



Jeep



FLEET & BUSINESS

SOLUZIONI

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Paprika Cross adds extra spice

Exciting new Tipo Cross stands out from the crowd

+ ■ MULTI-AWARD WINNERS ■ PARTNERSHIPS KEY TO EV PROGRESS ■ FIAT 500 EVOLUTION CONTINUES
■ PROTECTING RESIDUAL VALUES ■ SMR SERVICE TO BE PROUD OF ■ CONNECTED SERVICES ROLL-OUT

INTRODUCING THE NEW JEEP® RENEGADE 4xe PLUG-IN HYBRID ELECTRIC



**BIK from 12% / MPG up to 50.0 /
CO₂ from 49g/km***

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Renegade 4xe: CO₂ emission (weighted, combined) (g/km): 53 – 49. Fuel consumption (weighted, combined) (l/100 km): 2.2 – 2.1. Fuel consumption and CO₂ figures are provided for comparative purposes only and may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. Only compare fuel consumption and CO₂ figures with other cars tested to the same technical procedure.

WELCOME

Welcome to Soluzioni!
It has been a challenging 12 months for everyone, but our teams, business centres and customers have been fantastic. Everyone has had to make changes, but we can now look ahead to the rest of 2021 with renewed optimism thanks to the Covid-19 vaccine. Within fleet, we quickly adjusted to the new normal and we expect many of the new processes we have implemented to become permanent. Virtual meetings brought us closer in many ways to our people and our customers with more regular communication and we see this continuing to play an integral role when we return to physical meetings. Also improving our communications is our new Fleet Hub platform, which gives fleet and business customers access to a wealth of information across all our five brands. This year marks our major push into electric with lots of battery electric and plug-in hybrid vehicles coming to market, ranging from the Fiat 500 BEV to the Fiat Professional e-Ducato. Full details are in this issue. We have spent a lot of time and resource ensuring our cost of ownership modelling is competitive, paying particular attention to residual values and our aftersales proposition, while connected services are being rolled out across the range, giving fleets even greater control of their vehicles thanks to services such as My Fleet Manager. Find out about all these initiatives – and much more – inside your latest edition of Soluzioni. Enjoy the read, and stay safe and well.



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CORPORATE MARKETING MANAGER

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Iain Montgomery

FCA FLEET AND REMARKETING DIRECTOR

Pandemic will not deflect FCA from its three-pronged strategy

A little more than one year since his appointment, FCA fleet, business and remarketing sales director Iain Montgomery has chosen to fix his gaze firmly on the future, rather than pick over the pieces of 2020.

However, he does afford himself a brief reflection to recognise the “fantastic efforts” of colleagues who worked relentlessly to put new processes in place to ensure there was no breakdown in services and communications, particularly for those essential services customers providing a vital lifeline to the public.

Montgomery says: “By the time we reached Q3, our view was ‘if this is normal, then it’s business as usual’. Our focus was to stick to our strategy: product, resource and competitiveness.”

The pandemic has accelerated trends that were already starting to gather pace, including a switch to ultra-low and zero-emission vehicles and a decline in the fortunes of the traditional company car.

“The old-school company car driver had a rigid programme, but now businesses are making their controlled fleets smaller and giving more user-choose options, including personal contract hire (PCH) for those drivers,” Montgomery adds.

The spotlight is focused on electric vehicles (EVs), which have clear economic and environmental benefits for both the business and its drivers. The interest is coming from across the fleet sector, from small-to-medium enterprises (SMEs) to the large corporates and coincides perfectly with FCA’s own march into electric.

“By now having these products, from 500 BEV to e-Ducato, we have an opportunity to talk to customers again,” Montgomery explains. “We have put the groundwork in, with the data and explaining the benefits. It’s paying dividends because we are now seeing business come to us.”

“That was our Q3 plan: review our relationships and our prospects and get in contact with them.”

FCA is seeing a growing acceptance among businesses that electric has an immediate role to play on their fleets, both full electric and plug-in hybrid, for cars and vans – and not just as a last-mile solution.

“The actual mileage many vans are doing is not huge,” he says. “Where we were seeing interest from logistics, last-mile and food delivery, we are now seeing more interest from other industries that are looking at their mileage, vehicle costs and idling times.”

Montgomery adds: “It’s important to get the vehicles out on the road with customers – that’s where the realisation comes that electric works for them.”

His business centre network has a vital role to play in the roll-out and support of electric vans – both sales and aftersales. These specialist retailers have more in-depth knowledge about how fleet works and which product best meets a company’s needs. They also understand the importance of minimising downtime.

Consequently, business centres tend to have a higher penetration of FCA product in their catchment areas versus a standard franchised retailer.

The only snag has been the inability to have face-to-face meetings. Montgomery calls them the “lifeblood” of fleet where relationships are an important component in developing a partnership.

While he firmly believes that meetings in person will resume once the pandemic passes, he also recognises that virtual meetings now have a place – they enable more regular catch-ups with customers

and remove the travel time, cost and impact on the environment.

“We’re now used to remote working and have learned to be effective with remote communications and how to interact in this different way,” he says. “The team has taken this on board well with its customer communications and it will become a new normal. Perhaps one-in-two or one-in-three meetings will be face-to-face in future, rather than every meeting.”

He adds: “It also improves internal communications. For the first time, we can have daily meetings with my team – before it was weekly – and we have monthly touchpoints with the wider FCA team. The feedback shows everyone appreciates this.”

So, product – check; resource – check! Although work continues to ensure the business is fully geared up internally and externally. The third pillar of Montgomery’s strategy is competitiveness.

“Being competitive is not about being the cheapest; it’s about having a value-for-money proposition and being fit for purpose,” he says. “What might have been fit for purpose two years ago might not be now. We’ve seen business mileage come down and I’d be surprised if that didn’t continue.”

Montgomery predicts that 2021 will see more businesses introducing shared transport within their fleet operations in a bid to maximise vehicle utilisation and reduce cost.

“We are having conversations now about car-share platforms, electrification, average journey times and new technology,” he says.

Querying whether the mileage-munching fleet sector will ever see a return to 40,000-50,000 miles a year travel profiles, he asks: “Is a small EV fit for purpose now compared with three years ago? I would say ‘yes’ based on the business and driver needs. 2020 was a catalyst for change and we are ready to capitalise on that this year with our new product.”

The first quarter of 2021 might not have been what the industry was hoping for in terms of free and easy trading conditions, but FCA is seeing a high level of enquiries and interaction with customers on contract renewals. It has, in fact, seen an “usually high” level of tender activity.

The year, as a whole, might not see a “much stronger” market, but business confidence is picking up and there are sizeable areas, such as construction and utilities, where activity levels are very high, especially for vans.

“We do expect to see a fast bounce-back when we return to normality – we started to see that last year when we came out of the lockdown,” Montgomery says. “There is pent-up demand.”

“Being competitive is not about being the cheapest; it’s about having a value-for-money proposition and being fit for purpose”

Wrangler and Renegade score in magazine's awards

80 years young – and the honours just keep on coming for Jeep models

Jeep may be marking its 80th anniversary this year, but that doesn't mean the brand is resting on its laurels. Both its Wrangler and Renegade models have been lauded in 4x4 Magazine's annual '4x4 of the Year' honours sponsored by the BF Goodrich tyre company.

The Jeep Wrangler once again takes home the Off-Road Award. The judges praised the Wrangler for its purity, as well as its ability to drive across Africa or just the potholed M25.

Editor of 4x4 Alan Kidd says: "The Wrangler's off-road mastery comes from mechanical engineering, not clever electronics. It's built simple, but it's also built clever – and most of all, it's built to last. Jeep knows its customers will modify their vehicles and it has embraced this in the vehicle's design.

"The world has moved on from the days when every 4x4 was made like this – but the realities of off-roading have stayed the

same, and that's why the Wrangler wins our off-road award yet again."

The Jeep Renegade took home the award for Best Small SUV with the judges recognising the new 4xe plug-in-hybrid model as the update that set it apart from the competition.

Kidd notes: "Jeep took a while to join the electric gang, but it clearly hasn't been sitting on its hands. The 4xe is a very sophisticated hybrid system and one which the company has used not just to maintain, but to enhance, the vehicle's off-road capabilities. Hybrid 4x4 systems can sometimes feel as if they're going through the motions: this, however, is absolutely the real thing.

"When you see what the Renegade can do off-road, you're left in no doubt that it's a true Jeep. Fact is, it's a better vehicle now than it was when it won those awards back in the day – and the 4xe is possibly the most appealing hybrid we've yet to drive."



Multiple awards for game-changing Fiat 500

All Electric 500 wins *What Car?* best convertible and city car

The All New Fiat 500 is yet to arrive in the UK, but, already, it has received an impressive number of awards. *What Car?* magazine awarded the car Best Convertible and Best Small Electric Car for the City. At the Great British Fleet Awards, the New 500 took Best EV City Car and *DrivingElectric* magazine has named it Car of the Year and Best Small Electric Car.

Judges praised its stylish exterior, interior filled with the latest technology and its usable range of up to 199 miles. Tipping the panel further in favour of the New Fiat 500, however, was its affordability with a price tag starting from £20,495 (when the plug-in car grant – PiCG – is taken into account) for the entry-level Action trim.

DrivingElectric editor Richard Ingram says: "The winner of our Car of the Year title has to be more than just a good electric car; it needs to move the game on in a big way and really stand out from the competition. The brand new, electric-only Fiat 500 does just that, with its tastefully updated styling, high-tech interior and usable pure-electric range. The icing on this impressive cake is a satisfyingly affordable price: the new Fiat 500 starts from less than £20,500 and, as such, is a worthy winner of *DrivingElectric*'s overall Car of the Year."



Greg Taylor, country manager, Fiat and Abarth, says: "We are very excited to be launching the New 500. Winning awards even before the first UK customer deliveries have been made is testament to the hard work of our engineers and designers. We can't wait for our customers to try it out for themselves when the cars arrive soon."

Tonale is runaway readers' favourite in *What Car?* awards

Alfa Romeo model gained twice as many votes as the runner-up

Alfa Romeo's Tonale has won the Readers' Award in this year's *What Car?* Car of the Year Awards 2021. It's the only award voted for by readers and it determines the most exciting new car of 2021 in their judgement.

