

# INTERNATIONAL®

## Warranty Procedures and Administrative Policies

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### 1.0. INTRODUCTION TO TRUCK WARRANTY DEALERSHIP RESPONSIBILITY

The Warranty Procedures and Administrative Policies manual spells out the respective obligations of Navistar, Inc. ("Navistar" or "Company") and the Dealer in administering vehicle warranty provisions. This manual is intended to outline the procedures for administering the warranties created and described in the Dealer Sales/Maintenance Agreement ("Agreement") between the Dealer and the Company, Warranty language included herein for illustrative purposes, which is not included in a particular Agreement, shall not create any additional rights between parties to that particular Agreement or create any additional rights to third parties.

#### 1.0.1. WARRANTY SERVICE

A Dealer is authorized and required by its Agreement to provide warranty service to all International vehicles covered by that particular Agreement. The Dealer agrees to furnish without charge warranty service to users entitled thereto for goods of the types covered by the Agreement, whether or not such goods were sold by the Dealer. Such warranty service includes any additional warranty policies which Navistar will from time to time establish with respect to goods covered by the Agreement, such as service parts or components, other than vehicles. The Dealer agrees to cooperate in resolution of complaints from users/customers of International vehicles.

The selling Dealer is responsible for issuing the applicable Owner's Limited Warranty service policies to all initial and subsequent users/purchasers of warrantable International vehicles. This offers an excellent opportunity to promote customer relationships, and establish a clear understanding between the new vehicle owner and the selling Dealer with respect to their obligations during the warranty period. This Policy also identifies the owner and provides the information to verify warranty qualification on the vehicle for the servicing Dealer.

It is understood and agreed that any employees responsible for the submission of warranty claims to Navistar will not be paid on any basis related to the dollar amount of warranty reimbursement. This includes, but is not limited to, incentives on the number of claims submitted and bonuses paid on any part of the reimbursed amounts.

#### 1.0.2. REPAIR POLICIES

Improper servicing techniques or practices performed in service centers, which affect vehicle safety or reliability, greatly exposes that Dealer to serious liability claims. Some examples include, but are not limited to, improper service operations, or the installation of various attachments or parts which the Dealer performs, or contracts for, through outside suppliers.

When situations arise and a servicing location is in doubt as to proper service procedures or proper installation of an attachment or part that could affect vehicle safety or reliability, the Dealer should contact Technical Services, the Customer Service Engineer (CSE), Technical Service Manager (TSM) or Fleet Service Manager (FSM) for the necessary guidance.

In the United States, the National Traffic and Motor Vehicle Safety Act of 1966, and in Canada, the Motor Vehicle Safety Act of January 1, 1971, with amendments, cover stringent requirements in the final phase of manufacture of vehicles, as well as placing obligations on Dealers. Compliance with these laws is mandatory, and severe penalties can be imposed upon a Dealer by the government for violations. A detailed explanation of the applicable Act is covered in the CT-471, Body Builder Book, which should be reviewed periodically by management, and sales and service personnel at every Dealership. Certification and safety laws are found in the CT-471, Body Builder Book (Government regulations pg 2-4).

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### 1.0.3. DEALERSHIP RESPONSIBILITIES FOR WARRANTY ADMINISTRATION

- a. Provide the owner with applicable Owner's Warranty Service Policy.
- b. Advise owner that routine maintenance services are to be performed as specified in Operator's Manuals.
- c. Advise owner that tires, routine maintenance service and normal replacement of service items, damage from accidents, fire or other casualty, misuse, negligence or racing, failures caused by parts not supplied by Navistar, and modification of any part of the vehicle is not covered by the warranty.
- d. Advise owner that all operators' manuals contain the section, Owner's Assistance Guide, which informs the customer of the steps they should take to remedy any problems arising from a new truck purchase.
- e. Maintain appropriate parts and service facilities to meet service responsibilities.
- f. Be properly staffed and trained to administer Navistar's Warranty Procedures and Policies
- g. Implement controls to eliminate over-repair, improper repairs, or unnecessary repairs.
- h. Maintain a thorough file of all financial and service records, as well as all time documents relating to all service / warranty work.

Keep the following in mind when administering Navistar warranty:

- a. Diagnose the customer's problem, determine the specific cause of failure, determine necessary repairs, and enter those repairs on the repair order.
- b. Service Management to verify each customer complaint and document circumstances under which the problem occurs.
- c. Determine which warranty is applicable: Standard Basic, Emission Control System, Service Contract, etc.
- d. Determine if the customer concerns are included in Warranty Coverage Guides (sect 4.0.).
- e. Advise the owner promptly of any adjustment to the original signed repair order and inform him, as to any repair costs not covered by warranty.
- f. Submit claims to Navistar within the required submission time allowances.

### 1.0.4. SERVICE INFORMATION

Navistar offers complete and up-to-date service information for Dealers. The following materials and services help Dealers fulfill their responsibilities to International vehicle owners:

- a. ISIS® Home Page (including)
  1. iKNow
  2. Operator's Manual
  3. Master Service Manual
  4. Service Letters
  5. Parts Catalog
  6. Service Tools
- b. Town Hall Meetings
- c. Service Meetings
- d. Training Meetings
- e. iService DVD

### 1.0.5. VEHICLE

Navistar Owner's Limited Warranty service policies are available on ISIS at: ISIS >> Technical Publications >> Warranty Information >> CTS Warranty Form Matrix.

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### 1.0.6. CUSTOMER CONCERNS

Customer concerns originating from the Dealer trade area and received at the Customer Service Organization office will be referred to the Customer Service Engineer (CSE), Technical Service Manager (TSM) or Fleet Service Manager (FSM) for handling with the Dealer and his customer.

The Dealer agrees to investigate and resolve all customer concerns from users of products reported directly to the Dealer, and report to the CSE, TSM / Customer Service Organization any issues which the Dealer is unable to resolve.

Following this procedure will strengthen customer confidence in their Dealer. The Dealership will establish a reputation as a place for customers to purchase trucks with confidence, knowing concerns with the product after purchase will be resolved promptly.

### 1.0.7 Warranty Solicitation

Subject to the terms of the New Vehicle Limited Warranty, and any applicable laws, the Company will cover the cost of repairs for a defect in materials or workmanship when the customer presents the vehicle for repair during the warranty period. Except as noted below, Dealer solicitation of customers for the correction of warranty conditions is prohibited. Dealers may not solicit (advertise, contact by phone or mail, offer free warranty check-ups, etc.) customers for warranty service. In those instances where it is determined that a Dealer has solicited a customer for warranty service, repairs will be subject to charge-back.

Dealers must contact individual customers whose vehicles are involved in safety recalls to expedite the repair completion of the recall.

### 1.0.8. WARRANTY CANCELLATION – BRANDED TITLE

The Company will cancel the New Vehicle Limited Warranty on any vehicle that has been reported stolen to the police, labeled or branded as “dismantled”, “fire”, “flood”, “junk”, “reconstructed”, or “salvaged”, or that has been determined to be a “total loss” by an insurance company. These include vehicles damaged because of an accident, natural disaster, terrorism, or civil disobedience. Elements of the warranty will also be canceled on engine, power train, paint or sheet metal due to abuse, misuse, or neglect. The Company will also cancel warranty on any vehicle in which the odometer has been tampered with and is not showing actual mileage. These vehicles are also ineligible for Service Contract sales and some customer satisfaction programs.

Because of state and federal emissions laws, and in the interest of promoting safety, Navistar will pay claims for safety recalls that are valid and properly submitted for vehicles that are currently operational.

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### 1.1. MAGNUSON-MOSS ACT (U.S. ONLY)

The following is the Navistar policy regarding the Magnuson-Moss Act:

The Act itself applies only to 'consumer products.' A consumer product is an article 'which is normally used for personal, family, or household purposes.'

The only category of consumer products marketed by Navistar are the so-called 'merchandising items' that are sold for personal use, e.g., CB radio, AM/FM Stereo Radio w/cassette player or CD player, batteries, etc.

In order for the regulations that have been issued by the Federal Trade Commission (FTC) to be applicable, a written warranty to the consumer must exist in connection with the consumer product purchased. In the absence of a written warranty, the Federal Trade Commission regulations simply do not apply. Neither the law nor the regulations require that a written warranty be offered.

Navistar considers the following circumstances in relationship to the categories of items covered by these rules are limited to the following:

- a. **New Service Parts** — New service parts are not covered by the Act or the regulations because no written warranty is extended to the consumer in connection with the sale of such products. New service parts are warranted to the Dealer as outlined in Administrative Policies under Parts Warranties Policies.
- b. **ReNEWed® Parts** — ReNEWed parts are classified the same as New Service Parts.
- c. **Merchandising Items** — Products falling within this category are subject to the Act only if they can be 'used for personal, family or household purposes' in the normal course. This means that an item such as a radio or a battery, which is suitable for installation in a passenger car, is covered. Also, products such as a CB radio, AM/FM Stereo Radio w/cassette player or CD player, batteries, etc., which are used as personal property by truck drivers, may be covered. On the other hand, technician's tools are not normally purchased for personal use, but are really capital goods that are not covered by the Act. Regardless of whether or not a merchandising item may properly be considered a consumer product, neither the law nor the regulations apply unless the manufacturer extends a written warranty to the ultimate purchaser. Thus, if a supplier extends a written warranty on its CB radios, or on its batteries suitable for installation in passenger cars, the Act and the regulations do apply. For this reason, the supplier is now packing its written warranty with each new battery that conceivably could fall within the consumer products classification. If the manufacturer of the merchandising article places its written warranty either on the carton or as a tag on each unit, the Federal Trade Commission regulations are met.

Navistar stresses to the Dealer the importance of providing a copy of the owner's Limited Warranty Service Policy to the purchaser at the time of sale.

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### 1.2 PROVISIONS FOR WARRANTY COVERAGE

The Dealer is to review the proposal forms, retail order forms, and other documents pertaining to the sale of vehicles to ensure he is properly extending the Company warranty to his user/purchaser.

#### 1.2.1. DISTANCE REQUIREMENTS

The distance traveled, as recorded on the odometer of the vehicle, will establish distance requirements for warranty administration determinations. As stated in the Owner's Limited Warranty service policy, the warranty shall not apply to any "Vehicles on which the odometer reading has been altered". This statement applies to vehicles on which the odometer has been disconnected or the reading has been altered, and the vehicle's distance traveled cannot be readily determined."

#### 1.2.2. DEMONSTRATOR WARRANTY

Purchasers of International vehicles used in demonstrator service are **entitled to any remaining portion** of the standard basic warranty, and applicable major component coverage. (Distance traveled on vehicles used in demonstrator service does NOT extend the ending mileage, on the vehicle limited warranty). **Time limitations** specified for standard basic warranty and applicable major component warranty **will be determined by the date (DTU) the unit is placed in demonstrator service.**

Follow these procedures to ensure purchasers of demonstrator units receive the warranty protection they are entitled to:

- a. Provide the customer an appropriate Owner's Limited Warranty service policy clearly identifying the vehicle as a demonstrator unit. Write the word 'Demonstrator' at the top of the policy, and after the Vehicle Identification Number (VIN) on the policy.
- b. Write the odometer reading, at the time of delivery to the purchaser, in the space marked 'odometer reading at delivery', on the policy.
- c. Record the date the unit was placed into demonstrator service in the space marked - Date Delivered to User (DTU).

#### 1.2.3. ESTABLISHING DELIVERY TO USER (DTU) DATE

The original Delivery To User (DTU) date is the date the vehicle is delivered to the first user/purchaser. The Dealer establishes the DTU date as a part of the vehicle sale history file when immediately upon the sale of the vehicle they submit an electronic Delivery Notice and Warranty Application via ISIS.

#### 1.2.4. CHANGING DTU DATE / VEHICLES OWNER NAME

The Company recognizes that there are occasions when additional work is required to complete a vehicle, which may delay placing the vehicle in actual service. In the event such a delay exceeds 30 days, and the delay is the result of installation of a body or specialized equipment, inspections by government agencies, or any other legitimate reason, the Company will consider changing the original DTU date.

If the final user/purchaser's name and address are not known when the Delivery Notice and Warranty Application is processed, it will be necessary to update the name and address on ISIS, when the vehicle is delivered to the user/ purchaser. The user/purchaser's name and address and DTU date are very important to the Company's sales history files, as this information is utilized for subsequent owner warranty coverage and vehicle recall notification.

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Submit your request by logging onto ISIS Home Page > Write-up > Customer Update> (at this point you will be prompted to log into the system), enter the chassis number and fill in the required fields. Submit the form electronically, for Navistar Warranty Administration Group personnel to review the request for update. You can later check the progress of the changes to ensure they have been accepted, or review reasons for denial following the same procedure.

**Requests received by Warranty Administration Group with incomplete, incorrect or missing data will be returned unprocessed.**

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### 1.3. VEHICLE CERTIFICATION

#### 1.3.1. FINAL VEHICLE CERTIFICATION

It is important to remember that every vehicle manufactured for sale and sold **must comply** with the applicable federal safety standards, and must be certified that it does comply. For more specific information pertaining to safety and compliance standards, refer to CT-471, Body Builder Book found on ISIS at Technical Publications >> CT 471 Body Builder Book.

#### 1.3.2. OPTIONAL EQUIPMENT SUBSTITUTION

From time to time, Dealers may be requested to install or substitute optional equipment to satisfy customer requirements.

The customer should always receive components that meet the high quality standards and specifications of factory-built Navistar engineered items.

Substitution of options not engineered and approved by Navistar may void the vehicle basic warranty or cause a vehicle to be in violation of vehicle certification, and cannot be re-certified by Navistar.

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### 1.4. ASSOCIATE AGREEMENT

Where there is a recognized need for parts and service accessibility in a remote area within the Dealer's AOR, and a secondary location is not feasible, the International Dealer may request an Associate location provided that such request is consistent with local law. Navistar has the discretion to approve such a location. The Associate is not an agent of Navistar, and no agreement exists between the Associate and Navistar. The Associate exists through an agreement with the International Dealer that allows him to sell parts and to perform warranty service, provided he has the proper training and tools necessary for the work authorized.

Associate locations that perform warranty repairs will be automatically shipped Essential Tools deemed needed by Associate locations. The Service and Warranty Advisory Board (SWAB) and Navistar determine the minimum special tool requirements for Associates. This Essential Tool List for Associate locations is available upon request. Associates may volunteer to be on the "full" Dealer Essential Tool direct ship program (more extensive special tools- same tools as Primary Dealer receives). Some Associates, because of the nature of the warranty work they perform, may be required to purchase additional special tools that are not listed the Associate location Essential Tool List. Essential tools shipped by Navistar tool suppliers to Associates (at Navistar's direction) will be billed to the Primary Dealer. An Associate that wishes to appeal the shipment of future Essential Associate Tools may request the Associate Tool Appeal form from the Special Tools Group. Tools are not returnable.

Labor Rate Administration - The approved warranty labor rate for all Associate locations should be validated for accuracy, and must be maintained in the same manner as all other Dealer secondary locations. A labor rate change must be initiated for each Associate location to ensure that the applicable rates are accurately recorded in the system and updated when increases are approved. "New" Associate Location labor rates will be entered using the same rate as the main Dealer location. "Original" Associate Locations should be entered using the actual approved "market based" rate at the Associate Location.

Warranty performed by an Associate location will be submitted by the parent Dealer for reimbursement using the appropriate Associate location 9-digit account number consisting of a three-digit prefix, i.e., 050, 051, 052, etc., followed by the parent Dealer account number. The associate location account number must be used on any claims filed for the Associate location, in order to separate these credits from other Dealer credits. Warranty claims for repairs completed at an Associate location should be submitted, utilizing iClaim, by the parent Dealer.

Consideration of direct submission of claims by any Associate location through iClaim must be expressly approved by the Regional Service Manager

#### 1.4.1. ASSOCIATE LOCATION WARRANTY REIMBURSEMENT

##### 1.4.1.1. New Associate Agreement

**Labor** – Labor will be reimbursed, for New Associate claims, at the parent Dealer's approved warranty labor rate. Applicable warranty reimbursement standard repair times (SRTs) must be utilized as required by current warranty policies and procedures. List the SRTs used for repair in the labor area of the claim.

**Parts** – Navistar parts used in the repair must be listed on claims at the applicable price. New Associate parts pricing levels are ninety percent (90%) of Dealer net for Parts Distribution Center (PDC) supplied parts, and ninety-five percent (95%) of Dealer net for direct ship parts. iClaim applies these prices on the claim automatically, based on the account number. Parts will be reimbursed at above price levels plus applicable parts handling allowance.

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### 1.4.1.2. Original Associate Agreement

**Labor** – Labor will be reimbursed at the “Original” Associate Location’s approved “market based”, actual warranty labor rate. Applicable warranty reimbursement standard repair times (SRTs) must be utilized as required by current warranty policies and procedures. List the SRTs used for repair in the labor area of the claim.

**Parts** – Navistar approved parts used in the repair, are to be listed by individual quantity and part number on the claim. The Dealer will be reimbursed at regular Dealer net or direct ship price plus applicable parts handling allowance.

### 1.4.1.3. Common Warranty Claim Procedures for New and Original Associate

All additional charges reflected on the Associate’s repair order are to be listed in their respective column on the claim. i.e. other charges, core, lube, etc.

Failed warranty parts are to be retained in the warranty failed parts holding area pending review and disposition instructions that will appear on warranty credit document form number R-5185 PDA.

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### 2.0. MODEL CLASSIFICATIONS

Throughout this manual, the model classifications **Bus Chassis, Medium Duty, Severe** and **Premium Model** are used to identify specific categories of International® vehicles. The particular Models, and/or Series falling within these categories are:

**Medium Duty/CityStar** — CF Series

**Medium Duty/DuraStar** — 1000, 4000 Series and 7300 (4X2) and 7400 (4X2) Models

**Medium Duty/eStar** — E300 (4X2)\*\*

**Severe Service/PayStar** — 5000*i* Series

**Severe Service/WorkStar** — 7300 (4X4), 7400 (4X4, 6X4, 6X6) 7500, 7600, 7700 Models.

**Premium/TranStar** — 8000 Series

**Premium/ProStar/Lonestar-** 9100*i*, 9200*i*, 9400*i*, 9900*i*, & 9900*ix*, ProStar, Lonestar Models

**XT Models** — CXT, MXT, RXT Series

Original copies of the truck standard basic warranty policies are available from the ISIS® Home Page: go to Technical Publications > Warranty Information > CTS Warranty Form Matrix.

Copies of service contract policies are available on the Service Contract website found on the left hand menu of the ISIS Home Page:.

A copy of the vehicles' Owners Limited Warranty must be provided to the owner at the time of purchase. Component coverage found within the owners individual CTS form must always take precedence over general component coverage that may be mentioned in this manual.

**\*\* WARNING – The electric drive system utilizes potentially dangerous high voltages. Only trained technicians should service this vehicle. Failure to follow this warning could result in property damage, personal injury or death.**

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### 3.0. WARRANTY ADMINISTRATION PROCEDURES

This section is intended to assist dealership personnel in the determination of the appropriate administrative policies that apply when performing warranty work.

This section contains policies and procedures for filing vehicle warranty claims (code 01, 03, etc) and service parts warranty claims (code 55). Warranty service policies regarding; Allied Equipment, Batteries, Vehicles sold or operated outside of the U.S. and/or Canada are covered in this section as well. This section is intended as a supplement to the Owner's Limited Warranty service policies which show the actual coverage.

This section is not intended to provide any additional coverage beyond that found in the applicable owner's Limited Warranty Service Policy issued to the customer at time of purchase. Local legislation limits certain coverage and requires additional disclosure information be provided to users/purchasers. These requirements vary greatly by state and/or province. It is the responsibility of each Dealer to fully understand and comply with applicable federal, state, and local laws.

It is important that all Dealers provide the specific warranty documentation applicable to that particular state or province. Sales/order forms should document that the user/purchaser has acknowledged receipt of a copy of the Owner's Limited Warranty policy.

#### 3.0.1. Non-Reimbursable Conditions

In some instances, the Vehicle Warranty does not provide coverage, and repairs are not reimbursable under warranty. Some examples of these instances include, but are not limited to:

Damage resulting from:

- a. Accidents, collision or objects striking the vehicle.
- b. Theft, vandalism, or riot.
- c. Fire or explosion
- d. Freezing
- e. Misuse or abuse of the vehicle, such as driving over curbs, overloading, shock load, racing, or using the vehicle as a stationary power source.
- f. Non-OEM parts installed on a vehicle after the vehicle leaves the Company's control, for example, parts installed by body builders or manufacturers other than OEM, or damage to OEM components caused by installation of non-OEM parts.
- g. Alteration or modification of the vehicle including the body, chassis, or components after the vehicle leaves the Company's control.
- h. Tampering with the vehicle's electronic or manual engine controls, tampering with the emissions systems, or with other parts that affect these systems.
- i. Using contaminated or improper fluids.
- j. Customer applied chemicals.
- k. Driving through deep water (water ingested into the engine, etc).

Repairs to Vehicles:

- a. That have been determined to be a "total loss" "junk" or "salvage" by an insurance company; this will void the New Vehicle Limited Warranty.
- b. That have been labeled or branded as flood damaged, scrapped, stolen, rebuilt, or reconstructed.
- c. Where mileage or the date of repair has been misrepresented or altered to place a vehicle within the coverage period.
- d. That are required to correct incomplete or improper previous repairs.
- e. That are made to improve appearance or performance beyond normal standards.

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- f. That are not performed at an International Dealership unless performed as an authorized emergency repair or as an authorized sublet repair.
- g. Where non-defective parts which are replaced to modify a vehicle to the latest production design levels, unless specifically authorized by the Company.
- h. That alter the vehicle's original specifications.
- i. Where the part being replaced, repaired, or adjusted has no defect in factory-supplied materials or workmanship.
- j. For engine Noise (Internal Engine Problem) if the engine has not been properly maintained.
- k. For "Spin-out" conditions resulting in rear end or driveline failure.
- l. From damage caused by spilled liquids. Dealers must carefully examine electronic components (audio components, automatic temperature control heads, etc.) to ensure that the cause of failure was not liquid spillage. The presence of liquid residue (a sticky or shiny substance) or buttons/knobs which do not operate freely are evidence of abuse and will likely result in claim denial.

### 3.0.2. DELAY IN SUBMITTING DUE TO PARTS BACKORDER

When a repair is delayed because parts are not available or are back-ordered, the Dealer must retain all documentation showing that:

- a. The repair order was opened within the vehicle warranty period.
- b. The parts were ordered within the vehicle warranty period.
- c. The parts were not received and the repairs were not completed until after the vehicle warranty period expired.

Once the part is received, the Dealer should immediately contact the customer to schedule the repair. This time should not exceed 90 days from the original failure date. In the case of a multi-section claim, it is recommended that the Dealer transfer the parts backorder section to a new Repair Order and close out the remaining sections on the original Repair Order.

### 3.0.3. LABOR TIME REPORTING REQUIREMENTS

When technicians perform warranty work on an hourly, percentage, or salary basis, a full accounting of actual time spent on the job must be made. Technicians must use a 'time clock', which records month, day and time to document starting and ending times for each operation performed. Acceptable documentation may be recorded on the shop copy of a repair order, a time ticket, or within an electronic repair order system. A technician's time that is electronically recorded is an acceptable method of time documentation, provided that the electronic R.O. system administrative controls are in place and operational. The Dealer must retain the Repair Order time punch summary report and daily time allocation report for one year, subject to local, state or provincial, laws and regulations.

The time record must clearly identify all employees assigned to the repair; include the identity (clock number) of the technician performing the work, date of repair, the R.O. Number, SRT Operation code or T-time reference. Each repair operation (t-time or SRT) must be supported with separate time punches including starting and ending times for each operation performed. An individual time punch/record cannot be divided up between multiple repair operations. Additionally, time cannot be transferred from one Repair Order to another. Inability to account for a technician's time spent performing warranty repairs will result in disallowance of warranty claims to which such employee's time is claimed to have been applied. In documentation of time, accountability must also be made for all non-warranty repairs.

Warranty repairs must be clocked separately from other repair types (i.e. customer pay, internals, etc.). Navistar has developed actual Standard Repair Time (SRT) allowances for vehicle repair operations. These SRTs must be used in warranty claim administration. T-time (actual time) labor

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operations should only be utilized when there is no published SRT. In a repair situation where additional time is spent completing the repair, separate documentation is required to support the requirement, and actual time, beyond the SRT allowance. T-time usage is not acceptable in place of the published SRTs, for the repairs performed.

A full description of the need for the T-time operation must be listed on the repair order hard copy, and the request must be supported by separate time punch documentation. Service Management must review T-time entries for accuracy and initial all entries. When a technician fails to punch over onto a new operation, time must be written in on the time documentation and initialed by the technician and supervisor. Failure to properly validate T-time operations or handwritten operations will result in disallowance of affected warranty claims. Accurate time recording is the responsibility of service management. The Dealership must comply with time recording requirements noted in this manual including all T-time labor operations claimed.

### 3.0.3.1. Time Reporting Administration

When there are no Standard Repair Times available, the dealership must document each T-Time (actual time) repair operation separately. The start and finish times of each actual repair operation must be recorded. This must include stopping and starting times, if the repair is interrupted. For shops with time clock(s) that measure time in 'minutes' or 'hundredths', round applied time up or down to the nearest tenth of an hour.

T-time can only be claimed for actual time documented and must not be included in any other labor operation. T-time gains are not allowed.

T-Time cannot be claimed for time spent contacting or communicating with: Technical Services, Company Hotlines, iApprove / iKNOW, or for checking ISIS® information.

### 3.0.3.2. Non-reimbursable labor operations:

Operations included as part of vehicle pre-delivery are not reimbursable under warranty. These items include (but are not limited to); inspections, adjustments, alignments, vehicle cleanup, adding oils, lubricants, other fluids (except refrigerant), and tire inflation.

Labor performed with no reported warrantable repair is not reimbursable under warranty.

### 3.0.3.3. Diagnostic Times

Diagnostic time allowance is typically included in each SRT and is not reimbursable separately. Check individual SRT's description available on ISIS for inclusion.

### 3.0.4 OVERLAPPING LABOR

Overlapping labor is not reimbursable. Overlapping labor occurs when two operations claimed include duplicate repair steps. The overlapping labor amount must be deducted from the second operation; the remaining labor amount of the second operation must be claimed as actual time (T-time). T-time must be used to claim the balance of time, since the published SRT time allowances cannot be changed. (i.e.; reassembly of a component after inspection for core).

