International Newsroom

Navistar to Demonstrate OnCommand Connection Remote Diagnostics System at ATA Conference

OnCommand Connection diagnostics portal organizes customers' existing telematics information through open architecture

ORLANDO, Fla., Oct. 20, 2013 /PRNewswire/ -- Navistar, Inc. today will demonstrate its OnCommand™ Connection remote diagnostics system at the American Trucking Associations (ATA) Management Conference and Exhibition. Navistar's OnCommand Connection is the first single remote diagnostics portal to use an open architecture system with fleets' existing telematics providers. Designed to increase vehicle uptime by supporting quicker repairs and controlling maintenance and repair costs, OnCommand Connection is currently operating with test fleets and will be available in mid-January.

(Logo: http://photos.prnewswire.com/prnh/20120127/MM32830LOGO-a)

"By partnering with our customers' existing telematics providers, we can pull diagnostics related data to create easy to understand vehicle health reports," said Nadine Haupt, director of powertrain product marketing. "The visibility into the operational health of the vehicle empowers customers to understand the severity of vehicle issues and determine the appropriate actions - ultimately leading to increased uptime."

Through the OnCommand Connection proprietary portal, customers can more efficiently manage their fleets through an integrated vehicle service monitoring system that connects fleets, dealers, Navistar's Technical Service and OnCommand Repair Advocate. A dashboard of capabilities for customers includes the ability to view action steps as well as the location of vehicles requiring attention on a map in proximity to service locations. Navistar also has the ability to monitor all vehicle makes at varying levels of detail to support fleets with a blend of makes and models.

"Based on my vehicle's location, fault severity and load schedule, Navistar's OnCommand Connection helps me prioritize how and where to implement needed repairs and maintenance," said Jim Coffren, vice president of fleet management for Hirschbach Motor Lines. "Before my vehicle reaches the dealership, I have already received a diagnosis and a recommended solution, which allows me to make better decisions."

Navistar is currently real-time testing OnCommand Connection with Omnitracs, PeopleNet, Teletrac, Vnomics, GEOTAB, XRS Corporation, CyntrX and Pedigree Technologies, which currently provide telematics solutions to a majority of International® truck fleet customers. OnCommand Connection directly interfaces with the Navistar's Repair Advocate and Dealer Directory tools and the company anticipates it will be able to support a majority of the industry's customer base, including all-makes, by adapting this open architecture approach. The company will announce pricing in conjunction with the launch in January.

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