



INFORMATION ACCESS

SERVICE AND PARTS INFORMATION FOR INTERNATIONAL® TRUCKS,
IC BUSES™ AND MAXXFORCE® ENGINES



- > THE INDUSTRY STANDARD FOR ESSENTIAL SERVICE & PARTS INFORMATION
AND TECHNICAL KNOWLEDGE FOR SELF-MAINTAINING FLEETS
- > COMPLETE VEHICLE DNA



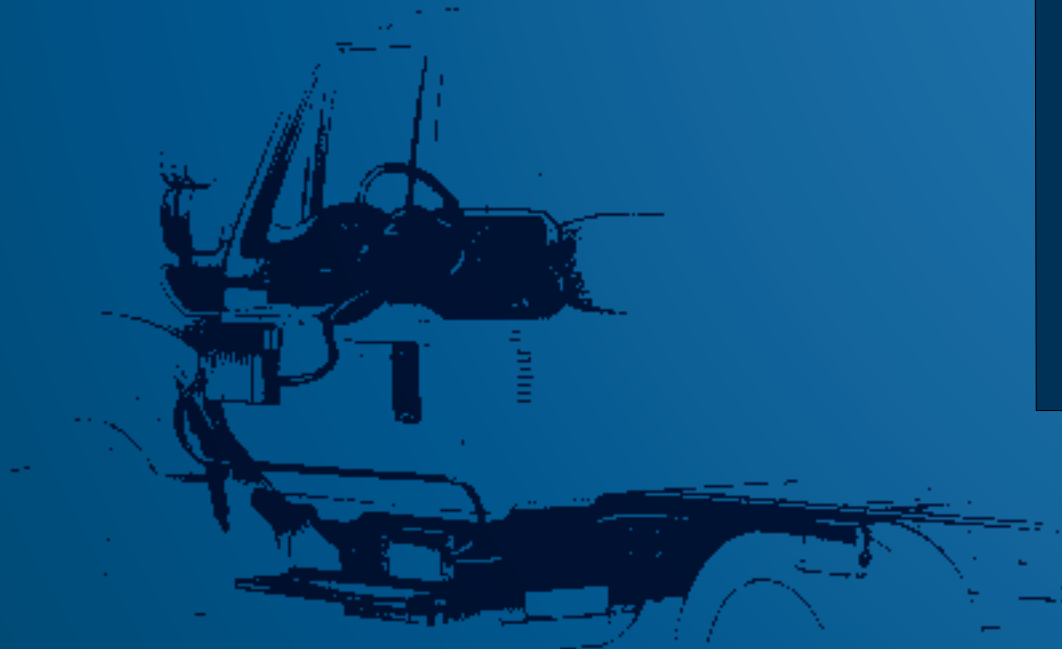
VIN-BASED SERVICE INFORMATION

IMPROVE VEHICLE REPAIRS AND MAINTENANCE, REPAIR SHOP EFFICIENCY
AND FLEET UPTIME WITH OUR SERVICE INFORMATION SYSTEM.

ONCOMMAND SERVICE INFORMATION IS A CENTRALIZED SOURCE OF ESSENTIAL SERVICE AND TECHNICAL KNOWLEDGE FOR FLEET MANAGERS AND TECHNICIANS. REAL-TIME ACCESS TO UP-TO-DATE VIN-BASED SERVICE AND PARTS INFORMATION IS JUST A CLICK AWAY. THE SYSTEM HELPS FACILITATE BETTER FLEET MANAGEMENT AND RAPID AND ACCURATE DIAGNOSIS, REPAIR AND VEHICLE MAINTENANCE.

ONCOMMAND SERVICE INFORMATION ACCESS TOOLSET

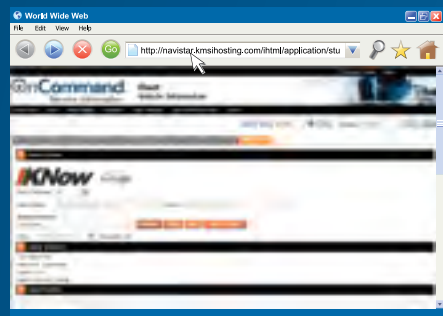
- > Wiring diagrams
- > Service manuals
- > Fault code index
- > iKNow diagnostic database
- > VIN-based information
- > Service tool catalog
- > Warranty administration tools
- > Vehicle operator manuals
- > Dealer directory



THE POWER OF iKNow

HAVING DIFFICULTY WITH A REPAIR? USE THE iKNow SEARCH TOOL TO HELP YOU FIND THE SOLUTION TO YOUR PROBLEM.