### 3.0.5 BEYOND WARRANTY REQUEST

The CSE, TSM, or FSM at their discretion, may accept a request for beyond warranty payment for an out of warranty repair. When reviewing the request for beyond warranty consideration the CSE, TSM, or FSM will check to see if the customer has purchased a Service Contract to enhance coverage for the vehicle. The customer must be advised that a Service Contract to extend the vehicles base warranty is available for purchase any time within the first six months of vehicle ownership. Approved beyond warranty policy claims ( 98, 02 or 55 policy) are **NOT** eligible for the handling allowance applicable to regular in-warranty claim submissions. Specific approval from the CSE, TSM or FSM must be included in the claim submitted to the Warranty Administration Group.

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Starting February 1, 2009 a new program for submitting Warranty Code 98 requests using the iApprove program was started. As each location is moved to this new program, they must follow the requirements of that program.

### 3.0.6. HANDLING ALLOWANCE

When a Dealer furnishes a part in fulfillment of Vehicle Basic Warranty, Service Contract, Service Campaign, or Parts Warranty, (warranty codes 01, 03, 38, 39, 40, 55), Navistar agrees to reimburse the Dealer an amount equal to 100% of the applicable Dealer net value of the part at time of repair completion plus the applicable handling allowance, provided the parts used for the repair are genuine International® parts. Parts not purchased from Navistar are not entitled to the handling allowance. Dealers holding Allison, Cummins, or Caterpillar contracts, who use such parts from Dealer inventory for necessary repairs related to a failure attributed to an International part, will receive the applicable handling allowance. Parts purchased from outside sources will be reimbursed at 100% of Dealer cost ONLY, and will be considered as 'other charges' requiring a copy of the supplier's invoice for substantiation. Handling allowance updates will be administered thru the issuance of Warranty Policy Letters. The current Warranty Parts Handling Allowance policy letter can be found at ISIS >> Technical Publications >> Warranty Information >> Warranty Policy Letters. (currently 00-004G).

Approved beyond warranty policy claims (98, 02 or 55 policy) are **NOT** eligible for the handling allowance applicable to regular in-warranty claim submissions.

#### 3.0.6.1. Outside (Other) Charges Allowance

To assist in offsetting costs associated with outside charges incurred when performing in-warranty repairs, an allowance of 1%, calculated on Dealer cost of Company approved parts and miscellaneous parts used in all warrantable repairs, will be listed and paid as a separate item on the Warranty Credit Invoice. Additional handling allowance is not allowed on Outside Charges.

### 3.0.7. SHOP SUPPLIES

Shop supplies are not a warrantable expense.

### 3.0.8. OUTSIDE REPAIR INVOICE REQUIREMENTS

Outside Repair Invoices must be retained with the original Repair Order and must contain the following information:

- a. The name, address and phone number of the sublet facility
- b. A pre-printed sublet invoice number
- c. The date of repair
- d. The dealership repair order number and purchase order number
- e. The VIN of the vehicle being repaired
- f. The mileage of the vehicle being repaired
- g. A list of all parts (including description and part number) used to complete the sublet repair, and the cost of each part.
- h. A complete description of all work performed
- i. Separate parts and/or labor totals

Every effort must be made to use new or ReNEWed International parts, on sublet repairs. If a major component fails and needs to be repaired at an outside shop, Service Management must verify if a component from International would provide a more cost effective repair.

Labor charged on sublet repairs is based on actual cost from the sublet location. Actual time must be listed separately and should be comparable to the Navistar SRT allowance.

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**NOTE:** Customer concerns must be verified by dealership service management prior to any repair work being initiated by an outside repair facility. Warranty repairs performed at an outside repair facility that is owned (in part or entirety by the Dealer (e.g., offsite body shop) cannot be claimed as a sublet repair. Repairs at these locations must be filed as Dealer performed repairs, with itemized labor and materials filed in the normal manner.

### 3.0.9. TECHNICAL SERVICES

Technical Services cannot authorize warranty coverage, repair times, or policy consideration. All warranty policies and procedures outlined in this manual as well as Standard Repair Times listed in the CTS-1200 and S00025 must still be applied to all repairs. Contact with the Technical Service Group does not exempt the Dealer from complying with the policies and procedures outlined in this manual.

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### 3.1. BASE VEHICLE WARRANTY POLICIES

The Dealer agrees that only genuine International® service parts will be used in the repair of vehicles during the warranty period. The Dealer also agrees that they will not sell, or offer for sale, for use on International vehicles, any part or parts except those manufactured by or for the Company, or approved by the Company and designed for use on International vehicles.

Approved service parts installed by a contracted International servicing location on International vehicles, within the vehicle's published base warranty period, will receive warranty coverage for the balance of the vehicle's published warranty.

#### 3.1.0. DETERMINING VEHICLE COVERAGE

When a vehicle component fails, damaging another component, warranty is determined based on the coverage of the component that caused the failure. If the component that caused the failure is covered, the entire repair is reimbursable along with the failed component. If the component that caused the failure is beyond warranty coverage, the entire repair is not reimbursable.

#### 3.1.1. NEW VEHICLE LIMITED WARRANTY

**The owner's Limited Warranty Service Policy issued to the customer at the time of purchase establishes the time and distance traveled coverage for each vehicle.** Within the time and distance limits stipulated in the applicable owner's Limited Warranty Service Policy, Navistar warrants that it will reimburse the customer (i.e., first and subsequent user/purchaser) for repairs, or replacement of parts (according to the guidelines described within this manual) which prove defective in normal use, except as described under WHAT IS NOT COVERED.

#### 3.1.2. DISTANCE REQUIREMENTS AND LIMITATIONS

The distance traveled, as reflected on the odometer of the vehicle at the time of delivery to the end user, will establish distance requirement for warranty administration determinations. (Purchasers of International vehicles used in demonstrator service are **entitled to any remaining portion** of the standard basic warranty, and applicable major component coverage. Distance traveled on vehicles used in demonstrator service does NOT extend the ending mileage, on the vehicle limited warranty. Time limitations will be determined by the date (DTU) the unit is placed in demonstrator service.)

The warranty shall not apply to any vehicle on which the odometer has been disconnected or the reading has been altered, and the vehicle's actual distance traveled cannot be readily determined.

#### 3.1.3. VEHICLES SOLD / OPERATED OUTSIDE THE U.S. AND CANADA

Vehicles sold by domestic U.S. and Canadian Dealers for use and/or operation outside of the U.S. and Canada are not eligible for U.S./Canada standard base warranty.

To be eligible for the export warranty the selling Dealer must contact Central Sales Administration (CSA) with an SPA request, and notify them that the vehicle will be operated outside of the U.S. and Canada. SPA requests must also clearly state vehicle application. CSA will advise the domestic Dealer of the terms and conditions of exporting to the specific country and whether the foreign country is represented by an International Distributor. In countries not represented by an authorized International Distributor, the vehicle will not be eligible for export warranty.

If the selling Dealer does not notify CSA of the sale, or sells a vehicle in a country without an International distributor, export warranty will not apply. In this case, the selling Dealer will be responsible for all after sales support obligations, including but not limited to repair, travel, meals, lodging expenses. Reference Sales Policy letter G-1860A.

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### 3.1.4. WARRANTY COVERAGE ON MODIFICATIONS, ADDITIVES, OR SPECIAL EQUIPMENT

Warranty coverage will not be voided by the installation or use of special equipment, additives or other chemicals designed to improve vehicle performance, non-International® parts, or by the modification of any part of the vehicle. **HOWEVER, IF THE USE OF SUCH DEVICES, MODIFICATIONS OR ADDITIVES CAUSES A FAILURE, THE COST TO REPAIR OR REPLACE THE FAILED PART OR COMPONENT IS NOT REIMBURSABLE.**

Intermediate and final stage manufacturer modifications or additions to International truck chassis, cab-chassis, or flat back or windshield cowl chassis may result in the completed vehicles being used for purposes which Navistar, Inc. neither designed nor intended. Navistar will not provide any warranty coverage for component failures resulting from system modifications or additions made to incomplete vehicles by either intermediate or final stage manufacturers.

### 3.1.5. REPAIRS TO DEALERSHIP OWNED VEHICLES

Any repair work performed on the following vehicles must be authorized by the Dealer Principal, or Service Management on the repair order prior to work being performed or the claim being submitted to the Company for warranty reimbursement.

- a. New vehicles in Dealer inventory
- b. Dealer demonstrator vehicles
- c. Used vehicles in Dealer inventory
- d. Dealership rental units
- e. Parts Department delivery truck

### 3.1.6. ORDERING NEW PARTS FOR UNSOLD IN-STOCK VEHICLES

When an unsold, (in-stock) vehicle requires repair, **only new parts shall be used in that repair.** When a new part cannot be identified, Technical Parts Specifications should be contacted for assistance in identification and procurement of the new part. If Technical Parts Specifications is not able to identify or help you locate a new replacement part contact your CSE for further assistance.

### 3.1.7. ITEMS NOT COVERED BY WARRANTY

The New Vehicle Limited Warranty does not cover damage caused by failure to properly maintain the vehicle. Failures caused by use of the wrong part, fuel, oil, lubricants, or fluids will not be covered by warranty. Areas not covered by warranty include, but are not limited to, the following:

#### 3.1.7.1. Abuse or Misuse

Failures resulting from abuse or misuse of the vehicle by the operator or carrier are not covered by warranty.

#### 3.1.7.2. Accident

Work required to repair accident damage, or corrections of failures occurring as a result of accident damage are not covered by warranty.

#### 3.1.7.3. Alterations or Modifications to Vehicle

Failures on units that have been repaired, modified, or altered affecting stability or reliability are not covered by warranty. Correction of failures, which are attributed to deviations in recommended service specifications or tolerances are not covered by warranty.

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### 3.1.7.4. Consequential Item Charges:

Charges such as hotel accommodations, telephone calls, meals, loss of goods, loss of perishables, commercial loss, storage, salaries, earnings, or commissions that result from any vehicle down time are not covered by warranty.

### 3.1.7.5. Operation in Excess of Stated Capacities:

Any failure resulting from the vehicle being operated in excess of the factory-rated speed, torque, or horsepower capacities are not covered by warranty.

### 3.1.7.6. Misapplication of vehicle:

Failure of any kind resulting from using the vehicle in a type of service for which the vehicle was not designed or built, or beyond the Gross Axle Weight Rating (GAWR), Gross Vehicle Weight Rating (GVWR) or Gross Combined Weight Rating (GCWR) are not covered by warranty.

### 3.1.7.7. Miscellaneous

Routine or scheduled maintenance or inspection services recommended by Navistar are not covered by warranty. Inspection, minor alignments, and adjustments included in new vehicle pre-delivery schedules are not covered by warranty. (These adjustments would not be charged to the customer and are part of the PDI responsibility.) Items replaced or adjusted due to normal wear are not covered by warranty.

### 3.1.7.8. Overtime

Premiums for overtime or shift differential are not covered by warranty.

### 3.1.7.9. Pick-up and Delivery

Pick-up and delivery, of the customer's vehicle and/or parts for warranty repairs, is not covered by warranty.

### 3.1.7.10. Repeat Repair

Any repair work that must be repeated or duplicated because of improper diagnosis or inadequate repair work by the Dealer is not covered by warranty. Repeat repairs are subject to chargeback by the Warranty Administration Group.

**NOTE:** Dealer repairs that do not fix the root cause of failure are not covered by warranty. The Company only pays for repairs one time, unless a subsequent, confirmed, 2<sup>nd</sup> part failure occurs within warranty.

### 3.1.7.11. Road Testing

Road Testing is not covered by warranty except for the following conditions:

- a. The published SRT's already allow for a supplemental time allowance to perform a pre or post-repair road test in order to verify a customer issue, or correction of a condition.
- b. When instructed by Tech Services in order to isolate an issue. An iKNow case file number must be submitted on the warranty claim.
- c. The dealer contacts their CSE/TSM to discuss a repair which may require a road test, such as a vibration issue. The CSE, TSM / Dealer will work with iKNow to provide a case file number to be submitted on the warranty claim.
- d. Road tests, when performed as part of a quality check of a completed repair are considered to be the responsibility of dealership service management.

### 3.1.7.12. Temporary Repairs

Temporary repairs are not covered by warranty.

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### 3.1.7.13. Towing

Reimbursement of towing charges beyond the provisions stipulated in the owner's Limited Warranty Service Policy is not covered by warranty.

Towing expense, as an outside charge, will be submitted at cost, during the period stipulated in the owner's Limited Warranty Service Policy, or Service Contract. Towing expense is limited to charges incurred in towing the vehicle from the point where it became inoperative or unsafe, to the nearest International® Dealer authorized to service that specific vehicle or engine. A copy of the towing bill must be attached to the R.O. / claim, and retained according to the record retention policy. The tow bill should be itemized to show all charges, such as: hook-up fee, mileage, trailer drop fee, drive shaft removal and/or installation fee.

Any failure attributable to a diesel engine not manufactured by International, or to an Allison transmission, is not included in Navistar's towing coverage.

### 3.1.7.14. Service Calls

On-site repairs are authorized in lieu of towing, any time it is the more practical or the least costly method of repair. Service calls are not covered by warranty beyond the provisions stipulated in the owner's Limited Warranty Service Policy or Service Contract coverage.

### 3.1.7.15. Non-International Parts

Non-International parts installed on a vehicle are not covered by warranty. For example, parts installed by body builders or manufacturers other than International, or damage to International components caused by installation of non-International parts are not covered by Warranty.

### 3.1.7.16. Required Parts not in Stock

It is the responsibility of each International Dealer to maintain adequate parts inventory to make timely repairs to customer vehicles. Removal of needed parts from a stock truck, to use in a warranty repair, is not covered by warranty.

### 3.1.7.17. Branded Titles

Vehicles that have ever been labeled or branded as "dismantled", "fire", "flood", "junk", "rebuilt", "reconstructed", or "salvaged"; void the remaining New Vehicle Limited Warranty.

### 3.1.7.18. Insurance Total Loss

Vehicles that have been determined to be a "total loss" by an insurance company are not covered by warranty; voiding the remaining New Vehicle Limited Warranty.

### 3.1.7.19. Mileage Alterations

Repairs where the mileage or the date of repair has been misrepresented or altered are not covered by warranty.

### 3.1.7.20. Non-International Engine or Allison Transmissions

Any failure attributable to a diesel engine not manufactured by Navistar, or to an Allison transmission, is not covered by Navistar's vehicle warranty.

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### 3.2. SERVICE PARTS WARRANTY

Navistar warrants to its Dealers that it will repair or replace any Service part or ReNEWed® part, distributed through its Parts Distribution Center (PDC) system and/or Fleetrite® or Direct-Ship part, found to be defective in material and/or workmanship, as outlined in this section. PDC sourced parts are covered for 1 year unlimited miles. The time and distance coverage for Direct Ship parts is listed in the appropriate section of the PL-320 (U.S.) or PL-318 (Canada), (Direct-Ship and All Makes Parts Price List).

Approved International® parts installed by a contracted International servicing location on International® vehicles, which are still within the vehicle warranty period, will receive warranty coverage for the balance of the vehicle warranty for that component. Parts furnished in fulfillment of the International Service Parts Warranty – sold over the counter or installed by a contracted International servicing location will receive the balance of the published warranty for the original purchased service part. (One yr unlimited for PDC or as listed in the PL-320 or PL-318 for Direct Ship).

**The Dealer agrees that only genuine International parts will be used in the repair of International vehicles, or fulfillment of Service Part Warranty, during the warranty period. The Dealer also agrees that he will not sell (or offer for sale), for repair or use on International vehicles, any parts designated as “Genuine International Service Parts”, if those parts are not manufactured by or for the Company, or approved by the Company and designed for use on International vehicles.**

This Service Part Warranty coverage applies regardless of the make of vehicle in which the part was installed.

This warranty is IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, all representations to the user/purchaser and all other obligations or liabilities including liability for incidental and consequential damages, on the part of the Company or the seller. No person is authorized to give any other warranties or to assume any other liabilities on the Company's behalf unless made or assumed in writing by the Company. Nothing herein shall limit or reduce the coverage of any new vehicle warranty issued by the Company. This warranty does not cover parts which fail due to abuse, misuse, neglect, alteration, or accident, or which have been improperly lubricated or repaired. Parts that are cleaned, adjusted, or replaced as a part of normal maintenance, i.e., oil, filters, etc., and parts which fail due to progressive damage, are not covered by this warranty.

Service or ReNEWed parts, Fleetrite and direct-shipped parts purchased in the United States or Canada and subsequently transferred outside the United States or Canada have no warranty.

Items contained in separate Accessory Catalogs that are not listed in other Parts On-Line offerings, are warranted by their respective manufacturers, and are not covered by this warranty. Those items available as Fleetrite and/or other vendor 'all makes' products are not covered unless identified in the PL-320 (U.S.), PL-318 (Canada) or in Parts Policy Letters.

#### 3.2.1. PARTS WARRANTY COVERAGE

All service parts sold through the International Parts Group will be warranted 12-months/unlimited miles, from the date of sale if sold over the counter, or the repair completion date if installed by an International Service Location. Labor will also be covered if service parts are installed by an authorized International Service Location. This warranty includes Parts Distribution Center (PDC) supplied service parts, direct-shipped, Fleetrite, and ReNEWed parts. Service parts installed during the vehicle base warranty period only assume the remaining warranty of the replaced part.

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### 3.2.1.1. Competitive Vehicle Labor Reimbursement

Labor reimbursement amounts for replacing or repairing a part installed in a competitive make vehicle, shall not exceed the amount that would have been allowed had the part been installed in a comparable International vehicle.

### 3.2.1.2. Parts Packaged Incorrectly or Damaged

Claims initiated for the following reasons should not be submitted to the Warranty Administration Group (WAG). File these claims according to the current Parts "G" Letter.

- a. Incorrect or unidentifiable part
- b. Incorrect packaging
- c. Shipped in error / ordered in error
- d. Damage, as a result of shipment, handling or storage
- e. Lost or missing parts\*

**Note:** A warranty claim for replacement of missing material from a package/kit/assembly may be filed, where the cost to replenish the shortage is substantially less than the total cost of the original part (package, kit or assembly).

### 3.2.1.3. Parts Warranty Limitations

This warranty is for the defective part only; other affected parts are not covered under this warranty. Labor is not reimbursable for repair or replacement of any other part, nor is progressive damage covered by this warranty.

### 3.2.1.4. Towing

The Parts Warranty does not cover towing expense or travel expense to or from a job site.

### 3.2.1.5. Parts Warranty Coverage, and Defect Verification

When a part is presented to the Dealer as defective, the Dealer must obtain a copy of the original sale document, and determine if the failure was caused by a defect in material or workmanship. Failures resulting from customer workmanship, abuse, or negligence are not covered by this warranty. After validation, the dealer will repair or replace the part for the customer according to current policy. In the event the customer requests a part of greater value, the cost difference between the failed part and the upgraded part must be charged to the customer.

### 3.2.1.6. Repair Versus Replacement

Parts that fail during the warranty period may be repaired, rather than replaced, provided the cost of parts and labor to make such a repair does not exceed 50% of the Dealer-net cost of the part. Labor for (R&R) removal and reinstallation of parts sold 'over the counter' is not reimbursable. If the part was originally purchased over the counter and installed by the customer, the expense to Remove and Replace the part is not reimbursable and cannot be calculated as part of the 50% repair cost mentioned above.

### 3.2.1.7. Identification of Warranted Parts

Service Parts are identified as all applicable parts listed on the Parts Online Web Site.

A. ReNEWed Parts, Fleetrite and Direct-Shipped Parts are included in Parts Online offerings and may be identified in the PL-320 (U.S.), PL-318 (Canada), and related Parts Policy Letters.

B. Engines, Trimmed or Stripped, are identified as those assemblies having at least cylinder heads, oil pan and front cover installed at the assembly plant.

C. Short Block Assemblies are identified as skeleton engines or bare blocks having no more than crankshaft, rods, camshafts and pistons installed by the assembly plant.

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### 3.2.1.8. Batteries

Service parts batteries sold over the counter, or installed in the Dealer service center, are warranted for 100% parts (and labor, when installed in a contracted International servicing location). Warranty coverage's are stated in the PL-320 (U.S.), PL-318 (Canada) or in Parts Policy Letters.

When a Dealer furnishes a battery in fulfillment of the Vehicle Warranty or Parts Warranty, Navistar will reimburse the Dealer at Dealer net cost plus the applicable current parts handling allowance, provided that the battery furnished is a genuine International sourced battery.

The battery warranty shown above does not apply to the recharging of discharged batteries, the use of rental batteries or usage of a smaller group size than that recommended by the vehicle manufacturer. Batteries that fail because they were not used in the application for which they were designed or from the use of additives, or electrolyte other than recommended by International are not covered by this warranty.

- a. This warranty policy does not apply to batteries with damaged containers, covers, or that fail due to misuse, neglect, improper installation, freezing, or failure to perform maintenance. Down time, inconvenience, consequential damages or loss of use of the vehicle are not covered.
- b. Use of the **MidTronics EXP-1000 HD** for battery diagnostics is a required procedure prior to filing warranty claims for confirmed defective batteries. This program will increase vehicle up-time and customer satisfaction by reducing the risk of improperly diagnosing a good battery as the root cause of failure. After testing, the tool provides a pass-fail indicator. The tester also displays a fail code for defective batteries. Battery claims require the failure code be submitted within the warranty claim in order to receive warranty reimbursement.
- c. After the Parts Counterperson has properly tested the battery(ies) with the EXP and the battery tests bad, the failure codes from defective batteries will need to be recorded on the first line of the Complaint, Cause, and Correction (3 Cs) section in the warranty claim by the Warranty Administrator. The failure code submitted in the warranty claim will be validated by the Warranty Administration Group prior to claim adjudication.

For a detailed explanation of the proper use and testing procedures for the EXP and Smart Charger, please view the Training DVD (TCN-080701) or read the Instruction Manual that accompanied the tool.

### 3.2.1.9. Service Parts Radio Warranty

A. Service part radios are warranted for twelve (12) months. Review the warranty coverage statements for Direct Ship programs for coverage verification on these programs.

### 3.2.1.10. Parts Core Allowances

Certain failed parts have a core value, which will be credited to the Dealer through warranty. Core credit will be allowed through warranty for ONLY those parts requested to be returned to Company locations for failed material review. Warranty part returns requested to core center locations are credited as regular core credit after the failed part is received not on the warranty claim.

### 3.2.1.11. Supplier Extended Parts Warranty

Some suppliers publish warranties applicable to their products that are more extensive than our standard warranty. These are warranties of the respective manufacturers and not warranties of Navistar and form no part of the Navistar standard warranty. However, Dealer personnel should, in the interest of customer goodwill and owner satisfaction, assist customers in arranging for warranty service under such extended warranties whenever possible. Navistar will not administer suppliers' extended part warranties unless a specific agreement to do so exists between the supplier and Navistar.

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### 3.2.1.12. Parts Warranty Labor Coverage

This warranty also covers the cost of labor and any lubricants replaced due to the failure of the warranted part, (when the warranted original service part was installed by a contracted International servicing location) regardless of the “make” of vehicle in which the part was installed.

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### 3.3. Battery Warranty

#### 3.3.1. Original Equipment Factory Installed Battery

Original equipment, factory installed batteries are warranted per the applicable CTS Owners Policy form. Coverage amounts to 100% parts and labor from date vehicle is placed in service (DTU date), as defined in the Owner's Policy. Only International supplied batteries can be used for replacement of factory installed Fleetrite batteries.

**Note:** During Base Warranty, battery coverage is defined in the owner's Limited Warranty Service Policy issued to the customer at time of purchase. A copy of the owners policy can be found on ISIS by going to Technical Publications > Warranty Information > CTS Warranty Form Matrix.

Use of the **MidTronics EXP-1000 HD** for battery diagnostics is required procedure prior to filing warranty claims for confirmed defective batteries. This program will increase vehicle up-time and customer satisfaction by reducing the risk of improperly diagnosing a good battery as the root cause of failure. After testing, the tool provides a pass-fail indicator. The tester also displays a fail code for defective batteries. Battery claims require the failure code be submitted within the warranty claim in order to receive warranty reimbursement.

After Dealership personnel have properly tested the battery (ies) with the MidTronics EXP-1000 HD and the battery tests bad, the failure codes from defective batteries will need to be recorded on the first line of the Complaint, Cause, and Correction (3 Cs) section in the warranty claim by the Warranty Administrator. The failure code submitted in the warranty claim will be validated by the Warranty Administration Group prior to claim adjudication.

For a detailed explanation of the proper use and testing procedures for the MidTronics EXP-1000 HD and Smart Charger, please view the Training DVD (TCN-080701) or read the Instruction Manual that accompanied the tool.

#### 3.3.2. eStar Battery & Special Service Requirements

The eStar™ Electric Vehicle Model: EA009 contains a High Voltage Battery and motors which requires special service procedures to be followed. Before starting any repairs on an eStar vehicle reference the most recent WPL or SFN regarding proper maintenance procedures.

**WARNING:– The electric drive system utilizes potentially dangerous high voltages. Only trained technicians should service this vehicle. Failure to follow this warning could result in property damage, personal injury or death.**

A case file should be started before any service work is started on an eStar™ product. eStar™ vehicle VIN numbers are flagged in ISIS with further information.

The high voltage electric vehicle (EV) battery and certain components within it are considered hazardous material and require special shipping and receiving procedures to comply with federal, state, and local laws and regulations. It is the responsibility of the servicing location to ensure compliance with all federal, state, and local laws and regulations relating to the handling of the EV batteries.

**Note: – Improperly towing the eStar™ vehicle can result in serious Internal motor and transmission damage. A 21' roll back type wrecker is recommended for towing the eStar™ vehicle.**

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### 3.4. MAJOR COMPONENT WARRANTY STATEMENTS

A Supplier's major component warranty (where applicable) becomes effective upon the expiration of the standard basic limited warranty on qualified models.

When filing direct to a Supplier for major component extended warranty coverage, the amount of reimbursement is governed by the supplier's warranty coverage policy, not Navistar's base warranty coverage guidelines.

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### 3.5. COMPONENTS REQUIRING SUPPLIER'S PRE-APPROVAL

In order to ensure that the best repair is being made, using the most recent diagnostic and repair practices, some suppliers require the servicing location to secure pre-approval before beginning repairs. The supplier will guide the Dealer to the most current repair process and parts available, as well as which parts to replace and which labor operations to apply to the repair.

