

International Newsroom

One Year Later, Navistar's OnCommand Integrated Service Offerings Provide Customers New Level of Support

Launched in October, OnCommand™ Repair Advocate Provides Comprehensive Repair Support for More Than 20,000 Vehicles

LOUISVILLE, KY. (March 31, 2011) – One year after announcing the creation of OnCommand™ by Navistar at the 2010 Mid-America Trucking Show, Navistar announced significant progress integrating its service offerings and providing customers with one of the largest and most comprehensive packages of support services in the industry.

“OnCommand is another way that Navistar is providing its customers with a partner who truly understands that keeping drivers on the road is imperative to their business success,” said Jim Hebe, Navistar senior vice president, North American sales operations. “Through OnCommand we provide our customers easier access to critical vehicle, parts and training information to ensure maximum uptime.”

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 OnCommand, I can type in a VIN and see a list of all warranty or recall work done to it by any International dealer that touched the truck,” says Scott Golden, a road assistant supervisor at Central Maintenance Corp. in Little Rock who manages a 300-truck fleet. “Plus, I can access all the master service manuals and technical service letters. Dealers have long had this service. Now, OnCommand makes it easy for customers to get this information whenever they need it.”

OnCommand™ Repair Advocate—Navistar's OnCommand Repair Advocate is a true breakdown management solution for our Class 8, on-highway customers with 2010 and later MaxxForce engines. While some breakdown services will simply get you to a dealer,

OnCommand Repair Advocate provides total service management, from getting into the repair bay to back on the road. Navistar repair advocates monitor the progress and keep a close eye on every step of the repair—from allocating the right parts to getting the repair performed correctly. Since launching in October 2010, OnCommand Repair Advocate has demonstrated a significant improvement in downtime for more than 100 customers with more than 20,000 trucks in the program.

OnCommand™ Service Partner—More than 60 fleets representing over 80,000 vehicles are now benefiting from OnCommand Service Partner. Navistar is the only OEM with a fully integrated proprietary estimating system, helping integrate International Truck dealers and customers together into a program that provides consistent labor times for the top-250 repairs across our U.S. and Canadian dealer network

OnCommand Service & Parts Information—More than 2,200 customers have access to the most comprehensive service and parts information system in the industry. OnCommand Service Information system provides VIN-based details and a comprehensive symptom-based search tool called iKNow (International Knowledge Now). The OnCommand Parts Information application provides VIN based parts lookup with an easy-to-navigate visual search feature. The system also provides cross-reference and shopping cart features for easy ordering.

OnCommand Education—With more than 15,000 courses completed last year by customers using our using web-based education portals, International

understands the importance of providing education to customers that support the best trucks on the road. OnCommand Education provides knowledge solutions to more than 120 fleet customers representing more than 29,000 technicians. OnCommand Education also provides brake training from Arvin Meritor Brakes.

“Our ‘beyond-the-truck’ approach is focused on providing customers with a one-stop shop for all their truck needs,” Hebe added. “Along with the most extensive line-up of integrated trucks and engines available, and one of the largest and most comprehensive dealer networks in North America, our OnCommand suite of service tools combine to give customers the best after-sales support in the industry.”

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