



 **OnCommand**<sup>™</sup>  
*BY NAVISTAR*

 OnCommand Connection

# OnCommand™

BY NAVISTAR

## OnCommand Knowledge

- Service Information
- Parts Information
- Connection
- EZ-Tech

## OnCommand Control

- Service Partner
- Repair Advocate
- Fleet Charge
- Preventive Maintenance
- Parts Return Program

## OnCommand Education™

- Education





## OnCommand Connection is a Telematics and Remote Diagnostic tool focused on Improving:

- Vehicle Uptime
- Cost of Ownership
- Process for Fleet Call Centers
- All-Makes Capabilities – Truck & Engine



# OnCommand Connection: Delivering Savings



## Every day a truck is down, it creates a loss of \$750 (avg.)

We believe that foresight is 20/20. That's why OnCommand™ Connection makes fleets aware of issues before they occur.

That's savings in motion.

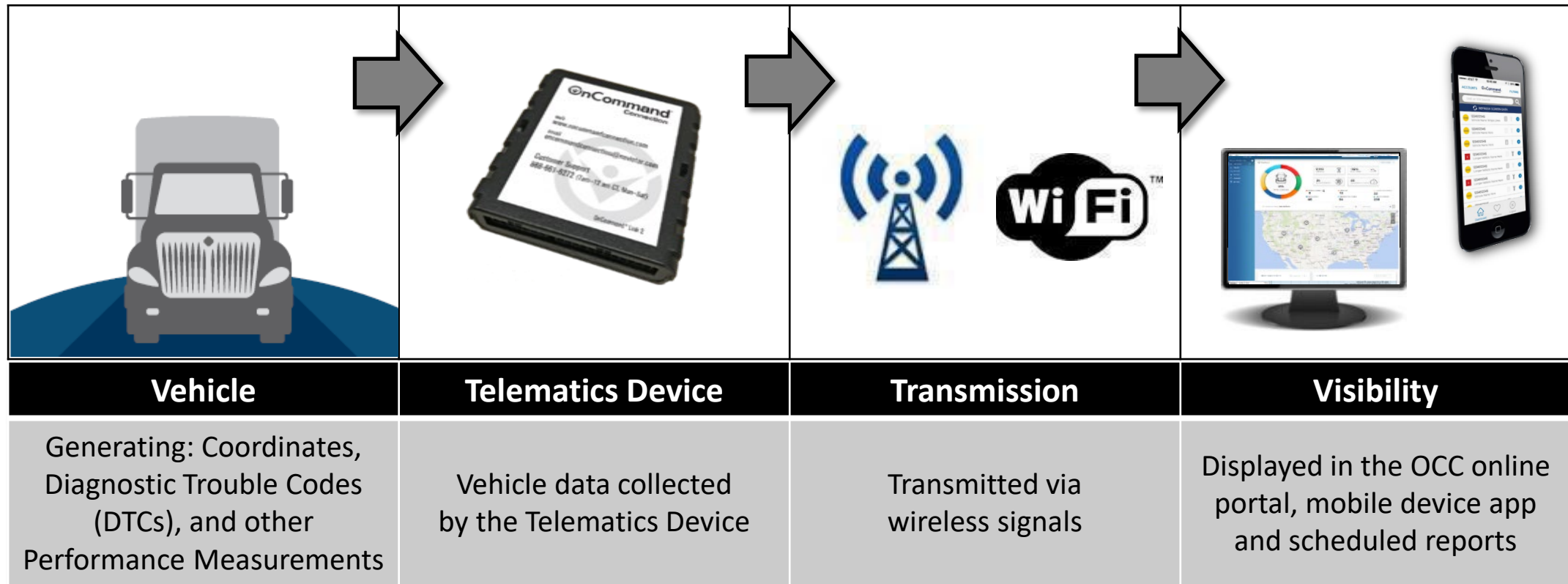
- Up to an 80% reduction in on road failures requiring a tow.
- Up to a 30%+ reduction in maintenance costs.



# OnCommand<sup>®</sup> Connection: How it Works



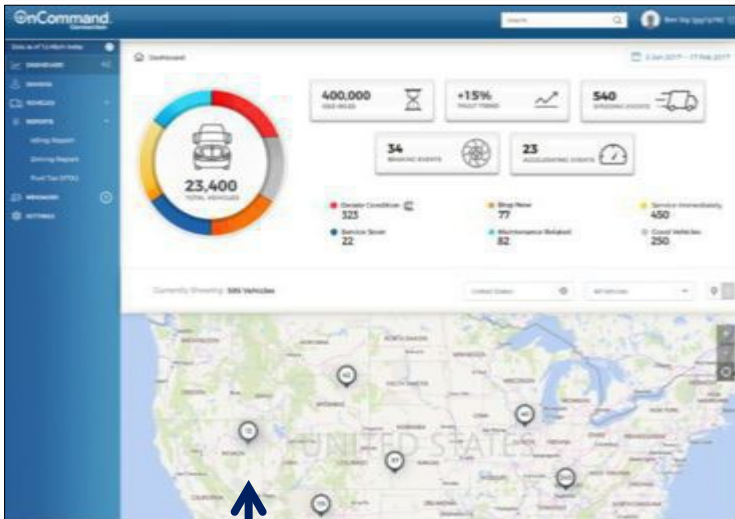
**Vehicle Data** – Sensors on modern vehicles communicate their health and geo-positioning data via Telematics hardware



# OnCommand® Connection: System Operation

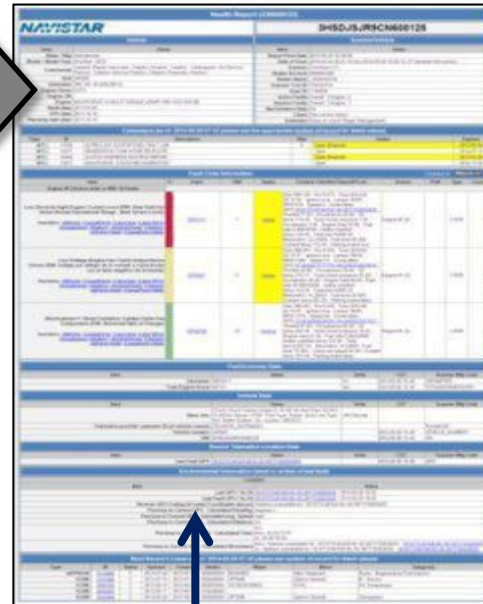


## Online Dashboard



Visibility to All Vehicles

## Health Reports



Individual Truck

## Fault Code Action Plans

FAULT CODE REFERENCE & ACTION PLAN				
<b>Fault Code Summary:</b>				
Basic Fault Description	Engine coolant level too low			
Formal Fault Description	ECL below warning/critical level			
Fault Severity	Service immediately			
SPN - FMI	111-2	DTC	OBD-HD Fault	2013-OBD
Electronic Control Module	Engine ECM			
Possible Symptoms	Check engine light on, low coolant (displayed)			
Driver Diagnostic Questions	Has the engine coolant temperature been higher than normal? Has there been any loss of coolant? How much coolant and how often is being added? Do you see any external leaks?			
Recommended Driver Actions	Take vehicle for service immediately			
O.E.M.	Navistar			
EPA Emissions Level covered	2010	O.E.M. Engine Model	MX13B	
O.E.M. Engine Technical Service Information	Please reference Ikon article IK1201066 Title: 2010 Maxforce 11 & 13L Coolant Correction. <a href="#">Click here</a>			
Technical Service Bulletin, Fault Notes, Special Instructions				
Disclaimer	**The provided information is based on SAE standards. Always refer to the vehicles O.E.M policies and procedures for diagnostic and repair information. A subscription to Navistar Service Portal is required to view O.E.M. fault code policies and procedures for troubleshooting fault codes. To subscribe, <a href="#">click here</a> .			

Address the issue

## Customer Engagement

- Contact Dealer
- Schedule Repairs
- Identify Parts
- Prevent Breakdowns
- Improve Efficiency