Reference the current policy letter in ISIS, for the suppliers participating in the Pre-Approval process and their requirements. Supplier contact phone numbers or individual Supplier policy letters are referenced. ISIS® >> Technical Publications >> Warranty Information >> Warranty Policy Letters

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### 3.6. SUBSEQUENT OWNER WARRANTY

#### 3.6.1. VEHICLE SUBSEQUENT OWNER WARRANTY

Subsequent owners of International® vehicles are entitled to any unexpired coverage in the original standard warranty applicable to the vehicle being transferred.

#### 3.6.2. SERVICE CONTRACTS SUBSEQUENT OWNER WARRANTY

Reference Section 6 of this manual for information regarding transferring Service Contract coverage to a subsequent owner.

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### 3.7. U.S. AND CANADIAN VEHICLES USED OVERSEAS

Vehicles purchased for export use are covered by the Navistar Export Warranty. (refer to Export Manual CTS-1101). Vehicles sold by domestic U.S. and Canadian Dealers for use and/or operation outside of the U.S. and Canada are not eligible for U.S./Canada standard base warranty.

If a vehicle is purchased in the United States, U.S. Possessions, or Canada, and is temporarily used overseas, then the warranty issued with the vehicle will apply, and warranty service will be provided by an authorized overseas International® Distributor. If an overseas International Distributor charges an owner for warranty repairs, the owner should obtain the repair order (marked Paid) and contact the Sales Region Office serving his area upon return for warranty consideration.

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### 3.8. ALLIED EQUIPMENT

All alterations or modifications of International® vehicles must be done in compliance with all applicable Navistar, Inc, State and Federal Statutes and Regulations. The installation/use of any non-OEM product will not necessarily void the Vehicle Limited Warranty. If, however, the non-OEM product fails or causes an OEM part to fail, the New Vehicle Limited Warranty does not cover the cost of the repair and/or any related damage. The vehicle owner will need to look to the manufacturer or installer of the non-OEM product for repairs, not to Navistar.

When a vehicle is sent to an Allied Equipment Manufacturer or Truck Equipment Manufacturer for completion, it is the responsibility of these parties to install the Incomplete Vehicle Certification Sticker. These stickers can be found in the door pocket in the envelope containing the Owner's Manual. If the stickers are not found with the Owner's Manual packet, they are available thru the PDC part number 1659609C1 (U.S.) or 1652152C1 (Canada). Navistar will only put the Vehicle Certification Sticker on completed trucks equipped with a fifth wheel.

#### 3.8.1. ALLIED EQUIPMENT INSTALLED BY INTERNATIONAL

All allied equipment installed or furnished by International will be covered by the terms of the standard basic warranty in effect for that particular vehicle. The Dealer is to make every effort to have the warrantable repairs handled by the local allied equipment distributor. If this cannot be accomplished, then the claim should be processed through regular channels with proper supporting documents, i.e., sale order, special Preparation and Delivery (P&D) invoice, etc.

#### 3.8.2. ALLIED EQUIPMENT INSTALLED BY DEALERS OR CUSTOMERS

The cost of modifying correctly built vehicles to install allied equipment will not be a warranty expense. This expense should be considered part of the installation cost and charged to the customer.

Allied equipment installed by Dealers or customers is not warranted by International, except for the parts themselves, if purchased from International and qualified for parts warranty.

The cost of removing and replacing allied equipment to perform warranty repairs on International vehicle components will be a warranty expense barring unusual or unreasonable expenses.

A vehicle altered or modified by someone other than International will not necessarily void vehicle warranty unless that alteration and/or modification was the cause of such failure. Intermediate and final stage manufacturer modifications or additions to International truck chassis, cab-chassis, or flat back or windshield cowl chassis may result in the completed vehicles being used for purposes which Navistar neither designed nor intended. Navistar will not provide any warranty coverage for component failures resulting from system modifications or additions made to incomplete vehicles by either intermediate or final stage manufacturers.

When a failure occurs, determination must be made as to the cause. If such failure was not the result of the modification and/or alteration, the vehicle warranty will apply.

#### 3.8.3. DETERMINING WARRANTY RESPONSIBILITY

This section will aid the Dealer in determining warranty responsibilities related to chassis modified by an allied equipment or body supplier account such as, but not limited to, tow truck / roll-offs, fire trucks, ambulance conversions, mobile libraries, trailer totes, armored vehicles, etc.

Generally, good common sense diagnosis will result in the repairing location's determining warranty responsibility and proper administration. If, for any reason, responsibility for a particular repair cannot be determined, the Customer Service Engineer (CSE), Technical Service Manager (TSM) or Fleet Service Manager (FSM) must be contacted for assistance.

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The following includes, but is not limited to, examples of repairs that may not be warrantable by Navistar.

### 3.8.3.1. Group 01 Frame

- a. Broken or cracked frames due to wheelbase alterations, improper drilling of holes in flange or web, or improper welding of mounting brackets and supports.
- b. Front or rear frame extensions.
- c. Bent or damaged frames due to improper body mounting.
- d. Frame damage due to removal or installation of crossmembers to accommodate specific body mounting or special equipment.

### 3.8.3.2. Group 02 Front Axle

- A. Front end stabilizing devices not indicated on the line set ticket or failures resulting from such installation, including front axle bushings and steering linkage.

### 3.8.3.3. Group 03 Chassis Springs

- a. Any hydraulic stabilizing equipment or its mounting. Not to include leveling jacks or shock absorbers installed as original equipment as reflected on the line set ticket.
- b. Spring breakage or sag due to exceeding Gross Axle Weight Rating (GAWR) or Gross Vehicle Weight Rating (GVWR).
- c. Side-to-side lean attributable to uneven load distribution.
- d. Rear spring modifications.

### 3.8.3.4. Group 04 Brakes

- a. Brake failure or premature wear attributed to loads in excess of the Gross Axle Weight Rating (GAWR), Gross Vehicle Weight Rating (GVWR) and/or Gross Combined Weight Rating (GCWR).
- b. Bleeding of hydraulic brake system whenever alterations to the brake system have occurred.
- c. Attachments or connections to the brake system resulting in fluid, air, or vacuum leaks, damaged fittings, or other associated failures.
- d. Modifications or alterations to band-type parking brake.
- e. Installation of any locking devices.
- f. Brake failure due to body mounting interference with hydraulic lines, air lines, or control cables.

### 3.8.3.5. Group 05 Steering

- a. Failures related to mounting, relocation, or alteration of steering column, steering gear, or steering linkage.
- b. Steering wheel alignment.
- c. Failure of, or an adjustment to, steering column mounting bracket.

### 3.8.3.6. Group 06 Driveshaft

- a. Failures attributed to modifications affecting length, angularity, or phasing.
- b. Modifications to drivelines to accommodate water pumps or other shaft-driven attachments.

### 3.8.3.7. Group 07 Exhaust System

- a. Failures to exhaust system resulting from, or due to, installation or operation of waste disposal system.
- b. Any failure to any system not installed as indicated on, or modified from, the line set ticket.

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### 3.8.3.8. Group 08 Electrical System

- a. Chassis on which the allied equipment or body manufacturer assembles component parts to cowl assemblies such as instrument panels, instrument panel covers, instrument clusters, switches, and wiring. The failure of any of these parts due to handling, installation, or connection of harnesses and switches is not warrantable.
- b. Electrical failures of an item installed by a body company or damage to wiring harness resulting from such installation or item failure.
- c. Failures of electrical systems resulting from routing by an allied equipment or body manufacturer in close relation to hot or rotating parts.
- d. The relocation of batteries or failures resulting from such relocation.
- e. The installation of electrical cut-off switches or failures resulting from such installation.
- f. Failures attributed to overloading of alternator capacity by the installation of additional electrical equipment.
- g. Failures of, or damage resulting from, failure of all interior lighting not listed on the line set ticket.

### 3.8.3.9. Group 11 Clutch

- a. Failure of, or failures resulting from, incorrect pedal mounting/modification.
- b. Installation of remote-control devices, or failures resulting from installation of remote-control devices, i.e.; clutch adjustment and release bearing failures.

### 3.8.3.10. Group 12 Engines

- a. Modifications of, or failures resulting from modifications to air cleaners or air intake system.
- b. Modifications of, or failures resulting from modification or additions to, throttle or accelerator linkage.
- c. Failure of, or damage to, throttle control cable resulting from interference by allied equipment or body manufacturer installed equipment.
- d. Repairs to, or failures resulting from, any cruise control device not listed on the line set ticket.
- e. Repair or damage resulting from the allied equipment or body manufacturer failing to provide adequate clearance or air flow in the engine compartment.
- f. Failure of heat exchangers, or incorrect hook-up of heat exchanger.
- g. Failures caused by installation of coolant make-up lines or coolant recovery systems not listed on the line set ticket.
- h. Failures caused by installation of front end PTO drives not indicated on the line set ticket.

### 3.8.3.11. Group 13 Transmission

- a. Transmission control cable routing or transmission damage caused by routing or interference with any allied equipment or body manufacturer installed item.
- b. Failure or damage resulting from failure of any auxiliary transmission oil cooler not installed as listed on the line set ticket.
- c. Failures or damage resulting from failure of any PTO not installed as listed on the line set ticket.
- d. Interference of shift housing or shift lever with floor pan or tunnel cover.
- e. Failure resulting from installation of gear locking devices.
- f. Failures resulting from angularity modifications.
- g. Failure of heat exchangers or incorrect hook-up of heat exchanger.

### 3.8.3.12. Group 14 Rear Axle

Failure resulting from any rear axle modification.

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### 3.8.3.13. Group 15 Fuel Tanks

Failure resulting from any fuel tank modification.

### 3.8.3.14. Group 16 Cabs

- a. Failures or damage resulting from, any automotive type air conditioner except those that are listed on the line set ticket.
- b. Failure of any body attachment to the chassis.
- c. Failure or damage resulting from failure of, any component within and attached to the body.
- d. Failure of toe board seal, hand brake lever mounting, automatic transmission control tower mounting, and seat belts, including anchors not listed on the line set ticket.
- e. All interior and exterior lights and wiring excepting headlights, parking lights, and headlight harness.
- f. Speedometer head and cable failures related to routing and/or interference by allied equipment or body manufacturer installed features.
- g. Failures of heater cores or heater hoses, caused by leaking or ruptured heater cores or heater hoses, not listed on the line set ticket.
- h. Failure of heat exchangers, or failures caused by incorrect hook-up of heat exchanger.
- i. Installation of add-on air-conditioning systems that result in overheating, water pump bearing failures, etc.

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### 3.9. U.S. GOVERNMENT WARRANTY

#### 3.9.1. Commercial Vehicles (Cab & Chassis)

The warranty coverage on vehicles sold to the U.S. Government is the same standard coverage as provided in each model's Warranty Basic Coverage Form. Reference the ISIS® Home Page for coverage information.

ISIS >> Technical Publications >> Warranty Information >> CTS Warranty Form Matrix

DTU dates on government vehicle are validated by the in-service date on the vehicle data plate.

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### 3.10. GOVERNMENT WARRANTY (CANADA ONLY)

#### 3.10.1. GOVERNMENT AGENCIES

Vehicles sold to the Canadian Federal Government, departments, or agencies thereof, including Canadian armed forces, receive the same standard coverage as provided in each model's Warranty Coverage Schedule. Reference the ISIS® Home Page for additional coverage information.

ISIS® >> Technical Publications >> Warranty Information >> CTS Warranty Form Matrix

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### 3.11. TOOLS AND EQUIPMENT

#### 3.11.1. NAVISTAR, Inc. TOOLS

International products are diagnosed and repaired utilizing a variety of special tools. Some of these tools are only available through Navistar and its suppliers, and some tools are readily available on the open market.

In applications where the use of diagnostic tools generates a print-out or status “code”, that information must be provided to Navistar as part of the warranty claim submission process, including, but not limited to batteries, alternator, starters, Air Conditioning, etc.

Navistar may require the dealer to provide an electronic spreadsheet of their special / essential tool inventory. The Company may conduct a tool audit at dealerships, or associate locations, as needed to verify that the required equipment is available for repair to International vehicles.

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### 3.12. INDUSTRIAL ENGINE OEM

Navistar sells engines directly, and through other engine manufacturers/distributors, for power equipment such as: compressors, generator sets, irrigation pumps, cranes, earth moving machinery, etc. At the time of delivery to consumer, purchasers of such equipment receive a product owner's information manual that describes warranty coverage time guidelines and components included. This manual also describes the appropriate communication procedures to address questions pertaining to authorization to perform service under warranty and the reimbursement process for such work. Most engines sold through direct sales are covered directly by the O.E.M. manufacturer. Servicing Dealer questions should be referred to the equipment manufacturer per the communication procedures in the owner's manual. If a manual is not available, the Original Equipment Manufacturer (OEM) should be contacted directly.

#### 3.12.1. SERVICE REQUESTS COVERED BY WARRANTY

If service on such equipment is authorized for reimbursement directly by Navistar, form number CTS-1013, paper Truck Service Order should be utilized.

Claims for reimbursement directly by Navistar are to be sent to:

Navistar  
10400 W. North Avenue  
Melrose Park, IL 60160  
Attention: Warranty Administration, Dept. 392

#### 3.12.2. SERVICE REQUESTS NOT COVERED BY WARRANTY

##### 3.12.2.1. EXCESSIVE LABOR TIME

Before repairs are performed, a servicing location that is authorized by Navistar to perform service on this equipment must estimate labor time for repairs. Consult with the OEM, or OEM selling Dealer, about labor time estimates that, because of configuration of OEM installation, are more than 1.1 times Navistar labor time for a comparable repair in an International chassis. Such excessive labor time is not covered by Navistar warranty.

##### 3.12.2.2. EXCESSIVE TIME, MILEAGE, OR NO DEFECT

Before repairs are performed, the servicing location is to consult with the OEM, or OEM selling Dealer, when it is determined that Navistar warranty does not apply.

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### 3.13. CHASSIS OWNER'S SERVICE POLICY

Navistar or its dealers may sell chassis directly to original equipment manufacturers (OEM) that then install their equipment and sell the finished products to consumers. At the time of delivery to the consumer, purchasers of such OEM products must receive a Chassis Owner's Service Policy that has been partially completed to show OEM and new owner's identification, and all components that are included in Navistar warranty. Vehicles must be taken to an authorized International dealer location (arranged by selling dealer) with a request for Pre-Delivery Inspection. Owner's Service Policy will be completed by the authorized International dealer to show the date of Pre-Delivery Inspection and authorized signatures. Customer DTU and name and address updates are required at this time.

In the absence of excess mileage or usage of the vehicle, the date of Pre-Delivery Inspection becomes the date of delivery for warranty purposes. Owners requesting service under warranty must present this form, properly completed, at time of request.

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### 4.0. WARRANTY COVERAGE GUIDE

The warranty coverage guides provided in this section are intended to address common coverage questions that Dealer personnel will experience while applying Navistar warranty policy to warranty work involving specific vehicle systems and components.

#### 4.0.1. REPAIRS REQUIRING NAVISTAR PREAPPROVAL

In order to ensure that the best repair is being made, Navistar requires servicing locations to secure pre-approval before beginning repairs on specific components or when performing certain repairs which exceed defined levels of "Total Cost of Repair". Navistar utilizes various resources for the pre-approval process; these include iApprove, and the Warranty Administration Group. Pre-approval numbers need to be recorded on the first line of the Complaint, Cause, and Correction (3 C's) section in the warranty claim. Pre-approval requirements apply to the following categories of warranty coverage / warranty codes 01, 03, 38, 39 and 55.

Reference the Warranty Policy Letters in ISIS, for the current repairs and components which require pre-approval.

ISIS >> Technical Publications >> Warranty Information >> Warranty Policy Letters.

**NOTE:**

- a. Authorization alone does not ensure payment for warranty claims. The Dealer is responsible to determine if the failure is within the warranty coverage period / guidelines.
- b. A claim requiring pre-approval that is submitted without the authorization number is considered an improper warranty submission, and will be rejected by the Warranty Administration Group (W.A.G.).
- c. The Dealer needs to contact their CSE/TSM for approval on these items.
  1. Vehicle Modification or Alteration - in order to resolve a problem otherwise not correctable.
  2. Non-International Parts- replacement of defective parts with parts other than genuine International parts.
  3. Vehicles under Investigation – repairs to vehicles involved in Company investigations.

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### 4.0.2. WARRANTY COVERAGE EXCLUSIONS

#### 4.0.2.1. Adjustments (and Alignments)

Adjustments/repairs are not reimbursable, *if they are*:

- a. Included in the Pre-Delivery Inspection Master Instruction Manual as a required adjustment (including steering wheel alignment on those models where included in PDI reimbursement allowance)
- b. Performed to improve vehicle appearance or performance beyond normal factory standards.
- c. Included in a scheduled maintenance requirement.
- d. To correct improper or incomplete Dealer adjustments/repairs, previously performed. (The Company reimburses dealerships only once for an adjustment/repair).
- e. Prohibited elsewhere in this Manual or in other Company publications.
- f. Alignments to the front and/or rear axles are not warrantable.

#### 4.0.2.2. Maintenance/Wear Items:

Parts and Labor needed to maintain the vehicle and the replacement of parts due to normal wear and tear (consumables) are the responsibility of the vehicle owner and are not covered under warranty. The adjustment/maintenance/wear items listed below, are in addition to any items listed under the vehicle component systems discussed, in the remainder of this section.

Examples of items which are non-warrantable include, but are not limited to:

- Oil changes
- Filters (all)
- Headlight adjustments
- Desiccant cartridge
- Tire rotation
- Cleaning/polishing
- Engine tune-up
- Adding oils
- Adding Lubricants, fluids (except refrigerant)
- Ashtray
- Cigarette lighter element
- Brake linings/pads
- Clutch Adjustment
- Clutch linings
- Clutch brake
- Fire extinguishers
- Fuses
- Post PDI Steering Wheel Adjustment
- Gladhand and gladhand rubbers
- Trailer Electrical cables
- Mattress
- Mud flaps
- Mud flap mounting bracket
- Windshield Wiper Blades
- Windshield Washer Nozzles
- Reset vehicle parameters

Examples of items which are warrantable, (coverage for defects in material and workmanship only) for the **first 90 days only**, include, but not limited to:

- a. Tightening intake clamps
- b. Tightening coolant clamps
- c. Tightening of loose clamps and fasteners
- d. Belts
- e. Trailer air hoses & electrical cables
- f. Hose tenders
- g. Wheel or tire balancing.
- h. Light bulbs (incl. Fluorescent tubes, ballast, and Sealed Beams)
- i. Windshield wiper blades & washer nozzles

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### 4.0.2.3. Damage Caused by Improper Maintenance

The New Vehicle Limited Warranty does not cover damage caused by failure to maintain the vehicle. Failures resulting from improper maintenance of the vehicle, or using the wrong part, fuel, oil, lubricants, or fluids are not warrantable. Components that can fail due to lack of proper maintenance/lubrication include (but are not limited to); king pins & bushings, tie rod ends, clutch linkage, and spring pins.

### 4.0.2.4. Steam Cleaning of a failed component

Vehicle steam cleaning and component steam cleaning time allowances have been included in the Standard Repair Times for those items where steam cleaning is necessary.

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### 4.0.3. VEHICLE COMPONENT GROUPS – COVERAGE GUIDES

In order to ensure that the correct coverage parameters are applied to each specific component or “system” on the vehicle, the following guidelines are provided. This section will outline specific component areas where; 1) additional warranty coverage may apply, or 2) limitations or exclusions will affect the length of coverage.

The following parameters apply to all of the component sections that follow.

- a. Normal wear and tear or components that have failed through abuse, lack of maintenance, improper modifications or repair, or damage through a misapplication, such as using an on-highway component for an off-highway purpose.
- b. Normal maintenance as stipulated in the Operator’s Manuals – includes maintenance and service items that are subject to consumption or wear out during their normal operating life.
- c. Adjustments required as a result of normal use and operation of the vehicle are not covered beyond the 90 day maximum stated in section 4.0.2.2. Non-warrantable adjustments include, but are not limited to, the exclusions discussed in section 4.0.2.1., above.

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### 4.0.3.01. Frame or Bumper

Limitations or Exclusions – Items not covered by warranty

- a. Repainting of frame is not covered. (Chatham built vehicles only.) Reference 98-001G.
- b. Coincidental prints/scuffs in frame paint from wood blocks or binding devices used by drive away company are non-warrantable.
- c. Frame repairs or modifications are not covered by warranty.
- d. Use of non-Huck Bolts in Frame Replacements. Reference Technical Service Letter TSI-07-01-01R available on ISIS at: Technical Publications >> Service Bulletins >> TSI's for more information.
- e. Broken or cracked frames due to the following are not covered by warranty:
  1. Welding of mounting brackets, supports, or wheelbase alterations;
  2. Non-drilled holes in flange or web;
  3. Drilled holes in flange.
  4. Add-on front or rear frame extensions.
  5. Bent or damaged frames due to improper body mounting.
  6. Frame damage due to installation or removal of crossmembers to accommodate specific body mounting or special equipment.
  7. Modifications to frames to allow for variable wheelbase.

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### 4.0.3.02. Front Axle

Limitations or Exclusions – Items not covered by warranty

- a. Weepage – a small amount of wetness or seepage at gasketed surfaces or plugs is considered normal.
- b. Seal Leaks- Seals are pre-lubricated with grease or oil during the assembly process. This pre-lubrication can moisten or wet the area between the lip of the oil seal and the shaft during operation. If you find the seal area to only be moist this is not a warrantable condition. A warrantable seal leak will appear very wet or visibly drip oil from the seal. Check for a leak path leading from the seal. If you find a leak path and oil drips from the seal this is a warrantable condition.
- c. Front end stabilizing devices not included on the line set ticket, or failures resulting from such installation, to include front axle bushings and steering linkage are not covered by warranty.
- d. Modifications or failures attributed to same are not warrantable.
- e. Front end axle alignment is not warrantable.
- f. King pin failures attributable to lack of lube or maintenance are not warrantable

**NOTE:** Bearings, wheel ends, steering components, e.g., drag links, arms, tie rods, etc., are covered as a part of standard Basic Warranty only.

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### 4.0.3.03. Suspension

Limitations or Exclusions – Items not covered by warranty

- a. Suspension modifications are not covered by warranty.
- b. Spring breakage or sag due to exceeding Gross Axle Weight Rating (GAWR) or Gross Vehicle Weight Rating (GVWR) is not covered by warranty.
- c. Warranty does not cover side-to-side leaning attributable to uneven load distribution.

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### 4.0.3.04. Brakes

Limitations or Exclusions – Items not covered by warranty

- a. Brake failure or premature wear attributed to loads in excess of the Gross Axle Weight Rating (GAWR), Gross Vehicle Weight Rating (GVWR) and/or Gross Combined Weight Rating (GCWR), is not covered by warranty.
- b. Modifications affecting the original factory brake system are not warrantable.
- c. Installation of locking devices is not reimbursable.
- d. No reimbursement is allowed for cleaning of brake system or adjustments to the brake pedal linkage and brake shoes beyond the provisions stipulated in the owner's Limited Warranty Service Policy (normal wear).
- e. Lining and/or pad replacement due to normal wear is not covered.
- f. Modifications to upgrade or amended FMVSS-121 are not covered.
- g. Due to brake composite changes, brake noise/squeal is not uncommon. Brake noise/squeal is not a warrantable defect as brake performance is not affected.

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### 4.0.3.05. Steering

Limitations or Exclusions – Items not covered by warranty

- a. Reimbursement for service adjustments on the steering system beyond the provisions stipulated in the owner's Warranty Service Policy is not covered.
- b. When special bodies, equipment, or accessories are added to a vehicle (i.e., chassis modification, cabs, plows, etc.), front axle alignment and steering wheel alignment is not reimbursable under warranty.

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### 4.0.3.06. Driveshafts

Limitations or Exclusions – Items not covered by warranty

- a. Repainting of driveshaft is not warrantable.
- b. Failures attributed to modifications affecting length, angularity, or phasing are not covered by warranty.

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### 4.0.3.07. Exhaust System

Limitations or Exclusions – Items not covered by warranty

- a. Failure of exhaust systems resulting from modifications is not warrantable.

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### 4.0.3.08. Electrical System

Limitations or Exclusions – Items not covered by warranty

- a. All wipers, lights, etc. installed by an Allied Equipment or body manufacturer are not covered.
- b. Headlight adjustment beyond the provisions stipulated in the owner's Warranty Service Policy is not reimbursable.
- c. Headlamp adjustment required because of special bodies added to incomplete vehicles or because of special equipment installation (modification-conversion) after the vehicle leaves the assembly plant is not reimbursable.
- d. Failures resulting from modifications, connections, and/or attachments to the original electrical system are not warrantable.

### 4.03.08.1. Batteries

Limitations or Exclusions – Items not covered by warranty

- a. Batteries that fail due to the use of compounds, additives, or electrolyte other than recommended by Navistar, or use of a smaller battery group size than that recommended by the vehicle manufacturer are not covered.
- b. Batteries with damaged cases, covers, or battery posts or that fail due to misuse, neglect, improper installation, freezing or failure to perform maintenance service are not covered.
- c. Modifications to the original batteries or failures resulting from same, are not warrantable.

**NOTE:** All batteries submitted for warranty reimbursement must follow the test procedures and place the test codes on the claim as outlined in the latest Battery Warranty Replacement Program, Warranty Policy Letter found on ISIS

### 4.03.08.2. Entertainment System (radio, tape, CD player)

The basic vehicle warranty coverage applies to all factory-installed radios/tape/CD players, as specified in the applicable CTS form. CTS Owner's Limited Warranty Policies are on ISIS: Technical Publications >> Warranty Information >> CTS Warranty Form Matrix.

Navistar DOES NOT cover damage to, or failure of, an audio component caused by abuse or neglect. The dealer should inspect the unit for evidence of liquid residue; pry marks or foreign objects which may have caused damage. These type failures are not warrantable

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### 4.0.3.09. Cooling system

Limitations or Exclusions – Items not covered by warranty

- a. Failures caused by modification or connections to the original factory cooling system.
- b. Tightening or repositioning of hose clamps. (Part of regular Preparation and Delivery [P&D])
- c. Use of anti-freeze not formulated to Navistar specifications, for use in medium duty and heavy duty diesel engines.

**NOTE:** Defective radiators are not to be repaired. When doing warranty work on the cooling system, defective radiators must be replaced. Paint the defective area of the radiator blue to clarify the location of the defect.

