

Top Service Technician Shows Excellence at 2010 Rodeo

International® Dealer Network Finds Best of the Best in Commercial Truck and Engine Servicing

SCHAUMBURG, Ill., (June 9, 2010) –Jason Kleman of Mid-State Truck Service Inc (Plover, WI) took top honors at the fourth annual Navistar Service-Technician Rodeo, where he beat out ten other commercial truck service technicians to be crowned “Top Service Technician.”

The rodeo, held at the Schaumburg Convention Center in Schaumburg, IL., featured the top eleven service technicians from International® dealerships across North America in a competition designed to test their skills in key areas of commercial truck servicing. Competition stations simulate service areas for air conditioning, brakes, drive train, electrical and MaxxForce® engines.

Jason Kleman demonstrated the highest skills and abilities among the top eleven Diamond certified techs competing in the event,” said Vaughn Allen, vice president, product and customer support, Navistar.

Each of the technicians went head-to-head in a hands-on test of their technical skill and speed. Throughout the day their training was put to the test as they navigated their way through vehicle issues at twelve stations where they diagnosed and fixed problems.

Technicians involved in the competition are either Automotive Service Excellence certified or Canadian Provincial certified in addition to Diamond-certified, Navistar’s official certification program for its service technicians. Participants were selected from an overall group of the top 400 technicians at International dealerships. From there, the group was narrowed through online testing with the highest-scoring technicians in each region of the U.S. and

Canada being selected for the rodeo.

“Those participating in this competition have completed all the required and optional training and are at the top of their game,” said John Pfennig, service education manager, Navistar. “They represent our 10,000-plus service technicians from International dealerships, the highest number of any medium/heavy commercial-truck manufacturer.”

Technicians from the following dealerships competed in the rodeo:

- East Coast International Trucks, Inc. [Dartmouth, Nova Scotia, Canada]
- Mid-State Truck Service Inc. [Plover, Wis.]
- Roberts Truck Center of Albuquerque [Albuquerque, N.M.]
- Lee-Smith, Inc. (Chattanooga, Tenn.)
- Rush International (Twin Falls, Idaho)
- Archer Truck Center (Welland, Ontario, Canada)
- Mid-State Truck Service Inc. (Marshfield, Wis.)
- Truck King International Sales and Service (Bronx, N.Y.)
- IRL International Truck Center LTD (Vernon, B.C.)
- Garage Lague LTD (Carignan, P.Q.)
- Gibbs International Inc (Fresno, Calif.)

Navistar's Got Your Back

Navistar customers are backed by the International dealer network the industry's largest in North America, with more than 800 International dealer locations and 10,000 service technicians.

Navistar works closely with its dealers to train technicians on all vehicle systems. With eight training centers in the United States and Canada — as well as in-dealership training, DVD and online training — the International dealer channel can assure customers they are getting the fastest and most accurate service in the industry.

“With the largest dealer network in the industry, International dealers service trucks nearly anywhere, anytime,” Pfennig said. “The ability of International dealers to repair vehicles right the first time and get customers back on the road is a key business advantage.”

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