

International Newsroom

Navistar Streamlines Customer Service with Service Partner

Warrenville, Ill. (April 10, 2008) – Fleet customers and service locations throughout North America will get trucks back on the road faster with more predictable costs with the new Service PartnersSM program announced today by Navistar.

Through an Internet-based service pricing application, Service Partner is designed to improve customer satisfaction by identifying the unique service requirements of fleet customers.

“Our fleet customers benefit from the improved customer experience and standardization that Service Partner delivers,” said Vaughn Allen, vice president, Customer Service and Support for Navistar. “Service Partner offers participating fleets fair and consistent labor times, expedited diagnostic advisories, and accurate repair estimates.”

With Service Partner, estimates can be quickly and easily emailed to fleet managers or posted to the Service Partner Internet portal for approval after Service Partner pre-loads a participating fleet’s vehicle identification numbers, more than 200 consistent labor times are programmed into the Web-based solution. Transportation fleet customers wishing to work with participating dealers to take part in Service Partner must be qualified and be enrolled in Navistar’s Fleet Charge[®] program to ensure they receive consistent, nationwide parts pricing.

Service Partner is a limited use version of Navistar’s Diamond Estimating

SystemSM (DES) that enables dealers to create consistent, professional estimates for designated fleets, gain access to fleet specific operations and checklists and customized service requirements. There is a nominal charge for participating fleets for Service Partner portal maintenance and support.

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