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### 4.0.3.10. Speedometers and Miscellaneous

Limitations or Exclusions – Items not covered by warranty

- a. Warranty coverage will not apply to any vehicle on which the odometer has been disconnected or the odometer reading has been altered and the vehicle's actual distance traveled cannot be readily determined.
- b. Speedometer head and cable failures related to routing and/or interference with allied equipment or body manufacturer installed items are not covered by warranty.

**NOTE:** When a speedometer head or dash cluster containing the odometer is replaced, you must enter the current mileage into the new odometer using the service tool. Claim rejection due to an apparent odometer rollback will result if these steps are not followed.

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### 4.0.3.11. Clutch

Limitations or Exclusions – Items not covered by warranty

- a. Worn clutch linings replaced due to normal wear are not covered by warranty.
- b. Service adjustments on the clutch system, beyond the provisions stipulated in the owner's Warranty Service Policy are not reimbursable beyond 90 days.
- c. Modifications to the original system are not covered.

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### 4.0.3.12. Engine

#### 4.0.3.12.1. Engine Cooling System

Limitations or Exclusions – Items not covered by warranty

- a. Failures due to inadequate cooling system protection.
- b. Failures caused by modification or connections to the original factory cooling system.
- c. Installation of add-on equipment which would inhibit the cooling system effectiveness.
- d. Installation of add-on air-conditioning systems that result in overheating, water pump bearing failures, etc.
- e. Tightening or repositioning of hose clamps. (Part of regular Preparation and Delivery [P&D])
- f. Use of anti-freeze not formulated to Navistar specifications, for use in medium duty and heavy duty diesel engines.

#### 4.0.3.12.2. MaxxForce Diesel Engines installed in International Vehicles.

This section also includes engines previously branded under the International brand.

Limitations or Exclusions – Items not covered by warranty

- a. Engine tune-up.
- b. Reimbursement for adjustments on drive belts, and for cleaning of fuel system on all MaxxForce engines.
- c. Engine valve grinding unless required by a warrantable failure of parts that were defective in material or workmanship.
- d. Lubricants, fluid, and filter replacement unless associated with a primary failure causing lubricant contamination within the standard basic engine warranty period.
- e. Weepage – a small amount of wetness or seepage at gasketed surfaces or plugs is considered normal.
- f. Failure attributed to modifications of the air intake system, accelerator linkage, or any device added by allied equipment or body manufacturer that interferes with the original design.
- g. Performance and/or power complaints are not warranted if seals are broken (indicating tampering), or if repairs are made without performing a diagnostic test and completing a Problem Analysis Guide.
- h. Non-MaxxForce engines are warranted by the respective manufacturer, and not by Navistar.
- i. Modification or alteration to MaxxForce diesel engine; fuel, air induction, or exhaust systems or installation of aftermarket, non-certified components is not recommended. A failure resulting from these adjustments or installations will not be warranted.
- j. Conversion of a MaxxForce engine to run on CNG or LNG does not void the vehicle warranty **however, any failure or progressive damages resulting from the converted engine, its associated components, or changes required by both/either (ie, new mounting brackets for CNG tank etc) are excluded from the warranty**

MaxxForce engines are completely rebuildable, and only failed or damaged parts should be replaced.

- a. Replacement of short block assemblies or complete MaxxForce engines is not warranted unless prior approval is given.
- b. An engine diagnostic test, using the appropriate Problem Analysis Guide, must be completed to identify and confirm the actual problem prior to performing repairs to the engine fuel injection system.
- c. All claims for Engine repairs must include the component serial numbers of both the original engine and, if replaced, replacement engine

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- d. Injectors – If diagnostic tests confirm an injector problem, reference the most recent Pre-Approval Requirements Warranty Policy Letter in ISIS, for the current repairs and components which require pre-approval. To minimize damage to returned parts all fuel injection components removed for warranty repairs must be drained and capped and returned to the Product Review Center (PRC) for testing in the replacement parts original shipping cartons. Failure to properly cap a removed nozzle will result in a claim reversal.
- e. When performing repairs to a MaxxFace Engine, a copy of the diagnostic check sheet must be attached to the Repair Order in the dealer's files. This document must be available if requested by the Warranty Administration group.
- f. High oil consumption that is caused by dust or dirt entering the engine is not warrantable.
- g. Excessive Oil Consumption– MaxxFace Diesel engine. Work performed to correct excessive oil consumption may require prior approval. Reference the most recent policy letter in ISIS, for the current repairs and components which require pre-approval. (Currently 09-003G). Excessive oil consumption is warrantable within the standard basic vehicle warranty provided the following procedures are followed.
- h. Diagnosis of excessive oil consumption must include:
  - 1. Examination for external oil leaks.
  - 2. Pressure check of air induction system and restriction check.
  - 3. Examination of crankcase breather element and tube for cleanliness.
  - 4. Intake manifold pressure.
  - 5. Operating fuel pressure.
  - 6. Engine crankcase pressure.

Have the customer keep accurate records of the additional oil consumption. Determine the initial oil consumption rate and trend at 1,000 miles (1 600 km) and again at 5,000 miles (8 000 km). If the engine oil consumption rate exceeds the normal consumption rate of one (1) quart every 1,000 miles, correction is warrantable.

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### 4.0.3.13. Transmission

Limitations or Exclusions – Items not covered by warranty

- a. Weepage – a small amount of wetness or seepage at gasketed surfaces or plugs is considered normal.
- b. Seal Leaks- Seals are pre-lubricated with grease or oil during the assembly process. This pre-lubrication can moisten or wet the area between the lip of the oil seal and the shaft during operation. If you find the seal area to only be moist this is not a warrantable condition. A warrantable seal leak will appear very wet or visibly drip oil from the seal. Check for a leak path leading from the seal. If you find a leak path and oil drips from the seal this is a warrantable condition.
- c. Allison automatic transmissions are warranted by the manufacturer and not by Navistar. Warranty repairs should be performed by an authorized Allison facility and the warranty claim filed with the Allison distributor.
- d. Lubricants and/or oil are not warrantable unless required due to contamination, in conjunction with a covered failure.
- e. Modifications to the factory installed components, or damage resulting from same, are not covered by warranty.
- f. Failure of, or damage resulting from failure of, any PTO not installed by Navistar (as listed on the line set ticket).
- g. Reimbursements for service adjustments beyond the provisions stipulated in the owner's Warranty Service Policy.

**NOTE:** Shift lever, shift knob, transmission tower, and attachments are covered by Standard Basic Warranty only.

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### 4.0.3.14. Rear Axle

Limitations or Exclusions – Items not covered by warranty

- a. Seal Leaks- Seals are pre-lubricated with grease or oil during the assembly process. This pre-lubrication can moisten or wet the area between the lip of the oil seal and the shaft during operation. If you find the seal area to only be moist this is not a warrantable condition. A warrantable seal leak will appear very wet or visibly drip oil from the seal. Check for a leak path leading from the seal. If you find a leak path and oil drips from the seal this is a warrantable condition.
- b. Lubricants and/or oil are not warrantable unless required due to contamination in conjunction with a covered failure.
- c. Reimbursement to correct rear axle alignment

**NOTE:** Axle shafts, brakes, wheel ends/bearings, controls and attachments are covered by published Standard Basic Warranty only.

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### 4.0.3.15. Fuel Tanks

Limitations or Exclusions – Items not covered by warranty

- a. Removal of the protective covering from polished tank(s) is not covered by warranty.
- b. Failures caused by rust, sediment, algae, or other types of contaminants in the fuel system or fuel tanks are not covered by warranty.

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### 4.0.3.16. Cabs

Limitations or Exclusions – Items not covered by warranty

- a. Soft trim that has been worn soiled, torn or cut, burned, punctured, or deteriorated due to use or exposure is not warrantable.
- b. Repair or replacement of bright metal finished components damaged by dents, nicks, scratches, or deterioration due to exposure is not warrantable.
- c. Glass replacement; scratches, pitting or chips are not warrantable.
- d. Repainting of dents, chips, pitting, nicks, scratches, impact cracks, bird droppings, tree sap, road salt, hail or other “acts of nature ” or normal paint deterioration due to exposure or washing chemicals is not reimbursable, nor is painting of any component not normally painted is not warrantable.
- e. Reimbursement for door adjustments or the elimination of outside water and air leaks beyond the provisions stipulated in the owner's Warranty Service Policy is not warrantable.
- f. Reimbursement is not allowed for repairs required as the result of improper storage practices.
- g. Damages due to collision, accident damage or owner abuse is not warrantable.

#### 4.0.3.16.1. Air Conditioner/Heater

Warranty coverage for the air conditioner and heater on all models is one year unlimited miles or basic warranty. In the event of a warrantable failure of the air conditioner compressor, replace only with a like - model / part number.

- a. R-12 Refrigerant Systems
- b. HFC-134 Refrigerant Systems

The amount of air conditioning refrigerant that can be claimed for an air conditioning system repair is limited to the actual amount used, not to exceed the refrigerant capacity of that vehicle. For occasional situations where “leak checking” is necessary, a small additional amount can be claimed.

An A/C recharge and recovery machine meeting SAE J2788 standards is required for air conditioning repairs on International vehicles. At its discretion, Navistar may require print-outs or codes from this equipment as part of warranty claim documentation. Navistar encourages Dealer usage of a Navistar approved A/C Machine for all R134A air conditioning work. For 134a leak detection, a leak detector meeting SAE J2791 standards must be used. Repairs performed without the use of approved equipment are not eligible for reimbursement.

#### 4.0.3.16.2. Perforation From Corrosion Warranty

Perforation corrosion coverage only covers corrosion resulting from rust that starts from the inside and migrates to the exterior surface. It excludes:

- a. Corrosion due to accidents or impact damages, chips, dents, nicks, scratches, chemical fallout, pollution damage, gravel or salt damage, and corrosion or surface corrosion.
- b. Corrosion due to lack of maintenance.
- c. Exhaust system components.

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### 4.0.3.16.3. Fiberglass Repair

Paint and Fiberglass repairs require a specific description of the defect, its location, and repairs required to correct the defect.

Use the following paint defect descriptions where applicable:

- a. Cluster – more than one large or small porosity bunched together
- b. Craters – dish-like condition of surface after paint
- c. Fracture – break completely through the material
- d. Gouge – deep scratch effect below plastic surface
- e. Orange peel – regular rough surface
- f. Porosity – hole in paint surface
- g. Scratch – light surface scratch, not below plastic surface
- h. Surface craze – light spider web effect due to material
- i. Waviness – uniform peaks and valleys, material flow-back

Photographs are to be provided for review; one taken from a distance to show area of defect, one close up showing the specific defect, and one of the vehicle VIN plate. Provide additional photos of each concern and the estimate as an attachment in the iApprove request form.

Follow the instructions provided on the work sheet in ISIS for the iApprove process. ISIS >> Technical Publications >> Warranty Information >> Warranty Policy Letters.

Reference the most recent Pre-Approval Requirements policy letter in ISIS, for the current repairs and components which require pre-approval.

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### 4.0.3.17. Wheels

Limitations or Exclusions – Items not covered by warranty

- a. Seal Leaks- Seals are pre-lubricated with grease or oil during the assembly process. This pre-lubrication can moisten or wet the area between the lip of the oil seal and the shaft during operation. If you find the seal area to only be moist this is not a warrantable condition. A warrantable seal leak will appear very wet or visibly drip oil from the seal. Check for a leak path leading from the seal. If you find a leak path and oil drips from the seal this is a warrantable condition.
- b. Tires and tubes are warranted by their respective manufacturers.
- c. Damage to tires, rims, or wheels caused by road hazards is not warrantable.

**NOTE:** Proper tire inflation is part of the Preparation and Delivery (P&D) responsibility.

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### 4.0.3.19. Accessories

Limitations or Exclusions – Items not covered by warranty

- a. Ether Start Bottles – It will be the selling location's responsibility to supply and install the bottle on units equipped with ether start systems. Initial cost of the bottle and its installation is not warranty.
- b. Plug and Wire for CB or 2-Way Radio – The plug and wire is available for purchase through service parts and is no longer furnished as part of the factory installed code. Initial cost of the plug and wire, and its installation is not warranty.
- c. Aerodynamic Package – Mounting brackets on the cab roof are not factory installed. The cab roof fairing and extension pieces will be factory prime painted and shipped strapped to the chassis. Installation and painting are the responsibility of the selling location and are not warranty. Any customer, Dealer, or outside vendor installation of the aerodynamic package and/or roof mounting brackets is not warrantable.
- d. Jake Brake – The Jacobs Manufacturing Company engine brake, is installed by the engine manufacturer and failures due to installation are the responsibility of the respective engine manufacturer. Failures due to components of the Jake brake are the responsibility of the manufacturer, Jacobs Manufacturing Company and must be filed direct to Jacobs.
- e. C Brake – Cummins Engine Company, Inc's. engine brake, (i.e. C brake), is installed by the engine manufacturer and failure due to installation is Cummins responsibility. Failure due to components of the C brake is also the responsibility of Cummins Engine Company.
- f. Failures to accessories not found on the line-set ticket, are not warrantable. However, a genuine International part installed by an authorized International location may be eligible for service parts warranty.

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### 5.1. VEHICLE RECALL CAMPAIGNS

A Vehicle Recall Campaign can be either safety related or an instance of non-compliance with U.S. and/or Canadian vehicle safety standards. When a Vehicle Recall Campaign is declared for either reason, the campaign must comply with U.S. or Canadian regulations.

This includes matters such as:

- a. Timing of the defect notification to the Government, Dealers and Customers
- b. Completing repairs in a reasonable length of time
- c. Quarterly status reports to each Government

The prime objective of a recall is to correct the defect or non-compliance condition, as soon as possible, with as little disruption to the customer as possible; in full compliance with the recall requirements.

#### 5.1.1. DEALER/SERVICE LOCATION RESPONSIBILITY

The Dealer's responsibility to its customer and to Navistar is set forth in the Dealer's Sales/Maintenance Agreement section 10, as follows:

"The Dealer agrees that it will install in accordance with instructions received from Company field improvement packages determined by Company to be advisable. In reimbursement to the Dealer of the cost of performing this service, Company will establish either a warranty reimbursement rate or labor hours it deems reasonable for the installation of any such improvement package. If labor hours have been established, Company will credit the Dealer with an amount equal to such specified hours multiplied by the appropriate labor reimbursement rate established pursuant to Section 9."

It is the Dealer's responsibility to determine if the recall campaign has already been completed. Recall completion can be validated by the presence of a CTS-1075 sticker on the vehicle, checking the completion status on ISIS®, or by physically checking the vehicle for indications of the repair. Warranty claim submissions for Recall completion must be filed in a timely manner not to exceed the 15 day claim submission requirement (failure date to submission date) to record the AFC/recall completion in the vehicle history system as soon as possible. Claims submitted after the 15 day submission requirement will not be honored if another claim has already been submitted and paid.

#### 5.1.2. RECALL CAMPAIGN NOTIFICATION

##### 5.1.2.1. Dealer/Service Location Notification

When Navistar initiates a recall campaign, all Dealer/Service Locations are notified with a Recall Service Letter. This letter outlines the product issue, required parts, instructions for parts procurement, service procedure, repair time allowed, disposition of parts removed and other information pertinent to the campaign.

**NOTE:** See the end of this section for a sample Recall Service Letter.

##### 5.1.2.2. Initial Owner/Customer Notification

Owner notification is by mail from Navistar or an authorized International® Dealer.

Navistar will send to the vehicle's owner name and address *on record*, by first class mail a notification letter and Authorization for Recall Service Card. As a general rule, the initial letter is mailed approximately one week after the Recall Service Letter has been sent to Dealers/Service Locations.

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For vehicles without the owner name and address *on record* (this includes units in inventory), Navistar sends the Dealer an Authorization for Recall Service Card and an owner notification letter. For units sold in the time between recall initiation, and the release of the recall, the Dealer must mail the notification card and letter, to the owner. The Dealer has responsibility for customer notification on all vehicles for which it receives the owner notification card and letter.

**NOTE:** See the end of this section for samples of Authorization for Recall Service cards and owner notification letter.

### 5.1.3. RECALL CAMPAIGN PROCEDURE

When the Dealer receives the Recall Service letter list of affected units (green bar reports) and accompanying information the dealership personnel must take the following steps:

- a. Note material requirements and special ordering instructions.
- b. Promptly place an initial parts order; only order the quantity of parts you expect to use in a reasonable length of time. The parts will be shipped freight prepaid.
- c. Review the list and the Authorization for Recall Service cards accompanying it.
  1. If any unit listed as 'inventory' has been sold or transferred, enter the name and address, date and sign the card, and forward it and the owner notification letter to the new location.
  2. If one of these conditions exists: service not desired, vehicle scrapped, vehicle stolen or vehicle exported, the dealer should mark the appropriate box on the Authorization for Recall Service card and return the card to the address on the card.
- d. Contact owners of vehicles who have not responded to the recall notice. Be Sure To Note All Contacts In The Campaign File (refer to subheading 5.1.6. Record Keeping).
- e. Provide assistance to determine the recall status of a vehicle when requested (refer to subheading 5.1.5. Repairs Made Without 'Authorization For Recall Service' Card).
- f. Inspect/correct all new and used inventory vehicles prior to sale or transfer.
- g. Inspect/correct all customers' vehicles as required.
- h. When parts return is requested, return the parts in the normal manner as described in the "Disposition of Warranty Material" section of this manual.
- i. Prepare a CTS-1075, Recall Completed Identification Label for each vehicle inspected/corrected according to the Recall Service Letter instructions. Write the following information on the label with a pen.
  1. Campaign number
  2. Vehicle Identification Number
  3. Service location code number

**NOTE:** The above procedure applies only to recall campaigns so identified in the Recall Service Letter. Field changes and other campaigns do not require this label.

Dealer reimbursement: When recall inspection and/or corrections are completed, submit warranty claims to the Warranty Administration Group (WAG). Service performed on vehicles will be reimbursed per the Recall letter at the approved labor warranty rate multiplied by the allowable time. Any parts expense associated with the Recall will be reimbursed at the Dealer's cost plus the applicable parts mark-up. **DO NOT RETURN** the Authorization for Recall Service card if a claim is filed. Every effort should be made by the Dealer to submit AFC/Recall claims in a timely manner not to exceed the current 30 day claim submission requirement in order to ensure proper credit and eliminate duplicate repairs.

#### 5.1.3.1. Customer Reimbursement For Repair Made Prior to recall

The TREAD Act (Transportation Recall Enhancement, Accountability, and Documentation) requires manufacturers to reimburse customers for certain expenditures that are directly related to a safety

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or noncompliance recall, if the customer incurred the expense prior to the implementation of the recall. The pre-notification repairs must have occurred between the start date and end date specified for reimbursement in the customer letter.

The Customer letter will instruct the owner to contact the Dealer for reimbursement, or if they prefer, they may submit a claim to Navistar directly. In either case the customer must furnish the original invoice and proof of payment (cancelled check, copy of money order or paid receipt) covering the pre-notification repairs. If the owner chooses to contact the Dealer for reimbursement, it is the Dealer's responsibility to review the invoice and determine whether the repairs detailed on the customer invoice meet guidelines a. through d. for reimbursement as follows:

- a. The build date of the vehicle must fall within the build date range of the recall population.
- b. Repair date is between start date and end date for reimbursement specified in the customer letter.
- c. An original invoice and proof of customer payment was provided.
- d. The repairs detailed on the invoice addressed the defect or noncompliance and were similar to the recall remedy.

The customer will be denied reimbursement only under the following conditions:

- a. The costs incurred were within the normal or extended warranty period.
- b. The repair was not the same or similar to the recall remedy.
- c. The repair did not attempt to address the defect or noncompliance that led to the recall.
- d. The repair was not reasonably necessary to correct the defect or noncompliance.

If the pre-notification repairs meet guidelines 1 through 4, the customer is entitled to reimbursement for costs incurred for parts and labor to correct the defect or noncompliance. The amount of reimbursement will be based on the amount paid by the customer for the cost of parts for the remedy, plus applicable labor. Costs for parts will be limited to our list retail price for authorized parts. Any taxes or disposal of waste charges will be included in the reimbursement.

Dealers will administer customer reimbursement through the Warranty system. After the Warranty Administration Group (WAG) approves the claim, the Dealer will issue a check to credit the customer. The customer **must be reimbursed within 60 days after the claim was presented.**

If the customer fails to meet the conditions for reimbursement the Dealer **must inform** the customer in writing **within 60 days after the claim** was presented that they are not eligible for reimbursement for the pre-notification repairs. This notification must state in a clear, concise manner why the claim was denied based on one of the conditions listed. For instance, the Dealer should explain the difference between the customer remedy and the recall remedy and why the customer initiated remedy does not address the defect or noncompliance

Should the claim be incomplete, the Dealer must return it to the customer within 60 days after the claim was presented and the customer advised of the documentation needed. The customer must be offered an opportunity to resubmit the claim with complete documentation.

**Should an accident be involved with the claim, the Dealer MUST refer the claim to the Product Integrity Hotline for action by calling 1-800-346-4429.**

**Note:** The vehicle must have the recall performed regardless of whether the customer pre-notification claim was approved or denied. If the prior repairs did not meet the requirements specified in the recall notification, the Dealer must complete the recall as specified in the letter.

### 5.1.4. SUBSEQUENT NOTIFICATIONS

After a period of time, Navistar can make additional mailings of owner notification letters and Authorization for Recall Service cards to those customers/owners who failed to respond to the initial

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notification. Dealers will again be supplied with listings, etc., as before, and are to make every effort to contact those customers included on this subsequent listing to ensure completion of the recall campaign.

### 5.1.5. REPAIRS MADE WITHOUT 'AUTHORIZATION FOR RECALL SERVICE' CARD

There may be instances when a customer brings their vehicle to a Dealer/Service Location without the Authorization for Recall Service card, or owner notification letter. In this instance, the Dealer/Service Location should:

- a. Check the vehicle for a CTS-1075, Campaign Identification Label. If the unit is identified with a label for the specific campaign requested, it does not require rework.
- b. If you are reasonably sure the unit requires the Recall check the ISIS® Home Page to verify the Recall is due and/or completion status.

### 5.1.6. RECORD KEEPING

It is imperative for Dealers/Service Locations to maintain complete records of Safety Recalls, because the respective Government agencies can perform audits: National Highway Traffic Safety Administration (NHSTA), U.S. and Road and Motor Vehicle Traffic Safety branch of the Ministry of Transport, Canada. Navistar also may need access to Recall records. For each Recall and Field campaign establish and maintain for five (5) years a complete file of information.

- a. Be sure to record every contact with and comments from owners – telephone calls, mailings, in-person contacts, etc.
- b. Document the complete recall file containing all printouts and recall activity.
- c. Provide for prompt retrieval of completion records (Repair Order).
- d. Document (copy) all completed Recall Service cards, BH-290, U.S. or BH-291, Canada, used when checking a disposition box, and when submitting a warranty claim. This card is not used with electronically submitted warranty claims.

### 5.1.7. FIELD SERVICE RESPONSIBILITY

It is the responsibility of the Field Service representative to ensure the Dealer/Service Location promptly responds to all recalls and that appropriate records are maintained. The Field Service representative will also assist in locating customers/owners, and providing technical assistance as required.

### 5.1.8. EMISSION NOISE DEFECT CAMPAIGNS (CANADA ONLY)

All campaigns involving emission noise, RFI, non-compliance in Canada will be handled the same as, and referred to as, Safety Recalls as is required by the Canadian Motor Vehicle Safety Act.

### 5.1.9. PNEUMATIC TIRE RECALLS (CANADA ONLY)

All tire recalls will be handled by the responsible tire manufacturer as specified in the Motor Vehicle Tire Safety Act.

### 5.1.10. LEGISLATED REQUIREMENTS (U.S. ONLY)

For safety and Federal Motor Vehicle Safety Standard (FMVSS) non-compliance campaigns, Dealers are responsible to comply with the 'National Traffic and Motor Vehicle Safety Act which states in part:

"If a manufacturer decides to repair a defective or non-complying motor vehicle or replacement equipment and the repair is not done adequately within a reasonable time, the manufacturer shall :

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- a. replace the vehicle or equipment without charge with an identical or reasonably equivalent vehicle or equipment; or
- b. for a vehicle, refund the purchase price, less a reasonable allowance for depreciation.”

Failure to repair a motor vehicle or replacement equipment adequately not later than 60 days after its presentation (tender) is prima facie evidence of failure to repair within a reasonable time.

Tender does not include presenting a motor vehicle or item of replacement equipment for repair prior to the earliest date specified in the owner notification letter.

Navistar is required to comply with this very stringent law, so it is very important that all personnel who have functional responsibilities in recall campaigns know this law, especially those who procure replacement parts need to understand how vitally important it is to have recall service parts available.

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### 5.1.11. AUTHORIZATION FOR RECALL SERVICE CARD

The front side of the Recall Card will show:

- Owner's name and address, when known
- Model of vehicle
- Vehicle Identification Number (VIN)
- Recall campaign number
- Location code of Truck Sales Region
- Accounting number of the selling Dealer
- Property control number

### Example of U.S. Recall Notification Card

#### INTERNATIONAL® AUTHORIZATION FOR RECALL SERVICE

MODEL NAME	VEHICLE IDENTIFICATION NUMBER (vin)	TSR	DEALER CODE	CAMPAIGN NO.

#### VEHICLE OWNER -

Please take the vehicle described above and this card to the selling dealer for service described in the accompanying letter. The dealer has been provided instructions for repairing the vehicle. If the location of the selling dealer is not convenient for you, please contact your nearest dealer.

#### CHANGE OF OWNERSHIP - Vehicle sold to:

NAME		
STREET		
CITY	STATE	ZIP CODE

#### VEHICLE OWNER - Please Note

Please check one of the following blocks concerning this Vehicle and drop card in mail.

- Vehicle Inspected - no corrections necessary.
- Vehicle Corrections completed.
- Vehicle Sold or Transferred.  
(Please complete CHANGE OF OWNERSHIP block.)
- Service not desired on this vehicle.  
Reason: \_\_\_\_\_
- Vehicle scrapped (junked). Will not return to public streets or highways.
- Vehicle stolen (whereabouts unknown).
- Vehicle exported from U.S. to another country.  
(Please complete CHANGE OF OWNERSHIP block.)

