International Newsroom

**Navistar Introduces OnCommand Connection for On-Highway Trucks**

# Innovative Technology will Help Customers Improve Truck Performance Through Proactive Maintenance

LOUISVILLE, Ky. – MARCH 21, 2012 — Navistar, Inc. today introduced OnCommand™ Connection, a vehicle support program that provides commercial truck operators with visibility to important vehicle information while the vehicle is on the road. Integrated with Navistar's MaxxForce® engines, made capable as a result of Navistar's vertical product integration, and leveraging the OnCommand™ suite of after sales support services, OnCommand Connection uses truck performance data to proactively interpret and anticipate needed maintenance.

"OnCommand Connection is an example of how Navistar develops innovative products that help customers improve vehicle uptime," said Phyllis Cochran, president, Navistar Parts. "We created OnCommand Connection to help convert unscheduled maintenance into scheduled maintenance so customers can keep trucks on the road."

On display at this week's Mid-America Trucking Show in Louisville, Ky., OnCommand Connection works through a device installed in the vehicle. The device detects engine events and vehicle service requirements through engine performance data on the engine control module. When an alert is detected, a message is sent to the Navistar OnCommand™ Customer Support Center. An OnCommand™ Repair Advocate then identifies the closest International® dealer, confirms the needed parts and tools are available, and contacts the customer to schedule the needed maintenance appointment.

Navistar's OnCommand Repair Advocates help customers manage and expedite maintenance and repairs. "OnCommand Connection will give our

Repair Advocates a jump start by proactively detecting maintenance and service needs," said Vaughn Allen, vice president, Navistar Global Service. "Ultimately, this service will lead to greater support and vehicle uptime for International customers."

With nearly 800 locations throughout North America, International trucks boasts one of the largest service and support networks in the industry, and many of the locations offer extended service hours for added customer convenience. International dealers have access to Navistar's vast parts inventory, driving excellent parts availability and further improving vehicle uptime.
OnCommand Connection is currently being piloted, and will be available standard on model year 2013 International® ProStar®+ trucks with a free two-year subscription to the service.

About Navistar Parts

Navistar Parts, an operating unit of Navistar, Inc. supplies parts worldwide for International® and IC Bus™ brand vehicles and MaxxForce® brand diesel engines, as well as for all makes of medium- and heavy-duty trucks. With the largest dealer network in North America, more than 1 million parts, 11 global Parts Distribution Centers and 100 years of building a solid aftermarket parts supply chain, Navistar Parts keeps you up and running. Navistar Parts' proprietary private labels include: International®, Fleetrite®, PΛRTSMΛRT® and ReNEWed® brands. Additional information on Navistar Parts can be found online at www.NavistarPartsandService.com.

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