

**International Truck And IC Bus Introduce Accelerator™ Write-up Mobile Application
First-of-its-Kind Technology to Streamline Service Experience**

LISLE, Ill., July 28, 2016 /[PRNewswire](#)/ -- Navistar announced today it will provide service departments at all 700 International Truck and IC Bus locations with its Accelerator™ Write-Up, a first-of-its-kind mobile application that will expedite customers' service visits by streamlining the write-up and diagnostic process.



"The Accelerator Write-Up Tool was designed with extensive dealer input with the goal of saving time, removing ambiguity and standardizing procedures during the service check-in process," said Mark Reiter, Navistar vice president, Customer Support. "The goal is to maximize customer uptime and provide a best-in-class customer experience."

The Accelerator Write-up is an Android mobile application that simplifies the customer experience at an International Truck or IC Bus dealership by collecting customer vehicle issues using a multiple-choice questionnaire to assign corresponding complaint codes, then linking these issues to action plans that provide service technicians with clear direction on how to diagnose and repair specific vehicle issues. Through a five-step process led by a service advisor from the dealership, the customer and dealer collaborate to 1) confirm customer information; 2) collect the customer vehicle issue by assigning it a code; 3) capture photos of all four corners of the vehicle; 4) connect to the vehicle to capture a health report and 5) agree to the terms of service.

This write-up data then becomes accessible to customers subscribing to OnCommand™ Connection, Navistar's remote diagnostics system, giving customers the ability to view their vehicle's complete service history and

health reports from their own computer or mobile device. OnCommand Connection, the industry's first all-makes remote diagnostics system, monitors vehicles' health and allows fleet managers to find, prioritize and address issues while the vehicle is on the road.

"The new Accelerator Write-up application supports our leadership in the connected vehicle space," said Terry Kline, chief information officer, Navistar. "This is just one of an entire marketplace of high-tech tools that are currently in development to better meet the needs of our customers."

Dealerships will begin implementing the Accelerator Write-up today, July 28, 2016. To find an International Truck or IC Bus dealer, visit www.internationaltrucks.com or www.icbus.com. Learn more about the Accelerator Write-up in this YouTube video at <https://youtu.be/GfMF73b10e8>.

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