

NAVISTAR INTRODUCES NEW PROGRAMS TO SIMPLIFY FLEET MANAGEMENT IN ONGOING COMMITMENT TO CUSTOMER UPTIME



LISLE, Ill. (February 24, 2020) – Navistar International Corporation (NYSE:NAV) announces new service and connectivity initiatives dedicated to simplifying the vehicle maintenance process to ensure improved uptime and reduced total cost of ownership (TCO).

Connectivity Innovations Build Value Proposition for TCO

Navistar is leading the industry with its integration of service communications and remote diagnostics into one inclusive solution, International® 360. The

platform utilizes a comprehensive, easy-to-use interface that creates seamless communication with dealers throughout the service process, supports all-makes fleets, and integrates vehicle data from more than 24 telematics service providers through OnCommand® Connection, Navistar's unique open-architecture all-makes remote diagnostics system.

Navistar's latest innovation in support of fleet health and maintenance management is Advanced Preventive Maintenance, a set of solutions designed to leverage connected vehicle data to generate specific recommended preventive maintenance intervals customized for each vehicle in a fleet. The solution enables fleets to make educated decisions regarding preventive maintenance scheduling, eliminating unnecessary preventive maintenance work and reducing overall maintenance spend.

"We have demonstrated this new solution with several fleets and the feedback has been extremely positive," said Chintan Sopariwala, vice president, Aftersales Operation & Connected Vehicle. "Advanced Preventive Maintenance is a great tool that uses real-time data from Navistar's OnCommand Connection platform and increases the miles between maintenance intervals."

Service Capability Expansion Enhances Customer Value

Navistar has taken strides to amplify the number of open service locations with available bays when customers need them, as well as providing the tools and training to qualified technicians to proficiently provide service. Today, the company is proud to celebrate the one-year anniversary of its partnership with Love's Travel Stops and Speedco, which has been instrumental in multiplying the number of bays and qualified technicians to provide service.

"Our partnership with Love's provides our customers with increased speed of service and expands their access to same-day service for a variety of light mechanical repairs both in and out of warranty for International vehicles," said

Mark Reiter, vice president, Service, Navistar. “Through our joint classroom, online and hands-on technician training with Love’s, we ensure a consistent premier service experience for our customers whether going to a Love’s, Speedco or International Truck dealer.”

This partnership created the commercial transportations industry’s largest service network and expanded Navistar’s International Truck service network to more than 1,000 sites in North America. The two companies have collaborated on 135 educational hours of comprehensive online and hands-on training for more than 1,000 Love’s and Speedco technicians. More than 35 of those training hours are dedicated exclusively to instruction on International Truck models.

“We are continually making strides to improve the ownership experience for our customers,” said Friedrich Baumann, president, Aftersales and Alliance Management. “Our commitment to become the number one choice of our customers means we need to think differently, leverage technology and put data to work to create innovative solutions that make fleet maintenance and operation less complex. These new initiatives are only our initial steps. We’ll continue to evolve with our customers in full support of their businesses.”

To learn more about Navistar’s latest service and connectivity initiatives, visit the International Truck booth 1521 at the 2020 Technology & Maintenance Council Annual Meeting & Transportation Technology Exhibition in Atlanta February 24 – 27.

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