Tonale made its international debut at the 2019 Geneva Motor Show and its first UK appearance at Goodwood Festival of Speed. It builds on 110 years of Alfa Romeo heritage and has captured buyers' attention ahead of the unveiling of the final production model later this year.

Editor-in-chief Steve Huntingford says: "The *What Car?* Reader Award is often closely fought, but this year the Tonale ran away with it, garnering more than twice as many votes as the second-placed car. People are clearly excited about the idea of a new family SUV bearing the Alfa Romeo badge and, looking at the concept, it's easy to see why."

Damien Dally, head of Alfa Romeo UK, says: "The Tonale concept signals the future for Alfa Romeo, with the production car set to be the first plug-in hybrid to join the range. It's humbling to see how its combination of beauty and functionality has captured car buyers' imaginations and that they are as excited to see the final version on the roads as we are."



Giulia stands out in four categories of the *Sport Auto* magazine awards

Alfa Romeos gain biggest share of the vote in imported models classes

For the 28th time, readers of the German magazine *Sport Auto* have voted for their favourite sports cars and, once again, they have selected the Alfa Romeo Giulia as one of the winners. However, this time, the Giulia has received plaudits in no less than four categories.

The Alfa Romeo Giulia GTAm, inspired by the 1965 Giulia GTA, came out on top with 44.7% of the votes in the coveted imported "Serial production sedans/station wagons more than €100,000 (£88,500)" category. The new Giulia GTA is equipped with an upgraded, 540hp version of the Alfa Romeo 2.9-litre V6 Bi-Turbo engine and is the most powerful road vehicle in the brand's 110-year history.

For the fourth time in a row, the Alfa Romeo Giulia Quadrifoglio has won top award in the import category of "Serial production sedans/station wagons less than €100,000", achieving 47.5% of the votes.

The Giulia Veloce was also named best imported car in the "Serial production sedans/station wagons less than €75,000 (£66,000)" category, with 39.4% of the vote.

Finally, the Giulia was the winning imported car in the "Serial production sedans/station wagons less than €50,000 (£44,000)" category, with 45% of the votes.

Around 13,000 readers took part in the Sport Auto Awards 2020. They chose from 230 series production models, across 18 vehicle categories – each with a special prize for imported cars – and 10 tuning categories.



Panda named Best Crossover for the fourth year running

'Quite simply, we love it', says *4x4 Magazine* editor

The Fiat Panda Cross has been awarded the title of Best Crossover 2020 by *4x4 Magazine* in its annual awards sponsored by the BF Goodrich.

It is the fourth year running the Panda has fought off tough competition, in an ever-growing sector. Judges praised it for its off-roading capability, engaging drive and fun philosophy.

Editor of 4x4 Alan Kidd says: "The Panda Cross just keeps on winning its class. The crossover category is a wide one and the opposition comes in many shapes and sizes. But there's just nothing to match its combination of point-and-squirt road manners, funky looks and remarkable off-road ability.

"People in countries where winter means something, or who live at the end of an Alpine track, buy vehicles like this because off-roading is a way of life, not a hobby. It might be small, but the Panda has loads of traction and incredible manoeuvrability – and the TwinAir

engine makes a lovely noise as well as dishing out more torque than you'd believe possible.

"Basically, the Panda Cross is a really cool car-about-town that's ready to turn into a cross-country hero in the blink of an eye. I don't want to sound like a gibbering fanboy but, quite simply, we love it."



Aftersales' 555 Peace of Mind offer grabs attention

Fiat Professional has been honoured at the *What Car?* Van Awards with two wins

The brand was named Best in Aftersales thanks to its industry-leading 555 Peace of Mind* offer of a five-year warranty, five years' free servicing and five years of roadside assistance offering a full ownership package to any business – large or small. Judges also praised the Fiat Professional exemplary attitude to getting customers back on the road as quickly as possible.

The second award went to Fiat Ducato, which was named Best Large Van for Practicality. With the Ducato close to 40 years old, the model was praised for its unrivalled payload capabilities which are perfect for motorhome and numerous other conversions, weight range, above average length carrying ability and range of body styles.

Richard Chamberlain, head of Fiat Professional in the UK, says: "Our 555 offer is a real rarity in the LCV industry and provides customers with total confidence when running either one or a whole fleet of our vehicles. Equally, as the *What Car?* team has noted, the Ducato is a hugely practical van, even more so when you take into account our aftersales offering, so we're delighted to have won both of these awards."

The multi-award-winning Ducato is now available with the latest Euro 6D engines and can be paired together with the full automatic nine-speed gearbox, overall adding to improved fuel efficiency. The Talento offers comfort, technology and functionality, Doblò offers the best capacity and functionality in the segment and Fiorino is ideal for city deliveries and small business users.

*Standard warranty for three years plus additional two years' extended warranty. Roadside assistance for one year plus an additional four years' roadside assistance. Valid until the expiry of five years from the date of first registration or the vehicle has travelled 100,000 miles (for Fiorino/Doblò) or 125,000 miles (for Ducato/Talento), whichever occurs first. Free servicing covers the costs of parts, lubricants and labour required as part of the manufacturer's scheduled servicing until the expiry of five years or the vehicle has had its first five scheduled services, whichever occurs first. Five-year warranty, roadside assistance and free servicing available on Sportivo/Tecnico versions only, until further notice. Retail sales only. Not available in conjunction with any other offer. Offer valid until further notice.



And even more accolades for Fiat Professional

E-Ducato and Ducato win in both the large EV van and large van classes

Fiat Professional has gained double honours at the *Company Car and Van Awards* 2021.

Its e-Ducato has been named Large EV Van of the Year by judges who were impressed by its two choices of battery and range options, as well as its torque and power outputs compared with competitors.

The Ducato large LCV retains its honour of Large Van of the Year, with judges stating it's hard to fault thanks to an affordable price tag, refined power units and safety technology. Its wide variety of conversion options was also praised.

Company Car and Van editor Andrew Walker says: "The Ducato has retained its title because it's hard to fault. It's well priced, is fitted with excellent Euro6D engines, offers a nine-speed auto with torque converter, comes with great safety features and user-friendly tech across the range. And if that's not enough, it's also available in myriad conversions."

"The e-Ducato is available in all body variants with the same load volumes as the conventional model. It also gives you a choice of battery options, comes with 90kW of power and 280Nm of torque. The e-Ducato, literally, has you covered, which is why it's our Large EV Van of the Year."

Richard Chamberlain, head of Fiat Professional in the UK, said: "We're excited that our brand new e-Ducato is already winning awards ahead of the first customer deliveries, which is testament to the work of our engineers. It's also gratifying that Ducato continues to impress as it's a hugely practical van. We're delighted to have won both awards."

The Fiat Ducato provides a payload of up to 2,190kg – one of the best in its segment – as well as a load space of up to 17cu m. Numerous body styles include a tipper, passenger version and crew van, and is available with four powertrain options – diesel variants with between 120hp and 180hp. Ducato is priced from £25,655 (excl. VAT).

The zero-emission, tax-free e-Ducato provides the same load space as its internal combustion engine (ICE) counterpart with a best-in-class payload of up to 1,950kg and a range of between 99 and 192 miles (WLTP city). It is available to order now priced from £61,699 OTR (inc. PIVG).

Every Fiat Professional e-Ducato receives the brand's industry-leading 555 five-year warranty*, five years' free servicing and five years of roadside assistance offering a full ownership package to any business – large or small.

Passion for Jeeps has gone down a Storm

Family business attracts enthusiasts from far and wide

Father and son team Mike and Andy Bonner have created a business out of their passion for the Jeep brand and they are now creating truly unique custom vehicles for clients around the world.

Jeepey (Jeep East Yorkshire) was founded in 1997 after the pair had created a Wrangler enthusiasts' club which attracted 500 members. Engineer Andy was becoming inundated with requests for custom-built vehicles and this spurred the pair to launch this small family business that has been enhancing its reputation for nearly 25 years.

After growing the core parts and aftermarket side of the business, Jeepey launched its own Storm Jeeps custom-build business in 2017 and has amassed a great deal of experience working on the latest Wrangler JL model since its 2018 launch.

Storm Jeeps works on around 50 customisation jobs a year, with work taking around a week on average with budgets ranging from a few hundred pounds to some customers spending an additional £10,000 on extras to take things beyond the already eye-catching Sahara, Night Eagle, Overland and Rubicon model variants.

Customers come from far and wide. Apart from Jeepey's home market of the UK, it also has clients from Spain, Italy, the UAE and, most recently, Jamaica.



Mike says: "We are a small family business, but, due to the experience we have built up over the years, we're now recognised around the world."

Jeepey's business is split into three streams, with the core focus on providing parts, a rapidly growing Storm Jeeps custom-build business and then restoration and customisation work.

This can include new suspension and lift-kits, new wheels, tyres or bespoke interiors and exterior paint jobs. Jeepey is happy to offer up to three years' warranty on its Jeep custom work.

Mike explains that his love for the Jeep brand, which is shared by his customers, is prompted by the versatility and the ruggedness of the vehicles.

He says: "Even going back to the Wrangler TJ of the 90s, they offer unrivalled capability on sand, mud and snow. They have solid engines and the flexibility of a soft-top."

Mike says the key benefits of the latest 2018 model includes a step up in the level of equipment on offer, a refined interior and even more efficient engines with an improved eight-speed automatic transmission, as well as the latest advanced safety technology.

He adds: "A lot of that passion for the brand also comes from the fact that even the latest Wrangler still carries that heritage from the 1940s' Willys MB models. You can still get back to that classic image of the Wrangler, but with all the comforts a modern vehicle provides."

"You can still get back to that classic (Willys MB) image of the Wrangler, but with all the comforts a modern vehicle provides"

Mike Bonner, Jeepey



Partnerships help group to take lead in EV progress

FCA Group teams up with other leading players in march towards electrification

Electrifying a fleet presents a number of challenges for an organisation. It is not just a case of simply buying electric vehicles (EVs).

FCA Group has introduced a number of partnerships and initiatives to ease the transition from internal combustion engine (ICE) vehicles for its fleet and business customers.

