

International Newsroom

Navistar Celebrates Opening of State-Of-The-Art Product Support Center in Woodridge, Illinois Development Center for Tools, Service Information, Technology and Training Provides Support for Customers Around the Globe

WARRENVILLE, Ill. – (July 22, 2011) – Navistar, Inc., a global manufacturer of commercial vehicles and engines, including International® brand trucks, recently unveiled a new 70,000 square foot product support center in Woodridge, Illinois.

“Navistar is committed to providing the best vehicle uptime and customer support in the truck industry,” said Vaughn Allen, vice president, global service, Navistar. “Our state-of-the-art center houses all product support and education personnel under one roof—which will facilitate the rapid development of tools, service information, technologies and training, to support our Navistar brands globally.”

The new center includes a large office area, three classrooms, a photo and video studio, a computer lab, a tool development and fabrication shop and 50,000 sq. ft. of hands-on training space for dealer and fleet technicians. The center is home to 80 employees who work in the following functions:

- Training- for customer, dealer and Navistar sales, parts and service personnel
- Entry-level technician recruitment for U.S. dealers
- Standard repair time development
- Publications – authoring and development
- Special tools and diagnostics development
- Vehicle component system subject matter experts

As a full-time training facility, the center will host dozens of dealer and

customer technicians each day for in-depth, hands-on training.

“We are proud to have Navistar as a corporate citizen in Woodridge,” said Woodridge Mayor William Murphy. “Navistar is a prestigious global company that is bringing good jobs to our community. Throughout the planning and build-out process, Navistar exceeded our expectations and requirements.”

“Navistar chose the Woodridge location based on ease of access for students and employees,” added Allen. “The center will serve as a companion facility to Navistar’s new world headquarters in Lisle—about 10 minutes away. This access enables rapid collaboration among our experts as they address key challenges faced by customer support personnel around the globe.”

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