's Manual" of your vehicle.



**PERSONAL
SAFETY
WARNING**

When the engine is hot, take care when working inside the engine compartment to avoid burns. Remember that when the engine is hot, the fan may cut in and there is a danger of injury.



**VEHICLE
SAFETY
WARNING**

Do not add oil with specifications (classification, viscosity) other than those of the oil already in the engine. Failure to regularly check the oil level may result in damage.

WARNING:

Should use of the vehicle be under one of the following conditions:

- Dusty roads;
- Frequent short distance journeys;
- Engines subjected to long periods at idle (Stop/Start driving);

- Long distance low speed driving (e.g. taxis or door-to-door deliveries); or
- In case of a long-term inactivity;

It is recommended that the engine oil be replaced at least every 24,000 kilometres or 12 months on the FIAT Ducato, whichever occurs first. For vehicles travelling limited mileage, an annual maintenance schedule must be applied.

We strongly recommend the use of PETRONAS Lubricants International Lubricants and Fluids, which have been specifically formulated to prolong the life of your vehicle. Refer to the owner's handbook for the specific PETRONAS Lubricants International Synthetic oil applicable to your vehicle.

Top-up packs and bulk quantities are available from your Authorised FIAT Professional Dealer.

11. RECOMMENDATIONS FOR USE OF THE VEHICLE

11.1. STARTING THE ENGINE

- Turn the key to the "ON" position so that the instrument panel lights illuminate. Wait for the self-check warning lights to extinguish before attempting to engage the starter motor.
- Do not press the accelerator pedal until the engine has started.

11.2. WARMING THE ENGINE

- Do not wait for the engine to reach operating temperature, instead upon starting, drive off slowly at medium revs without accelerating abruptly.
- Do not drive at full performance for the initial kilometres of the journey. Wait until the engine coolant temperature is between 50 and 60°C.

11.3. SWITCHING OFF

- Release the accelerator pedal and wait until the engine reaches idle speed.
- Switch OFF ignition.

WARNING!

After driving for a prolonged period at high speed, you should not switch off the engine immediately upon stopping. You should instead, allow the engine to idle for a few minutes to stabilise the temperature in the engine compartment.

11.4. DIESEL (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 FCAA Manufacturer's Warranty. Consult your fuel reseller if in doubt.

11.5. BIO-DIESEL FUELS

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 FCAA Manufacturer's Warranty.

11.6. DIESEL PARTICULATE FILTER (DPF) WARNING LIGHT (WHERE FITTED)

When fitted with a DPF, the particulate generated by fuel combustion is accumulated in this filter. To clear out the filter, the DPF needs to perform a regeneration. The DPF warning lights and/or message informs the driver that a certain drive cycle (speed above 40km/h for at least 15 consecutive minutes) is required for the regeneration system to work.

To enable the regeneration to occur, we recommend the driver continue to travel until the warning light turns off. Should the regeneration cycle not be allowed to complete, then the DPF will continue to accumulate

particulate and the warning light and/or message will stay on.

Should the filter clogging be allowed to exceed the calibrated threshold, then the spontaneous regeneration will no longer be possible and the vehicle will be required to attend an Authorised FIAT Professional Dealer to have a forced regeneration performed.

11.7. WHY USE PETRONAS LUBRICANTS IN THE ENGINE OF YOUR VEHICLE

FIAT Professional engineers and PETRONAS specialists have designed the machinery and lubricants together thereby obtaining the best performing lubricant for your FIAT Professional engine. As a result of this synergy, high performance oils meeting and exceeding the latest international specifications have been developed.

PETRONAS Lubricants International branded products are the only oils recommended by FIAT Professional and are marked with a FIAT approval number, ensuring the maximum protection for your FIAT Professional engine.

The latest generation of PETRONAS Lubricants International oils and products give to all engine versions the highest protection in any driving condition. The principal benefits of using PETRONAS Lubricants International are:

- Improved cold starting due to its high viscosity, even with the severest climatic conditions (down to -25°C).
- Maximum stability at high temperatures allowing it to keep the same properties and action on the engine.

- Prevent the formation of black sludge.
- Reduced engine wear and tear.
- Energy conserving ensuring an improved fuel economy.
- Improved exhaust component operation and service life.

As one of the largest independent lubricant manufacturers in Europe, PETRONAS operates highly advanced research and development facilities in Europe, with blending and marketing operations throughout the world.

PETRONAS Lubricants International's sole aim is to offer a range of lubricants that not only delivers the best performance, quality and economy, but also provides maximum protection for your investment.

12. ROADSIDE ASSISTANCE

FCAA 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.

Roadside Assistance is available for the vehicle for the duration of the FCAA Manufacturer's Warranty period. Owners can continue to enjoy the benefits of Roadside Assistance after the FCAA Manufacturer's Warranty period by purchasing additional coverage.

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.