These complement its growing range of EVs. The group currently offers a fully electric Fiat 500 and Fiat Professional e-Ducato, as well as Jeep Renegade 4xe and Compass 4xe plug-in hybrids.

Other models, including the Alfa Romeo Tonale compact SUV, are on the way as part of FCA's €9 billion (£8bn) investment in the design, development and production of electrified vehicles.

"FCA is approaching the energy transition with a broad product offer that fits in perfectly with the history of our iconic brands," says Santo Ficili, head of business centre Italy, sales operations and fleet for FCA's EMEA region.

"Besides great passenger cars and light commercial vehicles, our B2B clients deserve a comprehensive set of services to enter the era of electrification with no anxiety or uncertainty."

In December, the group entered into cooperation agreements with Enel X and NewMotion to create e-nterprise, a European-wide programme aimed at creating a service structure to enable FCA customers to deal seamlessly with the integration of EVs into their fleets, regardless of size.



Jeep Compass 4xe



Jeep Renegade 4xe



The electric Fiat 500 is one of many electrified vehicles being introduced to FCA Group ranges

"We believe the e-nterprise programme will provide a 360-degree solution to meet the needs of our clients by leveraging the experience of two players as major as NewMotion and Enel X," adds Ficili.

The programme will be rolled out across 12 countries, starting with the UK, France and Germany, and followed by Netherlands, BeneLux, Switzerland, Austria and the Nordic countries.

Customers will benefit from installation of EV charge points at the workplace and employee homes, as well as the NewMotion charge card offering access to more than 175,000 public charge points in Europe and more than 2,000 in the UK.

Furthermore, NewMotion, part of Shell, will provide end-to-end support from sales intake to handling on-site installation and emergency customer support. All NewMotion charge points will be

connected online, offering additional 'smart' functionalities.

This will help FCA's customers make the most efficient use of the available NewMotion charging infrastructure and will prevent unnecessary installation of more expensive rapid chargers or needless upgrades of the grid connection.

The partnership will also allow EV charging to be combined with payment functionalities and data insights, meaning employees who drive a company car but charge at home will be automatically reimbursed for those costs.

Fleet managers of large businesses will also gain access to Business Hub to monitor, analyse and control all aspects of their NewMotion charging infrastructure from one central, easy-to-use platform.

FCA has strengthened its partnership with Engie to offer a full suite of products and solutions such as residential, business and public charging infrastructures, as well as green energy packages.

This will enable customers to charge at home and at any public charging point across Europe with a simple subscription at a fixed monthly rate.

The envisioned joint venture would allow an even higher commitment from both parties to expand the scope of the existing cooperation and further develop innovative products and services to enable and support a smooth shift to electric mobility in Europe.

The V2G project at FCA's Mirafiori complex in Turin will be the largest of its kind when complete. It will enable up to 700 EVs to exchange energy with the power grid, making them a valuable resource to the grid and represent an opportunity to optimise the operating costs of the cars for the benefit of motorists.

FCA has also joined with leading intelligent energy platform Kaluza to develop a smart charging service for Fiat 500 EV customers. A select group of Fiat 500 EV customers in the UK will trial the smart charging service during the first half of this year and provide ongoing feedback through dedicated forums.

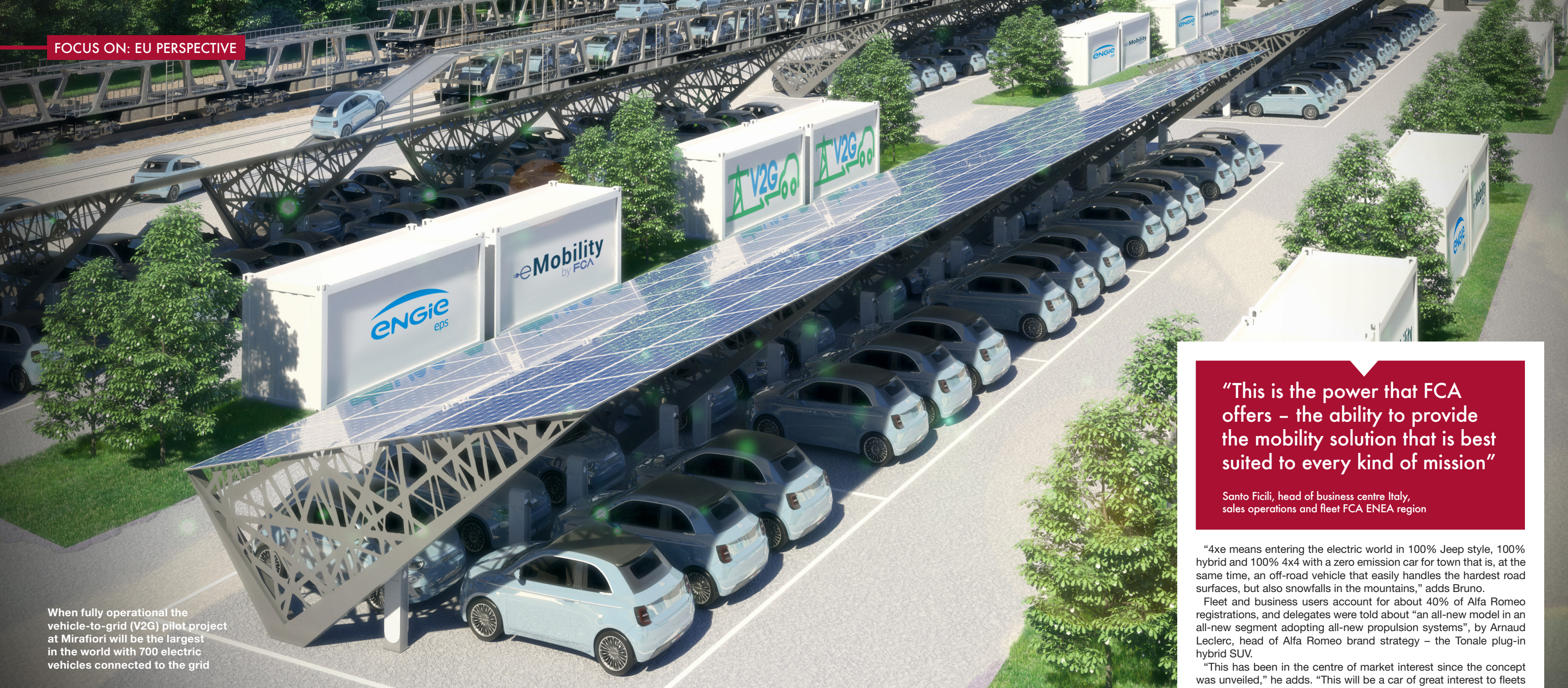
The Fiat 500 EV includes the latest Uconnect connected car technology which, as well as the ability to access features such as a tyre pressure monitor and vehicle health report, offers EV-specific functions. These include My eCharge, which enables the driver to easily find nearby public charging stations and access features for charging, payments and track charging history.

It also has a Sherpa mode so if the driver is low on charge or has set a destination on the sat-nav, the system notifies where nearby charge points are and allows the driver to pre-book them if they have set an account up and prepaid.

The connected features also feed into FCA's My Fleet Manager solution, which gives fleet decision-makers total control over activities, service status, maintenance and assistance for each vehicle.



The e-Ducato



When fully operational the vehicle-to-grid (V2G) pilot project at Mirafiori will be the largest in the world with 700 electric vehicles connected to the grid

Creating new ways of thinking about electrification

Fleet & Business News conference delegates get the low-down on FCA strategy

FCA hasn't just entered the world of electric mobility, it has created its own electric world. That was the message from Santo Ficili, head of business centre Italy, sales operations and fleet for FCA's EMEA region, at the recent FCA Fleet & Business News conference.

"We have created an alternative new business model by working across the board and on every link in the value chain," he adds.

"Some competitors have chosen to launch new projects on to the market. FCA has preferred to create projects for the customer so the solutions help our customers switch to electric in a worry-free way.

"We are convinced that systemic change can't be achieved by working alone: partnerships are needed. We have worked with many different partners and the results are amazing."

These include the vehicle-to-grid (V2G) pilot project at Mirafiori with Engie and Terna which, when fully operational, will be the largest such project in the world with 700 electric vehicles (EVs) connected to the grid for a total power of 25mw.

The electricity stored in the cars' batteries can be transferred back into the grid when demand spikes, earning money while also stabilising the grid.

"The electricity stabilisation market in Italy is worth €1.8 billion

(£1.6bn) alone," says Roberto Di Stefano, head of e-mobility in the EMEA region.

"It turns what is normally a cost of parking vehicles on the forecourt into a benefit. The car park will be covered by solar panels, which also help to charge the batteries of the EVs. Like this, we also reduce our CO₂ emissions by more than 200,000 tonnes."

Other partnerships include one with Enel X and NewMotion to develop the e-nterprise programme, a set of e-mobility services specifically dedicated to the B2B world.

"Through partnerships with specialised operators in the energy supply sector, and with our agreements with leading partners in various sectors, we can offer solutions that range from access at recharging stations to full control of the FCA easyWallbox, the charging system for personal use, which we want to be a zero problem plug-and-play system for the customer."

Di Stefano says FCA intends to create a whole ecosystem around its electric models, "an environment that makes the customer life easier, allowing them to make the very most of their vehicles in terms of effectiveness, efficiency and the quality of their experience".

Delegates at the event also learned about new models FCA Group is launching, including Fiat's new Panda and 500 city cars, and the Tipo and Tipo Cross.

Antonella Bruno, head of Jeep brand EMEA, told delegates the Jeep 4xe plug-in hybrids would be "the most eco-friendly and technologically advanced ever".

"This is the power that FCA offers – the ability to provide the mobility solution that is best suited to every kind of mission"

Santo Ficili, head of business centre Italy, sales operations and fleet FCA EMEA region

"4xe means entering the electric world in 100% Jeep style, 100% hybrid and 100% 4x4 with a zero emission car for town that is, at the same time, an off-road vehicle that easily handles the hardest road surfaces, but also snowfalls in the mountains," adds Bruno.

