

NAVISTAR DEALER SERVICE TRAINING PROGRAMS RECEIVE COVETED ASE CASE TRAINING PROVIDER ACCREDITATION

LISLE, Ill. (November 18, 2014) – Navistar announced today that its Dealer Education team has received certification from the National Institute of Automotive Service Excellence (ASE) for the company’s dealer training programs.

“We are pleased to announce the re-accreditation of Navistar as a Continuing Automotive Service Education (CASE) training provider,” said Dave Milne, president, Automotive Training Managers Council (ATMC). “The strength of the CASE program is built upon the dedicated training providers, like Navistar, who place quality first and deliver some of the best technical training available in the medium- and heavy-duty truck market.”

In August, following an extensive review of instructor qualifications, training methods and materials, representatives from ATMC visited Navistar’s Product Support Center in Woodridge, Ill. and completed an on-site evaluation of the company’s training curriculum and development process, the final step before accreditation.

Navistar’s training programs offer both hands-on and web-based courses, focusing on the success of dealer and customer technicians. The curriculum is designed to give technicians the knowledge needed to best diagnose and repair the company’s products quickly and with the best quality—contributing directly to improvements in vehicle uptime.

“Navistar takes pride in the quality of our service training programs” said John Koenig, manager, Navistar Service Education. “We believe our customers deserve the best service experience possible and highly-trained technicians help make that happen.”

Navistar is one of two OEMs that provide ASE-certified CASE training for the

medium- and heavy-duty trucking industry. The company typically offers 125 different courses each year, and has had more than 221,000 course completions in 2014.

About CASE

The Continuing Automotive Service Education (CASE) program offers an accreditation of providers of training for working technicians. The Automotive Training Managers Council (ATMC) evaluates the training providers' process of developing and delivering training and then recommends accreditation as an ASE CASE Training Provider.

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