Proactive Actions

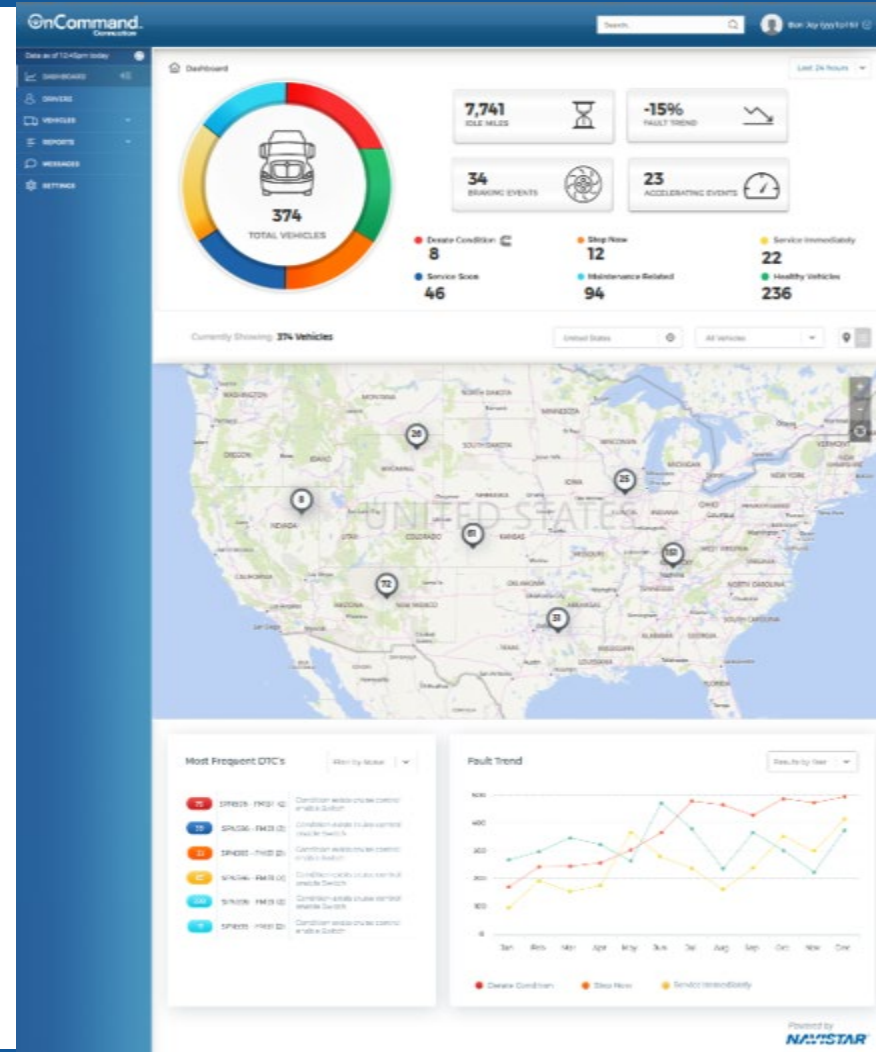
# OnCommand Connection Telematics



Scalable all-makes solution to meet the needs of the owner operator as well as the largest fleets in the industry

Gives the owner-operator the opportunity to take advantage of the same technology major fleets have access to

Includes OnCommand Connection, our award-winning, all-makes, advanced diagnostic tool



# OCC Telematics: Vehicle Landing Page



The screenshot displays the OnCommand Connection interface for a specific vehicle. The top navigation bar includes 'Dashboard / Vehicles / Details' and a user profile for 'Ben Joy (yyy1p16)'. The left sidebar lists 'DASHBOARD', 'DRIVERS', 'VEHICLES', 'REPORTS', 'MESSAGES', and 'SETTINGS'. The main content area is divided into several sections:

- Vehicle Details:** Unit#: 3350, Make: International, Model: 2016 (ProStar) Cm15X, Customer: Celadon, Scanner: OnCommand Connection, Assigned Driver: John Doe, Current Location: 3636 Busch Blvd, Magnolia, NC 28202.
- Snapshot:** Overview, Idling, Driving Events, On/Off Highway, Fuel Tax. Metrics include Idling Dollars (\$2.78), Driving Events (9), Miles (4000), and Fuel Tax (IFTA) (\$800).
- All DTC's:** A table listing Diagnostic Trouble Codes with their descriptions and status indicators.
- Location History:** A map showing the vehicle's path over the last 24 hours, with a current location marker in Magnolia, NC.

Icon	Code	Description
1	SPN5216 - FM120	NOxIN signal drifted HIGH
1	SPN101 - FM10	Crankcase Pressure - Data Valid But Above Normal Operating Range - Most Severe Level
2	SPN111 - FM118	Engine Coolant Below De-Rate Level
2	SPN1761 - FM117	DEFIL Inducement Level 1
2	SPN2655 - FM15	Right Low Beam Open Circuit

With the new dashboard we are introducing our new Vehicle Landing Page which will include all the information relevant to that specific vehicle.

Things like:

1. Year, Make, Model, VIN and Unit Number of the vehicle.
2. The assigned driver to the vehicle.
3. The Current Location of the Vehicle.
4. All DTC's for that vehicle.
5. A map displaying the location history of the vehicle for the last 24 hours.
6. Vehicle specific reports for Idling, Driving Events, On/Off Highway miles, and Fuel Tax Reporting.





# Fault Code Action Plans



**Actionable** – Provides quick and concise information to help Road Breakdown teams, Fleet Managers, Drivers, and Technicians.

1. Simple “English” Fault Code Descriptions
2. Fault Severity

<b>Derate Condition</b>	
<b>Stop Now</b>	
<b>Service Immediately</b>	
<b>Service Soon</b>	
<b>Maintenance</b>	

3. Questions to ask the driver to better understand the condition
4. Links to Diagnostic & Repair Information, plus training videos



## FAULT CODE REFERENCE & ACTION PLAN

Fault Code Summary:				
Basic Fault Description	Engine coolant level too low			
Formal Fault Description	ECL below warning/Critical level			
Fault Severity	Service immediately			
SPN - FMI	111-1	DTC	OBD-HD Fault	2013-OBD
Electronic Control Module	Engine ECM			
Possible Symptoms	Check engine light on, low coolant (displayed).			
Driver Diagnostic Questions	Has the engine coolant temperature been higher than normal? Has there been any loss of coolant? How much coolant and how often is being added? Do you see any external leaks?			
Recommended Driver Actions	Take vehicle for service immediately			
O.E.M.	Navistar			
EPA Emissions Level covered	2010 2013-OBD	O.E.M. Engine Model	MX13B	
O.E.M. Engine Technical Service Information				
Technical Service Bulletin, Fault Notes, Special Instructions	Please reference Iknow article IK1201066 Title: 2010 Maxforce 11 & 13L Coolant Consumption. ( <a href="#">Click here</a> )			
Disclaimer				
**The provided information is based on SAE standards. Always refer to the vehicles O.E.M policies and procedures for diagnostic and repair information. A subscription to Navistar Service Portal is required to view O.E.M. fault code policies and procedures for troubleshooting fault codes. To subscribe, <a href="#">click here</a> .				

# OCC Telematics: Standard Reports



OCC has the following reports and can be exported to PDF or Excel Files:

1. Idling
2. Driver Score Card
3. Fuel Tax (IFTA)
4. On/Off Highway

Unit	Chassis	Idling Time	Idling Miles	Idling Dollars
12996642	FC436924	19:17	205.7	\$14.78
14453853	FH391196	15:16	162.8	\$11.70
18679436	FY552950	10:20	110.2	\$7.92
19540884	FL121168	10:05	107.6	\$7.75
19542715	FC288071	17:34	187.4	\$13.46
19615294	FH951231	13:43	146.3	\$10.51
23740522	FY810779	17:57	191.5	\$13.76
26289602	FL324539	13:15	141.3	\$10.15
26411036	FC757820	15:01	160.2	\$11.51
31610537	FH518022	12:16	130.8	\$9.40
32754753	FY947626	16:33	176.5	\$12.68
34851299	FL483196	16:45	178.7	\$12.84
35715634	FC854492	13:27	143.5	\$10.31
37399890	FH573999	16:32	176.4	\$12.67
38217008	FY779218	12:13	130.3	\$9.36

# GPS Mapping



**Informed Decision Making – Quickly make informed decisions when a repair is needed...**

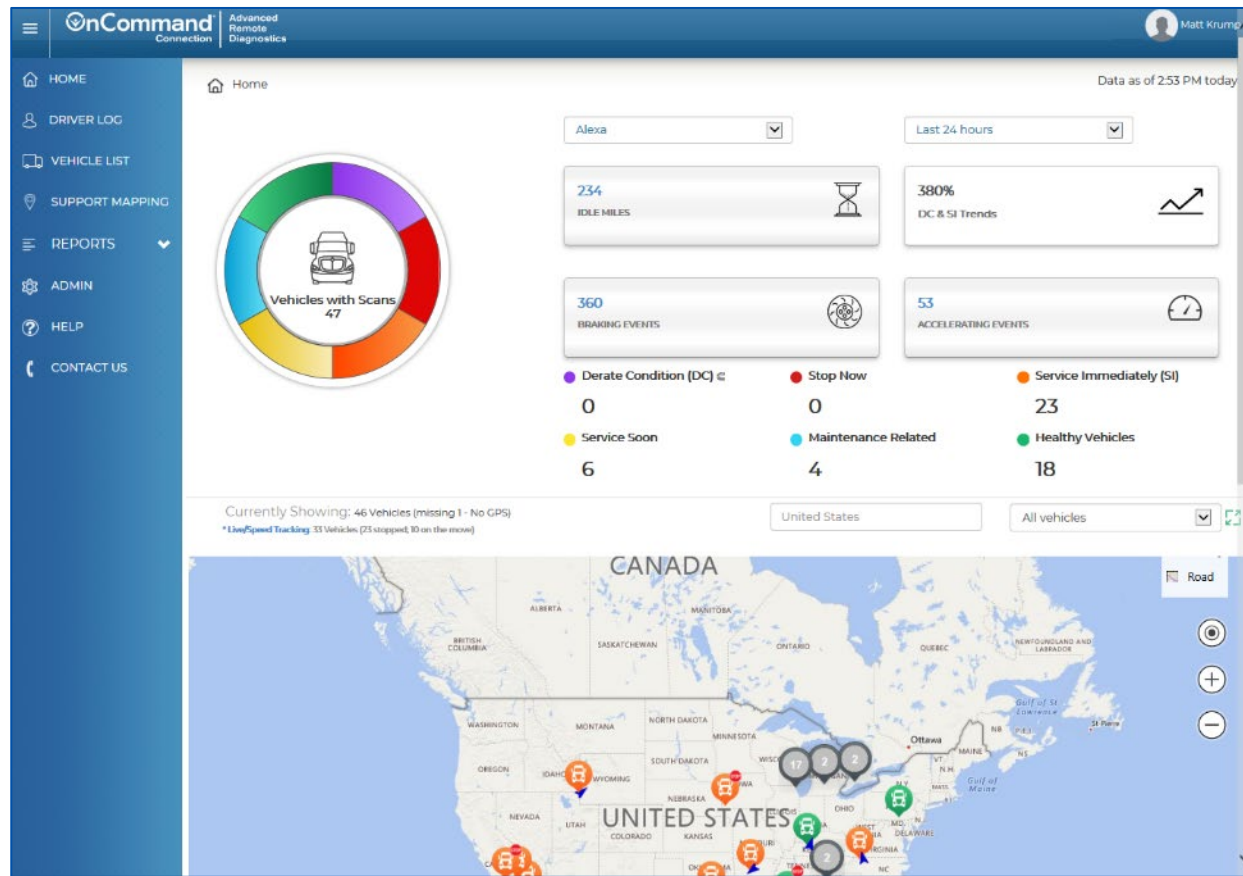
1. Vehicle Location & Direction of travel\*
2. Dealer Service Locations – All Makes
3. Vendors – Tires, Towing, Hotels, Truck Stops, etc...
4. Customer Locations – Terminals, Shops, etc...
5. Nearby Vehicles – Repower Options\*