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

**NOTE:** The Authorization for Recall Service card can be discarded after filing a claim on iClaim.

### Example of Canadian Recall Notification Card

#### INTERNATIONAL® AUTHORIZED FIELD CHANGE CHANGEMENT HORS USINE AUTORISÉ

MODEL NAME NOM DU MODÈLE	VEHICLE IDENTIFICATION NUMBER NUMÉRO D'IDENTIFICATION DU VÉHICULE	REGION	DEALER CODE CODE CONCESSIONNAIRE	CAMPAIGN CAMPAIGNE

YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

I HEREBY AUTHORIZE THE WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS - HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.

I UNDERSTAND I WILL NOT BE CHARGED FOR PARTS AND LABOUR FURNISHED UNDER THIS CAMPAIGN.

CUSTOMER SIGNATURE / SIGNATURE DU CLIENT \_\_\_\_\_

DATE \_\_\_\_\_

VOUS N'ÊTES PAS TENU RESPONSABLE DE LA Perte OU DES DOMMAGES OCCASIONNÉS AU VÉHICULE OU AUX ARTICLES LAISSÉS DANS LE VÉHICULE DANS LE CAS D'UN INCENDIE, D'UN VOL, OU DE TOUTE AUTRE CAUSE EN DEHORS DE VOTRE VOLONTÉ.

JE DONNE AUTORISATION PAR LA PRÉSENTE, QUE LE TRAVAIL SOIT EFFECTUÉ À DAVANTAGE DES MATÉRIELS NECESSAIRES ET VEUX ACCORDER, PAR LA PRÉSENTE, À VOUS ET/OU À VOS EMPLOYÉS LA PERMISSION D'OPÉRER LE VÉHICULE DÉCRIT LA DESCRIPTION EST CI-DESSOUS, DANS LES RUES, SUR LES AUTOSTRATES OU AUTRE PART DANS LE BUT DE LA SOUMETTRE À UNE ÉPREUVE ET/OU DE L'INSPECTER.

IL EST ENTENDU QUE LES PIÈCES OU LA MAIN D'ŒUVRE FOURNIES NE SERONT PAS COMPTÉES DANS LE CADRE DE CETTE CAMPAIGNE.

THE VEHICLE DESCRIBED HAS BEEN SOLD OR TRADED IN TO:  
LE VÉHICULE DÉCRIT A ÉTÉ VENDU OU DONNÉ EN REPRISE À:

NAME / NOM	
STREET / RUE	
CITY / VILLE	CODE POSTAL / CODE

PROVINCE \_\_\_\_\_

CHECK ONE (IF APPLICABLE) / POINTEZ UNE CASE (S'IL Y A LIEU)

- I DO NOT DESIRE SERVICE  
JE NE DESIRE PAS LA MAINTENANCE
- VEHICLE SCRAPPED  
LE VÉHICULE A ÉTÉ FERRAILLÉ
- VEHICLE STOLEN  
LE VÉHICULE A ÉTÉ VOLÉ
- VEHICLE OUT OF COUNTRY  
LE VÉHICULE A QUITTÉ LE PAYS

DATE \_\_\_\_\_ SIGNATURE \_\_\_\_\_

ON CERTAIN COMPLETION OF THE SERVICE REQUIRED ON THIS VEHICLE UNDER THIS CAMPAIGN, YOUR CONCERNED SAC COMPLESSAINT / OUF SERVICE REQUIRAN OF VÉHICULE DANSE CADRE DE CETTE CAMPAIGNE

#### CHECK ONE / POINTEZ UNE CASE:

- INSPECTED - NO REPAIRS NECESSARY  
INSPECTÉ - AUCUNE RÉPARATION NÉCESSAIRE
- REPAIRS AND CORRECTED  
RÉPARÉ ET CORRECTÉ

DATE \_\_\_\_\_

DEALER / CONCESSIONNAIRE \_\_\_\_\_

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### 5.1.12. RECALL SERVICE LETTER EXAMPLE

This is an example of the first page of a typical dealer letter.

**G-02515**



## VEHICLE RECALL

**December 2002**

### **SUBJECT: VEHICLE RECALL (U.S., EXPORT)**

**Under-Torqued Brake Spider or Anchor Plate Mounting Bolts On The Right Side of Certain 9100i, 9200i, 9400i and 9900i Models Built Between 7/22/02 and 8/16/02**

#### DEFECT DESCRIPTION

The bolts securing the brake spider to the front axle wheel end and the rear axle(s) wheel end were under torqued during the vehicle assembly line operation **on the right side of the vehicle ONLY**. The low torque may not provide the necessary clamp load to adequately secure the brake spider to the axle wheel end.

#### RISK TO MOTOR VEHICLE SAFETY

If the clamp load of the fasteners is not sufficient, the brake spider will move when the brakes are applied in either the forward or reverse direction. Such movement may cause individual brake components to fail or eventually fatigue the brake spider mounting bolts. If all the bolts fail due to fatigue, the result would be complete loss of braking at that wheel end. Any reduced braking power can result in extended stopping distance, which could result in a loss of vehicle control, which in turn could cause an accident, possibly resulting in property damage, personal injury or death.

#### DESCRIPTION OF VEHICLES INVOLVED

Certain 9100i, 9200i, 9400i and 9900i models built between 7/22/02 and 8/16/02 are involved in this recall. Only the brake spider fasteners on the right side of the vehicle are to be campaigned. **Exceptions:** The front axles on vehicles with front axle codes **02ARK or 02ARL are NOT involved** because they came to the assembly line with the brake spiders already installed. Only the right rear wheel end(s) on these vehicles will need repair. Verify vehicles involved using ISIS® Home Page or use the attached VIN list (contains All VIN's in this recall).

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### 5.1.13. OWNER NOTIFICATION LETTER EXAMPLE

This is an example of the first page of a typical customer letter.



**INTERNATIONAL TRUCK AND ENGINE CORPORATION**  
4201 WINFIELD ROAD, WARRENVILLE, IL 60555

.....  
TRUCK GROUP

### SAFETY RECALL 02515

December 2002

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International has decided that a defect, which relates to motor vehicle safety, exists in the front and rear brakes on certain 9100*i*, 9200*i*, 9400*i* and 9900*i* models built from 7/22/02 through 8/16/02. Our records show that you are the owner of the vehicle on the enclosed card. If you are not the owner, we need your help finding the current owner; thus, **please** read paragraph number 4 under "ACTIONS YOU SHOULD TAKE."

#### REASONS FOR THIS RECALL

#### DEFECT DESCRIPTION

Multiple bolts are used to hold the brake spiders or brake anchor plates tight to the axles. On the right side of these vehicles, the bolts and nuts were under-torqued at the assembly plant. The low torque may not provide the necessary clamp load on the fasteners to adequately secure the brake spider to the axle wheel end. This defect affects the right side of the vehicle only.

#### RISK TO MOTOR VEHICLE SAFETY

**WARNING: If the clamp load is not sufficient, the brake spider will move when the brakes are applied in either the forward or reverse direction. Such movement may cause individual brake components to fail or eventually fatigue the brake spider mounting bolts. If all the bolts fail due to fatigue, the result would be complete loss of braking at that wheel end. Reduced braking power could occur without warning and result in an extended stopping distance, which could result in loss of vehicle control, which in turn could cause vehicular crash or accident, possibly resulting in property damage, personal injury or death.**

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### 5.2. AUTHORIZED FIELD CHANGE

An Authorized Field Change (AFC) is a Field Campaign designed to implement product improvements that are not safety related on a customer's vehicles that will maintain the best interest of both the customer and the Company. However, the main objective is to eliminate any condition as quickly as possible, with minimum disruption to the customer.

AFCs are to be completed within one year from the date of issue, or within the vehicle base warranty period. The AFC notification letter contains an expiration date, if the AFC is not completed by this date the VIN will be marked as "expired" on the ISIS® Home Page vehicle inquiry screen. In certain cases, the Compliance Committee may extend an AFCs beyond one year. If an AFC is extended, the VIN will be marked with the new expiration date.

**NOTE:** AFCs are discretionary in that they do not address safety or compliance issues, and do not require reports to the government.

#### 5.2.1. DEALER/SERVICE LOCATION RESPONSIBILITY

The Dealer/Service Location has the responsibility to contact the owners of the affected vehicles and advise them of the AFC.

The Dealer will receive copies of the AFC letter with a list of vehicles needing work, the inspection and repair procedure to be followed, and the reimbursement rate.

The Dealer should immediately

- a. Review the service letter for special ordering instructions to determine parts requirements.
- b. Place the initial parts order promptly to have parts available when vehicles are brought in for repair.
- c. Note the disposition of removed parts in the AFC letter.

##### 5.2.1.1. Notification Mailings

AFC campaigns can be conducted with or without customer notification. As a rule customers are notified one week, after the Dealer has been notified. The Dealer is to discard the address card attached to the customer letter, and contact the customer to schedule work on the vehicle.

**NOTE:** Use the Authorization Field Change card, ONLY to forward change of address to the address found on the AFC card.

##### 5.2.1.2. Reimbursement

Submit for AFC claim reimbursement thru iClaim. Vehicle mileage is required for each repair and warranty claim submission on AFCs.

#### 5.2.2. FIELD SERVICE RESPONSIBILITY

To minimize customer concerns and warranty expense, the Field Service representative is to ensure prompt response by the Dealer to all AFCs. The representative will also assist in locating customers, and will provide technical assistance as needed. Because of possible owner dissatisfaction, AFC inspections and corrections should be finished as quickly as possible.

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### 5.2.2.1. AUTHORIZATION FOR AUTHORIZED FIELD CHANGE SERVICE CARD

The front side of the Recall Card will show:

- a. Owner's name and address, when known
- b. Model of vehicle
- c. Vehicle Identification Number (VIN)
- d. Location code of Truck Sales Region
- e. Accounting number of the selling Dealer
- f. AFC campaign number

### Example of AFC Notification Card

# INTERNATIONAL

## AUTHORIZED FIELD CHANGE

MODEL NAME	VEHICLE IDENTIFICATION NUMBER (vin)	TSR	DEALER CODE	CAMPAIGN NO.

#### VEHICLE OWNER –

Please take the vehicle described above and this card to the selling dealer for service described in the accompanying letter. The dealer has been provided instructions for repairing the vehicle. If the location of the selling dealer is not convenient for you, please contact your nearest dealer.

CHANGE OF OWNERSHIP – Vehicle sold to:		
NAME _____		
STREET _____		
CITY _____	STATE _____	ZIP CODE _____

#### VEHICLE OWNER – Please Note

Please check one of the following blocks concerning this Vehicle and drop card in mail.

- 1  Vehicle Inspected - no corrections necessary.
- 2  Vehicle Corrections completed.
- 3  Vehicle Sold or Transferred.  
(Please complete CHANGE of OWNERSHIP block.)
- 4  Service not desired on this vehicle.  
Reason: \_\_\_\_\_
- 5  Vehicle scrapped (junked). Will not return to public streets or highways.
- 6  Vehicle stolen (whereabouts unknown).
- 7  Vehicle exported from U.S. to another country.  
(Please complete CHANGE of OWNERSHIP block.)

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL      PERMIT NO 229      PALATINE IL

POSTAGE WILL BE PAID BY ADDRESSEE

NAVISTAR  
PO BOX 907  
PALATINE IL 60078-9986



**NOTE:** The Authorized Field Change card can be discarded after filing a claim on iClaim.

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### 5.3. FIELD TESTS

From time to time, Navistar conducts field tests on selected components and/or vehicles in order to develop a better product for its customers. Before any repair work can be performed on field test vehicles, prior approval must be obtained from the Customer Service Engineer (CSE), Technical Service Manager (TSM) or Fleet Service Manager (FSM).

#### 5.3.1. EXPENSE REIMBURSEMENT

Expense for work done on field test units will be handled through the normal warranty system with the following exceptions:

- a. the words 'Field Test' and the field test number must be entered in the "Additional Comments" section of iClaim;
- b. a copy of the warranty claim is to be directed to Region Service.

#### 5.3.2. FAILED MATERIAL – CANADA ONLY

Failed material will be returned to the Product Review Center (PRC), as requested, and clearly identified as Field Test Material.

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## 6.0. SERVICE CONTRACT ADMINISTRATIVE PROCEDURES

### 6.0.1. WHEN TO PURCHASE COVERAGE

Published and custom service contracts are available for a fee. These service contracts must be purchased at the time of new vehicle sale or within six (6) months (180 days) of the initial date of delivery to the first purchaser/user. Service contracts can also be purchased from 181 days through 365 days from the initial date of delivery to the first purchaser/user for an additional fee. Reference Sales Policy Letter G-1876 for additional information.

Published service contracts are available via the Service Contract website located in ISIS. Current price pages at time of sale of extended warranty must be used. Note: All Service Contracts are published at retail price.

The link to the Service Contract is available on ISIS a website on ISIS: SERVICE CONTRACTS >> SERVICE CONTRACTS >> PRICING >> PUBLISHED PRICE PAGES.

Or from the following link:

<https://evaluate.internationaldelivers.com/service/SvcContractsDotnet/aspPageRef.aspx?pageid=24>

Select the Standard Price Pages from the Pricing drop down menu to view published service contracts and pricing.

When the published coverage does not fit your needs, you may obtain a price quotation from the Service Contract Center (SCC) for custom coverage. There are four options for submitting a custom quote request; submitting online, emailing, faxing and mailing. Please complete the entire form entitled Request for Custom Service Contract Quote (see sample form under subheading 6.0.5. of this section). If faxing, fax the completed form to (260) 461-1976. If emailing, send the request to [servicecontracts@navistar.com](mailto:servicecontracts@navistar.com) and if submitting online use the following link:

<https://evaluate.internationaldelivers.com/service/SvcContractsDotnet/aspPageRef.aspx?pageid=2>

Service Contracts will not be available for vehicles that are not owned by the original purchaser or vehicles that have accumulated more than 100,000 miles (160,000 km)/ or 3600 hrs or are past 365 days from DTU.

Upon receipt, a price quotation will be developed and a custom service contract proposal will be returned to you via either fax or email within 24 hours. Note: If the request for custom service contract quote form has not been completely filled out or is missing information, this will delay the processing and possibly cause the request to be returned for additional information,

If you are requesting to have a price locked in for a period of time, please note this on the request prior to submittal. This will be reviewed, and confirmed as to eligibility.

Service contracts purchased at time of sale for incomplete vehicles undergoing further manufacture are transferable to the final end user provided that the original purchaser requests a DTU date and/or vehicle owner name change as detailed in Section 1.1.4.

Required transfer information includes;

- a. Customer name and complete mailing address
- b. Complete 17 digit Vehicle Identification Number (VIN)
- c. Service Contract number being changed
- d. Delivery to User (DTU) date to end user

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### 6.0.1.1. How to Register Coverage

The correct CTS form to use for policy registration is listed in the appropriate section of the Service Contract price pages.

Current CTS forms are available for printing or downloading at the Service Contract website on ISIS: SERVICE CONTRACTS >> SERVICE CONTRACTS >> FORMS.

<https://evaluate.internationaldelivers.com/service/SvcContractsDotnet/aspPageRef.aspx?pageid=7>

Once at the website, select Forms from the drop down menu and select extended warranty forms to view published extended warranty forms

All published and custom service contract registration forms must be filled out completely prior to submitting for processing. This includes, contract number, months, miles and hours, if applicable. Include SPA #, if applicable, at top of form. The selling Dealer designate must sign and date the forms.

Completed forms are to be mailed or faxed to:

Navistar, Inc  
Service Contract Center  
P.O. Box 10088  
Fort Wayne, IN 46850  
Re: Service Contract Registration  
Fax: 260-461-1976

All published and custom service contracts will be validated and registered by the Service Contract Center (SCC) within 30 days.

The Dealer net cost of the contract will be debited to the Dealer's open account and will appear on the monthly statement as a recurring journal entry number.

If any questions arise regarding service contract registration or charges, call the Service Contract Center 1-800-346-4429 option 1.

### 6.0.1.2. How to Transfer Coverage

Coverage remaining in any published service contract issued at time of sale to the first purchaser/user may be transferred to a subsequent purchaser/user only at the time of sale for a fee of \$100 per vehicle. Similarly, some custom service contracts may qualify for transfer, depending on the verbiage in the contract, custom contract transfers need to be verified prior to transfer. Please contact the Service Contract Center 800-346-4429 and choose option 1 to verify transferability.

To transfer coverage remaining on any published or qualified custom service contract, the Dealer must prepare a Service Contract Transfer Request form (see sample form under subheading 6.0.10. of this section) and either mail, email to [servicecontracts@navistar.com](mailto:servicecontracts@navistar.com) or fax (260) 461-1976 the completed form to the Service Contract Center (SCC). Failure to provide customer transfer information within 30 days of resale of the vehicle will cause the Service Contract to expire and will not be transferable to the new owner. A new contract will be developed with updated customer name and address and sent to the Dealer. The Dealer is responsible for delivery of the new contract to the new customer. This Service Contract Transfer form is available via the service contract website available on ISIS: SERVICE CONTRACTS >> SERVICE CONTRACTS >> FORMS >> EXTENDED WARRANTY FORMS.

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### 6.0.1.3. Performing Covered Repairs

Prior to performing service contract covered repairs on a vehicle, the servicing location must verify questions regarding service contract coverage in several ways.

Individual service contract coverage information may be found at:

- a. ISIS > Service Contracts > Service Contract Policy Coverage. Enter the policy number into the blank field. The drop down fields will display covered groups & nouns for the individual contract.
- b. iClaim > Inquiries > Service Contract information
- c. ISIS > Chassis Number > Service Contract > View Policy
- d. Lastly, you can call the Warranty Administration Group (WAG) between the hours of 7:30 A.M. and 4:30 P.M. CST, Monday through Friday at 630-753-5200.

Note: In all of the above cases, the dealer must verify that the customer presenting the vehicle for repairs is the same customer in whose name the Service Contract is registered.

Remember service contract coverage is based on the individual failed causal part. The failures' causal part # group noun must be listed on the service contract for coverage to apply.

At the present time, most contracts are available for display on ISIS. Prior verification of coverage allows servicing locations to perform service contract repairs with the confidence that the "causal" failed part is covered under the contract.

### 6.0.1.4. Reimbursement for Repairs

Reimbursement for repairs performed that are covered by a service contract must be performed at an authorized International repair facility. Once repairs are completed, submit a service contract claim through iClaim as described in Section 7 of this manual. Submit the claim as Warranty Code 39 and ensure the service contract number appears in the field marked "Service Contract Number". The WAG will be unable to process any service contract claim without the proper service contract number.

### 6.0.1.5. Early Contract Termination

Early termination of a contract will only be approved for units that have been stolen, scrapped or totaled. In these cases, a document stating proof of loss along with a written request is required. At that time, the refund will be prorated based on the time already in service.

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### 6.0.2. CUSTOM SERVICE CONTRACT

#### 6.0.2.1. Retail Price

When you receive the printed copy of a Custom Service Contract Proposal, it will show retail price. This has been done to make it more convenient if you wish to show the proposal to the customer. The Dealer net price is 50% of the listed retail price.

Each Custom Service Contract Proposal is valid until 60 days after documentation of the vehicle(s) delivery to the customer. For future deliveries to the same customer, prices are not automatically extended. Check with the Service Contract Center (SCC) as to whether the prior price is still valid.

#### 6.0.2.2. What To Do When You Sell a Custom Service Contract

Check the name of the customer on the proposal to make sure it is spelled correctly and is, in fact, the right name. At the bottom of the form, see example below, you only need to date it, sign it, and fill in the exact number of contracts required. If you already know the VIN(s), please supply them.

This information is required in order to receive policies.

Authorized Signature: _____	Date: _____
Full VIN, if available: _____	Quantity Sold: _____
(For multiple VIN's, please attach list of VIN's if available)	Selling Price: _____

Fax the signed proposal to Service Contract Center. The contract will be sent to you within thirty (30) days. If the contract is needed by a specific date, just write a 'needed by' date across the top of the form. If you prefer to return the form by mail, the address is at the bottom of the proposal.

#### 6.0.2.3. How To Activate The Coverage

When the custom service contract is returned to you, complete the registration form as soon as the vehicle is DTU'd. The number to be inserted in the Service Contract Number space is supplied in the cover letter.

Make two (2) copies. Keep one (1) copy for your file and mail one (1) copy to the address supplied in the cover letter. This is extremely important. If it is not done, the customer's vehicle cannot be registered for the coverage. Give the original policy to the customer. DO NOT send the original to Navistar. A copy should be mailed to Navistar as soon as possible after delivery of the truck. Upon receipt, of the completed Service Contract registration form, the vehicle will be registered for the coverage and the Dealer account will be debited for the cost of the coverage within 30 days. At no time should the dealer send a check. All transactions are completed by journal entry.

**NOTE:** Failure to submit the Service Contract registration form prior to a failure will result in the dealership being responsible for the repair.

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### 6.0.3 SALES PROGRAM PROCESS

Follow instructions provided on the current G-Letter covering Service Contracts. After 30 days from DTU, if the sales program has not been applied you may contact the Sales Program Administration Manager (630)753-5853 for status.

If upgrading from an existing sales program use the custom quote request to request this upgrade. Please note program number on the request.

### 6.0.4. COPP and SYSTEM ONE WARRANTY

#### 6.0.4.1. COPP Overhaul

Preauthorization is required for all COPP overhauls. Call 630-753-5200 to initiate the process. Reason for overall must be provided, as well as the date mileage and hours. Once the overhaul and road test is complete, and the vehicle is returned to the customer, the dealer must call back in with final information. The dealer will then be provided an authorization number that is required to register the warranty

Fax all documentation to the Service Contract group at 260-461-1976. This includes the enrollment form, which can be found in the COPP Owner's Registration manual. Include a copy of the repair order for each truck, as well as a completely filled out copy of the engine diagnostics form.

If an overhaul is completed on a used truck that is currently in inventory hold all necessary paperwork until the unit is sold. At the time of sale, forward all paperwork to the Navistar Warranty Administration Group for processing.

To transfer COPP warranty to subsequent/new owner, complete the warranty transfer request form and submit to the Warranty Administration Group for processing. There is a processing fee of \$50 for US and \$100 for Canada to complete the COPP warranty transfer.

#### 6.0.4.2. Used Truck/System One

Used truck warranties are available for select used medium and heavy model vehicles meeting the qualifications set forth in UTO Sales Program G-215. Follow this program for warranty policies and procedures.

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### 6.0.5. REQUEST FOR CUSTOM SERVICE CONTRACT QUOTE

To request a custom service contract quote, please complete this form, and Fax to 260-461-1976 or Email to [servicecontracts@navistar.com](mailto:servicecontracts@navistar.com). Mail to: Navistar, Inc | Truck Reliability Center (TRC) | Attn: Service Contract Center | P.O. Box 1088 | Fort Wayne, IN 46850 | Re: Custom Service Contract

A confirming quotation will be returned to you within 24 hours, if properly filled out and all information is provided. To enquire on quote status call 800-346-4429 option 1.

<u>Dealer Information</u>
Your Name:
Dealer Name:
Dealer Number:
Phone:
Fax:

<u>Customer Information</u>
Name:
Address:
City:
State:
Zip Code:

### Vehicle Information

Vehicle Model:
Annual Miles:
Vocation:
GVW/GCW:

Model Year:
Type of Roads: Paved Dirt City Gravel Other
% Off-Road:
Quantity:

**Vehicle Status:** Stock Truck (Provide Vin(s)) \_\_\_\_\_  
 New Order (Provide Est. Date): \_\_\_\_\_

**Chassis Type:**  4x2  6x4  4x4  6x6  Other \_\_\_\_\_

<input type="checkbox"/> Truck	<input type="checkbox"/> Tractor	<input type="checkbox"/> Bus
	<i>Code</i>	<i>Description</i>
Engine:	<b>12</b> _____	_____
Transmission:	<b>13</b> _____	_____
Front Axle:	<b>02</b> _____	_____
Rear Axle:	<b>14</b> _____	_____
Rear Suspension:	<b>14</b> _____	_____

#### Standard Chassis Warranty

12 Months  
 24 Months  
 36 Months

Driving Front Axle (4X4/6X6)  
 Tandem Rear Axle (6X4/6X6)

### Desired Coverage

Coverage Length (from DTU): Months: \_\_\_\_\_ Miles: \_\_\_\_\_ Hours: \_\_\_\_\_

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Basic Warranty Extension (less Engine)                        | <input type="checkbox"/> A/C             | <input type="checkbox"/> Heating            |
| <input type="checkbox"/> Basic Warranty Extension School Bus INCL Body (if applicable) | <input type="checkbox"/> Cab Sheet Metal | <input type="checkbox"/> Frame              |
| <input type="checkbox"/> Engine Mechanical Components                                  | <input type="checkbox"/> Electrical      | <input type="checkbox"/> Starter/Alternator |
| <input type="checkbox"/> Engine Electronics (with Injectors)                           | <input type="checkbox"/> Front Axle      | <input type="checkbox"/> Rear Axle(s)       |
| <input type="checkbox"/> Engine Electronics (without Injectors)                        | <input type="checkbox"/> Clutch          | <input type="checkbox"/> Brakes             |
| <input type="checkbox"/> Towing \$250 Max Benefit per Incident                         | <input type="checkbox"/> Transmission*   | <input type="checkbox"/> Transfer Case      |
| <input type="checkbox"/> Towing \$500 Max Benefit per Incident                         | <input type="checkbox"/> Steering        | <input type="checkbox"/> Suspension         |
| <input type="checkbox"/> Other: _____  | <input type="checkbox"/> Propshafts      | <input type="checkbox"/> Cooling            |
|  | <input type="checkbox"/> Exhaust         | <input type="checkbox"/> Fuel System        |

\* Note: Navistar does not provide service contracts for Allison transmissions. Extended coverage must be purchased directly from your local Allison distributor. Call 800/524-2303 for the distributor nearest you.

\*\*Navistar does not provide service contracts for Eaton hybrid electrical components.