FIAT DUCATO AUSTRALIAN SERVICE & WARRANTY HANDBOOK

SCHEDULED MAINTENANCE PLAN – FIAT DUCATO 2.2L MULTIJET DIESEL ENGINE

Mileage or time passed (whichever comes first)	Years:									
	1	2	3	4	5	6	7	8	9	10
or Kilometres:	48,000km	96,000km	144,000km	192,000km	240,000km	288,000km	336,000km	384,000km	432,000km	480,000km
Check vehicle for outstanding Service Campaigns.	•	•	•	•	•	•	•	•	•	•
Connect the wiTECH Diagnostic Tool to check engine management system operation, emissions and, where present; engine oil deterioration (if lower than 20% oil and filter replacement is advised).	•	•	•	•	•	•	•	•	•	•
Check the battery charge state and condition with proper diagnostic equipment. Recharge if required.	•	•	•	•	•	•	•	•	•	•
Check operation of the lighting system (headlights, taillights, indicators, hazard warning lights, cargo, passenger compartment, glove compartment, instrument panel warning lights, etc.).	•	•	•	•	•	•	•	•	•	•
Check windscreen wiper and rear window wiper blade position/wear (where equipped).	•	•	•	•	•	•	•	•	•	•
Check operation of the windscreen and rear window wiper washer system and adjust jets, if necessary (where equipped).	•	•	•	•	•	•	•	•	•	•
Check operation of bonnet and door locks, clean and lubricate linkage as required.	•	•	•	•	•	•	•	•	•	•
Check cleanliness of sliding side door lower guides for versions with S.S.D.	•	•	•	•	•	•	•	•	•	•
Check and, if necessary; top up the AdBlue diesel emissions additive (where equipped) (1)	•	•	•	•	•	•	•	•	•	•
Check and, if necessary; top up fluid levels (engine, transmission, coolant, hydraulic brake/clutch, automatic transmission, windscreen washer, battery, etc.).	•	•	•	•	•	•	•	•	•	•
Check tyre condition/wear and adjust pressure, if necessary. Check the tyre service kit conditions/expiry date (where provided).	•	•	•	•	•	•	•	•	•	•
Check condition of the exhaust and emission system. Check for damage and leaks.	•	•	•	•	•	•	•	•	•	•
Visually inspect conditions of exterior bodywork, underbody protection, pipes and hoses (exhaust, fuel system, brakes), rubber elements (boots, seals/grommets, bushes, etc.).	•	•	•	•	•	•	•	•	•	•

SCHEDULED MAINTENANCE PLAN – FIAT DUCATO 2.2L MULTIJET DIESEL ENGINE

Mileage or time passed (whichever comes first)	Years:	1	2	3	4	5	6	7	8	9	10
	or Kilometres:	48,000km	96,000km	144,000km	192,000km	240,000km	288,000km	336,000km	384,000km	432,000km	480,000km
Visually inspect conditions and wear of front and rear disc brake pads and operation of pad wear indicator (where present).		•	•	•	•	•	•	•	•	•	•
Adjust the parking brake and parking brake level.		•	•	•	•	•	•	•	•	•	•
Replace the engine oil and replace oil filter (2)		•	•	•	•	•	•	•	•	•	•
Replace the engine air filter cartridge (3)		•	•	•	•	•	•	•	•	•	•
Replace the fuel filter cartridge		•	•	•	•	•	•	•	•	•	•
Replace the passenger compartment pollen filter.		•	•	•	•	•	•	•	•	•	•
Check the condition and tension of the accessory drive belts.		•	•		•	•		•	•		•
Replace the brake fluid (4)			•		•		•		•		•
Replace the clutch fluid (where equipped) (4)			•		•		•		•		•
Replace the accessory drive belts.				•		•				•	
Replace the timing belt.				•		•				•	
Replace the manual transmission fluid.				•		•				•	
Drain and refill the automatic transmission casing.				•		•				•	
Replace the engine coolant						•					•

(1) AdBlue fluid will be added to the cost of the service as a sundry item

(2) The actual interval for changing engine oil and replacing the engine oil filter depends on the vehicle usage conditions and is indicated by the warning light or message in the instrument panel. Replacement interval must never exceed one year


(3) If the vehicle is used in dusty areas, the air filter must be inspected every 24,000kms


(4) The brake and clutch fluid must be replaced every two years, regardless of kilometres travelled


(•) Mandatory operations

FIAT DUCATO AUSTRALIAN SERVICE & WARRANTY HANDBOOK

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 Parts and Accessories.

DATE:
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 MOPAR.
AUTHORISED DEALER STAMP

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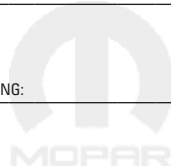
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CHANGE OF OWNERSHIP/ADDRESS FORM

Please complete and forward to FCAA 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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BY POST

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FCA Australia Pty Ltd
PO BOX 23267
Docklands VIC 3008

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BY EMAIL

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However, we wish to maintain an on-going relationship with you, as a member of the FCAA 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, FCAA, 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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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:

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A full copy of the FCAA Privacy Policy may be obtained through your dealer, through an FCAA office or on our website www.FIATchrysler.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 FCAA 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 FCAA 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.

YES, I wish to receive future marketing communications, including updates, special offers and information on new models.

SIGNED BY: _____

CHANGE OF OWNERSHIP/ADDRESS FORM

Please complete and forward to FCAA 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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Engine Number: _____

Registration Number: _____

Name: _____

Address: _____

Suburb: _____

State: _____

Postcode: _____

Phone Number: _____

Email: _____

FIAT DUCATO AUSTRALIAN SERVICE & WARRANTY HANDBOOK

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:

FCA Australia 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@fcagroup.com

FCAA PRIVACY POLICY

At FCAA, we share your concern over privacy. Your personal information may be shared within FCAA, 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 FCAA 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, FCAA, 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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SIGNED BY: _____

210.0 x 140.0 mm



FCA Australia Pty Ltd
PO BOX 23267, Docklands VIC 3008
Customer Care Centre: 1800 870 723