The screenshot displays the OnCommand Connection Support Mapping interface. The interface is divided into several sections:

- Dealers:** A list of dealers with checkboxes and colored icons. The 'International Truck' dealer is checked and highlighted in orange.
- Vendors:** A list of vendors with checkboxes and colored icons. The 'Tires - Bridgestone / Firestone' vendor is checked and highlighted in blue.
- Vehicle Details:** Information for unit 1.3HS05JR4DN312561, including unit number, date of scan, latest report, and previous GPS location.
- Map:** A map showing the vehicle's current location (marked with a red diamond) and its travel path (indicated by a blue line). The map includes major highways and city names like Kansas City, Topeka, and Overland Park.

\* Telematics Vendor Specific – Some vendors provide additional data that enables these features...

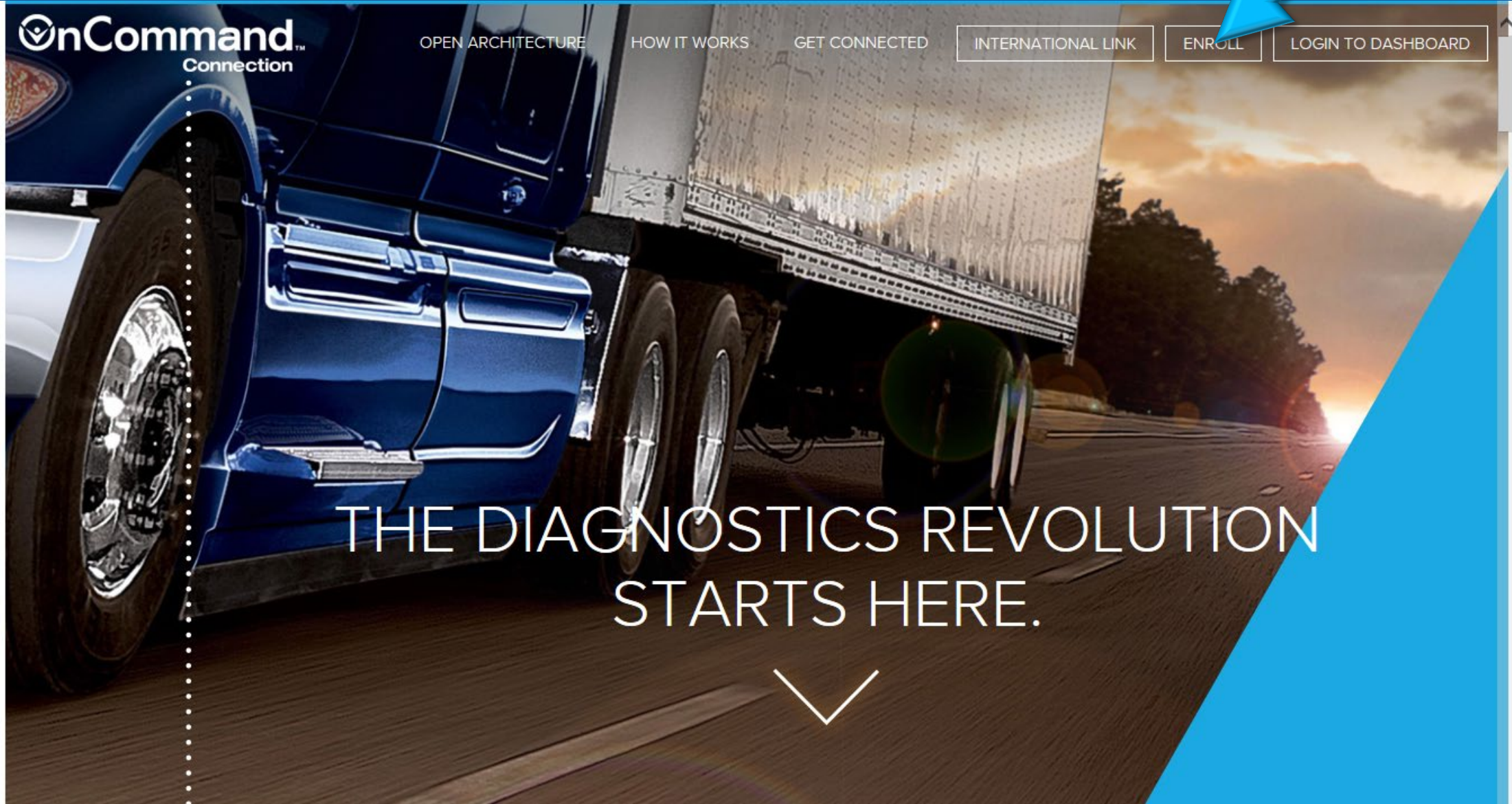
# OnCommand Connection - Dashboards



New Dashboard

<https://evaluate.internationaldelivers.com/ocweb/connection/Customr/dashboard.aspx>

# Self-Enrollment



OnCommand  
Connection

OPEN ARCHITECTURE

HOW IT WORKS

GET CONNECTED

INTERNATIONAL LINK

ENROLL

LOGIN TO DASHBOARD

THE DIAGNOSTICS REVOLUTION  
STARTS HERE.



# Building on our History of Success



- First OEM with all makes advanced diagnostics system, OnCommand<sup>®</sup> Connection
- First to market with over the air programming for Navistar and Cummins Engines
- 415,000+ VINs under management in OnCommand Connection
- 23+ Telematics Service Provider integrations

# Integrated Telematics Partners



21 Currently Participating



3 Integrations in Progress



4 Currently in Discussions







 **OnCommand™**  
*BY NAVISTAR*

# OnCommand Suite of Customer Solutions

 **OnCommand**<sup>™</sup>  
Connection

 **OnCommand**<sup>™</sup>  
Education

 **OnCommand**<sup>™</sup>  
Fleet Charge

 **OnCommand**<sup>™</sup>  
Service Information

 **OnCommand**<sup>™</sup>  
Preventive Maintenance



 **OnCommand**<sup>™</sup>  
Parts Return Program

 **OnCommand**<sup>™</sup>  
EZ-Tech

 **OnCommand**<sup>™</sup>  
Repair Advocate

 **OnCommand**<sup>™</sup>  
Service Partner

 **OnCommand**<sup>™</sup>  
Parts Information

## OnCommand Knowledge

## OnCommand Control

## OnCommand Education™

- Service Information

- Parts Information

- Connection

- EZ-Tech

- ServiceMaxx

- Service Partner

- Repair Advocate

- Fleet Charge

- Preventive Maintenance

- Parts Return Program

- In-House Warranty

- Education





## SERVICE INFORMATION

(FORMERLY FLEET ISIS®)

WHETHER YOU'RE A FLEET MANAGER OR TECHNICIAN, YOU CAN COUNT ON ONCOMMAND™ SERVICE INFORMATION TO BE AN INVALUABLE CENTRALIZED SOURCE OF ESSENTIAL SERVICE INFORMATION AND TECHNICAL KNOWLEDGE FOR YOUR OPERATION. USE IT TO IMPROVE VEHICLE REPAIRS AND MAINTENANCE, REPAIR SHOP EFFICIENCY, TECHNICAL KNOWLEDGE AND FLEET UPTIME. REAL-TIME ACCESS TO UP-TO-DATE VIN-BASED SERVICE AND PARTS INFORMATION IS JUST A CLICK AWAY.

With a subscription to the online portal, you can gain real-time access to up-to-date VIN-based service and parts information for any International® truck, IC Bus™ buses and MaxxForce® engines in your fleet.

The system helps facilitate better fleet management, rapid and accurate diagnosis, and vehicle maintenance.



