International Newsroom

Navistar Receives 2011 J.D. Power and Associates Customer Satisfaction Award

International® pickup and delivery (regional haul) trucks lead all nameplates in study

International segment index score increases 46 points when compared to 2010 study



WARRENVILLE, ILL. – (June 30, 2011) – Navistar Inc.'s International® brand trucks rank highest in customer satisfaction among Class 8 truck owners in the Pickup and Delivery segment, commonly known throughout the industry as regional haul, according to the J.D. Power and Associates 2011 Heavy-Duty Truck Customer Satisfaction Study (SM) released today.

"We are very pleased that customers have recognized our commitment to providing trucks and engines that satisfy their business needs," said Jack Allen, president of Navistar's North American truck group. "We know that more and more customers in the industry are shifting toward regional haul, and we are well positioned with our product portfolio of ProStar, TranStar and DuraStar. But most of all we are honored to be recognized for our efforts."

International brand Class 8 commercial trucks scored highest in each of the six categories measured: Engine, Cost of Operation, Warranty, Cab and Body, Ride/Handling/Braking and Transmission. In total, International trucks rank 34 points above the segment average and 27 points higher than the nearest competitor. Specifically:

• International outperforms the segment average by the widest margin in warranty and engine, followed closely by cost of ownership.
• International has the fewest problems per 100 trucks among all brands in this segment
• International owners experience the least amount of unscheduled downtime in this segment

International trucks achieve a significant increase in their overall score in this segment when compared to the 2010 study, where they placed second. International trucks score 46 points higher in the 2011 study than they did in 2010.

The 2011 Heavy-Duty Truck Customer Satisfaction Study is based on responses from 1,651 primary maintainers of 2010 model-year Class 8 heavy-duty trucks. The study was fielded in February and March of 2011.

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

About J.D. Power and Associates

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