Fleet and business users account for about 40% of Alfa Romeo registrations, and delegates were told about "an all-new model in an all-new segment adopting all-new propulsion systems", by Arnaud Leclerc, head of Alfa Romeo brand strategy – the Tonale plug-in hybrid SUV.

"This has been in the centre of market interest since the concept was unveiled," he adds. "This will be a car of great interest to fleets thanks to the advantages of its hybrid drive. User-choosers will go wild because Tonale is a real Alfa Romeo. It has the size, the performance and the technologies required by fleet and business customers with the added value of bearing one of the most prestigious logos in the history of motoring on its bonnet."

Fiat Professional is launching the e-Ducato this year, its first fully electric van. "E-Ducato is more than a match for internal combustion engine (ICE) vehicles," says Eric Laforge, head of Fiat Professional.

"It offers the same range of versions, the same types of bodywork and all the different sizes. It has the same loading capacity from 10 to 17cu m volume with up to almost two tonnes of payload, while its performance is aligned with diesel.

"But its maintenance and operation costs are more than 40% lower than those for ICE versions."

Other new vans will be a hybrid Panda van, commercial versions of the Jeep Renegade and Compass 4xe plug-in hybrids, and a 500 electric van.

While much of FCA's focus is on the electrification of its range, diesel and petrol vehicles are still important to it and its customers.

"FCA has a complete set of solutions to answer this demand," says Ficili. "From the new Tipo and Tipo Cross to the new Jeep Compass, we have outstanding products that combine cutting-edge technology and the highest level of safety with engines at the top of their categories in terms of performance, fuel economy and emissions.

"This is the power that FCA offers – the ability to provide the mobility solution that is best suited to every kind of mission."

Fiat 500 evolution continues in electric style

The new 2021 model has been totally redesigned to include the latest technologies

It is more than 60 years since the Fiat 500 was introduced to the world and now the stylish, chic and fun-to-drive city car has been re-invented as part of a new electric generation.

Available in the UK from Spring in hatchback and convertible body styles, the new 2021 Fiat 500 is fully electric, totally redesigned and packed with the latest technologies.

Retaining its classic Italian style, the new 500 evolves the look of its predecessor with clean and consistent lines. The retro details are enhanced with new flush door handles, LED headlights and a new 500 badge.

The body and wheelbase have grown slightly to give the car a wider stance and greater levels of passenger comfort, yet the 500 remains compact with a length of less than four metres.

It's offered in four distinct trims and two battery pack/electric motor options, to suit a variety of users. Prices start at less than £23,000.

The entry-level 500 ACTION is fitted with a 70kW (95hp) motor and a 24kWh battery, giving a range of up to 115 miles (WLTP combined) and up to 155 miles in the city.

Charging the battery takes as little as 35 minutes (0-80%) when using a 50kW rapid charger, while a 30-mile 'boost' can be added in just five minutes.

Stepping up to the first edition 500 PASSION, range-topping ICON and La Prima (a special first edition) sees the fitment of a 42kWh

battery and a more powerful 87kW (188hp) motor. This enables the car to cover a best-in-class range of up to 199 miles (WLTP combined). The upgraded 85kW rapid charging system offered as standard enables the larger battery to achieve a 0-80% charge in as little as 35 minutes.

Three driving modes – Normal, Range and Sherpa – enable the driver to tailor the performance and available range from the powertrain.

Normal mode offers a driving experience similar to that of an internal combustion car, while Range mode activates the "one-pedal-drive" function unique to electric cars. This feature allows the user to decelerate when lifting off the throttle to come to a full stop safely. In doing so the car converts and recovers kinetic energy to generate electricity and recharge the battery at the same time.

Sherpa mode optimises the available resources to ensure the car will reach its destination by incorporating any necessary charging stops into the route. This driving mode limits top speed to 50mph, reduces accelerator response and deactivates the climate control system and heated seats.

On the inside, the new 500 benefits from a totally re-designed and elegant interior that features distinct references to the original 500, while incorporating the latest in-car technology and clever storage solutions.

The new 500 features seats made using Seaqual yarn (plastic recovered from the sea), while La Prima makes considerable use of eco-leather rather than real leather.



The car is the first model from FCA to feature Uconnect 5, a new connected infotainment platform that delivers a greater user experience. It's controlled via a centrally-mounted high-definition touchscreen. PASSION models feature a seven-inch screen, while the ICON gets a 10.25-inch widescreen.

Connected services can be enhanced via a new smartphone app, which allows drivers to check the status of the car's battery, schedule charging, activate the climate control to pre-heat or cool the car and send navigation destinations directly to the sat-nav.

ACTION models utilise the driver's smartphone for infotainment, using a bespoke app and the car's built-in speakers with Bluetooth connectivity.

While the 500 has driveability at its core, for the first time in the segment it introduces a suite of advanced driver assistance systems including intelligent adaptive cruise control (iACC) that can respond to



cars, cyclists and pedestrians. Lane centring keeps the vehicle in the middle of the lane and intelligent speed assist reads the speed limits and recommends applying them.

There is also Urban Blind Spot, which uses ultrasonic sensors to monitor the blind spots and warn of any obstacles with a triangular warning light on the door mirror.



Reasons to be happy with the new Tipo Cross

Enhanced tech and powertrain - plus eye-catching Paprika Orange for new Cross variant



Life trim offers a digital instrument cluster, and seven-inch central touchscreen



A new Paprika Orange colour has been added exclusively to the Tipo Cross

The Fiat Tipo line-up has been enhanced for 2021 with the introduction of a new Cross version, providing a more rugged appearance and improved functionality.

In conjunction with the launch of the new Cross model, the rest of the Tipo range has been enhanced with revised styling, new technology and a new powertrain.

All Tipo models are now powered by a turbocharged 1.0-litre three-cylinder petrol engine that develops 100hp and has CO₂ emissions from 125g/km.

It achieves an average fuel consumption of up to 51.4mpg (WLTP) and can accelerate the Tipo from 0-62mph in around 12 seconds.

The new Tipo Cross sits at the top of the range and is offered in hatchback guise only. It is set apart by its unique bumper design, silver skid plates, wheel arch mouldings, 17-inch alloy wheels and Glossy Black trim pieces.

To enhance the car's usability, the ride height has been increased by 37mm and roof rails are fitted as standard.

A new Paprika Orange colour has been added exclusively for the Cross model to make a real impact.

The rest of the Tipo range, offered in hatchback and station wagon bodies, is split into two distinct trims: Tipo and Life.

The entry-level Tipo benefits from an enhanced standard specification, including LED daytime running lights, rear parking sensors, air-con, cruise control and a digital radio with Bluetooth.

Safety systems include six airbags, lane departure warning, autonomous emergency brake and a driver drowsiness monitor.

Stepping up to the Life trim brings a digital instrument cluster, seven-inch central touchscreen, leather-covered steering wheel and gear knob, climate control and full LED headlamps.

Life models also stand out thanks to their 17-inch alloy wheels, dark tinted windows, chrome exterior trim and LED rear light clusters.

Level 2 autonomy is enabled via the fitment of adaptive cruise control and a new lane-keep assist function that will notify the driver if the vehicle moves out of its lane unintentionally. It can apply resistance to the steering to correct the car's trajectory.

"Safety systems include six airbags, lane departure warning, autonomous emergency brake and a driver drowsiness monitor"

Further supporting the driver is blind spot assist, which can detect objects towards the rear of the car and alert the driver using a light in the door mirror. The system also warns drivers of oncoming vehicles when reversing out of a parking space.

Intelligent speed assist with traffic sign recognition provides the driver with speed limit information for the road in the instrument cluster and can be automatically linked to the vehicle's speed limiter function to prevent accidental speeding.

The Fiat Tipo is spacious, capable of accommodating three six-foot-plus adult passengers in the rear – thanks to class-leading legroom with equally adequate headroom – within its 4.37m long, 1.79m wide and 1.50m tall dimensions.

Boot capacity of 440 litres for the hatchback and 550 litres for the station wagon further enhances the car's practicality. The station wagon can also carry loads up to 1.8m long courtesy of an extra 20cm of length (4.57m) and its flip-and-fold 60/40 split rear seats provide a completely flat load floor.

Loading the boot of the station wagon is aided by a low load sill with reconfigurable components such as an adjustable load floor and removable side storage panels to further increase the width of the luggage compartment. The roller cover can be removed with one hand and stored under the floor panel, while two lights, two bag hooks and four load-retaining hooks positioned on the floor provide added convenience.

Stelvio line-up updated

Fleet management services are now available via the My Fleet Manager portal

Following the introduction of enhancements to its specification and interior last year, the Alfa Romeo Stelvio has been further revised for 2021 and now features RDE2-compliant engines.

Entry-level 'Super' and mid-range 'Lusso Ti' trim levels have been removed to simplify the grade structure, while colour and wheel options have been realigned to better match customer demand.

Alfa Connected Services technology has been enhanced and now includes remote, vehicle health monitoring and advanced navigation services. The technology enables customers to interact with the car via an app on their smartphone.

Features include remote control of the vehicle security system, updates about any maintenance requirements and the ability to send navigation destinations directly to the car's sat-nav system.

Fleet management services are also now available via the My Fleet Manager portal, which allows remote management of the vehicle and data access for third party fleet management systems.

Enhancements to the car's underbelly help to improve aerodynamics and, therefore, efficiency, while a revised transmission reduces friction within the driveline to further boost economy.

The Stelvio's trim line-up starts with the £44,495 Sprint, which comes with 19-inch alloy wheels, active cruise control, heated front seats, leather upholstery, parking camera and a power tailgate.

It is offered with a 2.0-litre 200hp petrol engine that emits 191g/km of CO₂ and a 190hp diesel engine that emits 156g/km.

Stepping up to Veloce includes 20-inch alloys, a sporty bodykit, gear shift paddles on the steering column, passive entry/keyless go and sports seats. This trim is available with a 280hp petrol engine and 210hp diesel. The latter emits 162g/km of CO₂.

A new Veloce Ti spec introduces carbon fibre trim pieces, a

bespoke rear diffuser, leather and Alcantara seats inspired by the Quadrifoglio performance version, highway assist and blind spot monitoring. It is only available with the 280hp petrol engine, emitting 195g/km of CO₂.