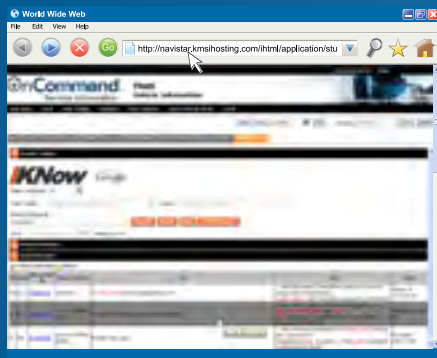
How to do an iKNow query



1

STEP 1

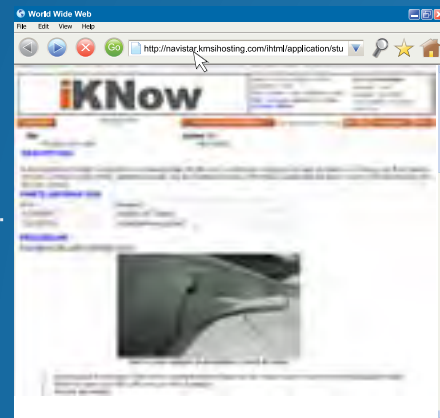
Enter your search keywords



2

STEP 2

Select from the list of articles found



3

STEP 3

View your solution –
Perform the repair

IMPROVE THE EASE, SPEED AND ACCURACY OF VEHICLE REPAIRS AND MAINTENANCE
WITH TECHNICIAN TOOLS FROM ONCOMMAND™ SERVICE INFORMATION



Wiring diagrams show detailed wire colors, wire gauge and number, splice locations and connector information.



Service manuals and service bulletins are graphical and include repair, overhaul and troubleshooting tips as well as diagnostic information.



Fault codes link to a diagnostic trouble code index and additional support information.

iKNow

iKNow technical database includes real-time access to search service knowledge articles by entering symptom terms and/or descriptions. View article relevance ratings and usage statistics to help technicians quickly identify the correct repair procedure. iKNow is powered by the Google™ search engine.



Technical information is accessible by major component group, model, vendor, engine and feature code.

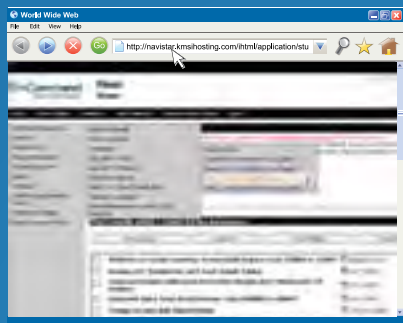


Standard repair times and procedural descriptions guide repairs.

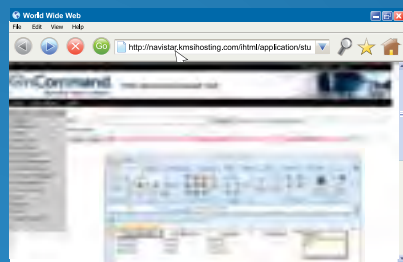
FLEET INFORMATION REQUEST TOOL

VIEW A STATUS REPORT SHOWING OPEN RECALLS, AUTHORIZED FIELD CHANGES AND WARRANTY DATES ON EVERY VIN IN YOUR FLEET IN THREE SIMPLE STEPS.

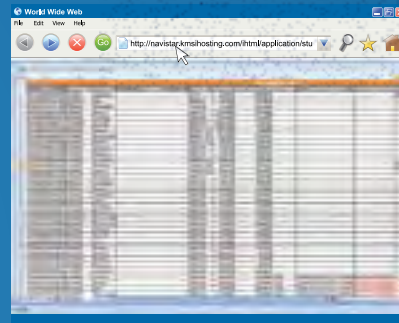
Using the fleet information request tool



1 STEP 1
Navigate to
the tool



2 STEP 2
Upload a list of
your VIN numbers



3 STEP 3
View the search
results in Excel

IMPROVE FLEET UPTIME AND REPAIR SHOP EFFICIENCY WITH FLEET MANAGEMENT TOOLS FROM ONCOMMAND™ SERVICE INFORMATION



VIN-based service write-up information – Includes maintenance contact information for repair progress, service contracts, full lineset tickets, warranty start dates, recall letters and status, and technical service bulletins.