### FEATURES AND BENEFITS:

- » Technical information is accessible by major component group, model, vendor, engine and feature code
- » Service manuals and bulletins are graphical and include repair, overhaul and troubleshooting tips, and diagnostic information
- » The Service Tool Catalog includes all essential tools for servicing International trucks, IC Buses buses and Navistar engines
- » Standard Repair Times (SRTs) and procedural descriptions help guide repairs
- » Documents and notes may be uploaded and attached per VIN (example: fleet service information, tax-exempt forms, service forms, vehicle modifications, component serial numbers, additional equipment, fleet unit numbers and safety inspection dates)
- » Use the iKNOW technical database to search service knowledge articles by entering symptom terms and/or descriptions

## Service Information for ALL International<sup>®</sup>, IC Bus<sup>®</sup> Vehicles, and Navistar made engines

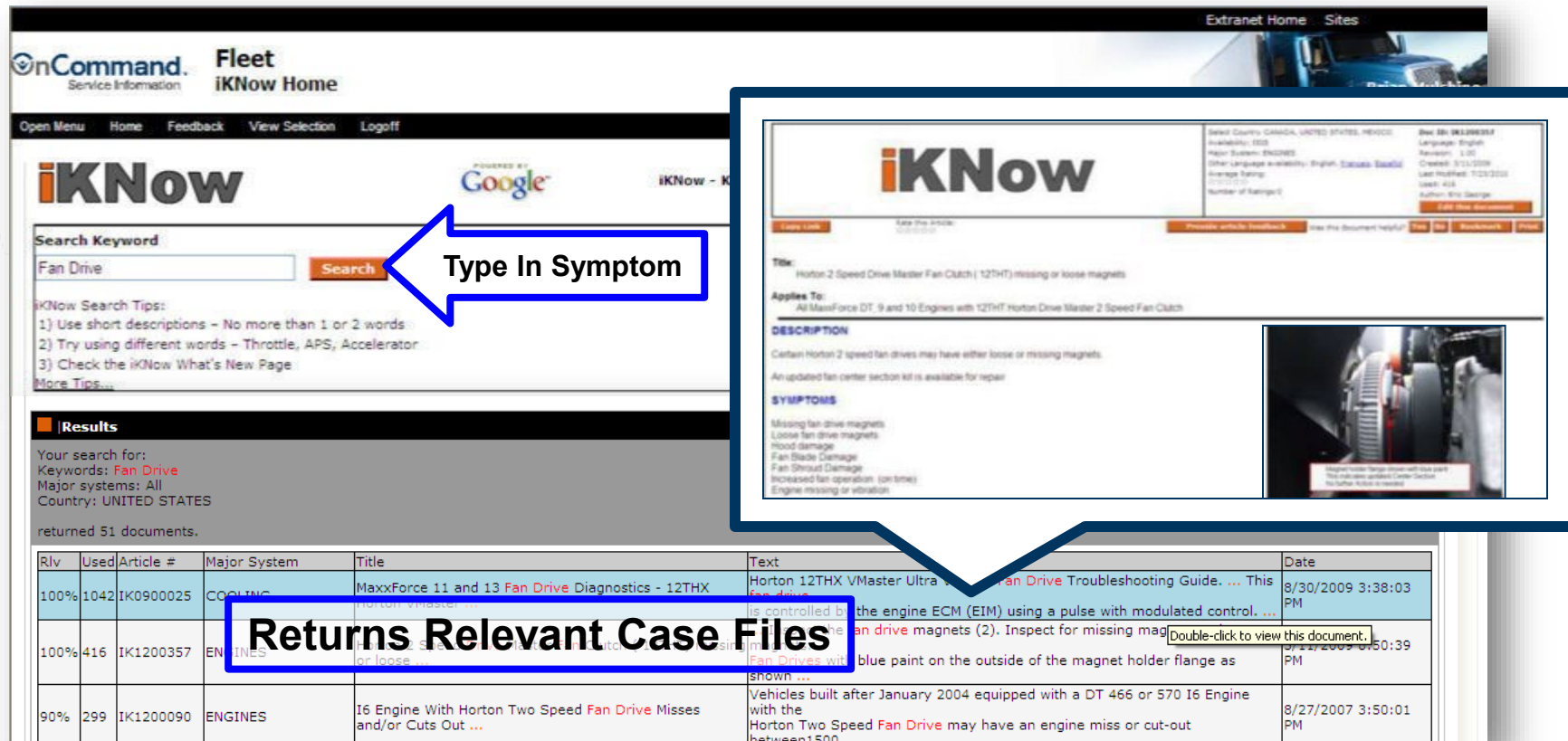
### Instant Access to:

- Service Manuals
- Electrical Diagrams
- Technical Letters
- Recall Letters
- Vehicle Specific Information
- Dealer Directory
- Service tool catalogue
- Warranty Admin tools
- Vehicle Operators Manuals



# Knowledge Base

Diagnostic search engine to help assist in a quicker, more accurate repair!



The screenshot shows the iKNOW diagnostic search engine interface. At the top, there is a navigation bar with 'Open Menu', 'Home', 'Feedback', 'View Selection', and 'Logoff'. Below this is the 'iKNOW' logo and a search bar with the text 'Fan Drive' entered. A blue arrow points to the search bar with the text 'Type In Symptom'. Below the search bar, there are search tips and a 'Results' section. The results section shows a list of search results with columns for 'Rlv', 'Used', 'Article #', 'Major System', 'Title', 'Text', and 'Date'. A blue box highlights the first result, and a blue arrow points to it with the text 'Returns Relevant Case Files'. A detailed view of the search result is shown in a separate window, displaying the title 'Horton 2 Speed Drive Master Fan Clutch ( 12TH) missing or loose magnets', a description, and a list of symptoms. An image of the fan drive is also shown.

Rlv	Used	Article #	Major System	Title	Text	Date
100%	1042	IK0900025	COOLING	MaxxForce 11 and 13 Fan Drive Diagnostics - 12THX	Horton 12THX VMaster Ultra ... Fan Drive Troubleshooting Guide. ... This fan drive is controlled by the engine ECM (EIM) using a pulse with modulated control. ...	8/30/2009 3:38:03 PM
100%	416	IK1200357	ENGINES	16 Engine With Horton Two Speed Fan Drive Misses and/or Cuts Out ...	an drive magnets (2). Inspect for missing magnets for loose magnets. Fan Drives with blue paint on the outside of the magnet holder flange as shown ...	8/27/2009 3:50:39 PM
90%	299	IK1200090	ENGINES	16 Engine With Horton Two Speed Fan Drive Misses and/or Cuts Out ...	Vehicles built after January 2004 equipped with a DT 466 or 570 16 Engine with the Horton Two Speed Fan Drive may have an engine miss or cut-out between 1500 ...	8/27/2007 3:50:01 PM

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## PARTS INFORMATION

(FORMERLY FLEET PARTS CATALOG ONLINE)

ONCOMMAND™ PARTS INFORMATION IS AN ONLINE PORTAL PROVIDING INSTANT ACCESS TO THE VIN-BASED PARTS LISTS FOR ALL INTERNATIONAL® TRUCKS, IC BUS™ AND MAXXFORCE® ENGINES IN YOUR FLEET. ILLUSTRATED COMPONENT DRAWINGS MAY BE DISPLAYED FOR EASIER IDENTIFICATION AND REFERENCE.

The customized home page provides a list of your vehicles with unit numbers and locations, various types of searches, International parts information letters, helpful links and more. You can create and save custom parts lists, view pricing, add parts to the shopping cart and submit orders electronically.



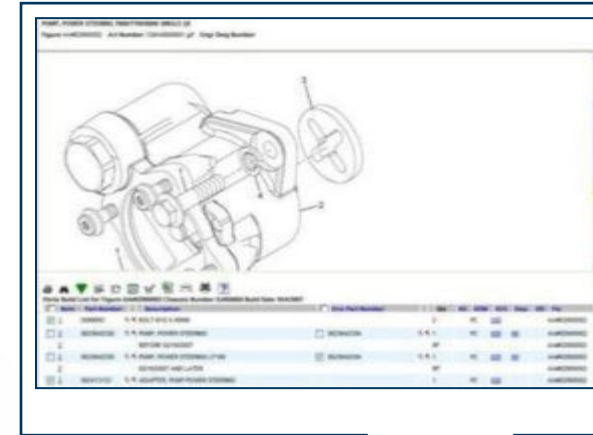
### FEATURES AND BENEFITS:

- » Complete vehicle line-set ticket information as it was originally ordered
- » Figure, keyword, part number and visual search tools
- » Access to All-Makes parts programs
- » Cross-reference searches for vendor and OEM part numbers
- » Create custom parts lists
- » View actual customer pricing
- » Check parts availability at the International parts distribution centers
- » Documents and notes may be uploaded and attached to a specific VIN
- » Also available printed or on CD



## Features and Benefits:

- Complete online parts catalog by chassis number
- Illustrated parts breakdown for improved identification
- Includes vendor cross-reference
- Perform cross reference searches on many industry standard and OEM part numbers





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## FLEET CHARGE®

FOR THOSE LOOKING TO MANAGE AND CONTROL ALL PARTS AND SERVICE EXPENSES, ONCOMMAND™ FLEET CHARGE® IS THE MOST POWERFUL PURCHASING CARD PROGRAM IN THE BUSINESS. USING THE ONCOMMAND FLEET CHARGE PROGRAM, YOU CAN EXPERIENCE THE BENEFITS OF GUARANTEED PRICING, CONSOLIDATED BILLING, CUSTOMIZED ACCOUNTS, PARTS INFORMATION INTEGRATION AND MUCH MORE.

Backed by the largest dealer network in the industry and providing parts and service for all makes of vehicles, you can count on OnCommand Fleet Charge to help manage your fleet and keep it operating smoothly.