These latest changes follow the updating of the Stelvio's interior with a new layout and materials, incorporating available new ADAS (advanced driver-assist systems) to bring level two autonomy and completely overhauling the infotainment system.

The Alfa Romeo Stelvio promises the very best in terms of comfort and versatility in its sector. There is no compromise on the driving pleasure expected of a genuine Alfa Romeo sports car, yet practicality is delivered throughout, including a 525-litre boot.

The range-topping Quadrifoglio model best encapsulates this promise with its 510hp 2.9-litre turbocharged V6 petrol engine, enabling the car to accelerate from 0-60mph in just 3.8 seconds.



E-Ducato has options to match your range hopes

Power supplied when drivers need it the most thanks to regenerative braking system

Celebrating its 40th birthday this year and its success as not only the best selling van in the large van segment, but also the best selling commercial vehicle in EMEA for 2020, the Fiat Professional Ducato remains one of the most versatile commercial vehicles on the market with class-leading payload, volume and axle loads combined with an extensive choice of wheelbase, length and height variants making it suitable for everything from carrying passengers to making deliveries.

The same principles are extended to the new e-Ducato, which offers fleet operators the largest range of variants in the electric van market.

The panel van range is available in two heights, three lengths and in three wheelbase sizes, offering load spaces from 10-17cu m.

When compared with the internal combustion engine (ICE)-powered Ducato, the e-Ducato provides the same payload volumes of up to 1,950kg.

Chassis cab versions are offered with a choice of three lengths and four wheelbase sizes. A passenger version can also be specified with between five and nine seats.

Two battery options are available, enabling operators to balance cost and weight with range requirements.

The 47kWh version gives a range of up to 146 miles (WLTP city), while the larger 79kWh version can cover 230 miles. Vehicles with the larger battery will lose around 300kg of payload capacity.

Range is maximised through a regenerative braking system which uses the vehicle's electric motor as a generator to convert much of

the kinetic energy lost when decelerating back into stored energy in the vehicle's battery. This ensures energy isn't wasted and is stored for when needed most.

The e-Ducato also provides the driver with three driving mode options: Normal which gives optimal balance between performance and economy; Eco for an increase in the available range by managing acceleration response and deactivating the air conditioning to reduce energy consumption; and Power for heavy-load journeys.

A number of charging options can be specified to suit the requirements of the user.

The 47kWh version comes with a 7kW on-board charger, while the 79kWh version has an 11kW charger. A 22kW and a 50kW DC on-board charger will also be available for companies that require faster charging times.

The electric motor develops 90kW (120hp) and 280Nm, giving ample performance. With immediate torque, the e-Ducato can reach 30mph from rest in less than five seconds.

Mopar Connect features will be fitted as standard to the e-Ducato, with an inclusive 12-month subscription, enabling drivers to locate and navigate to charging points as well as providing operators with central monitoring and the ability to control vehicle charging times or pre-condition the vehicle cabin.

All e-Ducatos benefit from the same 555 Peace of Mind aftercare as every Fiat Professional ICE vehicle – five-year warranty, five-year roadside assistance and five-year servicing (terms and conditions on page 8).



FCA support for Stoneacre allows 20-FCA site motor group to keep fleet promises

Having its own logistics operation is 'huge plus point', especially during the pandemic

With almost three decades of experience working with the FCA Group to fulfil the needs of fleet customers and 20 FCA sites representing its brands, Stoneacre Motor Group is one of the UK's most experienced Business Centre operators.

The South Yorkshire-based car retail group has substantial coverage with a geographical spread of Abarth, Alfa Romeo, Fiat, Fiat Professional and Jeep dealerships located as widely apart as Newcastle in the north, Peterborough to the south and Wrexham to the west.

Despite this lengthy experience of the brands which has resulted in a sizeable customer-base built over many years, Stoneacre head of fleet, Glyn Holmes, believes the FCA Group still offers a lot of potential for growth. Among Stoneacre's 28 brand partners, FCA is one to watch.

Holmes says: "Not only is there the knowledge that FCA will soon be

able to compete in new areas of the market that it hadn't been able to before (electric vehicles) – with the Fiat 500e, Jeep PHEVs and Fiat e-Ducato – but its systems have evolved to make the processes behind operating a fleet so much more efficient.

"There is a sense that the FCA Group is about to deliver considerable growth."

Holmes pointed to the partnership with FCA Group marketing partner CPM, which has allowed Stoneacre to extend its reach to new fleet customers and a new fleet portal's ability to maintain closer contact with the manufacturer as key developments.

"Customer contact has been key throughout the past year and it's great that FCA has these new tools to accompany our own efforts to maintain close contact with customers in a challenging climate," he says.

The £1 billion-turnover Stoneacre business, with 57 locations and 122 franchise sales points, sells more than 10,000 vehicles to fleet, business and personal contract hire customers each year and its ability to deliver a consistent service during the Covid-19 crisis is testament to its in-house resources.

While all of its FCA Group franchised sites are staffed by sales staff trained in fleet requirements, it also has four strategically placed specialist fleet centres, supported by the head office fleet team, with enhanced training and facilities to cater for more specialist fleets. These are in Newcastle, Liverpool, Chesterfield and Peterborough.

Backed by the Stoneacre Logistics team of more than 30 drivers and 16 transporters, the make-up of the network ensures that the Business Centre provider is equipped to meet all its fleet customers' needs.

Holmes says: "During Covid, having our own logistics operation has been a huge plus point. It has allowed us to complete deliveries and collections in a consistently safe way.

"It's been a challenging time, but our scale and the support of the FCA Group has ensured that our fleet customers have remained very well catered for."

"There is a sense that the FCA Group is about to deliver considerable growth"

Glyn Holmes,
Stoneacre head of fleet



Sebastiano Fedrigo

LEASYS UK MANAGING DIRECTOR

Leasys on the path to becoming a mobility services company

Leasys is rolling out a series of new products and services that will accelerate its transformation from a leasing provider to a mobility services company. The Leasys Miles pay-as-you-go financing product is the first to be extended across the range of FCA products and brands following its initial success with the Fiat 500 Hybrid. It will shortly be offered on the full 500 range, 500X, Tipo and Abarth, with Jeep and Alfa Romeo models set to follow.

Sebastiano Fedrigo, Leasys UK managing director, says uptake has exceeded expectations.

"Miles was launched at the right time. In the current climate, having a car parked up not doing any mileage is costly. Paying only for the miles you drive is a better option," he says.

Leasys has sold 350 vehicles on the Miles plan, a mix of retail and corporate customers. Unlike a standard personal contract hire (PCH), there is no initial upfront rental, which saves around £1,300. Standard contract term is 48 months.

Two new retailer-based products, Smart Renting and Clickar, will bring the FCA network closer to the remarketing process.

Smart Renting is a new finance product for end-users which offers retailers the first right of refusal on sales of stock with a guaranteed purchase price of the car at the end of the rental period.

"We believe this will strengthen the residual values and create a more efficient way to remarket the vehicles without adding cost," Fedrigo explains.

"We have fleets that are interested in these solutions with the dealer network. It will be offered with the SMR package so the dealer can keep the vehicle in the highest condition to remarket at the best price."

Clickar, meanwhile, is an online auction tool, giving retailers access to the best deals at the best price before they go to the more familiar remarketing channels.

Leasys plans to list all FCA used stock via Clickar and anticipates a conversion rate of at least 50%. Unsold stock will go to traditional auction.

"In the long-term, this will strengthen residual values (RVs) and have an impact on the financial offering for fleets because the best way to dispose of vehicles is via the dealer network," says Fedrigo.

Amid a range of new initiatives, Leasys is also introducing a new proposition for the private market called My Dream Garage.

This 360° mobility subscription service has been developed for customers interested in new electric models, starting with the 500 BEV.

It is intended to allay any concerns about range limitations for longer, less regular journeys by giving owners access to a petrol or diesel model for up to 60 days a year.

Vehicles are booked via an app and encompass a wide range of options, from the 500 family to Alfa Romeo to Jeep. Dependent on the subscription level, even Fiat Ducato and Maserati Levante will be available to book.

Scheduled to come to the UK later this year are the first services under the Leasys Mobility Store brand.

Leasys Mobility Stores are physical locations in Italy which offer



customers mobility solutions from one hour to a lifetime, including short-, medium- and long-term car rental, peer-to-peer sharing, used cars, electric mobility, financial and insurance services.

"The Mobility Store strategy is working – we have 400 in Italy – and we will have some in the UK," says Fedrigo. "Some services may come this year, but the full roll-out will be 2022/23 – it's a long-term project."

Leasys is also linking with third party mobility companies, such as AppyParking which is mapping the UK's car parks to provide information on available spaces at the touch of a button.

Combining it with other services will ultimately enable someone to "plan their journey by parking their car and taking the bike or bus into the city centre", Fedrigo says.

Despite the challenges created by the third Covid-19 lockdown, Leasys has budgeted for a rapid bounce-back as restrictions ease.

"There is pent-up demand," says Fedrigo. "It won't be at pre-pandemic levels – that's three to four years down the line – but it will certainly be higher than last year."

Leasys has good reasons for optimism. Last year didn't prove to be as damaging to business as the initial months, March and April, had suggested – the company actually grew its fleet year-on-year to move up one place in the FN50 to 16th.

However, in contrast to the prevalent trend in the fleet sector, where cars sales dropped, Leasys' expansion came in its car operation while vans saw a small decline.

Fedrigo recognises the anomaly in a market where van registrations were buoyant for much of the second half of 2020.

"We have only scratched the surface on LCVs," he says. "This is a major growth target for us, especially with the e-Ducato, and we are putting more people out in the field to take advantage of all Fiat Professional products."



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LEASYS

Protecting residual values is high on the agenda

Team liaises with RV guides to ensure projections will not slip unnecessarily

While most fleet managers might not think about used cars too much when leasing a vehicle, they will be aware that anticipated residual values (RVs) play a significant role in the monthly price they will be expected to pay.