Service Tool Catalog includes all essential tools for servicing International® trucks, IC Buses and MaxxForce® engines.



Warranty Administration Tools show detailed warranty history by VIN.



Vehicle Operator Manuals explain vehicle features and systems.



Dealer Directory lists every International and IC Bus™ dealer location in North America.



Fleet Information Request Tool provides information, such as build date, model, warranty start date, recall status, AFCs and inspection expiration dates for each vehicle on a single spreadsheet for your entire fleet.

VIN-specific notes and documents can be attached, including fleet service information, tax exempt forms, preventive maintenance or service forms, vehicle modifications, component serial numbers, additional equipment, fleet unit numbers and safety inspection dates.

Other tools include warranty claims history, FAQs, a glossary of terms and site search capability.

Contact your International or IC Bus dealer or Navistar National Account Representative for enrollment and subscription information.



LOCATE AND ORDER PARTS QUICKLY

PARTS INFORMATION ONLINE TOOLSET:

- > Visual search and part number locator with illustrated parts breakdown
- > Instant access to International all-makes parts programs
- > Cross-reference search for vendor and OEM part numbers
- > Real-time parts availability information across all Navistar PDCs
- > Customized parts lists
- > Online ordering

ONCOMMAND™ PARTS INFORMATION PROVIDES INSTANT ACCESS TO THE PARTS LIST FOR ALL INTERNATIONAL® TRUCKS, IC BUSES AND MAXXFORCE® ENGINES IN YOUR FLEET. THIS TOOL INCLUDES ILLUSTRATED PARTS BREAKDOWN FOR EASIER PARTS IDENTIFICATION AND REAL-TIME PARTS AVAILABILITY INFORMATION ACROSS ALL NAVISTAR PDCs.

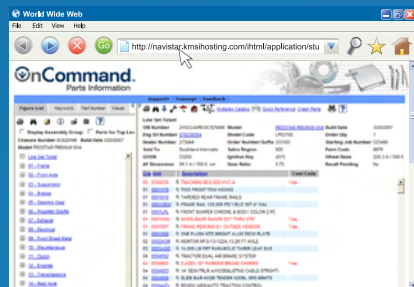
ONCOMMAND PARTS INFORMATION ALLOWS USERS TO CREATE CUSTOM PARTS LISTS AND ORDER ONLINE. AND IT PROVIDES ACCESS TO INTERNATIONAL ALL-MAKES PARTS PROGRAMS AND SUPPORTS CROSS-REFERENCE SEARCHES FOR VENDOR AND OEM PART NUMBERS.



VISUAL SEARCH TOOL

NEED HELP IDENTIFYING THE RIGHT PART? USE THE VISUAL SEARCH TOOL TO GRAPHICALLY ZOOM DOWN TO THE RIGHT PART.

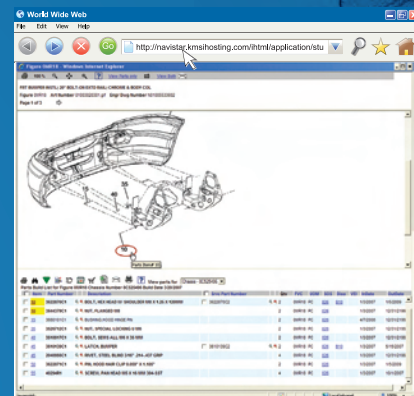
How to do a visual parts search



1 Step 1
Select the Visual tab



2 Step 2
Click on the area of the vehicle on which your part is located



3 Step 3
Once you have located your item, you may view additional part details

NEED SERVICE AND PARTS INFORMATION PRINTED OR ON A DISC?

ONCOMMAND™ PARTS INFORMATION IS ALSO AVAILABLE
IN A PRINTED VERSION OR ON DVD-ROM

OnCommand Parts Information on a disc or printed contains parts information for specific chassis numbers. Discs can include up to 10 chassis numbers. These catalogs include:

- A navigation guide
- Lineset ticket information
- Group breakdown
- Parts description index and part number index with links to illustrations (Disc only)
- Printed service manuals are also available

ONCOMMAND™ SERVICE INFORMATION IS ALSO AVAILABLE
ON DVD-ROM

OnCommand Service Information on DVD includes International® truck, IC Bus™ chassis, Navistar® and MaxxForce® engine diagnostics, service manuals and supporting documentation for your fleet.

Printed service manuals are also available.

Contact your International or IC Bus dealer or Navistar National Account Representative for enrollment and subscription information.



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