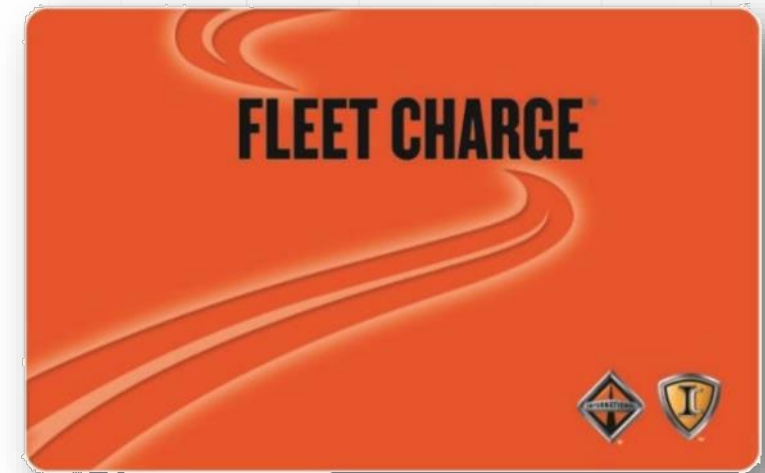
### Features and benefits:

- » Easy access, easy enrollment
- » Instant credit recognition with no annual dues or fee
- » Guaranteed consistent International® parts pricing
- » Consolidated billing
- » Parts and service for all makes of trucks
- » Online real-time account and invoice information, parts look-up, invoice approval and dispute capabilities at [www.FleetCharge.com](http://www.FleetCharge.com)
- » Custom reporting to part-level detail
- » Electronic and locational billing
- » Exclusive emergency breakdown service, EBS® available 24/7/365
- » Service available at more than 600 International and IC Bus dealer locations, and more than 36,000 other service providers through EBS
- » Billing for all breakdowns through your Fleet Charge account

## Designed to put you in control of your parts and service purchasing

- A purchasing card for parts and services for your International and All-Makes vehicles
- Consistent, guaranteed pricing across the US and Canada
- Custom, up-to-date, online reports

IT'S SUPPLY TIME



**Fast Service.**

**Less Paperwork.**

- Credit authorization is immediately confirmed at purchase
- Bills are consolidated on your Fleet Charge account
- Your account profile controls purchases
- Your drivers are satisfied, and so are you



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## SERVICE PARTNER<sup>SM</sup>

ONCOMMAND™ SERVICE PARTNER<sup>SM</sup> IS A DEALER-PROVIDED MAINTENANCE AND REPAIR PROGRAM OFFERING EXPEDITED SERVICE AND FIXED LABOR HOURS FOR SPECIFIC REPAIRS. WHILE HOURLY LABOR RATES MAY VARY ACCORDING TO REGIONAL MARKETS, THE TIME NEEDED TO PERFORM COMMON REPAIR/MAINTENANCE OPERATIONS DOESN'T. THAT MEANS EVERY TIME A TRUCK IN YOUR FLEET IS SERVICED AT U.S. AND CANADIAN INTERNATIONAL DEALERS, YOU'LL RECEIVE FAIR AND CONSISTENT LABOR TIMES, EXPEDITED DIAGNOSTIC SERVICE AND ACCURATE REPAIR ESTIMATES.

OnCommand Service Partner members can better manage their maintenance and repair costs because they can count on the labor times quoted on service estimates to be the same, regardless of which location is providing the estimate. Service Partner program requires a Fleet Charge® membership, meaning members also receive consistent pricing on their parts, in addition to consistent labor times.



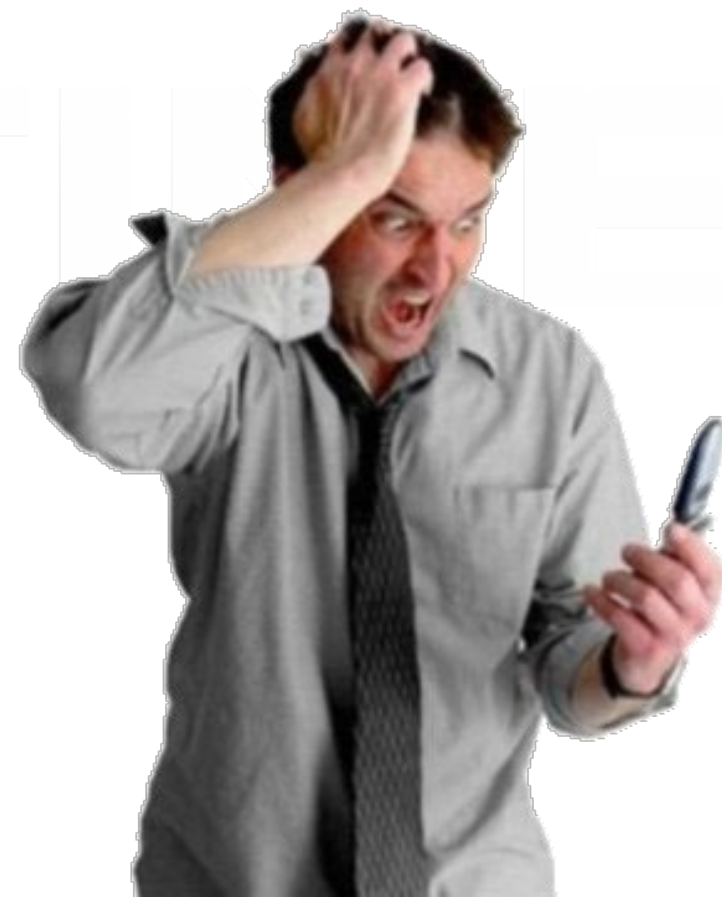
### FEATURES AND BENEFITS:

- » A basic, initial diagnostic advisory is performed in hours vs. days
- » Consistent, accurate, detailed estimates — as well as inspections and authorizations
- » Guaranteed fixed, fair and consistent labor times on the most common repairs/maintenance operations
- » Twelve-month warranty on all parts and labor
- » Service Partner portal providing instant online access to estimates, repair status updates, communication tools and labor-time directories



## Common Customer Frustrations:

- Negotiation of labor
- Inconsistency of charges
- On-hold, waiting for updates
- Verbal – Not documented
- Invoice does not match P.O.





## Benefits

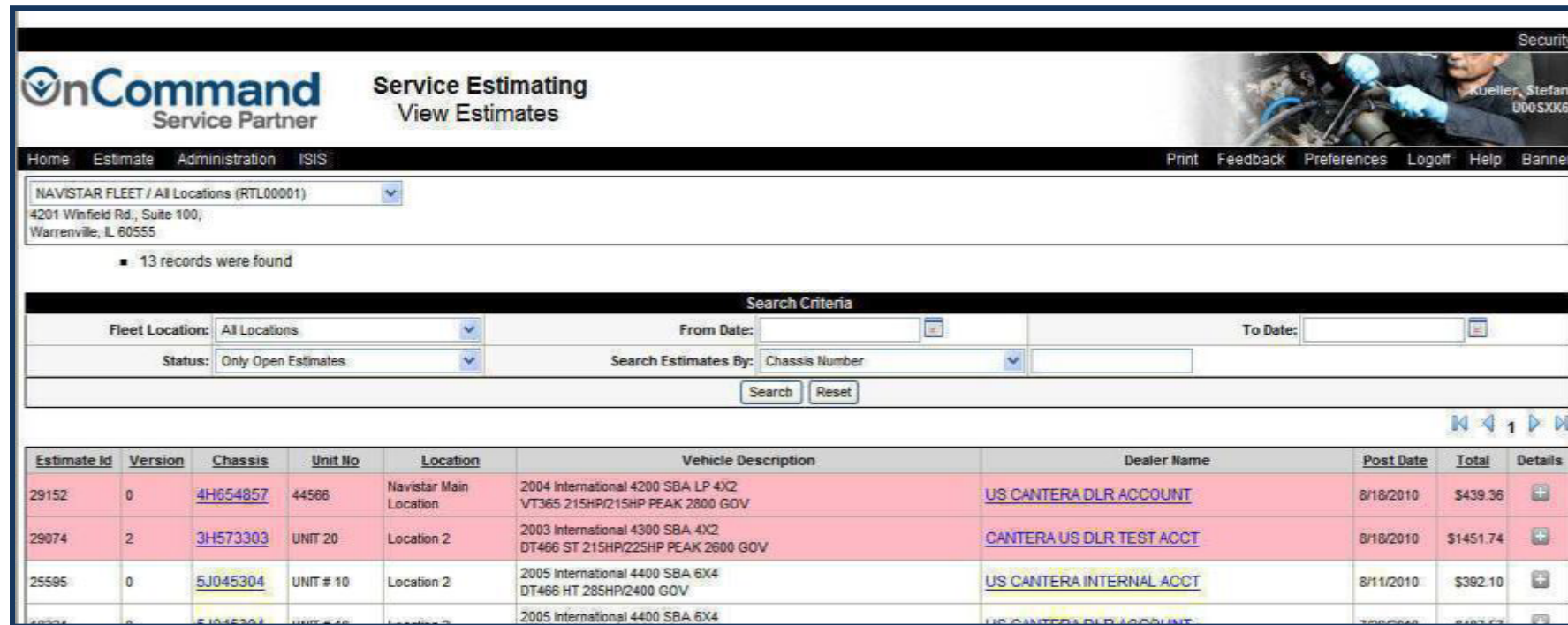
International has made significant investments to develop a common network wide estimating process.

- Consistent Labor Times
- Legible Estimates
- Improved Communication
- P.O. Process Capability
- Electronic Communication
- Estimate Archive History




# Fleet Portal

View Estimates from Dealers in the on-line Fleet Portal



The screenshot shows the 'Service Estimating View Estimates' page. At the top, there is a navigation bar with 'Home', 'Estimate', 'Administration', and 'ISIS'. On the right, there are links for 'Print', 'Feedback', 'Preferences', 'Logout', 'Help', and 'Banner'. The user's name 'Kueller, Stefan' and ID '0005XK6' are visible in the top right corner. Below the navigation bar, there is a dropdown menu for 'NAVISTAR FLEET / All Locations (RTL00001)' with the address '4201 Winfield Rd., Suite 100, Warrenville, IL 60555'. A message indicates '13 records were found'. The 'Search Criteria' section includes fields for 'Fleet Location' (All Locations), 'From Date', 'To Date', 'Status' (Only Open Estimates), and 'Search Estimates By' (Chassis Number). There are 'Search' and 'Reset' buttons. Below the search criteria is a table of estimates with columns: Estimate Id, Version, Chassis, Unit No, Location, Vehicle Description, Dealer Name, Post Date, Total, and Details.


