International Truck Launches Diamond Edge Certified Program For Dealers

Recognizes Dealers for Their Commitment to Improving Service Dwell Time at Dealerships

LISLE, Ill., Nov. 4, 2015 /PRNewswire/ -- International Truck today announced the release of its Diamond Edge℠ Certified Program, a collaborative effort between International Truck and its dealer body to recognize dealers for their commitment to uptime and to drive awareness of the high-performing service offered to customers from dealers with this designation.

"International Truck has an unrelenting passion for delivering on our mission of uptime," said Mark Reiter, vice president, Customer Support, Navistar. "The Diamond Edge Certified Program will recognize dealers with the highest-performing service departments in our network."

Diamond Edge Certification is earned by achieving rigorous parts and service metrics based on customer dwell time, which is the time it takes for a customer to get their truck diagnosed, repaired and back on the road.

To achieve Diamond Edge Certification status, International truck dealers must:

- Meet or exceed service dwell time metrics and define long-term action plans for continuous and ongoing service dwell time improvement at dealership location
- Provide dedicated Accelerated Service lanes where customers receive immediate vehicle evaluation by a technician and are informed of required repair, required parts and availability, and estimated repair time within two hours of vehicle's arrival
- Enroll new truck orders onto the OnCommand™ Connection remote diagnostics system and designate an OnCommand Connection service champion at each service location

- Participate in the dealership inventory alliance (DIA) parts inventory program to ensure common parts are readily available in dealer inventory

"Together with our dealers, we are committed and holding ourselves accountable in keeping our customers' trucks on the road, and we look forward to recognizing those dealers for taking the right action to improve dealership service dwell time," added Reiter.

For further information: Media, Lyndi McMillan, 331-332-3181; Investor, Kevin Sadowski, 331-332-2406; www.InternationalTrucks.com

---

https://news.international.com/2015-11-04-International-Truck-Launches-Diamond-Edge-Certified-Program-For-Dealers