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### 6.0.6. SERVICE CONTRACT TRANSFER REQUEST

<p><b><u>WARRANTY TRANSFER</u></b></p> <p><b><u>Transfer of Warranties</u></b></p> <p>Coverage remaining in any optional service contract issued at time of sale to the first purchaser/user may be transferred to a subsequent purchaser/user for a fee of \$100 per vehicle for US; \$150 for Canada. For transferring warranty with a COPP (Customer Overhaul Protection Plan) the fee is \$50 per vehicle for US; \$100 for Canada. Similarly, some custom service contracts may qualify for transfer, depending on the verbiage in the contract. To transfer coverage remaining on any optional or qualified custom service contract, the Dealer must prepare a Service Contract Transfer Request form and mail or fax the completed form to Fort Wayne Truck Reliability Center. This transfer must be completed at time of sale. A new contract will be completed and sent to the dealer. The dealer is responsible for delivery of the new contract to the new customer.</p> <p>You will be notified if transfer is not possible, otherwise you will be mailed a new contract for the new customer.</p> <p><b>NOTE: 1-800-346-4429 option 1 to inquire if the warranty is transferable to a second owner.</b></p> <p><b><u>Service Contract Transfer Request Form</u></b></p> <p>Transfer of Ownership of Extended Warranty Coverage on Published and Custom Service Contracts (Transfer of Remainder of Coverage)</p> <p>Current Service Contract Number: _____ New Contract# _____ (Intl Use)</p> <p>17-Digit VIN Number: _____</p> <p>First Owner: _____</p> <p>Date of Purchase: _____</p> <p>New Owner: _____</p> <p>Date of Purchase: _____</p> <p>Mailing Address: _____</p> <p>Odometer Reading at Date of Purchase: _____ Engine Hours _____</p> <p>Truck Vocation: _____</p> <p>New Owner Signature/Date: _____</p> <p>Dealer Name: _____</p> <p>Account Number: _____</p> <p>Address: _____</p> <p>Dealer Signature/Date: _____</p> <p>Mail completed form to: Navistar, Inc.  FAX to: 260-461-1976 Truck Reliability Center (TRC) Attn: Service Contract Center P.O. Box 10088 Fort Wayne, Indiana 46850 Re: Service Contract Transfer</p>
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### 7.0. GENERAL CLAIM INFORMATION

All Warranty claims must be submitted using the Navistar web-based warranty submission program, iClaim. Parts and Labor submission reimbursement must be covered under the provisions of the applicable Navistar CTS Warranty Policy Form.

**Claims must be submitted within 30 days of the service completion date.**

All other provisions pertaining to the applicable Dealer Sales/Maintenance Agreement will apply when allowing compensation for warranty service.

#### 7.0.1. CTS-1013, TRUCK SERVICE ORDER CLAIM

Non iClaim Dealers and Fleets submit form CTS-1013 in support of new vehicle warranty or claims to support parts warranty. This form is also to be used for repair or replacement of a warrantable part installed by the Dealer in its service center.

#### 7.0.2. WARRANTY CLAIM ENTRY USING iClaim

iClaim is not just a method to reduce administrative costs, but a system that can help to lessen warranty repair entry and administration costs. For this larger purpose, it is essential that the dealership and their CSE, TSM or FSM maintain a good working relationship, and that the CSE, TSM or FSM identify proficient repair strategies, as well as offer help in filing accurate warranty claims.

Dealers using iClaim may submit claim provided that each claim meets the following criteria:

- a. Reimbursement is covered under the Basic Warranty, Service Contract, Loss and Damage, or Service Parts coverage (Warranty Code 01, 03, 38, 39, 40, 55, or 59).
- b. Some restrictions apply, as follows:
  1. Beyond Warranty Policy Claims (Warranty Codes 98, 02, and approved overage submissions) do require prior approval and CSE, TSM or FSM release. iClaim will automatically route these claims into the CSE, TSM hold section for their review.
  2. Components which require Prior Approval can be found in the latest Warranty Policy Letter available on ISIS. Make sure you enter the iApprove release number on your claim when submitted.
  3. Certain suppliers require a Prior Approval release number to be obtained before repairs are started or warranty payment can be reimbursed. Make sure you enter their release number on your claim when submitted.
  4. All Warranty Code 98 claims require prior iApprove authorization and must be single section claims. Make sure you enter the iApprove release number on your claim when submitted.

All failed warranty parts must be held at the dealership until disposition instructions are received. Under the "Reports" header in iClaim the "Claim Parts Disposition Summary" shows which parts can be scrapped and which parts must be held until the warranty credit document form number R-5185 arrives. Do not attach the Claim Parts Disposition Summary to parts returned to the PRC. See Section 7.2 for more detail.

#### 7.0.3. ISIS® (INTERNATIONAL SERVICE INFORMATION SYSTEM)

Each Dealer must have internet access to International® Service Information System (ISIS®). The ISIS® Home Page provides you with the information you need to immediately service your customers. It contains links to: Master Service Manual's, warranty coverage, Warranty Policy Letters, technical letters, service tools, standard repair time procedures, and supplier links. ISIS Home Page also includes a vehicle information section, which provides service department staff with one, easy-to-use location for: DTU data, AFC's/Recalls, warranty history, and service contracts.

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**NOTE:** This system should be available at the write-up desk to enable full customer / Dealer benefits.

### 7.0.4. HAZARDOUS AND FLAMMABLE WARRANTY MATERIAL

Return of any component requiring special Handling and disposal of hazardous and/or flammable materials have been excluded from the warranty return listing for return to the Product Review Center (PRC), Fort Wayne. See Section 7.2 for more detail.

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### 7.1. CTS-1013, TRUCK REPAIR ORDER CLAIM FORM PREPARATION

When applying for reimbursement under the applicable vehicle or Parts warranty, you can either download claims out of your Dealer Management System (DMS) directly into iClaim or directly key-in the claim information into iClaim. Parts must be submitted at Dealer net cost; labor at the approved dealer warranty rate as a single section claim.

**NOTE:** Labor allowance credit will not include premium or overtime labor costs, hauling expense, distance traveled charge, or travel time.

**No compensation will be made to the Dealer unless a claim is submitted within 30 days of the warranty service repair completion date.**

All other provisions pertaining to the applicable Dealer Sales/Maintenance Agreement will apply when allowing compensation for warranty service. For instructions regarding claim submission using iClaim, refer to the User's Guide available under the HELP icon on the iClaim home page.

#### 7.1.1. CLAIM PREPARATION

Because the filing, processing, and approval of a warranty claim represents a financial transaction involving a request for money, sound business principles dictate that certain requirements must be followed before the request can be approved. All information recorded on a claim must be accurate and supported by Dealer's records. Inaccurate work description, Vehicle Identification Number (VIN), etc., will result in disallowance of the warranty claim. For those Dealers submitting warranty claims using iClaim, a copy of the Dealer Management System (DMS) original printed business copy must be retained at the dealership. If your dealership has developed some form of a pre-authorization form to write up the customer Repair Order before entering the repair into your DMS, you must retain a copy of this signed pre-authorization form with your repair documentation.

#### 7.1.2. SIGNATURE REQUIREMENTS: BEFORE THE REPAIRS ARE STARTED.

Regardless of the Repair Order form used to write-up your claim; you must obtain the customers signature for the work requested. In the event your customer has dropped off their truck for service after hours, the Service Manager/Advisor must call the customer for repair authorization. The Service Manager/Advisor should note the date and time of the phone call and the name of the person who authorized the repairs to the truck.

On the following page is an example of repair authorization text that must be attached to each claim.

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### 7.1.2.1. Suggested repair authorization signature text.

. The above verbiage has been transcribed below for clarity

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. YOU ARE NOT RESPONSIBLE FOR LOSS OF OR DAMAGE TO THE MOTOR VEHICLE OR ITS CONTENTS DUE TO COLLISION NOT DUE TO YOUR NEGLIGENCE OR DUE TO FIRE, THEFT OR OTHER CASUALTY REGARDLESS OF WHETHER OR NOT SUCH FIRE, THEFT OR OTHER CASUALTY IS DUE TO YOUR NEGLIGENCE AND YOU AND YOUR AGENTS ARE HEREBY RELEASED FROM ANY AND ALL CLAIMS FOR SUCH LOSS AND DAMAGE.

AUTHORIZED BY \_\_\_\_\_ 1 \_\_\_\_\_ DATE \_\_\_\_\_ 2 \_\_\_\_\_

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An expressed mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You are not responsible for loss of, or damages to, the motor vehicle or its contents due to collision not due to your negligence, or due to fire, theft, or other casualty regardless of whether or not such fire, theft, or other casualty is due to your negligence, and you and your agents are hereby released from any and all claims from such loss and damage.

Authorized

By \_\_\_\_\_ 1 \_\_\_\_\_ Date \_\_\_\_\_ 2 \_\_\_\_\_

1. Customer's Authorization- Customer's signature or their representative who is bringing the truck in for service. In the case of stock units, Service Management must sign this section; for PTD repairs the Sales Manager must sign this section.
2. Enter the date the repairs are authorized.

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### 7.1.3. ADD-ON/ADDITIONAL REPAIRS

Service Management must verify, approve, and initial additional (ADD-ON) repairs that are required but discovered after the initial write-up. These additional repairs must be verified and approved, by the customer, by phone or fax if the customer is not waiting for the truck, and initialed by service management before being performed. Service management's approving initials must appear on the service (hard) copy of the claim, even if the repairs are written by service management. These must appear on the same line as the additional repairs on the shop copy of the claim.

### 7.1.4. SIGNATURE REQUIREMENTS: AFTER THE REPAIRS ARE COMPLETED.

After repairs have been completed, before releasing the truck to the customer you need to again have the customer or his representative sign your Repair Order to acknowledge the repairs have been completed satisfactorily.

#### 7.1.4.1. Suggested repair acceptance signature text

I hereby accept the vehicle described on the reverse side hereof and certify that repairs A and B (circle applicable letter) were performed as requested. Additional operations C, D and E (circle applicable letter) were authorized by me.	INSPECTED AND APPROVED
SIGNATURE _____ 1	BY 3
DATE _____ 2 _____ 19__	INSPECTOR

The above verbiage has been transcribed for clarity

I hereby accept the vehicle described on the reverse side hereof and certify that repairs A and B (circle applicable letter) were performed as requested. Additional operations C, D, E, F, G, and H (circle applicable letter) were authorized by me and. were performed as requested.

Signature \_\_\_\_\_ 1

Inspected and approved

by: 3

Date \_\_\_\_\_ 2 \_\_\_\_\_

Inspector

1. Customer's Acceptance - This section should be signed and dated by the customer when picking up of the vehicle. If additional operations were authorized after the initial write-up and customer signature, the customer must approve those additional repairs by signing off on the applicable sections. In the case of stock units, Service Management must sign this section.
2. Date- Enter the date the repairs are authorized.
3. Inspected and Approved- The employee that inspected and approved the repairs must sign the claim form indication the repairs were made satisfactorily.

Prior to submission, all claims submitted to Navistar for payment must be reviewed and signed by the Dealer Principal or Service Management. A written copy of this authorization should be kept on record at the dealership and must be available for review by Company personnel. In some instances, Navistar may rescind the Dealer Principal's ability to delegate this responsibility and require their personal review and authorization of every claim submitted to Navistar for warranty payment.

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The authorizing signature is based on the knowledge and compliance with the following statement:  
"I certify that the information on this claim is accurate and the services were performed at no charge to the owner. To my knowledge, this claim contains no parts repaired or replaced that are connected in any way with any accident, negligence, or abuse.

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### 7.1.5. WARRANTY CLAIM SUBMISSION USING iClaim

User access to the Navistar web-based claim entry system, iClaim must be granted by the dealer principal or their designee using the Employee Registration which is available on ISIS. Go to: Truck, >> Sales & Distribution >> Dealer, >> Employee Registration/DSAR. Once authorized iClaim can be accessed from the link on ISIS

An iClaim USERS GUIDE is available under the HELP icon where you will always find the latest instructional information about iClaim. Also, watch the iClaim Home Page WHAT'S NEW area for announcements about the latest iClaim updates or other warranty processing news. iClaim training and Warranty Administrator training videos are available on the Dealer Education ISIS Website

**Note:** Although your dealership may enter claims directly into a Dealer Management System (DMS) and download the Repair Order into iClaim, you still may have to "key in" some of the fields described in the following pages because of DMS field mapping issues.

There are two ways to submit claims using iClaim. You can download claims from a Navistar approved Dealer Management System (DMS), or key-in claim data directly into iClaim. For ease of claim entry or editing iClaim supports most Microsoft edit, copy/paste functions.

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If you download claims from a DMS, consult your DMS provider for instructions on downloading claims from the DMS into iClaim. During the download, iClaim will validate the data being transferred for accuracy. If the IMPORT COMPLETION INDICATOR on the SITE CONTROL page is set to yes and there are no errors the claim will automatically be marked as COMPLETE and sent to the WAG for review. If any errors are encountered during the download, these claims will be put into DRAFT status. The errors will be marked in yellow highlight and/or an error message will appear on the top of the iClaim screen.

If you want to review all claims before sending them to WAG for adjudication set the IMPORT COMPLETION INDICATOR to no and all downloaded claim will be put in DRAFT status for your review. If any errors are encountered during the download, the errors will be marked in yellow highlight and/or an error message will appear on the top of the iClaim screen. See the iClaim USER GUIDE or training video for additional information.

**Note:** DO NOT use the FILE UPLOAD feature in iClaim to import claim data from a DMS into iClaim

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### 7.1.6. MULTIPLE LOCATION ACCESS USING iClaim

If your dealership has more than one location, Employee Registration allows your dealer principal or their designee to grant an individual user access to multiple locations. As an individual user if you are granted access to multiple locations iClaim will display those locations as a “drop down” box under the account # field. When manually entering a claim you will need to select the account # you are entering the claim for. See the iClaim USER GUIDE or training video for additional information.

**NOTE:** Claims must always be submitted using the location and account number of the location that performed the repairs.

The screenshot displays the iClaim System interface within a Windows Internet Explorer browser. The page title is "iClaim System - Windows Internet Explorer". The address bar shows a URL starting with "https://evaluat.internationaldelivers.com/wrtyclaimtest/wps/myportal/". The browser's address bar contains "Google". The page content includes the NAVISTAR logo and the text "iClaim Claim". The interface features a navigation sidebar on the left with options like "Home", "Logout", "Claim Entry", "Vehicle Master", "Reports", "Inquiries", and "Administration". The main content area has a "Home" button and a "Logout" button. Below these are several buttons: "New", "Delete", "Hold", "Complete", "Copy", and "Print". A note indicates "\* Indicates Required Fields". The "Claim" tab is selected, showing a form for "Claim Information". The status is "Draft" and the status date is "05/01/2009". The form includes fields for "Submitting Location" (a dropdown menu), "Claim Number" (a dropdown menu), "Fail Date" (a date field), "Fail Odometer" (a text field), and "Labor Rate" (a text field). The "Vehicle Information" section includes "VIN" (a text field), "Model" (a dropdown menu), and "Customer Name" (a text field). The "Customer Information" section includes "Address" (a text field), "City" (a text field), "State" (a dropdown menu), and "Zip" (a text field). There is also a "Claim Comments" text area with a "(840 Character limit)" note. At the bottom, there is a checkbox labeled "Check If Disallowed Parts to be Returned to Submitting Location" with a "No" value.

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### 7.1.7. iClaim TRAINING

iClaim training & test is available at the Dealer Education Web Site available on ISIS, and successful completion is required prior to being granted access to the system. All changes or updates to iClaim will be found on the iClaim HOME PAGE or in the iClaim USER GUIDE located under the HELP icon. Refer to these sites often for the latest updates or enhancements to iClaim. Reference the Forward Section of the Warranty Coding Manual and Standard Repair Times Manual available on ISIS at Technical Publications >> Warranty Information for a list of definitions of terms commonly used in claim submission.

### 7.1.8. CLAIM SUBMISSION POLICY

Following is a list of claim submission policies:

- a. **Claim submission period** - Claims must be submitted within 30 days of the service completion date.
- b. There can be no more than 8 individual claim sections submitted per individual claim number.
- c. **Warranty Code 38** - Loss and Damage - the Carrier Delivery Receipt form must be signed by the driver and retained in your files. All damages, shortages or variations must be noted in detail on both the carrier and consignee's copies of the delivery receipt for the loss and damage claim to be honored. Refer to the current Warranty Policy Letter, available on ISIS, for Warranty Code 38 Pre-Approval requirements.
- d. **Warranty Code 40** - AFC or Recall - Must be a one section claim only. When entering a Recall or Authorized Field Change, use the labor operation as specified in the Recall or Authorized Field Change letter
- e. **Warranty Code 55** - Service Parts – Must be a one section claim only
- f. **Warranty Code 59** - Vendor Pass Thru – must be a one section claim only. The warranty claim Pass-Through process allows Dealers to file claims directly to the participating supplier. Some suppliers warranties extend (time/distance) beyond the International published warranty. Because these claims must be submitted directly to the specific supplier you must choose the applicable Supplier number from the 'Component Code' drop down field. Some valid code examples include Bendix-10426, Delco-23400, Horton-39264, Mascot-51749 (Canadian part program only). For Service Parts claims on Franklin (Cat) and Springfield Reman products when you enter Warranty Code 55 F or E respectively, the claim will automatically be submitted as a Pass-Through. Any discrepancies with Warranty Code 59 claim adjudication must be resolved with the supplier.
- g. **Labor** - Labor reimbursement will be applied at the locations approved warranty rate X (times) the Navistar Standard Repair Time (SRT); or T-time submitted.
  1. If no SRT available, you may apply a "T-time" for a non-listed repair. Enter "T-time" as A12-T1, A12-T2, etc. Service Management must review T-time entries for accuracy and initial all entries.
  2. Each separate T-time operation must have a separate punch. Warranty claims containing hand written T-time coupons will not be accepted for warranty claims
  3. Technician must punch off the repair any time they are not working on the truck such as; when they are waiting for parts, discussing the problem with Tech Central or suppliers.

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4. The time coupons on the Repair Order must substantiate the time submitted on the claim.
5. Labor allowance credit will not include premium or overtime labor costs, hauling expense, distance traveled charges or travel time.
- h. **Condition, Cause, and Correction (C.C.C.)** - Must describe the **Condition** that existed, as reported by the driver, the **Cause**, and the **Correction(s)** made to alleviate the problem. The explanation must be thorough enough to justify the parts and labor submitted on the claim.
- i. **Incoming Freight Charges** - Incoming Freight charges apply only to Warranty Code "01" repairs, and then only in "vehicle down, unsafe to drive" situations.
  1. They are to be submitted at cost.
  2. If the shipping charge for the part is included in a multi part shipping invoice, the invoice must be pro-rated to determine the expense for the "vehicle down" part only.
  3. Incoming Freight Charges are not to be used to expedite parts for new vehicle delivery, non-Navistar components, stock/replenishment part orders, or non-safety related repairs
  4. Reference ISIS for the most recent Freight Costs Reimbursement Warranty Policy Letter.
- j. **Core Pricing** - iClaim will automatically add the applicable core value to any valid International part that has a core value.
- k. **Miscellaneous Parts** - enter items sold in bulk but used individually. i.e zip ties, electrical connectors, drum of oil, etc. Do not use the Miscellaneous Section for Outside Charges. Enter the quantity and individual piece part price and iClaim will extend the total price.
- l. **Outside Charge** - enter parts or services purchased outside of Navistar. Enter the charge at Cost. Mark up IS NOT allowed on Outside Purchase Invoices
- m. **Oil and Lube** - Enter the quantity of Oil or Lube at D-Net and iClaim will extend out the total price
- n. **PAD (Percent Allowed Distributor)** – This is the percentage of the total claim value that will be reimbursed. PAD defaults to 100% but can be modified by the Dealer if needed. Enter the percent allowed the customer in the following manner: 25 for 25%, 50 for 50%, etc. For 100% parts and 50% labor, show percent as DD
- o. **Failed Serial #** iClaim will prompt you if a required Serial # (original or replacement) if required.
- p. **Replacement Serial No.** Enter the serial number of the replacement part.

### 7.1.9. ENTERING ADDITIONAL CLAIM COMMENTS

Additional space may be provided on the Repair Order to allow the technician sufficient space to completely explain the cause and correction of the repair

If while entering a claim in iClaim you run out of room to document the repair in the C.C.C. field on the REPAIR tab, use the CLAIM COMMENTS field found on the CLAIM tab to record additional information for the WAG analyst to review.

Claim correction comments from the CSE, TSM, or WAG analyst will also be found in the CLAIM COMMENTS field. See example below.

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**DO NOT REMOVE FROM JOB**

REMARKS ON WORK ALREADY PERFORMED

	EMP.	OPER.
	No.	No.

Whether you are using a Repair Order as shown above, or a DMS system to generate and document your claims, the technicians' detailed description of the work performed must be documented and retained with the original Repair Order. Technicians are required to have a complete description of the work performed for each SRT and T-time submitted

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### 7.1.10. CLAIM CORRECTIONS

Claims will be processed by the Warranty Administration Group (WAG) and warranty credit documents issued. (See sample warranty credit documents in Section 7.3. for more detail on claim return) On occasion, there may be a reason why a claim cannot be processed as originally submitted.

Claims requiring correction or additional information before adjudication will be found in iClaim at CLAIM ENTRY >> CLAIM CORRECTION. Enter your account # for a listing of claims which require corrections. Review the CLAIM COMMENTS field found on the CLAIM tab for the reason the WAG analyst returned the claim for corrections. Make the required corrections or enter additional information into the CLAIM COMMENT field, press SAVE, then COMPLETE to return the claim to the WAG.

**NOTE: The claim will be rejected if you fail to make the required corrections, or provide the requested additional information, within 60 days of return of the claim.**

#### 7.1.10.1 Warranty Claim Adjustment / Correction Codes

During the claim adjudication process besides being paid as submitted claims may be adjusted, denied, or charged back.

- a. Claim Adjusted – This group has the prefix A, and suffixes ranging from A through Z. These codes will be used to advise when claim amounts are adjusted.
- b. Claim Appeal- See Section 8.1.1 for more information.
- c. Claims may be denied or adjusted for many reasons. Refer to the Warranty Claim Adjustment Codes on the next page for the specific reason for denial or adjustment. If after reviewing the table you still need assistance contact the Warranty Administration Group for additional assistance.

The table below lists Warranty Claim Adjustment Codes (which describes the changes made to a claim are also found in the Warranty Coding Manual available on ISIS.

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### WARRANTY CLAIM ADJUSTMENT / CORRECTION CODES

AA	EXCESSIVE TIME OR OVERLAP	DS	SERVICE CONTRACT DOLLAR LIMIT < \$30 - \$40
AB	FLAT RATE OPERATION	DT	STORAGE RELATED FAILURES NOT WARRANTY
AD	INCORRECT LABOR RATE	DZ	OTHER REASON FOR DENIAL
AE	PARTS PRICED INCORRECTLY	FI	CLAIM INVOLVING FIRE, SMOKE, SMOLDER, BURN, SPARK
AF	CORE CHARGE NOT APPLICABLE OR ALLOWED PART NOT REQUESTED	FM	AUTHORIZED FLEET MAINTENANCE (99000S)
AG	INCORRECT PART NUMBER USED	IF	INCOMING FREIGHT COVERED BY POLICY LETTER- 01 ONLY.
AH	OTHER CHARGES NOT ALLOWED	IM	MARKUP ADDED FOR PART PROVIDED BY SUPPLIER
AO	PAID/REPAID IN DIFFERENT SECTION	RA	VIN INCORRECT OR MISSING
AR	PROGRESSIVE DAMAGE NOT COVERED BY PARTS WARRANTY	RB	DISTANCE TRAVELED INCORRECT OR MISSING
AR	PROGRESSIVE DAMAGE NOT COVERED BY PARTS WARRANTY	RI	DAMAGES OR SHORTAGES NOT ON CARRIER FRT BILL
AT	TSM REQUESTED ADJUSTMENT	RJ	MORE THAN ONE VIN ON CLAIM
AW	CLAIM ADJUSTED - TWCC ERROR/INTERNAL AUDIT	RK	NOT LEGIBLE
AZ	OTHER ADJUSTMENT	RL	PRIOR APPROVAL NOT ATTACHED
CA	PARTS NOT RECEIVED	RM	MORE THAN ONE FAILURE IN A SECTION
CB	PARTS TESTED SERVICEABLE	RN	INSUFFICIENT FAILURE OR REPAIR INFORMATION
CC	CUSTOMER RESPONSIBILITY	RO	VEHICLE NOT BUILT TO ORDER - FILE W/C.R.C.
CD	IMPROPER SERVICING OR REPAIRS (CONTAM /LUBE ETC.)	RP	FAILED COMPONENT SERIAL NUMBER REQUIRED
CE	INSUFFICIENT MAINTENANCE	RQ	DISTANCE TRAVELED ROLLBACK
CF	PARTS DO NOT SUPPORT CLAIM	RR	SUPPORTING DOCUMENTS REQUIRED - See Claim Corrections
CG	PARTS RETURNED DAMAGED/DISASSEMBLED	RT	DTU DATE MISSING OR INCORRECT
CH	NOT WARRANTY - FILE W/PDC, CARRIER/SUPPLIER	RJ	DUPLICATE CLAIM
CI	UNABLE TO TEST PARTS - WIRES CUT, MUTILATED, ETC	RV	SERVICE CONTRACT NOT REGISTERED
CJ	REPEAT REPAIR/DUPLICATE SEE CLAIM #	RW	NO SERVICE CONTRACT AUTHORIZATION NUMBER
CK	SHOULD HAVE REPAIRED RATHER THAN REPL	RX	CLAIM NUMBER MISSING / INCORRECT
CL	CORE NOT ALLOWED	RY	OVERAGE CORRECTION - OVER 60 DAYS
CM	NOT INTERNATIONAL PARTS	RZ	OTHER REASON FOR REJECT
CZ	OTHER CHARGEBACK REASON	SA	INVALID PART #- PROVIDE CORRECT # OR OTC INVOICE
DA	OUT OF WARRANTY	SB	INVALID CAUSAL PART NUMBER
DB	NOT WARRANTY	SD	REMOTE TSM APPROVAL OF TSM HOLD CLM -> TSM CORRECT
DC	VEHICLE MODIFICATION	TC	TOW CHARGES PAID- WARRANTY CLAIM
DD	VENDOR RESPONSIBILITY	TR	ATI LIGHT LINE TRANS CLAIM/DICRWS REVIEW
DE	COMPONENT NOT FACTORY INSTALLED	VP	VENDOR PASS THRU - NON-INTERNATIONAL WARRANTY
DF	PRE-DELIVERY RESPONSIBILITY	XX	OHIO STATE SALES TAX EXEMPT
DG	PARTS DO NOT APPLY TO FAILURE	YD	REVIEWER OVER-RIDE OF POSSIBLE DUPLICATE CLAIM EDIT
DK	RECALL ALREADY PERFORMED	YY	REVIEWER OVER-RIDE OF SYSTEM EDIT
DL	VIN NOT QUALIFIED FOR RECALL	ZZ	TREAD CUSTOMER REIMBURSEMENT
DP	NOT COVERED PER SERVICE CONTRACT	99	CLAIM RETURNED TO INTERNATIONAL TSM/FSM

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### 7.1.11. iApprove PRE-APPROVAL PROCESS

In many cases, individual component repair pre-approval is necessary to improve vendor recovery, prevent over repair, reduce claim charge backs and help insure customer satisfaction. Because of the ever changing nature of components which will require Pre approval the most current list of items requiring Pre-approval will be found on ISIS at: TECHNICAL PUBLICATIONS >> WARRANTY INFORMATION >> WARRANTY POLICY LETTERS

### 7.1.12. CLAIM APPEALS

The Appeals Process is the process used to present your request for additional consideration of a claim that has already been paid. Appeals to claims already paid may be made by fax or mail utilizing the appeals form shown below which is available on ISIS®. The form can be found on the Dealer Administrative page under the Request drop down window. Complete the form; print it locally and fax it along with your supporting documents to Warranty Administration Group.