Estimate Id	Version	Chassis	Unit No	Location	Vehicle Description	Dealer Name	Post Date	Total	Details
29152	0	<a href="#">4H654857</a>	44586	Navistar Main Location	2004 International 4200 SBA LP 4X2 VT365 215HP/215HP PEAK 2800 GOV	<a href="#">US CANTERA DLR ACCOUNT</a>	8/18/2010	\$439.36	<a href="#">+</a>
29074	2	<a href="#">3H573303</a>	UNIT 20	Location 2	2003 International 4300 SBA 4X2 DT466 ST 215HP/225HP PEAK 2600 GOV	<a href="#">CANTERA US DLR TEST ACCT</a>	8/18/2010	\$1451.74	<a href="#">+</a>
25595	0	<a href="#">5J045304</a>	UNIT # 10	Location 2	2005 International 4400 SBA 6X4 DT466 HT 285HP/2400 GOV	<a href="#">US CANTERA INTERNAL ACCT</a>	8/11/2010	\$392.10	<a href="#">+</a>
10334	0	<a href="#">5J045304</a>	UNIT # 10	Location 2	2005 International 4400 SBA 6X4	<a href="#">US CANTERA DLR ACCOUNT</a>	7/28/2010	\$107.57	<a href="#">+</a>



**Service Estimating (Service Partner)**

View Fleet Estimates

Extranet Home Sites Security



Mushine, Brian W  
U006WM2

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Home Estimate Administration ISIS
Print Feedback Preferences Logout Banner

NAVISTAR FLEET / All Locations (RTL00001) ▼

4201 Winfield Rd., Suite 100,  
Warrenville, IL 60555

**Search Criteria**

Fleet Location: All Locations ▼

From Date:  To Date:

Search Estimates By: Chassis Number ▼

Vehicle Description	Dealer Name	Post Date	Total	Details
al 4200 SBA LP 4X2 15HP PEAK 2800 GOV	<a href="#">US CANTERA DLR ACCOUNT</a>	8/18/2010	\$439.36	-

Assigned To	Closed	Parts	Labor	Total	Print
	No	\$219.74	\$161.50	\$439.36	🖨️
	No	\$219.74	\$161.50	\$439.36	🖨️

**Estimate Notes**

Note	Action
Customer complains that the charging system light is on.	
Diagnose charging system light on, alternator output below specifications.	

Type comments, approvals & p.o. #


**Estimate Documents**

File Name	Size	Upload Date	Description
<a href="#">Oil Leak.jpg</a>	30 KB	6/13/2010	Oil leak from axle




8/18/2010 1:4 Steve Kueller

# Example Estimate



ACME INTERNATIONAL, INC.  
 2300 Commerce Dr. • Springfield, ID 12345  
 Phone: (555) 222-7000 • Fax: (555) 222-7005  
 Estimate number: 564786 • RO Number: N/A  
 Service Writer: Johnnie Guy • Date 02/14/2013 10:24 AM (CST)  
 Currency: USD



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**Unit No: 7GQ4PW**

VIN: 3HAMMAAL1DL176046  
 Model: 4300 SBA 4X2  
 Engine: MAXXFORCE DT 215 HP/2400 RPM GOV SPD  
 Make: International  
 Delivered: 3/29/2012  
 In Service: 0 Years 9 Months  
 Mileage: 0 Eng Hrs: 0

**Enterprise / Enterprise Fleet Management**

Recall/AFC: No

Contact Name: NS Group  
 Position:  
 Phone:  
 E-Mail: sd@erac.com  
 PO Number: 8360518CW

---

Operation (All Sections)	Qty/Time	Labor Cost	Parts Cost	Core Charge	Total Cost
Electronic Control Module (ECM) - Engine, Program	**0.6	\$70.80	\$0.00	\$0.00	\$0.00
13-AT SERVICE AUTOMATIC TRANSMISSION	1.5	\$142.50	\$131.95	\$0.00	\$274.45
(1) FILTER (1) FILTER C (10) 10-QTS					
DIAGNOSE HIGH IDLE AND SURGING	1.0	\$118.00	\$0.00	\$0.00	\$118.00

**Notes:** [12/31/2012 2:27 PM] - Dealer: TRANSMISSION LIGHT ON, SERVICE  
 TRANSMISSION, IDLE TO HIGH AND SURGING.  
 [1/21/2012 3:16 PM] - Fleet:  
 (P.O. 8360518CW was given for: \$418.50)

Parts:	\$131.95
Core:	\$0.00
Labor:	\$260.50
Shop:	\$26.05
Tax:	\$0.00
<b>TOTAL:</b>	<b>\$418.50</b>

---

**Dealer Notes**

\*\* Service Partner time was used

Please reference the Enterprise Fleet Charge instruction document listed under the Downloads to the right. This will ensure that you will not be charged back from Fleet Charge. Enterprise requires an itemized estimate (complete breakdown) after the initial diagnosis. Please limit miscellaneous shop supply fees/additional charges other than parts and labor to \$10 total/invoice. Other supplies are to be itemized.

This estimate is subject to teardown and inspection and is valid for 30 days from date above. I, the undersigned, authorize you to perform the repairs and furnish the necessary materials. I understand any costs verbally quoted are an estimate only and not binding. Your employees may operate vehicle for inspecting, testing and delivery at my risk. You will not be responsible for loss or damage to vehicle or articles left in it. AUTHORIZED BY: \_\_\_\_\_  
 DATE: \_\_\_/\_\_\_/\_\_\_

Complete VIN information

Time in Service

Dealer Notes

Dealer specific disclaimer

Recall indicator

Parts pricing at Fleet Charge & POS

\*\* Indicates SP time used for this operation

## OnCommand Knowledge

- Service Information
- Parts Information
- Connection
- EZ-Tech
- ServiceMaxx

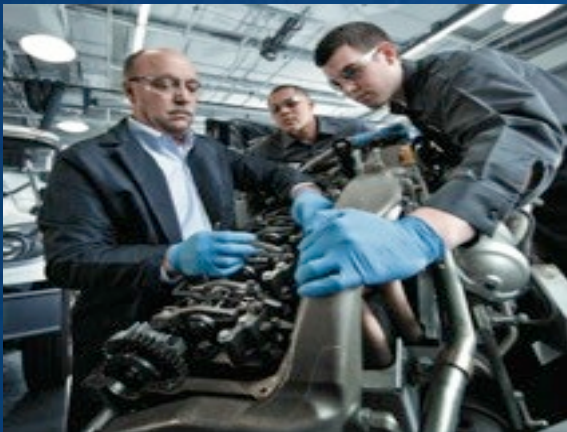
## OnCommand Control

- Service Partner
- Repair Advocate
- Fleet Charge
- Preventive Maintenance
- Parts Return Program
- In-House Warranty

## OnCommand™ Education

Education





## EDUCATION

NAVISTAR® AND OUR DEALER NETWORK PROVIDE SOPHISTICATED SOLUTIONS TO EDUCATE TECHNICIANS, OPERATORS AND FLEET MANAGERS ON HOW TO PROPERLY MAINTAIN THEIR VEHICLES AND WORK WITH OUR POWERFUL BUSINESS TOOLS.

THESE SOLUTIONS INCLUDE CUSTOMIZED EDUCATION PORTALS, PROVIDING ACCESS TO EDUCATION COURSES ONLINE AND INSTRUCTOR-LED TRAINING AT REGIONALLY LOCATED NAVISTAR TRAINING CENTERS.

Education portals can be created specifically for the vehicles, engines and systems you use most. For example, if you have recently purchased ProStar® trucks, you may wish to select courses for basic serviceability; MaxxForce® engine systems; and electrical, suspension and HVAC systems.



### Features and benefits:

- » Unlimited number of students can be enrolled in the system
- » Student progress is tracked for all courses taken and completed
- » Customer-designated administrators can access education records for all of their students
- » Managerial reports track students' progress
- » As students complete courses, certificates can be printed for display and as a record of completion
- » Instant availability from any Internet-enabled computer
- » Instructor-led classes are available on location or at one of nine training centers in North America



## Today's Modern Truck – Driven by Technology:

- 4 computers per vehicle
- Advanced safety and emissions systems
- Loaded with high-tech features
- Require special diagnostics tools and software to interface
- Typically 3 to 4 courses are developed for our own dealer technicians when we launch a new product




## **Training Issues to Consider:**

- How do you keep your technicians educated?
- How do you track their progress?
- How do you transition technicians to International Product?

## Web-Based Courses

Introduction



Automatic Slack Adjuster

Back Next Restart Exit

Page 1 of 17


This screenshot shows a web-based course interface for an 'Automatic Slack Adjuster'. It features a red header with the title 'Automatic Slack Adjuster' and a 'Introduction' tab. The main content area displays several images of the adjuster components, including a close-up of the adjuster mechanism and a diagram of the roller and adjuster assembly. Navigation buttons for 'Back', 'Next', 'Restart', and 'Exit' are visible at the bottom, along with a page indicator 'Page 1 of 17'.