FCA Group and its fleet and used car teams have been working especially hard to maintain the future residual values (RVs) of its products across the Fiat, Fiat Professional, Alfa Romeo and Jeep product ranges to make sure the group can effectively compete against rivals in the fleet market on important areas like cost and efficiency, as well as offering the latest powertrains and safety technology.

Laurence Hagger, FCA Group national head of sales contract hire, used cars, remarketing and daily rental, explains that the way new and used car vehicle sales are managed can have a knock-on effect on the price of a monthly lease for fleet customers.

He says: "We have to make sure that the volumes and channels our new models go into, like fleet, daily rental or demonstrator vehicles, are managed in such a way that RVs are protected in the future."

Having too much volume in the used car marketplace puts the pressure on prices to move stock.

There are a multitude of factors that need to be managed to keep that monthly price for fleet customers at a competitive level.

Hagger says his team works hard to avoid the used car market being flooded with too many vehicles.

He adds: "We've got the business to a really good place now where everyone understands there has to be a great mix of company cars offered to fleet customers."

Alfa Romeo Giulia vs Mercedes-Benz C Class								
	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021
ALFA ROMEO GIULIA SALOON 2.9 V6 BiTurboQuadrifoglio 4dr								
List price (Inc. VAT & del.)	£66,090.00	£66,090.00	£66,090.00	£66,090.00	£66,090.00	£66,090.00	£66,090.00	£66,090.00
RV %	38.5%	38.0%	37.7%	38.8%	38.5%	38.1%	37.6%	38.1%
RV £	£25,450	£25,125	£24,900	£25,650	£25,425	£25,200	£24,825	£25,175
RV Delta vs Prev. Month (£)	£25,450	-£325	-£225	£750	-£225	-£225	-£375	£35
MERCEDES-BENZ C CLASS AMG SALOON C63 S 4dr 9G-Tronic								
List price (Inc. VAT & del.)	£74,998.0	£74,998.0	£74,998.0	£74,998.0	£74,998.0	£74,998.0	£74,998.0	£74,998.0
RV %	35.5%	35.1%	33.9%	35.0%	34.6%	34.3%	33.8%	34.3%
RV £	£26,625	£26,300	£25,425	£26,225	£25,975	£25,750	£25,375	£25,725
RV Delta vs Prev. Month (£)	-£425	-£325	-£875	£800	-£250	-£225	-£375	£350

Working with the RV guides

Part of managing RVs involves working with companies such as Cap HPI, the vehicle price guide company which combines market data and the opinions of its editors to set how much they think any particular vehicle will be worth in the future.

Sometimes the opinions of the price guides and car manufacturers don't align, and this is where Hagger has to demonstrate the value the group's ex-fleet vehicles are achieving on the used car market.

Hagger said: "We sit down with RV guides, such as Cap HPI, on a monthly basis and we supply weekly evidence to show what prices we're achieving when we sell used cars. Over a period of time, we are then able to improve how these companies rate the RVs of our products."

The business saw a two-to-three percentage point increase in the sale price of its vehicles on the used car market on average when compared with Cap HPI forecasts in 2020.

Hagger says: "That can create a big impact on either keeping RVs where they are, rather than down, or helping to increase that RV."

Around 85% of all the group's new vehicle sales go back into its dealerships across the UK as used car stock.

The group knows its dealer network pays the highest price for its vehicles which also helps improve RV performance overall.



Used Alfa Romeo Giulias are achieving strong RVs

Before being offered for used car stock, every group vehicle is refurbished to a retail standard. All servicing and warranty work is completed, so when they are sold across the retail network, there should be no faults. There is then a further 154-point check before they go on sale.

Having low SMR costs can influence how positively an RV is set, which, again, will impact the price a fleet customer pays for their vehicle each month.

Hagger says: "All these facets we're responsible for have one clear focus: keep the SMR costs as low as possible and keep the RVs as high as possible."

"We also have to keep customer satisfaction high. A fleet buyer might see online reviews and those would have been posted by used car buyers. If we're getting positive reviews from journalists and consumers, that can help feed into improving RVs too."

It's a strategy that is working.

Improved RVs for new products such as the facelifted Tipo, which has seen an 8% increase compared with the outgoing model, is winning new business from fleets.

Alfa Romeo Giulia Used Car of the Year

The Alfa Romeo Giulia and Stelvio also hold very prominent positions within their segments for strong RVs.

The Giulia Quadrifoglio won the What Car? 2021 Used Performance



"We supply weekly evidence to show what prices we're achieving when we sell used cars"

Laurence Hagger, FCA Group national head of sales contract hire, used cars, remarketing and daily rental

Car of the Year Award, comfortably beating rivals from Mercedes-Benz, Audi and BMW.

Hagger adds: "The win wasn't just about the car's looks and performance levels. It was about every aspect including the pricing and RV. The quality of the product shines through. The Giulia has been on the road for a few years now and the build quality is to a really high standard and people are starting to see that."

Mopar: an aftersales service to be proud of

Quality of group's SMR offering is recognised by prestigious award



At your service

A

"hybrid" business centre network with the knowhow to cater for the most complex of car- and van-related customer queries is helping to ensure the FCA Group aftersales offering is keeping business customers on the road.

FCA Group director of commercial vehicles, Richard Chamberlain, believes that a network which combines a widespread capability to deal with key fleet servicing requirements, backed by van specialists in key conurbations, is the best solution.

Fiat Professional's recent receipt of the *What Car?* 'Best for Aftersales Award' backs up his assertion (see also page 8).

"The breath of knowhow and the spread of specialist operations we have in the network really sets us apart from other manufacturers, I believe," says Chamberlain.

"There are around 125 aftersales locations across the UK and around 30% of those are truck specialists, trained to deal with more complex demands and operating longer opening hours to ensure that we minimise customers' downtime.

"We know that reducing downtime is a key demand of any modern fleet, and even more so for the demands of fleets operating in the current climate."

According to Chamberlain, the majority of FCA Group's specialist Fiat Professional van centres operate 24-hour opening and are likely to be open at 6am on a Monday and "not shut until Saturday lunchtime".

They are manned by technicians trained at FCA's own training centres at Winsford and near to its UK headquarters in Slough.

In 2020, Covid-19 meant that staff also had to be trained on strict health and safety protocols.

While the collection and delivery of vehicles requiring routine servicing or repairs has continued to underpin FCA's aftersales operations, exacting demands have been applied to the decontamination of vehicles.

Chamberlain insists that FCA Group's desire to continue bringing vehicles into its network of workshops – rather than repair at the roadside through a mobile servicing provision – remains the best solution.

He says: "Now, more than ever, I think it's appropriate to bring the vehicle into a safe, controlled environment where there are the tools and parts required to fulfil any aftersales requirements as quickly and safely as possible, get it right first time and return the vehicle to the customer as swiftly and efficiently as possible."

Manesh Taank, the FCA Group's customer relations manager, used to be one of the operators at the other end of the phone who swiftly responded to and resolved fleet aftersales enquiries in its UK call centre.

Now he oversees the UK's VIP fleet customer support team. The team handles aftersales enquiries from fleets for whom a rapid response is a key, strategic priority, resolving between 25 to 30 enquiries a day and ensuring rapid resolutions in co-operation with FCA's network of workshops across the UK.

A separate UK-specific team fulfils the same role for other aftersales enquiries from its customer services centre in Milan.

"The aim will always be to respond as quickly as we can – the majority within an hour – and then see the enquiry through to conclusion"

Manesh Taank, national customer relations manager

Taank says: "The aim will always be to respond as quickly as we can – the majority within an hour – and then see the enquiry through to conclusion. Our main priorities are to keep people informed and provide solutions fast."

While Covid-19 has posed its own problems, Chamberlain and Taank agreed that preparations for Brexit had made the FCA Group more resilient to the challenges it has faced in recent months.

Mopar's UK parts capacity and stockholding had been significantly expanded as part of a process which has also seen delivery lead times reduced from five days to just two.

The most common parts, which are kept in stock, now benefit from next day delivery for orders placed by 4pm.

"The change in the past 18 months or so has been huge and significantly reduced vehicle downtime for our fleet customers," Taank says.

Chamberlain is rightly proud of the role that the FCA Group aftersales operation has played in keeping NHS Trusts ambulance fleets – many of which operate Ducatos – running smoothly during the Covid-19 crisis.

"There is no better demonstration of our ability to provide parts and aftersales assistance than the ability to keep the UK's ambulances running. It has had to set a gold standard," he says.

"In terms of service provision, they have to set the benchmark at a time like this and I'm proud that we can consider ourselves part of that."

FCA Group's resilient and efficient parts and aftersales services have proved their worth for all fleet customers. However, its 555 offer of five years' servicing, warranty and roadside assistance to Fiat Professional customers, in particular, won the approval of *What Car?* awards judges.

Awarding the operation its 'Van of the Year 2021: Best for Aftersales Award' the magazine says: "If the worst happens, it's also crucial that the service provided is top-notch. Customer feedback suggests Fiat Professional's attitude to getting stranded drivers back on the road is exemplary."

Chamberlain says: "It's great to get that recognition. It communicates that we're reaching the goals that we're aiming for."



Taking the uncertainty out of LCV conversions

Fiat Professional works with converters who offer the same two-year warranty

For fleet operators, navigating their way through the light commercial vehicle (LCV) market to get a van that meets their business's operational needs can be a time-consuming and stressful experience.

If they do not have the right contacts and experience, it can be complicated to acquire a base chassis unit and arrange for the right aftermarket conversion.

Fiat Professional recognises this and that's why it offers customers the opportunity to choose, specify and order a converted vehicle from a retailer price list, simplifying and speeding up the process.

It will also deliver the peace of mind of a factory-style warranty.

"There is a large customer base out there – it could be a single operator or a small business – that needs something specific but doesn't have the expertise, relationships or the contacts to be able to do this themselves," says Matt Niles, fleet sales manager at FCA Group.

"We give them the opportunity to get what they need off the shelf, but the vehicles are still modifiable. So, if a customer wants specific options, they can have them. Even though the vehicle is on the price list it is still modifiable."

Fiat Professional's expertise in the conversions sector has long been known throughout fleet: 95% of all new UK ambulances are based on its chassis, as are around 80% of new motorhomes in Europe.