If a claim is adjusted by the Parts Return Center by the PRC is to complete the Appeals Form and either mail the form to the address shown below or fax in as outlined below. The following are examples of (PRC) claim adjustments or charge-backs but not limited to: CA-Parts not returned within 60 days; CB-Parts tested serviceable; CZ-Failure to Obtain Authorization

Once received, the Warranty Administration Group will review your request and forward the appeal to the Product Review Center for consideration and advised of disposition.

#### Claim Appeal Requirements

- a On your appeal form review how your claim was submitted and how it was paid. Determine what was adjusted or left off of your claim when submitted originally. Review the analyst's comments and adjustment coding.
- b Determine what area of the claim you are appealing. Provide the related supporting documentation and attach a copy of the repair order with technician's write-up along with a copy of his time punches. Write your request in the comments section of the appeal form. Be specific in stating which part or outside charge was omitted or which operation was paid short or left off the original claim submission. Provide any additional documentation that shows it was performed.
- c If your claim was adjusted for excessive t-time you need to break down the "T" time to explain what repair procedures are included (T-time must be the actual time spent to perform the operation). Do not lump all the time together. T-time must be a separate time punch for each procedure.
- d Fax (630-753-5217) the ISIS appeals form and supporting documents to Warranty Administration Group or MAIL TO: Warranty Administration Group, 4201 Winfield Road, Fourth Floor, Warrenville, Il. 60555.

**Note:** Please ensure that when a claim is appealed all required documentation is sent along with the appeals form. All T-time must be broken down to its lowest possible form, and the repair description must be clarified if needed. If T-times are combined and not segmented then the Regional Manager/Regional Specialist will determine what the actual time is for each step. If you have any questions about a closed appeal claim call the Regional Manager/Regional Specialist who reviewed your claim to discuss his decision. Do not submit another claim appeal form!

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**As Paid**

Quantity	Operation	Submitted Hours	Paid Hours	Description
1	S12-1063	1	1	REMOVE AND REINSTALL OR REPLAC
1	A12-1060	0.4	0.4	REMOVE AND REINSTALL OR REPLAC
1	A12-1015	0.3	0.3	DISABLED VEHICLE TOW-IN ALLOWA

**Appeal Detail**

Contact Name  Phone

Quantity	Operation	Requested Hours	Description
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Comments (Please do not type more than will print out!)

### 7.1.13. LABOR RATE CHANGE REQUESTS

#### 7.1.13.1. APPROVED LABOR RATE

The approved warranty labor rate shall not exceed the lowest regular hourly rate which the Dealer charges its customers. This rate will also be used for Idealease™ warranty claims and will not be impacted by internal discounts, i.e., sales department work, internal repairs, or body shop repairs. In addition, occasional customer discounts or discounts realized by using Diamond Estimating, Service Partner or any International provided solution shall not impact this rate given that the net customer invoiced amount is not below the warranty cost for the same repair. A dealer's Idealease account labor rate is maintained separately from the main location, a separate rate change must be submitted manually using the Labor Rate Change form found at 8.1.2.4.

This policy is also to be applied to Maintenance Takeovers involving warranty repairs made in a separate facility other than the dealership. The warranty labor rate for these separate facilities will not exceed the rate charged customers at these facilities. The rate must be pre-approved by Navistar prior to any warranty repairs being made at the separate maintenance facility.

#### 7.1.13.2. APPROVED U.S. LABOR RATE CHANGE

For U.S. Dealers (secondary, new associate, Idealease, etc.) requesting a change to their labor rate per hour, you will find the revised labor rate change request form in the 'contact us' menu on the ISIS® home page. Simply fill out the request completely and click submit. You will receive an acknowledgment letter back with the disposition and effective date for change if approved.

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### 7.1.13.3. APPROVED CANADIAN LABOR RATE CHANGE

To change an approved Canadian Dealer warranty labor rate each location (secondary, new associate, Idealease, etc.) requires a separate form (shown below) to be processed/submitted. The Dealer principal must fill out the Request For Customer Labor Rate Change and submit it to the assigned Customer Service Engineer (CSE) / Technical Service Manager (TSM) or (FSM) for approval. The requested revised labor rate shall not exceed the Dealer's customer daytime hourly labor rate.

The Customer Service Engineer (CSE) / Technical Service Manager (TSM) or Fleet Service Manager (FSM) will verify labor rates the Dealer is charging to his customers and check the Dealer's survey of local competitor's customer labor rates. He records his approval on the Form, and forwards it to the Regional Service Manager. Labor rate changes become effective thirty (30) days after being approved by the Regional Service Manager.



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## 7.2. DISPOSITION OF WARRANTY MATERIAL

### 7.2.1. DISPOSITION OF WARRANTY MATERIAL

All components, parts and material removed from a vehicle during the course of repairs covered by warranty, campaigns or special policy must be disposed of in compliance with the disposition instructions contained in this section of this Warranty Policy and Procedures manual. The Servicing Location must deliver the requested parts to the proper location within sixty (60) days of the claim R-5185 PDA processing date. Failure to properly comply with these instructions will result in an adjustment or complete charge back of claim(s).

The [Claim Parts Disposition Summary](#) found on iClaim, and the [R-5185](#) form will provide the disposition instructions for individual claim sections. These instruction apply to all parts and components removed as part of the repair.

**Note:** All parts used in a repair may not be listed on the [Claim Parts Disposition Summary](#) or [R-5185](#). However, all non-hazardous parts removed during a repair must be disposed of as instructed.

### 7.2.2. SCRAP - PARTS RETURN REPORT TERMS

#### 7.2.2.1. Scrap

Render parts unusable and dispose of them in accordance with your servicing Locations Scrap Part disposition procedures. You must insure that the parts are not re-used, repaired or re-enter the market in any way other than as scrap raw material for recycling. Parts that have a core value should not be scrapped. Contact the Product Review Center by calling 630-753-5200 or Faxing 260-461-1969 if you are instructed to scrap parts with core value.

A daily scrap report can be obtained from iClaim by going to REPORTS >> CLAIMS PARTS DISPOSITION SUNMMARY. See the iClaim USER GUIDE or training video for additional information.

#### 7.2.2.2. Hold

Store the parts at the Servicing Location in a secure area in a manner that will prevent further damage and/or contamination. Attach a copy of the R-5185 form and inform your CSE or TSM that you are holding parts for their inspection. Your CSE/TSM will provide further instructions.

#### 7.2.2.3. Return to Core Center

Prepare and return the parts per the Core Centers instructions. Refer to the [Central Core Acceptance Manual](#) or the [Canadian Core Manual](#) for details.

#### 7.2.2.4. Return To Vendor

Prepare the parts the same as described below. Ship the parts directly to the vendor using the address and shipping method provided by the vendor. Refer to the appropriate vendors' Warranty Policy Letter for specific supplier return information. You should contact the vendor directly with any questions about these shipments.

#### 7.2.2.5. Return To Product Review Center (PRC)

Navistar operates two PRCs; one is in Fort Wayne, IN USA and the other in Brantford, Ontario Canada. The [Claim Parts Disposition Summary](#) and the [R-5185](#) will indicate which PRC you should use. Prepare the parts as described below. Specific shipping instructions can be found on the ISIS

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web site on the Warranty Information page. Carefully complete a Failed Material Form for each package or pallet and attach it securely to the outside of the package or pallet.

### 7.2.2.6. Storing and Handling Parts

Navistar requires the return of parts for many reasons including claim validation, failure analysis, product improvement and charge backs to suppliers. Any damage to the parts due to improper storage or handling that prevents accurate processing and analysis may result in the adjustment or complete charge back of the claim. Removed, altered or illegible tags, serial numbers or date codes may make the claim invalid.

### 7.2.2.7. Part Not Available To Return

Navistar uses automated systems to process warranty claims and as a result there will be instances when we request parts to be returned when there is a valid reason that the parts are not available for return. Examples of valid reasons include: all parts are hazardous, the part fell off while the truck was in operation and could not be safely recovered, the part was already returned at the request of Tech Services.

If you receive instructions to return parts for a claim section and there is a valid reason not to return the part, you must send a copy of the R-5185 form along with an explanation to the Fort Wayne PRC. You may FAX the form to 260-461-1969 to the attention of the PRC Manager. Failure to inform the PRC manager within sixty (60) days of the claim R-5185 PDA processing date will result in a charge back.

### 7.2.3. LOST SHIPMENTS

If you have properly shipped requested parts to the specified facility but the claim is reversed because the parts were not received, you should contact the carrier and obtain proof of delivery. File an appeal for the claims shown on the shipping document. If the carrier lost the shipment Navistar will reissue credit for the claims listed on the shipping documents. Navistar will issue credit only when it can be determined that the parts were packaged and shipped correctly.

### 7.2.4. HAZARDOUS/FLAMMABLE MATERIAL

Local, state, provincial, and federal laws prohibit transportation of the certain materials. Improper labeling and shipping of these items may cause health and fire hazards to personnel who are required to handle and transport them. Long-term environmental damages could also result from unknowingly transporting these materials. The initial shipping location may be subject to substantial fines from various governmental agencies for mislabeling hazardous and/or flammable material.

**Note:** All Dealers should be aware of local, state, provincial and federal laws applicable to the disposition of hazardous materials and should consult with legal counsel for clarification of those laws. All hazardous and/or flammable materials associated with warranty claims parts should be excluded from the warranty returns.

The subject materials include, but are not limited to, the following items:

- a. Batteries
- b. Tires
- c. Paint
- d. All flammable fluids and lubricants
- e. Anti-freeze
- f. Fire extinguishers
- g. Flares
- h. Gasket remover solvents
- i. Freon

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- j. Acids
- k. All aerosol products
- l. Fuels
- m. Fuel Tanks that have contained fuel

Do not return fuel tanks that have had fuel in them. If a fuel tank is requested to be returned, remove the metal or paper I.D. tag from the tank and return only the I.D. tag, attached to the R-5185 form, to the appropriate PRC. Scrap the fuel tank locally according to your approved guidelines.

### 7.2.5. PREPARING PARTS FOR SHIPMENT

Local, state (provincial) and federal laws impose substantial fines for transporting hazardous/flammable materials associated with some parts. Any fines or additional cost will be the responsibility of the shipping location.

- a. Drain all fluids from the parts to be shipped.
- b. Plug all ports in components designed to hold fluid.
- c. Clean the parts so they are suitable for handling and shipping.
- d. Pack all parts for a claim section together.
- e. Pack the parts carefully to prevent further damage in transit, use the carton the replacement part(s) came in to package the failed parts for shipment.
- f. Attach a copy of the R-5185 form to the part(s). The R-5185 form must be legible and still attached to the part(s) when received at the PRC to prevent reversal of the claim.
- g. Attach all applicable core forms and tags.
- h. Complete a FAILED MATERIAL RETURN form and carefully attach it to the shipment. This form is required for all shipments.
- i. Refer to the Hazardous/Flammable Warranty Material in this section for further information.

Any questions concerning the disposition of warranty material should be directed to the Product Review Center by calling 630-753-5200 or Faxing 260-461-1969.

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### 7.3. CLAIM PAYMENT / WARRANTY CREDIT INVOICE RECONCILIATION

When a properly documented warranty claim is received at the Warranty Administration Group (WAG), and forwarded in accordance with the procedures outlined in this manual, credit will be applied to the Dealer's account.

#### 7.3.1. WARRANTY CREDIT INVOICE SUMMARY, R-5180 (see illustration 7.3.4.)

The R-5180, Warranty Credit Invoice represents weekly claim information, by claim number, to a Dealer for warranty submissions. Every claim processed that week will appear as a separate line item on this report.

#### 7.3.2. PARTS DISPOSITION AUTHORIZATION (PDA), R-5185 (see illustration 7.3.5.)

Besides having the ability to look up Parts Disposition in iClaim found under the REPORTS icon, you will receive a weekly R-5185 in the mail. The R-5185, Parts Disposition Authorization provides detailed information about the section(s) in which parts are to be returned, and instructs the Dealer how and where to send the parts. Only claims that need to have parts returned (and are identified as such on the R-5180, Warranty Credit Invoice Summary) will generate the R-5185 report. All non-hazardous parts used in the requested repair section are to be returned e.g.: all regular parts, miscellaneous parts and outside purchased parts.

#### 7.3.3. WARRANTY CREDIT INVOICE, R-5132 (see illustration 7.3.6.)

The R-5132, Warranty Credit Invoice provides detailed information about claims that were processed. Claims which have not been paid exactly as submitted, i.e., adjustments made by WAG, will generate the R-5132 report.

An updated copy of the R-5180, Warranty Credit Invoice Summary, R-5132, Warranty Credit Invoice, and R-5185, Parts Disposition Authorization will be available in iClaim on a weekly basis. Use these reports to reconcile your accounts receivable.

These reports, along with the Dealer Statement, constitute the Dealer's documentation for claim credits and parts return requests.

At the end of the month, the Navistar Finance Group sends your dealership a monthly statement along with a monthly warranty claim summary.

If a claim on the R-5180 shows PARTS DISP = "RETURN", then an R-5185, Parts Disposition Authorization will identify sections for parts return along with information about how and where to send the parts. No parts are to be returned until you receive these reports.

If the R-5180 shows PARTS DISP = "HOLD", then hold parts for further instructions.

All other parts included in a failure section are to be returned in accordance with the instructions on the R-5185 PDA.

**NOTE:** Hazardous and/or flammable materials are **NOT** to be returned under any circumstances.

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### 7.3.4. R-5180, WARRANTY CREDIT INVOICE SUMMARY

A-B Int'l Trucks Inc.                      Navistar International                      TSR 139    Location 000 123456                      R-5180    03/08/97  
 2131 Hanover Ave 1                      Transportation Company                      2                      3                      4                      Page 1  
 Allentown PA 18103                      Wty Credit Inv Summary

Claim No. <u>5</u>	Invoice No. <u>6</u>	Chassis <u>7</u>	Parts <u>8</u>	Parts Hndlng <u>9</u>	Core <u>10</u>	Labor <u>11</u>	Freight <u>12</u>	Other <u>13</u>	Outside Chrg Allow <u>14</u>	Total <u>15</u>	Parts Disp <u>16</u>	Adj. Sect <u>17</u>
0030331	86068	PT-96365	-354.87	-106.46	.00	-318.20	.00	.00	-3.55	-783.08	SCRAP	A
0030866	84932	H400479	276.16	82.85	.00	517.50	.00	.00	2.76	879.27	SCRAP	AB
0030992	86069	VC030591	7.80	.00	.00	.00	.00	.00	.00	7.80	SCRAP	A
0031196	84933	VH462224	18.38	.52	.00	238.50	.00	150.00	.18	412.58	SCRAP	A
0031253	84934	TH226309	200.56	60.16	.00	378.00	.00	.00	2.01	640.73	RETURN	A
0031274	84935	TC059620	22.00	6.60	.00	54.00	.00	.00	.22	82.82	SCRAP	AB
0031276	86070	VH468285	60.30	18.09	.00	243.00	.00	140.00	.60	461.99	RETURN	A
0031283	84936	SH653810	4.57	1.14	.00	126.00	.00	12.25	.05	144.01	SCRAP	A
0031286	84937	SH249165	.00	.00	.00	121.50	.00	.00	.00	121.50	SCRAP	A
0031303	86071	TH274538	.00	.00	.00	72.00	.00	.00	.00	72.00	SCRAP	A
0031314	86072	TC019649	7.30	2.19	.00	45.00	.00	.00	.07	54.56	SCRAP	A
0858268	85569	VH414781	95.21	28.57	.00	36.00	.00	.00	.95	160.73	SCRAP	A
TOTAL			337.41	98.66	.00	1513.30	.00	302.25	3.29	2254.91	<b><u>18</u></b>	
NUMBER OF CLAIMS:			12									

1. Name and Address of Account
2. Controlling Region Office number
3. Account number
4. Form Identification number
5. Claim number
6. Invoice number, if applicable
7. Chassis # – starting with RE indicates a rejected claim, starting with PT indicates a parts claim, and all others are last 8 digits of VIN
8. Total price of all parts credited on claim
9. Parts handling allowance, if applicable
10. Amount of Core, if applicable
11. Total labor credited for claim
12. Total amount of freight credited, if applicable
13. Total other charges credited
14. Outside Charges allowance
15. Across line total for that claim
16. Disposition of parts is listed. The three items are Scrap, Return or Hold
17. Sections that have dollar adjustments
18. Total dollars per Summary Column

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### 7.3.5. R-5185, PARTS DISPOSITION AUTHORIZATION (PDA)

R-5185 1 PARTS DISPOSITION AUTHORIZATION RETURN TO: FORT WAYNE PAGE 2 2

CUSTOMR: EATMORE FRUIT COMPANY A-B INT'L TRUCKS INC. CLAIM: 031276A 5  
 1240 N SHERMAN STREET 4 2131 HANOVER AVENUE LOCATION: 000 123456 6  
 ALLENTOWN PA 18103 ALLENTOWN PA 18103 BAR CODE: BVWV 7

(Y) RETURN DISALLOWED VIN: IHTSCAAL9VH468285 DTU 12/26/96 PARTS 60.30 11  
 PARTS 8 MODEL: 9 4700 12 FAIL 10 02/26/97 13 MISC 0.00 14  
 COMP S/N : 15 CREDITED 03/08/97 16 OTHER 140.00 17  
 1021857 MILES: FILM N LABOR 243.00 20  
 0007783M 18 MARKUP 18.69 21  
 LUBE 0.00 22

GROUP NOUN 23 CAUSE TYPE 24 % 25 CAUSAL PART 26 REPL SERIAL NUMBER 27 CORE 0.00 28  
 12NHB 169 D 01P 100 TOTAL 29  
 461.99

SENDER, CAM POSITI MAT'L DEF 30  
 UNIT TOWED FOR NO START CONDITION CODE 145 ACTIVE TROUBLE SHOOT FOUND DEFECTIVE CMP REMOVE AND REPLACE  
 CMP ADJUST PER SERVICE LETTER 31

QTY 32 PART NUMBER 33 DESCRIPTION 34 VENDOR 35 QTY 36 PART NUMBER 37 DESCRIPTION 38 VENDOR 39  
 1 1821720C98 TRNSMTR FASCO IND INC  
 1 1826583C91 PACKAGE

\*\*\*\*\*  
 RETURN TO: 40  
 FORT WAYNE  
 \*\*\*\*\*

\*\*\* THIS IS YOUR AUTHORIZATION TO RETURN ALL PARTS IN THIS SEC. CLEAN & DRAIN MATERIAL BEING RETURNED \*\*\*  
 \*\*\* EACH ITEM/SECTION MUST BE TAGGED (ATTACH COPY OF PDA FORM R5185). \*\*\*  
 \*\*\* MARK BILL OF LADING "USED AUTO PARTS- SALVAGE VALUE ONLY" \*\*\*  
 \*\*\* SHIP COLLECT VIA PERFERRED CARRIERS \*\*\*  
 \*\*\* SHIPMENTS 150 LBS OR LESS SHOULD BE SHIPPED UPS CONSIGNEE BILLING WHERE AVAILABLE \*\*\*

### Example of a "Return to Fort Wayne" Parts Distribution Authorization

<ol style="list-style-type: none"> <li>1. Form Identification</li> <li>2. Number of pages involved for reference</li> <li>3. Not applicable</li> <li>4. Customer name and address</li> <li>5. Claim number</li> <li>6. Account number</li> <li>7. Navistar Use Only</li> <li>8. Indicator to return parts which have been determined to be good by Navistar or vendor</li> <li>9. Vehicle Identification Number (VIN)</li> <li>10. Delivered To User (DTU) date</li> <li>11. Total price of all parts on this section</li> <li>12. Vehicle Model number</li> <li>13. Failure date</li> <li>14. Total of all Miscellaneous Parts on this section</li> <li>15. Failed Component serial number</li> <li>16. Date claim was credited</li> <li>17. Total 'other charges' credited</li> <li>18. Miles on Vehicle at time of failure</li> <li>19. Not applicable</li> <li>20. Total labor credited</li> </ol>	<ol style="list-style-type: none"> <li>21. Parts handling allowance, if applicable</li> <li>22. Amount of Lube, if applicable</li> <li>23. Failure codes for section</li> <li>24. Type part identifier for failure</li> <li>25. Percentage allowed Dealer</li> <li>26. Part number of the part that caused the failure</li> <li>27. Replacement serial number</li> <li>28. Amount of Core, if applicable</li> <li>29. Total paid for section</li> <li>30. Failure code description</li> <li>31. Description of Condition, Cause and Correction</li> <li>32. Quantity of specific part to be returned</li> <li>33. Part number of part to be returned</li> <li>34. Description of part to be returned</li> <li>35. Vendor that supplied part</li> <li>36. Quantity of specific part to be returned</li> <li>37. Part number of part to be returned</li> <li>38. Description of part to be returned</li> <li>39. Vendor that supplied part</li> <li>40. Location where part is to be returned</li> </ol>
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### 7.4. WARRANTY RECORD RETENTION

#### 7.4.1. WARRANTY RECORD RETENTION

All records supporting warranty claims are to be retained and available, for one (1) year (or in accordance with local or state law if longer) following the date of payment of each claim for inspection by Navistar representatives.

The documentary evidence used to substantiate claims includes, but is not necessarily restricted to, the following:

- a. Basic journals, ledgers, and records.
- b. Dealer file copy (or copies) of each warranty claim.
- c. Related repair orders – ‘hard’ copy and office copy. (see 7.4.3 below for more detail)
- d. Payroll records, including time tickets, or time documentation, and employment records.
- e. Records supporting the dealership's parts inventory control system.
- f. Sublet invoices.
- g. Supplier invoices.
- h. Preparation and Delivery (P&D) service records.
- i. ISIS VIN Summary page from the time of claim write-up.
- j. Copy of original, customer signed repair order.

#### 7.4.2. DOCUMENT RETRIEVAL

Complete vehicle service history including internal, warranty, / customer, accounting copies, and all associated supporting documentation must be accessible by vehicle identification number. Retention must be structured so that complete service histories, including all associated supporting documentation, such as, but not limited to, outside invoices, and time documentation can be provided within one (1) business day of a request.

The following is an example of some, but not all, records that may be needed to support claims and other payments reimbursed by Navistar:

- a. Accounting copy of all claims submitted.
- b. Diagnostic equipment printouts Engine and/or Transmission Diagnosis Sheet required.
- c. Bill of Lading/Delivery Document.
- d. Body shop estimate (copy).
- e. Copies of computer-generated claims.
- f. Dealer Core Receipt documents.
- g. Original invoices of tow bills, transportation charge receipts, or any Outside charge pertaining to a claim and record of payment.
- h. PDC invoices showing freight charges pertaining to truck down parts shipments.
- i. Internal dealership repair orders.
- j. Maintenance service repair orders (copy).
- k. New vehicle factory invoices.
- l. ISIS® Home Page printout for each repair visit.
- m. Owner refund repair invoice and Customer-paid repair orders.
- n. Owner invoices for new and used vehicle sales.
- o. Payroll records (Detailed records used to prepare payrolls – e.g., daily time and job tickets)
- p. Delivery Checklists.
- q. A copy of the customer signed repair write up sheet.
- r. Service copy (hard copy) of claim.
- s. Service or installed/over-the-counter parts and accessories claim documentation, including:
  1. Repair order for accessory or previous warranty claim.
  2. Owner-paid repair order or over-the-counter parts sale invoice.
  3. Any other records which support claims reimbursed by the Company.

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### 7.4.3. REPAIR ORDER INFORMATION REQUIREMENTS

Vehicle Warranty Information:

- a. Customer Information
- b. Customer Name and Address
- c. Vehicle Identification Number
- d. Customer's Signature (after concerns have been entered)
- e. Fill in the owner information.
- f. Model Year
- g. Model or Name
- h. Record the two character state code (e.g., MI for Michigan) and license plate number.
- i. Date of (original) Sale (stock, if not sold)
- j. Enter the DTU date. If the claim is for a vehicle in stock, write "Stock" in this space. This information can be confirmed through the ISIS® system.
- k. Check ISIS to verify open Recalls, Service Contract coverage, coverage cancellation, or other warranty coverage's exist.
- l. Odometer Reading (no tenths)- Enter the date and odometer reading at the time the vehicle was brought in for service (miles/kilometers).
- m. Date of Repair – Enter date repair order is written.
- n. Service Advisor Number and Vehicle Information (required for Warranty Repair submission)
- o. Time Received
- p. Time Promised
- q. Phone Number (Customer)
- r. Service Key Tag Number
- s. Description of Concern- This should be a detailed, to the point, description of how the customer described his/her concern. Use basic abbreviations. Write a clear and complete explanation of the owner's concerns and instructions to the technician. Use the repair number column to assign the customer concerns and instructions to the repair number.
- t. Record date and Odometer Reading at time of vehicle

Service Parts Warranty Information. Use only when an installed service part or accessory has failed.

- a. Obtain copy of customer's original purchase invoice to ensure failed part was purchased on original repair.
- b. Note that the date the part or accessory was originally installed is less than one year.
- c. Distance (miles/kilometers) accrued since date of original installation.
- d. If the part or accessory was an over-the-counter sale, write the date of the sale and the distance accumulated on the part or accessory since the original purchase.
- e. Enter the repair order or invoice number when the part or accessory was originally installed or sold.

Technician's Comments:

- a. Technicians' definition of how or why parts failed is vital to Company Engineering in their efforts to correct product concerns.

**NOTE:** Sufficient information also must be available on the dealer service (hard) copy and entered electronically to support certain repairs (i.e., explanations of actual time, diagnostic trouble codes, and location and type of defect).

