Navistar Receives J.D. Power and Associates Customer Satisfaction Awards

International® Brand Commercial Trucks Rank Highest in Vocational Truck Segment and Dealer Service Among Class 8 Customers

WARRENVILLE, ILL. (July 1, 2010) – Navistar, Inc.'s International® brand commercial trucks rank highest in customer satisfaction among Class 8 truck owners in the Vocational Truck and Dealer Service segments—the only two categories recognizing the Class 8 truck industry this year—according to the J.D. Power and Associates 2010 Heavy-Duty Truck Customer Satisfaction Study (SM) released today.

"We are proud to be recognized by J.D. Power and Associates with awards that signify Navistar's commitment to providing the best possible experience for International truck customers," said Jack Allen, president of Navistar's North American truck group. "It's gratifying to be acknowledged for our work to continuously improve our products and service to better meet the needs of our customers' demanding businesses."

In the vocational truck segment, International® brand Class 8 commercial trucks rank highest, performing particularly well in the engine, cab and body and transmission factors.

In the service segment, International also ranks highest in Class 8 customer satisfaction and performs particularly well in all factors driving satisfaction: service delivery; service advisor; price; dealer facility; service quality; and service initiation.

According to J.D. Power and Associates, with sales shrinking during the past few years, dealers have placed heavy emphasis on improving the service experience to retain current customers and to help attract new ones. The

average number of days to complete a repair has improved from 2.3 days in 2009 to 2.0 days in 2010. Getting a truck back on the road nearly a half day earlier may save the truck owner thousands of dollars in potential lost revenue and greatly improve overall service satisfaction.

When it comes to meeting the needs of its customers and providing top-level customer service, Navistar prides itself on going “beyond the truck.” This past March, the company introduced OnCommand™ by Navistar— a bundled approach to service and after-sales support offerings.

As one of the largest and most comprehensive packages of support services in the industry, OnCommand by Navistar helps customers achieve more efficient repairs and maintenance, better lifecycle value and an overall lower total cost of ownership—a combination that gives customers increased visibility and better control of their business.

“With our ‘beyond-the-truck’ approach to service and the introduction of OnCommand by Navistar, our customers have a partner who truly understands that keeping drivers on the road is imperative to their business success,” Allen added. “Through this recognition by J.D. Power and Associates, it’s great to know that our customers appreciate our commitment to customer service.”

The 2010 Heavy-Duty Truck Customer Satisfaction Study is based on responses from 1,682 primary maintainers of 2009 model-year Class 8 heavy-duty trucks. The study was fielded in February and March 2010.

For more information about the study, visit the J.D. Power and Associates press release at: http://businesscenter.jdpower.com/news/pressrelease.aspx?ID=2010102

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, Web intelligence and customer satisfaction. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

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