However, its recently launched Ready for Professional programme has further enhanced the offering.

For its largest van, Ducato, organisations can choose from four lengths – medium, medium-long, long and extra-long wheelbases – and three gross vehicle weights (gvw).

Bodystyles include panel van, dropside, chassis cab, double cab, tipper, Luton van (with or without tail-lift) and a low-floor Luton van also with or without tail-lift.

These are available with a choice of four powertrains with a range of power outputs.

The all-electric e-Ducato will also be "very much a focus point for converted vehicles", says Niles.

Detailed information has not yet been released, but the e-Ducato will be available as a chassis cab with gvw of 3.5 and 4.25 tonnes, and in four lengths. Its maximum axle load will be 2,100kg on front and 2,400kg on rear.

Ready for Professional conversions will be carried out by approved converters in the UK and Fiat Professional will ensure that its own base vehicle two-year warranty is matched by the converter for the conversion unit.

This will either be a back-to-base warranty, or the converter may have a mobile fleet of repairers on the road capable of repairing the vehicles in situ.

"We can add extend warranty periods based on the customer's needs if they so choose and we will always try to do a tailored solution for the customer if they decide they want a service plan or an extended warranty," says Niles.

Fiat Professional also has a dedicated website for approved bodybuilders and converters where they can download build manuals for its products, as well as obtain information about vehicle such as its dimensions and how conversions affect WLTP efficiency figures.

It also offers two factory conversions: the Ducato utility cab and Doblò Workup dropside.

The factory-converted vehicles are covered by the same 24-month, unlimited mileage manufacturer warranty for parts and labour as the standard panel van (third-year cover is a dealer warranty).

Another key aspect of Ready for Professional is the short lead time for vehicles.

Andy Parker, converter business development manager at FCA, explains: "The plan is to have these vehicles built ready, so the turnaround time from a customer ordering a vehicle will be a week, two weeks, rather than the standard 12-14 weeks to order the vehicle and then another two or three weeks to have it converted and then delivered to the customer."

"This also means if a customer, unfortunately, writes a vehicle off, they can replace it within one or two weeks because we will have stock."



"If a customer wants specific options, they can have them. Even though the vehicle is on the price list it is still modifiable"

Matt Niles, fleet sales manager, FCA Group

As well as offering conversions on its Fiat Professional products, FCA Group also works closely with specialist conversion companies on its Jeep products (one example is on page nine).

"We already work with trusted converters who produce some amazing transformations to our product range. This can be an enhancement to our already amazing 4x4 product, with lift-kits, winches and upgrades to make the vehicle tougher looking, or a



"If a customer, unfortunately, writes a vehicle off, they can replace it within one or two weeks because we will have stock"

Andy Parker, converter business development manager

beautiful urban SUV looking great on the city streets. " -

"We've also seen interest in a commercial vehicle proposition on Jeep Wrangler. Double cab pick-ups to one side, there is little competition for LCVs that have true 4x4 capability, and are able to be produced with two-three different body types, something that Wrangler JL and its removable body components supports. Very exciting times for us," says Niles.

Website raises the bar on fleet cooperation

Fleet Hub will help fleet managers to find all the answers in one place

FCA UK is taking the way it communicates with fleets to the next level thanks to a new online platform – the FCA Fleet Hub. Developed over the past 12 months, the hub (www.fcafleethub.co.uk) is designed to meet the specific needs of fleet and business users and to improve the customer experience.

The new portal covers all of the group's five brands – Alfa Romeo, Fiat, Fiat Professional, Jeep and Abarth – giving fleet decision-makers easy access to a wealth of information.

It features news, opinions and insights, with preferential fleet and business finance offers. Online quotes are available for all customers, irrespective of fleet size and there is direct access to expert advice and support.

Fleet decision-makers are also only a click away from a comprehensive suite of invaluable resources, including supporting guides covering changes in the Budget, WLTP emissions, model comparison guides, P11D price lists and more.

Simon Wheeler, corporate marketing manager, says: "We're absolutely focused on providing fleet expertise to our customers. When we branded ourselves FCA Fleet and Business, it made absolute sense to have one place where we've got all of the relevant information for fleet managers."

Alongside expert advice and opinion, the Fleet Hub also allows fleets to accurately analyse costs associated with the group's products thanks to a benefit-in-kind (BIK) tax calculator and a total cost of ownership (TCO) tool – due to be launched soon.

There are also links to the extensive nationwide network of dedicated business centres.

"It's an excellent resource for our customers," says Wheeler. "Fleet managers require much more of a specialist response and the user journey is now designed to put that fleet decision-maker through to our Fleet Business Centre so we can offer the right level of support."

FCA UK has spent the past year looking at how it could improve back-office structures to better communicate with its customers and ensure they are put in touch with the right areas of the business when they call or go online.

Wheeler explains: "Having a multi-brand solution through FCA Fleet and Business is great, but with that comes lots of information and the question for us is 'how do we deliver that to fleet decision-makers?'."

"Our role is to make the process as simple as possible; to get the relevant information to customers quickly and efficiently."

Following a tender process at the beginning of last year, it awarded the running of its Fleet Business Centre, which incorporates its call centre and fleet sales operation, to CPM.

Wheeler says: "They showed through the tender process that they have the needs of the customer at the heart of everything they do. When somebody calls our Fleet Business Centre, we want to have the best people available to answer the difficult questions and put them in contact with the right person."

FCA's brands have their own dedicated websites with relevant fleet sections, but, particularly for large corporates, the carmaker's unique selling point is it is a "multi-purpose one-stop-shop", says Wheeler. "We can cater for every fleet sector and every individual within an organisation."



"We know fleet managers are busy people. We don't just want to talk to them, we want to work in partnership with them"

Simon Wheeler,
corporate marketing manager

The objective for Wheeler and his team was to bring all of the relevant information together into one place.

He says: "It's why we spent a long time developing the FCA Fleet Hub, the user journey and making sure that we've got all the right information in there."

During the development process, FCA looked at what its competitors were doing and discovered it was sometimes impossible for customers to find the right information.

"We were very conscious that we needed to make it as easy as possible for customers to access what they want in as few clicks as possible," says Wheeler.

"For example, if you want a P11D price list, you want to do two or three clicks maximum to access it, that's it."

The hub is also being enhanced to better serve FCA's leasing and broker partners.

A new Leasing Hub, providing information relevant to their particular needs, will be accessed via a gated section within the FCA Fleet Hub.

"It will include assets that are going to help support our partners sales and marketing for our brands within their organisation, such as imagery and detailed product information," explains Wheeler.

"Communication is key, whatever form it takes," says Wheeler, "but it has to be timely, relevant and accessible."

Social media platforms, such as LinkedIn, provide an excellent opportunity for FCA to share content created by some of the industry's leading experts, while face-to-face events, such as Fleet & Mobility Live and Company Car In Action, are also vital to introducing more fleets to the carmaker and a wealth of new electric product.

Wheeler concludes: "We know fleet managers are busy people. We don't just want to talk to them, we want to work in partnership with them. The FCA Fleet Hub gives us a platform where we can begin to offer that support and help fleets meet the many challenges they face."



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Model update

Fiat 500 family updated for 2021

The Fiat 500 family begins 2021 with a completely refreshed line-up

January 26, 2021 5 minutes



Electrification

100% electric Fiat 500: prices announced

Range starts from £19,995 OTR – register your interest now

October 10, 2020 8 minutes



Model update

New Tipo Cross joins refreshed range for 2021

Exciting new model showcases updated design and specification

October 9, 2020 2 minutes



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Never a more important time to be better connected

Connected services are being progressively rolled out across the model range

Fleet managers will have even greater control of their FCA Group vehicles this year with expanded connected services and the launch of My Fleet Manager. The new fleet management platform, created in collaboration with Targa Telematics, is available for vehicles equipped with Uconnect Services, Alfa Connect Services, Mopar Connect and Alfa Connect.

My Fleet Manager has started to roll out to UK customers and is already available on models such as the Alfa Romeo Stelvio, Giulia, Jeep Renegade and Compass. It will be added to new electrified models, including the New Fiat 500, Fiat Professional e-Ducato and Jeep Wrangler, this spring. Connected services will be progressively rolled out across the entire model range.

“Having a better understanding of how the fleet is utilised will be essential as we try to get back to some kind of normality”

Inderpal Batth, Mopar product manager

Currently, Alfa Romeo Stelvio and Giulia, and Jeep Renegade and Compass have connected services as standard with fleet managers able to tap into the full telematics with a subscription to My Fleet Manager at either a Basic or High pack on a monthly or yearly basis. The Basic Pack also includes EV features such as battery charge level, range, create charging and climate schedules. High is priced from £12.50 a month and has, in addition to the Basic elements, an in-depth management dashboard for more detailed reporting, EV battery level management, collision and theft risk reporting, geofencing, ticket counterclaims, area security control and diagnosis for extraordinary maintenance. These connected services aren't limited to FCA Group vehicles. For any business running Fiat, Alfa Romeo, Abarth or Jeep, FCA can work with other brands on that fleet to connect them to My Fleet Manager with the help of fitted black-box telematics through Targa.

Back to business with Mopar Connected Services

Having a fleet of connected vehicles that can all be tracked and managed remotely is even more important in the context of a Covid-19 recovery this year. Inderpal Batth, Mopar product manager, says: “Delivery, logistics, utility and essential fleets are really under pressure to maintain services right now. So, I think having connected vehicles to minimise downtime as much as possible is vital. “For example, My Fleet Manager can highlight preventative maintenance to minimise vehicle downtime. “Having a better understanding of how the fleet is utilised will be essential as we try to get back to some kind of normality.” A connected fleet will also be essential to those businesses making the switch to electric vehicles (EVs) with products like the new electric 500 and e-Ducato van. EV connected features through My Fleet Manager will show battery level information, electric range, charging schedules and vehicle charge levels. This will be important for fleets tracking EV range and mileage to make sure all daily vehicle objectives can be met, while also taking charging time into account. Further EV-connected features include dynamic range mapping so if a business has certain destinations they need to reach throughout the day, the EV will automatically calculate whether there is enough range and then factor in charging and even pre-book charging slots if needed.

