

23 March, 2021

IVECO Trucks open state-of-the-art new Brisbane dealership

The recent opening of an expansive new IVECO dealership facility in Brisbane has increased the level of sales, service and parts support the company can provide IVECO truck, van and bus owners in the region.

Conveniently located at 20 Westgate Street, Wacol, within the city's new truck hub corridor, IVECO Brisbane sits on a large 22,000m² site and features approximately 7,000m² of warehousing, office and service facilities.

Recognising the importance of minimising service downtime for customers, the facility includes a fully refurbished 20 bay workshop with two drive-through B-Double service pits, which allows 'no unhitch' truck and trailer servicing of larger combination trucks.

The workshop features the latest servicing equipment and diagnostic tools as well as a brake roller tester with shaker, allowing IVECO's factory-trained technicians to efficiently diagnose, service and repair the full IVECO vehicle range and trailing equipment.

The service area also provides the convenience of a drive-through, undercover concierge-style drop-off zone, whilst the parts warehouse allows for large on-site stockholdings – particularly of fast-moving parts – to further minimise downtime. There's also a new parts showroom on-site with quick dispatch area.

Other benefits of the dealership include a new heavy truck drivers' lounge with sleeping quarters and bathroom facilities, providing drivers with quality rest while they wait for their vehicle to be serviced. A separate light vehicle customer lounge also features in the facility's amenities.

For easier access and convenience, parking on-site is plentiful, allowing visitors to drop-in for parts and consumables even if driving larger commercial vehicles and trucks.

IVECO Brisbane Dealer Principal, Geoff Buswell, said that since opening in December, response from customers had been extremely positive.

“Operating from this large and modern site has allowed us to further lift our service levels to IVECO owners and prospective customers, providing the added care and professional support they deserve from a premium European brand – feedback from owners to date indicates that the new dealership has been well received,” he said.

Mr Buswell said that the investment in the facility demonstrated IVECO’s ongoing commitment to customers in south-east Queensland and beyond.

“Transitioning to this new facility shows the brand’s intent and willingness to invest in the important Queensland commercial vehicle market for the long term,” he said.

“Despite some uncertainty over the past 12 months as a result of COVID-19, IVECO has remained steadfast on completing the dealership and transitioning to the site.

“We’re already seeing notable growth in the dealership’s customer base since our relocation.”

Commenting on the new site after a recent visit to inspect the facilities, IVECO Trucks Australia Managing Director, Michael May, was equally enthusiastic about the development. “

Geoff and the team have done a wonderful job. The IVECO brand is on the move and this exceptional facility is reflective of our commitment to offering market-leading levels of customer satisfaction to complement our outstanding product range,” he said.

IVECO Trucks Australia

IVECO Trucks Australia is a proud manufacturer and importer of commercial vehicles spanning the light, medium and heavy duty truck segments and also has a range of small to large buses. The commercial vehicle range includes on and off-road models from car licence vans through to prime movers rated up to 90 tonnes GCM and buses from 11 seats to 61 seats. The IVECO range of vehicles includes locally designed and manufactured models and is complemented by a range of imported models which are all designed and tested to meet Australia’s demanding operating requirements. The IVECO product range is extensive and includes Daily, Eurocargo, ACCO, Stralis, X-Way, Trakker and Astra models. IVECO vehicles are supported in Australia by a dedicated network of over 50 dealerships and parts and service outlets strategically located nationwide, offering aftersales services that include extended warranties, breakdown support packages and personalised maintenance contracts.

For further information about IVECO Australia: www.iveco.com.au

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