2007 MaxxForce 11 and MaxxForce 13 Engine Systems

Mechanical System

### Camshaft

The MaxxForce 11 and MaxxForce 13 engine features an overhead camshaft with roller rockers and four valves per cylinder. The rear gear train drives the camshaft. The camshaft rides on seven bearings in the cylinder head.



Close

NAVISTAR  
EDUCATION

This screenshot shows a web-based course interface for '2007 MaxxForce 11 and MaxxForce 13 Engine Systems'. The title bar is dark blue with the course title. Below the title, there is a sub-header 'Mechanical System' and a section title 'Camshaft'. The main content area contains a paragraph of text describing the engine's overhead camshaft system and a large, detailed image of the engine's internal components, specifically the camshaft and roller rockers. A 'Close' button is located in the bottom right corner. The footer of the interface features the Navistar Education logo.


## Customer Owned & Branded Portal

- Unlimited number of users
- Tracks completion records with reporting access
- Establish Hierarchy: Administrator > Supervisor > Technician
- Best for larger fleets (60+ technicians)



Catalog Title	Catalog Description	Browse
ArvinMentor	Mentor Product Training	<a href="#">View</a>
Customer Medium & Severe Product	Medium & Severe Product Training for customers	<a href="#">View</a>
Customer ProStar Training Catalog	ProStar Training for customers	<a href="#">View</a>
International Systems- Global Transport	Courses selected for Global Transport customers.	<a href="#">View</a>

# Reporting

 **Fleet Student History Overview**

Completion Date	Name	User ID	Customer / Location	Course	Description	Duration	Results	Score
2012-01-08 20:44:05	Mike Addari	MikeADemo	0	6946	ServiceMaxx Introduction and Usage	.58	Completed Satisfactorily	94.4
2010-06-03 15:04:17	Matt Krump	Sample_Tech	142-Miami	6946	ServiceMaxx Introduction and Usage	.58	Completed Satisfactorily	.0
2010-05-22 09:03:59	Last, First	sample_admin	0	6946	ServiceMaxx Introduction and Usage	.58	Completed Satisfactorily	85.9
2009-10-12 10:54:04	Last, First	sample_student	0	6946	ServiceMaxx Introduction and Usage	.58	Completed Satisfactorily	.0
2011-10-21 11:08:23	Stacy Bienasz	stacy_marie7@hotmail.com	Chicago	7668	Q Series & Q Plus Component Identification	.00	Completed Satisfactorily	.0
2011-10-21 15:08:46	Stacy Bienasz	stacy_marie7@hotmail.com	Chicago	7677	Q Plus LX500 and MX500 Cam Brakes	.00	Completed Satisfactorily	.0
2010-06-03 15:05:45	Matt Krump	Sample_Tech	142-Miami	5713	ProStar™ Series Electrical System	.82	Completed Satisfactorily	.0
2010-06-03 15:05:00	Matt Krump	Sample_Tech	142-Miami	5619	ProStar™ Series Cab	.82	Completed Satisfactorily	.0
2010-06-03 15:05:27	Matt Krump	Sample_Tech	142-Miami	5730	ProStar™ Introduction for Technicians	1.00	Completed Satisfactorily	.0

- Complete list of all education records per student
- All reports can be exported to Excel

# On-Line Training Certificates of Achievement



## OnCommand Knowledge

## OnCommand Control

## OnCommand Education™

- Service Information

- Parts Information

- Connection

- EZ-Tech

- ServiceMaxx

- Service Partner

- Repair Advocate

- Fleet Charge

- Preventive Maintenance

- Parts Return Program

- In-House Warranty

- Education





## REPAIR ADVOCATE WITH CONNECTION

SHOULD YOUR CLASS 8 INTERNATIONAL<sup>®</sup> TRUCK REQUIRE SERVICE AT AN INTERNATIONAL DEALER, THE ONCOMMAND<sup>™</sup> REPAIR ADVOCATE PROGRAM CAN HELP. INTEGRATING THE ONCOMMAND CONNECTION REMOTE DIAGNOSTICS SYSTEM WITH A WEB-BASED CASE MANAGEMENT SYSTEM EMPOWERS CUSTOMERS TO MONITOR KEY ASPECTS OF TRUCK PERFORMANCE AND REPAIR PROGRESS. THIS SYSTEM CONNECTS INTERNATIONAL SERVICE LOCATIONS, NAVISTAR SUPPORT GROUPS, THE REPAIR ADVOCATE TEAM AND THE CUSTOMER THROUGH ONE COMMUNICATION STREAM — ENABLING US TO TRACK AND COORDINATE VEHICLE REPAIR PROGRESS FROM INITIATION TO CLOSURE.

With the Repair Advocate program, you have the power to monitor repairs and communicate with the repair facility and the Repair Advocate team, improving overall communications and enabling more effective management of your fleet operations. Combined with the OnCommand Connection remote diagnostics system, you are empowered to proactively monitor your trucks performance on the road and repairs taking place at International locations.



Every truck repair is assigned a case file, which is posted to your online portal, giving you information about the progress and details of each repair taking place on your trucks across the International service network.

### FEATURES AND BENEFITS:

- » Verify when the truck arrives at the service location
- » Review repair history as well as identify open campaigns, recalls or calibration updates with the service location
- » Monitor the case file and work with the dealer to help coordinate repair support
- » Coordinate Navistar parts, technical and field support, as needed
- » Help facilitate communications and progress updates made to the case file



**Mission Statement:** Improve a Customer's repair experience by enabling our dealers through aligned Navistar support...

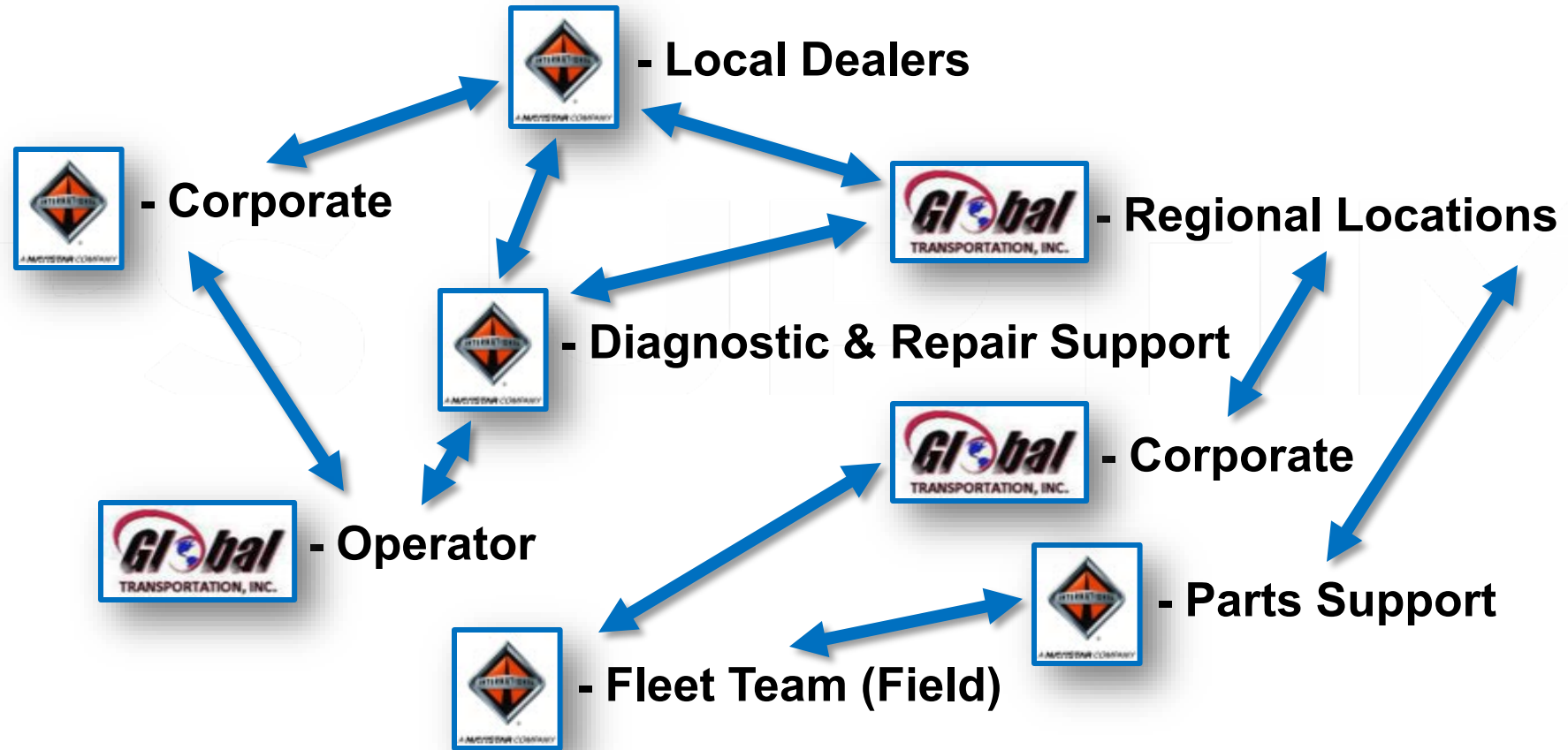
1. Reduce Repair Duration
2. Increase & Improve Communications