Tailored to your fleet

Batth says the Basic and High packs mean small-to-medium sized businesses (SMEs) can get up and running with their connected fleet quickly. However, there is also the opportunity for larger corporate customers and rental companies to have a more bespoke solution tailored to their specific business needs. When fleet customers are ready to activate their My Fleet Manager subscription, they can do so through one of the Business Centre fleet specialist dealerships across the UK. “There is no minimum contract for My Fleet Manager, so if a fleet has FCA Group products that have telematics technology built in, they could just trial it for one month if they want,” says Batth. “Once you’ve chosen the pack, the process to switch My Fleet Manager live takes minutes, even if you have a lot of cars or vans, we can do a bulk upload to make them live very quickly.” The group is working on new functionality and connected features for My Fleet Manager and Uconnect services all the time and updates can be rolled out to vehicles seamlessly over the air.

The next level of mobility as a solution

Batth says My Fleet Manager is one way in which the group can add value for fleet customers, but it also plays an important part in how the business is driving towards “the next level of mobility as a solution”. Group head office in Turin has an entire department dedicated to connectivity and mobility services and future technology will include vehicle-to-grid (V2G) and vehicle-to-infrastructure (V2I) services. Batth adds: “There is big investment in building the infrastructure to make all our vehicles more intelligent and connected. “My Fleet Manager is just the tip of the iceberg. Once a customer has this portal, it gives us more data to help build more sophisticated fleet management programmes over the next few years.”

Jeep Renegade 4xe

The Renegade is the first Jeep to be offered with a plug-in hybrid (PHEV) powertrain, providing lower CO₂ emissions, improved performance and fully electric running. Its 11kWh battery provides range of 26 miles and can be recharged in less than two hours, making it ideal for urban commuters who wish to reduce their carbon footprint, but still enjoy unrestricted driving performance. CO₂ emissions are fewer than 50g/km, placing the car in the attractive 12% benefit-in-kind (BIK) tax bracket and putting the Renegade firmly on the radar of company car drivers. Three trim levels are offered: Longitude, Limited and Trailhawk.

MODEL: Jeep Renegade 4xe Limited
● MPG: 134.5
● CO₂: 49g/km
● P11D: £34,445
● BIK: 12%

All models feature a large 8.4-inch infotainment screen, which includes new features to enable the driver to monitor and adjust the performance of the hybrid system. The Renegade PHEV is powered by a 1.3-litre turbocharged petrol engine, which can deliver up to 237hp in the Trailhawk. Longitude and Limited models feature a 187hp output. On all versions, the powertrain delivers a combination of 270Nm from the petrol engine to the front wheels and 263Nm from the electric motor to the rear wheels – significantly more than any other Renegade model.



Fiat Panda

The new Panda is available in three distinct versions – Life, Cross and Sport, each providing a unique style, but retaining the car's core values. A new 1.0-litre mild hybrid engine powers all two-wheel drive Panda variants, while four-wheel drive versions use a 0.9-litre Twinair engine. The entry version to the Panda Life range comes with numerous features, including air-con and Bluetooth, while the City Life adds 15-inch alloy wheels and a leather steering wheel and gear knob. The Panda Wild 4x4 tops the range with the same exterior and interior features as the Panda City Life, but adds all-wheel drive,

rear differential gear locking, and front and rear skidplates. The Sport model joins the Panda line-up for the first time and is instantly recognisable thanks to new 16-inch alloy wheels, red brake callipers, darkened rear windows, and body-coloured door handles and door mirrors. The Panda City Cross provides a robust exterior look with black door mirrors, handles, roof rack and side sills, 15-inch alloy wheels, body-coloured bumpers and skidplates. Building on the Panda City Cross, the Cross 4x4 receives all-terrain selector with three modes (auto, off-road, hill descent control), all-wheel drive, rear differential gear locking and rear parking sensors.

MODEL: Fiat Panda 1.0 City Life
● MPG: 52.3
● CO₂: 125g/km
● P11D: £12,495
● BIK: 28%



MODEL: Fiat 500 1.0 Connect
● MPG: 56.5
● CO₂: 114g/km
● P11D: £14,770
● BIK: 25%



Fiat 500

The Fiat 500 has been refreshed with updated trim levels, exterior colours and interior designs. The Pop trim provides an affordable entry point into the iconic 500 family range. Its colour palette is broadened by the new Sicilian orange livery, complemented by new fabric blue seats. Connect trim offers a seven-inch Uconnect infotainment system with digital radio, Apple CarPlay and Android Auto. The 500 Connect also has cruise control, parking sensors, sports steering wheel with audio controls, 15-inch alloy wheels and fog lights. The 500 Dolcevita features a body-colour dashboard, chrome-plated exterior details and a glass sunroof. Dolcevita Plus adds automatic climate control, 3D sat-nav and 16-inch alloy wheels. The top of the range Sport trim receives 16-inch alloy wheels, heated seats, automatic air-con, titanium colour dashboard and privacy windows. All are powered by a new 69hp mild hybrid petrol engine, which features a 12-volt belt-integrated starter generator (BSG) electric motor and a lithium battery.

Abarth 595

The Abarth 595 range has been updated for 2021 with fresh interiors, a new colour palette and unique detailing across all four versions. The 595, Turismo, Competizione and Esseeesse further underline the characteristics of the Abarth brand with new technology and more customisation options than ever before. Updates include a flat-bottomed steering wheel, redesigned instrument panel and a new turbo pressure gauge now lit in white to ensure legibility. Available in hatchback and convertible versions, the Abarth 595 range is united by two specific characteristics – performance and style. The four trims offer power levels from 143hp to 178hp, from the same 1.4-litre T-Jet petrol engine. 'Sport' has been renamed 'Scorpion' throughout the new range aligning it with the Abarth logo and in recognition of brand founder, Carlo Abarth. Pressing the button on the dashboard alters peak torque delivery, power steering calibration and engine response, making them sharper and increasing driver engagement.



MODEL: Abarth 595 Turismo
● MPG: 41.5
● CO₂: 153g/km
● P11D: £20,240
● BIK: 33%

MODEL: Alfa Romeo Giulia 2.0T Sprint
● MPG: 38.7
● CO₂: 164g/km
● P11D: £35,100
● BIK: 35%



Alfa Romeo Giulia

Following its facelift last year, which introduced a new infotainment system and revised interior connected services, the Giulia range has been further enhanced with a revised trim and engine line-up for 2021. The sports saloon is now powered exclusively by petrol engines, with CO₂ emissions reduced by up to 25g/km. At the entry point is the Sprint, powered by a 2.0-litre turbocharged engine with 200hp. It features Active Cruise control, front and rear parking sensors, rear-view camera and bi-xenon headlamps as standard. The Veloce introduces a power boost to 280hp and the addition of heated front seats, keyless entry and leather upholstery. A new Veloce Ti trim enhances the Veloce specification with carbon fibre trim pieces, lane-keep assist and Quadrifoglio-inspired wheels and seats. At the top of the range, the Quadrifoglio retains its high specification and offers the greatest performance courtesy of a 2.9-litre Bi-Turbo V6 engine.

Fiat Doblò

The fourth-generation Fiat Professional Doblò Cargo comes with a choice of 1.3-litre and 1.6-litre turbo-diesel engines, with power outputs ranging from 94hp to 18hp, offering an equal balance of responsiveness and efficiency.

There are four trim levels available: Standard, SX, Tecnico and Sportivo. Standard includes the Eco pack, which adds Stop&Start, a smart alternator and an electronically-controlled fuel pump to save energy and ensure higher combustion efficiency.

Safety is a priority and the Doblò offers a full suite of standard driver aids including electronic stability control, hydraulic brake assist and a hill-holder system.

With one of the widest ranges of load volume and carrying

capacity derivatives in the compact van market, there are versions to suit all needs including: short- and long-wheelbase versions of low- and high-roof models, Combi variants with a second row of seating and the Work-Up pick-up.

The Doblò's load bay is defined by a flat floor with minimal wheel arch intrusions. It has a maximum payload of up to a tonne and the load area can be specified up to 5sq m.

Standard features on all Doblòs include a full-size spare wheel, full bulkhead, overhead storage, electric windows, central locking and a speed limiter.



MODEL: Doblò Cargo 1.3
MultiJet2 95 Tecnico
● MPG: 53
● CO₂: 139g/km
● CV OTR: £19,220
● Payload: 750kg

Fiat Talento

The Fiat Professional Talento was recently updated with a host of new features, including the introduction of new 2.0-litre Euro6d-Temp engines.

Offered in three different power outputs – 118hp/320Nm, 143hp/350Nm and 168hp/380Nm – peak torque is available at just 1,500rpm thanks to the use of a variable geometry turbocharger.

There is also a seven-inch Touch-Radio Nav infotainment system that is Apple CarPlay-ready and Android Auto compatible.

Inside, the Talento features numerous storage compartments, with a total capacity of 90 litres. The base version features Techno Silver trim as standard, while SX, Tecnico and Sportivo come with the Glossy Black Pack to highlight air vents, infotainment system and buttons in the cabin.

Available with a full range of body types (low- and high-roof van, crew cab and platform cab), the Talento offers two choices each of length, height and wheelbase. By combining these elements, the renewed model can be tailored to meet all needs for light transport, from 5.2cu m to 8.6cu m and with a gross vehicle weight from 2.8-3.05 tons and a payload that can reach 1,258kg.

The “CargoPlus” partition, situated under the passenger seats, enables the Talento to carry objects up to 3.75m long (4.15m for the long wheelbase).



MODEL: Fiat Talento SWB 12 2.0
MultiJet2 Technico
● MPG: 52
● CO₂: 143g/km
● CV OTR: £26,390
● Payload: 1,223kg

Only compare fuel consumption, CO₂ and electric range (if applicable) figures with other cars tested to the same technical procedures. PHEV vehicle figures were obtained using a combination of battery power and fuel. BEV vehicle figures were obtained after the battery had been fully charged. Both PHEV and BEV vehicles require mains electricity for charging. The values of CO₂, electric range (if applicable) and fuel consumption may not reflect real life driving results. All figures and prices shown throughout this magazine are correct at time of publication.

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