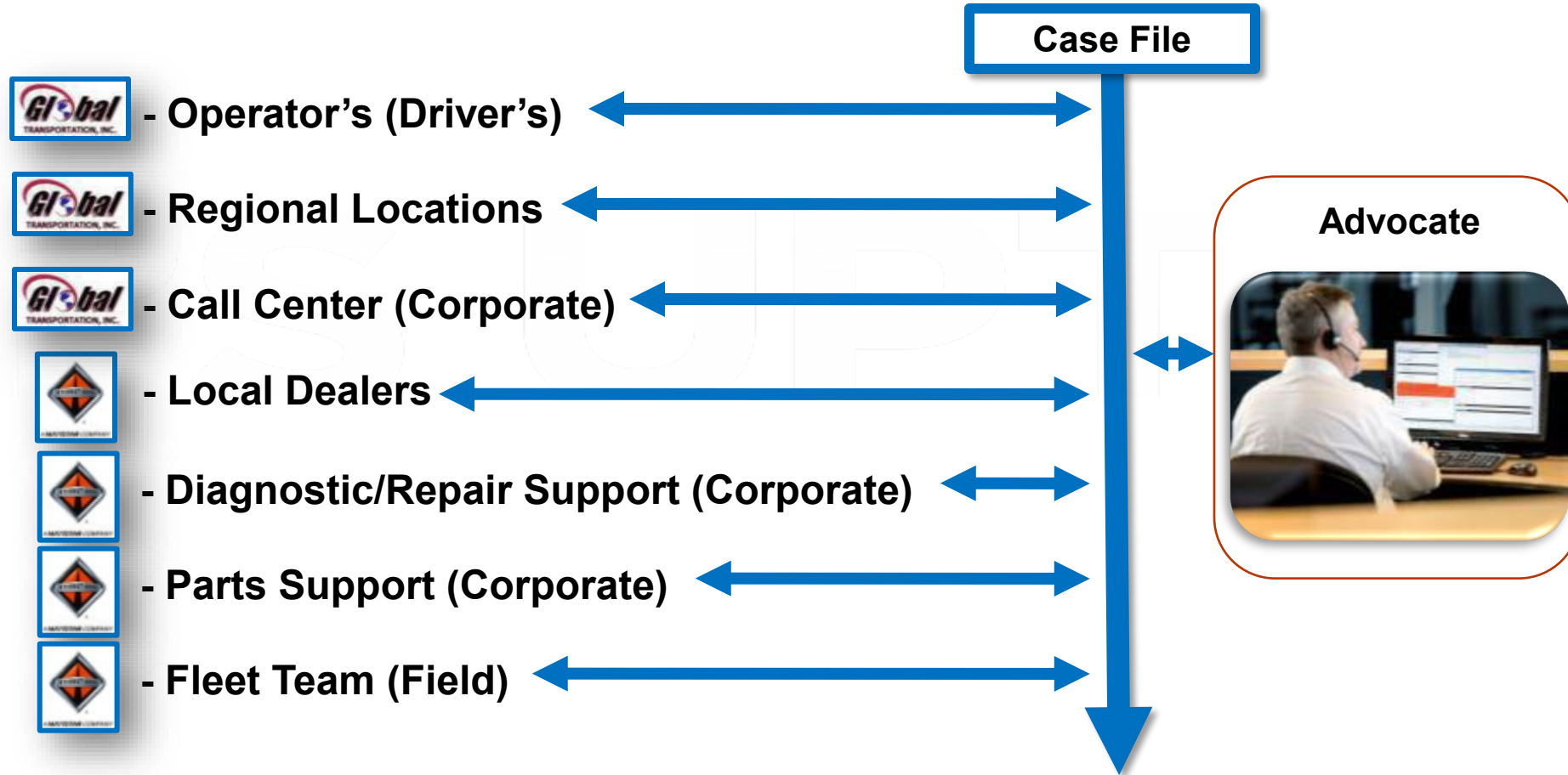
## **How does an Advocate reduce repair duration?**

1. Provides one Platform (Case File) for Communications between the Customer, Dealer & Navistar w/100% visibility.
2. Create a Tailored Experience with Customer Specific Special Instructions, Customer Unit #'s, Customer Terminal Locations, etc...
3. Engaging Navistar Experts to help Diagnose or Repair a Vehicle (Engine, Electrical, Programming, etc...)
4. Improved Service Parts Expediting & Identification

## Support without Repair Advocate





## Support with Repair Advocate



# Repair Process – Fleet (Online User)

## 1. Customer Specific Dashboard





Repair Advocate	Phone	Email
Bob Yarbrough	630.753.5225	<a href="mailto:Robert.Yarbrough@Navistar.com">Robert.Yarbrough@Navistar.com</a>

**Search**

All Cases ▼

**Case Results**


Open  
  Closed  
  Both  
 ■ : Action Requested  
 ■ : Repairs Complete

*Double click a row to view case details. Hover over an item to view any additional details.*

Vehicle Status	Unit #	Chassis #	Case #	Incident Start	Last Change	Driver Name	Service Location	City	State	Major System Affected	Estimated Return
Vehicle Down - At Dealer	3	8H537620	776986	10/11/2010 11:06:18 AM	10/12/2010 11:43:10 AM		Westmont Training Center	Westmont,	IL	ENGINES	
Vehicle Down - At Dealer	2	8H537619	776583	10/11/2010 8:42:18 AM	10/11/2010 8:58:12 AM	Joe Smith	Westmont Training Center	Westmont,	IL	ENGINES	10/12/2010 3:00:00 PM

# Repair Process – Fleet

## 3. Customer Case File (Top Portion)

▼ Case Information	
Case Type: Technical Service	Case File #: 776583
Case Status: ACTION REQ	Opened On: 10/11/2010 8:42:18 AM
Assigned To Queue: ENGINE - TIER 2	
RO Open Date:	RO Number:
RO Customer:	
▼ Customer Information	
Customer Name: Global Transportation	Driver Name: Joe Smith
Representative Name:	Driver Phone #: (345) 234-5234
Representative E-Mail:	
Representative Phone #:	
▼ Vehicle Information	
	
VIN: 1HTMSAAR18H537619	Chassis #: 8H537619
Model: MF035-4400 SBA 6X4	Unit: 2
Engine Hours: 345	Mileage: 234523 Mi
	Build Date: 1/24/2007 11:00:04 PM
Vehicle Status: Vehicle Down - At Dealer - Diagnostics in Process	Warranty Start Date: 11/8/2007 11:00:04 PM
▼ Dealer Information	
Dealer Name: REGIONAL INTL CORP	Dealer Account: 790261 - 000
City: HENRIETTA	
▼ Issue Information	
Major System: ENGINES	
Description of Issue: Description: Hard Start in the Morning   Condition Notes: Happens in the morning...	
Steps Taken:	
Resolution:	



## OnCommand Knowledge

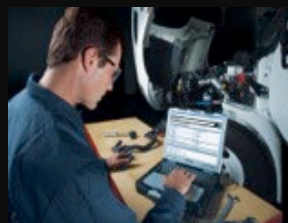
- Service Information
- Parts Information
- Connection
- EZ-Tech
- ServiceMaxx

## OnCommand Control

- Service Partner
- Repair Advocate
- Fleet Charge
- Preventive Maintenance
- Parts Return Program
- In-House Warranty

## OnCommand Education

- Education







## PARTS RETURN PROGRAM

THE ONCOMMAND™ PARTS RETURN PROGRAM IS AN INDUSTRY-UNIQUE PROGRAM THAT ALLOWS YOU TO RETURN UNUSED EXCESS AND OBSOLETE PARTS — REGARDLESS OF MAKE — WITH THE POTENTIAL TO EARN FULL REIMBURSEMENT THROUGH ADDITIONAL PARTS PURCHASED WITHIN THE DEALER NETWORK.

### How It Works:

#### 1. RETURN PARTS

Unused, obsolete and surplus parts inventory will be shipped to one of our two processing centers. Parts are then valued at your carrying cost. In most cases, this will be the original purchase price.

#### 2. RECEIVE INITIAL CREDIT\* PAYMENT

Navistar® will credit 25% of the returned inventory amount to you upon processing center reconciliation.

#### 3. EARN BACK FULL REIMBURSEMENT

The remaining 75% will be credited over the duration of the program (up to a maximum of five years) based on your fulfillment of program purchase requirements. See dealer for full details.

\*Subject to fulfillment of year one purchase requirement.



If you have excess parts inventory that's taking up space, decreasing productivity and tying up assets, we can help. Best of all, no purchasing history is required.

### FEATURES AND BENEFITS:

- » Turn obsolete and surplus parts into real working capital
- » Enjoy flexible purchase options
- » Receive up to 100% of your returned parts in purchasing credits

- » Get instant credit recognition when you choose any program in the Fleet Charge® offerings
- » Access more than 700,000 part numbers available throughout the International and IC Bus dealer network
- » Utilize monthly reports to chart growth and earn back percentages

**Your Local International<sup>®</sup> Dealer Can Help Turn**

**This ..... into ..... This**



An industry unique program to return excess and obsolete parts — regardless of make — with the potential to earn **full reimbursement, at fleet cost, through additional** parts purchased throughout the dealer network.



## Requirements:

- **Returnable parts must be new/unused bus, truck, or trailer parts, including good, rebuildable, dirty cores.**
  - ✓ Returnable regardless of manufacturer or original purchase location.
- **Purchase requirement of 12 times the Returned Inventory amount.**
  - ✓ Mandatory purchases of 3 times the Returned Inventory amount within the first 12 months.
- **Earn-back based on purchases of International<sup>®</sup> and All-Makes replacement parts.**
  - ✓ Purchase Level Credits based on 50% / 75% / 100% purchase level attainment.



Questions?

Thank you

International® is a registered trademark of [NAVISTAR](#), Inc.