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### 8.0. DEALER WARRANTY REVIEW

#### 8.0.1. DEALER WARRANTY REVIEW

The purpose of a dealer review is to ensure dealer compliance with good warranty management practices and Warranty Policies and Procedures as specified in this manual. After a thorough review of dealership warranty performance based on, but not limited to, the Service Performance Statement (SPS report ((ref. 8.0.2)) R-6 performance and other warranty indicators the Warranty Administration Group (WAG) may elect to perform a warranty review. When needed, the WAG will impose controls to help a dealership better perform warranty repairs or claim processing.

The WAG monitors information from, but not limited to, the online SPS report, statistical analysis tools, and information that may be provided by the Region, Customer Service Organization, or Product Reliability. When a dealer fails to control warranty costs based on one or more of the selection criteria the WAG may elect to perform a warranty review based on the following consideration:

- a. A dealer showing a high CPVR as measured against the NA CPVR on the SPS report (ref. section 8.0.2).
- b. A location(s) showing poor warranty efficiencies such as high claim payment days, low parts return rate, high rate of claim adjustments.
- c. Abnormal trends that arise through the normal processing of claims.
- d. Dealer request.
- e. Regional management recommendation.

To ensure that a satisfactory level of service performance is maintained, the Company will, from time to time, elect to review a Dealer's records. Section 26 "Dealer Performance Review" of the Dealer Sales/Maintenance Agreement provides authority for such reviews. A warranty review will be performed to determine,

- a. If poor service center management and/or technician's capabilities were contributing to the above average CPVR expense as identified in the SPS report.
- b. If work performed was actually done to the extent claimed and approved by the Warranty Administration Group.
- c. If the work performed was not reimbursable as a warranty expense and should have been dealer or owner responsibility.

The Dealer agrees to cooperate with the Company by making available those records, which are necessary to adequately analyze the Dealer's service business. The review will be directed towards improving the dealers' service performance; ensuring just profits are realized by the dealer, while complying with company policies. Conclusions and recommendations obtained from the review will be incorporated into a written report, which will be supplied to the Dealer for his review and implementation.

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Although a Customer Service Engineer (CSE), Technical Service Manager (TSM), Fleet Service Manager (FSM), or the Warranty Administration Group (WAG) may have accepted a warranty claim for payment based on information presented at the time of claim review. Warranty adjustments to a claim, or portion of a claim, may be made by the Product Review Center (PRC) or Warranty Administration Group (WAG) at the time of a thorough examination of a Dealer's records. Payment adjustments may come under, but are not limited to, the following categories:

- a. Misrepresented or falsified claim
- b. Work not substantiated by payroll records or time documentation
- c. Work not performed
- d. Come-back repairs
- e. Repeat repairs
- f. Excessive charges
- g. Habit-type repairs
- h. Overpayments
- i. Not Navistar responsibility
- j. Parts not returned to Product Review Center (PRC) as requested
- k. Parts which do not support the claim
- l. Parts which test to be serviceable
- m. Missing documentation
- n. Non supported "T-time" - Including instances where there is no clocking at all, or the time claimed exceeds clocked time. In these cases, the differences will be charged back.
- o. Administrative Errors/Unsupported Payment Categories
  1. Corrosion perforation claim unsupported
  2. Standard time not/improperly clocked as required by CTS-1100.
  3. Add-On repair not approved
  4. Non-reimbursable shop supplies claimed
  5. Outside invoice not attached to claim history
  6. Unauthorized repair procedure
  7. Payroll records don't support Technician payment, including hard copy

Dealers who do not administer the Warranty Policy program effectively may be placed on one or more of the following controls by the WAG:

- a. Increased Parts Return Requirements.
- b. In-Dealership Claims Review
- c. In-Dealership Parts Scrap-out
- d. Prior Repair Approval
- e. Special Requirements (tailored to specific dealer needs)

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### 8.0.2. SERVICE PERFORMANCE STATEMENT OVERVIEW

The Service Performance Statement (SPS) is just one of many tools used to help identify those locations that may need help with the proper administration of Navistar Warranty Policies and Procedures. Through the sharing of mutually beneficial information, Navistar will continue to be the industry benchmark for service performance.

The SPS enables International® Dealer locations to more accurately self-monitor service performance, helping your dealership improve service department efficiencies, and your customers' overall satisfaction. Distributed monthly via the ISIS® system, the SPS benchmarks your dealership's performance against the National Average (NA) Cost per Vehicle Repaired (CPVR), by Vehicle Center for each monthly reporting period.

In order to more accurately judge a dealer's performance against the NA, a calculation is made to normalize labor rates across the country. All dealers' labor rates are equalized to the NA dealer labor rate. NA labor rate is determined by summing all the dealer labor rates stored in iClaim and dividing this total by the total number of individual dealers. If the dealers NA labor rate is found to be \$63 then a dealer at \$70 labor rate is reduced by \$7 to equal \$63, likewise a dealer at \$55 is increased by \$8 to equal \$63. By making these adjustments, labor differential between dealers is no longer an issue when comparing dealers' CPVR.

To determine the NA CPVR all warranty claims submitted to Navistar are totaled by Vehicle Center, this total is then divided by the number of individual VIN claims in the population to determine the NA CPVR per Vehicle Center. Your dealership's warranty claim totals for each month are then totaled by Vehicle Center and averaged for the number of individual VIN claims submitted during each period. The Green, Yellow, Red indicators, based on the dealers rolling 6 months warranty claims, are then determined by the % difference between a dealership CPVR and the NA CPVR.

NA-CPVR= the cost of all dealers' warranty claims submitted (by Vehicle Center).

Total # claims submitted (by Vehicle center.)

Dealership CPVR= the cost of individual dealers warranty claims submitted (by Vehicle Center.)

Total # of individual dealers warranty claims submitted (by Vehicle Center.)

#### 8.0.2.1. SERVICE PERFORMANCE STATEMENT EXPLANATION

For a detailed explanation of how to read, interpret, and use your Service Performance Statement to increase you dealerships warranty performance results, go to ISIS > Dealer Administration > Dealer Administration Tools > Performance. Your SPS password (is the same as your CSP administration password) >Report Explanation.

Each dealerships report is available and password protected on ISIS so that other employees may review the report at your discretion. To view the report, go to ISIS > Dealer Administration > Dealer Administration Tools > Performance.

Your SPS password is the same as your CSP administration password. For password assistance, or to enable another person at your dealership to view the SPS online, please call dealer systems support.

**Note:** Due to the potentially sensitive nature of the information contained in the SPS, it is important that it remains confidential to your dealer personnel. Navistar will not share your dealer location's SPS results with other dealers.

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### 8.1 DEALER WAG REVIEW PROCESS

#### 8.1.1. REVIEW PROCEDURES AND REQUIREMENTS:

The dealer review will include an inspection of the failed parts storage area; inspection of repaired vehicles, inspection and evaluation of work in process, evaluation of P&D and safety recall files and customer contact log. The various procedures for accounting for the service persons time and for the preparation, handling, and control of service invoices will be examined. Any and all service department activities having any bearing on warranty administration will be reviewed; including body shop, and used vehicle activities. All records pertaining to servicing and warranty of vehicles should be made available for inspection. This is to include dealer file copies of warranty claims, related repair orders-hard copy (with Technician's detailed write-up of repairs performed), office copy, payroll records including time tickets, or time documentation and employment records, outside charge invoices and all other documentation that supports the claim submission. A complete list of all technicians at the review location including clock number, training, and pay rate will be required. You will be given a preliminary list of completed claims we wish to review prior to the WAG arrival. Upon arrival the WAG will give you an additional list of Vin's to have ready for review by the following day. A copy of all repair claims, performed at your dealership, related to these Vin's, must be made available within the 24 hours notification.

#### 8.1.2. HOW THE DEALER REVIEW WILL BE ANNOUNCED TO THE LOCATION.

To the extent possible, selections will be made in advance. Once a firm date is scheduled, every effort should be made not to cancel the dates selected. When cancellations are required, they should be made in sufficient time to allow the scheduling of another review on the same date, to insure productive use of manpower.

The dealer or the dealer principal should be available on the date the review is to begin and for the duration of the review. The review will normally cover warranty repairs performed during the twelve-month period preceding the review date. However, by pre-arrangement in special instances or depending on the findings, the review could cover a greater time period.

#### 8.1.3. INITIAL MEETING INSTRUCTIONS

The initial meeting must be held with the dealer or the dealer principal in attendance. The initial meeting should be held at the selected location so that, following the meeting; the review team may tour the facility and be introduced to key employees.

The following people should be in attendance at this meeting:

- a. Dealer Principal and department heads
- b. Customer Service Engineer
- c. Regional Management (Optional)

During this initial meeting the procedures that will be used in the review will be explained in detail.

Arrangements for the final meeting to be held at the conclusion of the review will also be discussed at this time.

#### 8.1.4. DEALERSHIP ORIENTATION TOUR

A tour of the location will be made with key people to obtain information regarding internal procedures, service department capabilities and the flow of all paperwork pertaining to warranty administration.

The location will be evaluated to determine the facilities, equipment, and layout with respect to proper accomplishment of service work. If the location has its own body shop, we will want to know

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who has the authority for decisions regarding warranty repairs. If body and paint repairs are sublet, what outside company performs the work? Are the repairs performed on the basis of a purchase orders with only specifically definite repairs authorization? Proper new vehicle storage and protection procedures will also be reviewed.

The P&D (Preparation and Delivery) operation will be observed to determine adequacy of the function and its supervision. Does the location have a procedure for storage and handling of defective warranty parts? What is the adequacy of the procedures?

As a part of the tour, the customer waiting area, service write-up desk, and overall organization of the facility will be evaluated to help determine the ability to service the customer in an efficient manner.

### 8.1.5. OBSERVING WARRANTY REPAIRS IN PROCESS

The following will be observed to determine their effectiveness:

- a. Are proper procedures in effect for processing warranty invoices and claims for reimbursement? Are the time schedule operations being coded up front? Are T-Times being documented separately from time schedule repairs? Are technicians punching in and out on each separate operation?
- b. Is there a procedure established for the handling, storage and shipment of failed material? Is there a secure failed parts storage area? Are all parts tagged and identified by claim and date? Are parts marked for scrap removed from the storage area to prevent mixture with current claimed material?
- c. Are proper diagnostic procedures being used to include:
  1. Road testing the vehicle with the customer to identify intermittent or hard to find conditions.
  2. Capturing and itemizing all complaints and identifying conditions that may not be considered for warranty reimbursement.
  3. Review by foreman prior to hand-off to technician to verify complaint.
  4. Evaluation of each technician's qualification prior to job assignment.
  5. Write-up should contain sufficient information to direct the technician to an accurate diagnosis.
  6. Engine diagnostic forms should be attached and properly filled out when diagnosing engine performance complaints.
- d. Observations will be made to determine technicians overall efficiency considering knowledge, available training, tooling, physical layout of repair facility and general attitude toward the dealership and Navistar.
- e. What procedures are in place for the storage of new vehicles in stock? Are established guidelines followed for receiving new vehicles? Does the dealer file for carrier loss and damage claims?
- f. Does the dealer have an area designated for prep and delivery of new vehicles? Does the location have a history of habit type repairs? Are necessary repairs prior to delivery authorized by management? Any trends to focus on a particular repair?
- g. Customer invoices will be reviewed to verify claimed labor reimbursement rates for warranty repairs do not exceed customer pay rates.
- h. What are the dealer's overall consumer relations practices? Does the service management greet the customer promptly, listen to his problem attentively, and perform the needed service in an expeditious manner?

### 8.1.6. DEALER REVIEW PROCEDURES AND CHECK POINTS

All claims will be reviewed for the following:

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- a. Customer signature appears in both repair authorization field and repair acceptance field. Ref section 7.1.1 for more detail and requirements for obtaining authorization when a truck is dropped off after hours.
- b. Timely and accurate time punches appear on the Repair Order.
- c. The Complaint, Cause and Correction (CCC) gives a detailed account of the failure.
- d. Does vehicle mileage appear unreasonable in relation to delivery date of the vehicle?
- e. Types of repair not consistent with model and/or components of the vehicle as indicated by the line set ticket.
- f. Paintwork showing different color paint charged out from that indicated on the vehicle line set ticket.
- g. Look for a particular type of repair or habit-type repairs when the volume of such repairs is unusually large.
- h. Labor in excessive amounts, particularly with respect to correction of water and air leaks, door fit, electrical wiring repairs and resealing differential.
- i. Repair Orders with notations referring to other Repair Orders (either customer paid or warranty).
- j. High monetary claims value and those performed near the end of the vehicle warranty period.
- k. On claims with sublet repairs and outside purchases, it is important to verify the vendor was paid and the invoice matches the amount of the claim.
- l. Any notations that might indicate the work was performed on a vehicle other than the one listed on the claim form.
- m. Particular types of repair not normally performed by the technician paid for the work.
- n. Duplicate claims that could be rework of the same previous failure or any evidence of customer or dealer responsibility.
- o. Dispatch or repair order log sheets should be checked for verification of the fact the vehicle was in the location on the date shown on the claim.
- p. Check cash sales summaries and accounts receivable ledgers for evidence that the customer was charged for the claimed repair.
- q. Compare total quantities of particular parts used in large volume on warranty repairs for a specific period with quantities purchased and sold according to inventory records and purchase invoices.
- r. Review warranty service invoices for any evidence of operations added to increase the technician's pay or bring them up to the guarantee.
- s. Check vehicles at the dealership location against the claim history to verify claimed repairs have been made through inspection of the vehicle.
- t. Is there a copy of the vehicle history report from ISIS® attached to repair order?
- u. Verify service parts claims mileage or installation date.
- v. Determine last day vehicle was worked on to determine if claims are being submitted within thirty (30) days of repair date.

### 8.1.7. CLAIM CHARGE-BACK CATEGORIES

Charge-backs can be made for claims that are duplicates, unsubstantiated, or which do not meet the requirements stated in this Manual. Dealers must be cognizant of their obligations with respect to their warranty repair and service requirements as specified in the Dealer Sales/Maintenance Agreement.

- a. **Misrepresented Claim:** Examples such as: Vehicle mileage misrepresentation or evidence of mileage roll back. Incorrect DTU or failure dates are entered to circumvent the time limits

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of the warranty coverage. Completion dates are misrepresented on the claim to evade the 30-day claim submission requirement. Invalid vehicle VIN or Customer Name entered to show a current-production vehicle within the coverage period. Lack of identification of technician making repair or changes to the technician story that affect the credibility of the failure.

- b. **Falsified Supporting Documents:** This category is used whenever time documentation, vendor invoices, purchase orders, or any similar supporting document has been physically altered to agree with the claim as submitted. Submitting Non-OEM part claimed as genuine. Duplicate billing for repairs to both Navistar and the customer. Duplicate claim submission to Navistar. If any claims are found to be false or fraudulent during a dealer review the dealer will be subject to a follow-up review regardless of their SPS ranking, or any of the other reports listed as in Section 8.3.1 above.
- c. **Unsubstantiated Time Documentation:** Occurs whenever the dealer cannot show that the technician actually spent time required to perform the repairs as indicated on the warranty claim.
- d. **Work not performed:** Results when; physical inspections of the claimed repair cannot be verified, when the customer denies having the vehicle repaired as claimed, parts usage was not commensurate with the claim submission, failed parts are not available when requested, or dealer employee admission that the repairs were not performed.
- e. **Habit Type Repairs:** This category is used to display those items that were repaired repetitively by the servicing location and not common to the vehicle or application.
- f. **Not Navistar Responsibility:** Items that are determined to be routine maintenance, Non-International® parts, dealer installed equipment, and special equipment installed by body companies.
- g. **Come-Back or Repeat Repairs:** This category should be used only when poor workmanship or very obvious misdiagnosis/ineffective repairs were responsible for the second repair.
- h. **Flagrant Excessive Charges:** These may occur when flat rates are not used, the amounts claimed in flat rates are excessive, and when the repairs done do not justify the amount of labor claimed. Labor SRT overlap or T-time overlaps SRT. Over/excessive repair of a vehicle.
- i. **Failure to return requested parts to PRC:** Required parts are not returned to the PRC within the time period allowed.
- j. **Omitted Customer Signature:** Customer authorization signature not on repair order or add-on sections. Not receiving prior approval from the Warranty Administration Group prior to replacement of parts as outlined in section 7.1.2 and 7.1.4.

**NOTE:** The above list is not intended to be all-inclusive. Any other claim category that the Company determines to be false or fraudulent will be charged back during any Warranty Counseling Process action.

The submission of false or fraudulent claims to the Company violates your Dealer Sales/Maintenance Agreement and is a sufficiently substantial breach of faith between Navistar and the dealer to warrant termination. In appropriate circumstances, where false or fraudulent claims are identified, termination will be pursued, regardless of whether it is a first time occurrence.

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### 8.1.8. FINAL MEETING PROCEDURES

The WAG will conduct a preliminary briefing with the dealer's CSE/TSM. Together the WAG and CSE/TSM will be in a position to discuss the review facts with the local manager. The review team should have adequate time to explain in detail all irregularities found during the review prior to meeting the dealer.

Any other matters that will be the subject of discussions will also be outlined in advance.

Typical subjects that may require comment by the Service Process Improvement Team include:

- a. Service library not up to date.
- b. Service procedures not followed.
- c. Habitual repairs noted not consistent with regional patterns or product experience.
- d. Customers not receiving adequate service.
- e. Safety recall procedures and follow-up that is inadequate.
- f. Failure to request District investigation in areas of high expense or repetitive failures.
- g. Improper or inadequate P&D procedures.
- h. Are parts handling for warranty repairs adequate?
- i. Availability of required tools inadequate for the size of the shop or the number of technicians employed.

Consequences of failing to pass an audit review.

- a. If a dealer fails to pass a dealer's review, their claims may be put into a special queue for review by the Warranty Administration Group.
- b. If any claim(s) are found to be false or fraudulent during a dealer review, the dealer will be subject to a follow-up review regardless of their SPS report results.
- c. Reference section 8.3.3 Step 6.

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### 9.1. NEW VEHICLE RECEIVING PROCEDURES

For additional information concerning receiving procedures, consult the CTS-1029, New Vehicle Processing Manual also available on ISIS® at: Technical Publications >> Service Manuals>>New Vehicle Processing Manual

#### 9.1.1. DEALER RECEIVING RESPONSIBILITIES

Each Receiving Location must have employees who are familiar with receiving procedures and competent to perform inspections. Clean the vehicles as necessary to provide a good view, and inspect as soon after receiving as possible (ref. section 9.1.2 d). Carrier is responsible for obvious body damages. Trucks not built to spec are not a carrier issue.

It is the Dealer's responsibility to inspect new vehicles received by the dealership and document any damage to the vehicles or any conditions that caused them to differ from the new vehicle order.

The Dealer must:

- a. Establish a vehicle inspection procedure within the dealership and train adequate personnel to be responsible for receiving new vehicles according to established procedures.
- b. Inspect each vehicle while the carrier representative is present.
- c. Describe all transportation loss and damage on all copies of the bill of lading/delivery receipt accurately and in detail.
- d. Sign for delivery by clearly writing the name of the Dealer's representative, the date, and the time of delivery.
- e. All Dealers are to maintain adequate undecking facilities or arrange for alternative undecking facilities at their expense.
- f. Have available, for the driver's use, the prescribed decking or undecking tool set, ZTSE4441. Undecking Adaptor for 5000i Series, and 9400i Models with center tow pin, and ZTSE4280 Undecking Sling for use with 1000, 3000, 4000, 7000, 8000, and 9000i Series. ProStar model require (2) Undecking Adapters (ZTSE4819) and (2) Nylon Lifting Slings (ZTSE4841). Go to ISIS: Technical Publications >> Service Manuals >> New Vehicle Processing Manual for more information.
- g. The Dealer's vehicle inspections must take place both before and after undecking.
- h. Dealers who request delivery of a vehicle to a body company must arrange with the body company to properly undeck and inspect the vehicle upon receipt. Immediately report any damage or shortage to the carrier driver or selling location (ref. section 9.1.2 b & c). below.

Dealers must maintain undecking facilities which meet OSHA requirements, and assist the Carrier driver with undecking procedures.

- a. If a Dealer does not have adequate undecking facilities, the Carrier is authorized to engage proper facilities or services and apply the tariff charge to the Dealer.
- b. When a Dealer has a vehicle delivered to an intermediate agent, such as a body company, and the agent refuses the Carrier the use of its undecking facilities or charges for the use, the Carrier incurs this undecking expense, and then bills it to Navistar. Navistar then debits this Dealer's open account.
- c. Undecking delay charges over standard wait times (1 hour per delivery) are incurred by the carrier, who then bills Navistar. These charges could be passed on to the Dealer, if the Dealer is found to be at fault.
- d. If a wrecker (tow truck) is used, the wrecker driver is considered to be the Dealer's agent, and any undecking damage to the delivered vehicle(s) must be recovered from the wrecker driver's employer.

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### 9.1.2. DEALER DELIVERY and INSPECTION RESPONSIBILITIES

- a. Claims for damages, shortages, variations, and/or concealed damage not properly documented during vehicle inspection and not properly communicated to ATC/Auto Truck within the 48 hour time limit described above will be denied.
- b. Dealers must arrange for a prompt vehicle inspection, since tariff regulations permit the carrier to charge for excessive delay beyond the allowable one-hour free waiting time. per load. The one-hour free waiting time begins after all vehicles have been unloaded.
- c. All damages, shortages or variations must be noted in detail on both the carrier and consignee copies of the delivery receipt. Specific damage codes must be indicated on the delivery receipt.
- d. Vehicles frequently can arrive in a dirty condition. It is the Dealer's responsibility to immediately have the unit washed and inspected, as it is possible for a truck to be delivered with concealed damage. When discovered, the Dealer must immediately notify the carrier of all such concealed damage within 48 hours. (Refer to the New Vehicle Processing Manual S10005).

**NOTE:** Failure to do any of these things will relieve the carrier of liability, which will make it necessary for Navistar to deny such claims to the Dealer.

- e. Prior to test-driving the vehicle, the receiving Dealer or Body Company, is responsible for retorquing axle flange nuts and lug nuts to specification per Preparation and Delivery (P&D) guidelines.
- f. Call your Regional Warranty Manager at the WAG if you receive a large order of vehicles at the same time and are not able to submit the Damage Repair Report within the 60 day reporting time period. They will then contact ATC/Auto Truck for an extension of the Damage Repair Reporting period.
- g. Prior to movement of the vehicle from the undecking area the dealer is responsible for tightening all U-Joints removed for shipping.
- h. Claims should be filed against the carrier for damage caused by leakage and/or improperly fitted axle plates.

**NOTE:** All new vehicle receiving personnel and the delivery driver must distinguish between damage to be reimbursed by the carrier and a factory defect to be reimbursed by Navistar. Add any comments, which clarify and support descriptions of damage to the bill of lading/delivery receipt. Factory defects must be noted on the Bill of Lading / delivery receipt.

### 9.1.3. CARRIER DELIVERY and INSPECTION RESPONSIBILITIES

- a. Carriers are permitted to deliver vehicles only between 8:00 A.M. and 4:00 P.M., local time, unless prior arrangements have been made to accommodate earlier or later delivery.
- b. Unloading or undecking a shipment of vehicles is the strict responsibility of the carrier.
- c. Carriers are to install properly fitting axle gaskets on all units from which the axle shaft has been removed for transport. **New gaskets must be installed on 100% of decked units.** A complete inspection for proper gasket replacement must be performed. Failure to note leakage of old gaskets not replaced will result in Loss and Damage or warranty claim denial.
- d. At destination, axle flange studs must be tightened to prevent oil leakage between the axle flange and hub, and any leaked lubricant wiped clean by the carrier.
- e. In some cases, 4x2 trucks may have the driveline pulled for transportation instead of the axle shaft. In this case, the carrier is responsible for reinstalling the driveline and the receiving Dealer is responsible for inspecting the installation and torquing the mounting bolts. Reference SFN-01-32.
- f. At destination, all items removed or altered for transit of the vehicle(s) are to be reassembled to original condition by the carrier.

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### 9.1.4. TRUCKS NOT BUILT TO ORDER

Not built to order conditions should be identified at time of receipt during check-in inspection. Dealers should initiate their "not built to order" claim request immediately — no later than 90 days after the vehicle invoice date. When it appears that a truck has been received from an assembly plant with incorrect, insufficient, or excessive components, there may be grounds for filing a claim. Only errors or deficiencies involving complete line setting codes and items appearing on pages 1 and 2 of the submitted order are claimable at the Customer Response Center (CRC). Use 'Truck Not Built To Order Claim' form (refer to sample form below).

All other deficiencies, e.g., partial code items, and package items, are to be submitted to the Warranty Administration Group as Warranty Code 03 claims with reference to line-set codes.

The claim must be signed and dated by a Service Management Representative of the dealership.

Items lost or damaged while in the carrier's control are to be handled according to procedures described under the subheading 9.2.1. Loss and Damage Claims.



#### CLAIM FORM NOT BUILT TO ORDER

TO: International Truck and Engine Corporation DATE: \_\_\_\_\_  
Or IC Corporation  
1-800-641-4000

Order No. \_\_\_\_\_ Model No. \_\_\_\_\_ Qty. \_\_\_\_\_

Chassis No (s). \_\_\_\_\_ Property Control No (s). \_\_\_\_\_

_____	_____
_____	_____
_____	_____

Problem: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Resolution: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Invoice Amount: \_\_\_\_\_

#### Ordering Location Information:

Dealer Name: \_\_\_\_\_ Dealer Acct. # \_\_\_\_\_ Region: \_\_\_\_\_

Address: \_\_\_\_\_

Submitted by: \_\_\_\_\_ Title: \_\_\_\_\_ Phone: \_\_\_\_\_

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### 9.1.5. CLAIM PROCEDURE

Compare original of truck order with:

- a. Confirming copy of order
- b. Order entry list
- c. Order content report
- d. Line set ticket for the vehicle

If the components on the vehicle match those on the order entry list and/or order content report there is no basis for a claim, since the opportunity to correct errors in a timely way (the purpose of these reports) has expired.

If the vehicle was correctly ordered and the discrepancy involves a complete, coded item, report the problem fully and describe the solution in detail (including the disposition of any parts removed) using the 'Truck Not Built To Order Claim' form illustrated in this section. The claim must be fully supported by all documents substantiating the case, including:

- a. Copy of original order as confirmed
- b. Order entry list
- c. Order content reports
- d. Line set tickets
- e. Factory invoice
- f. Job tickets
- g. Parts requisitions
- h. Photographs

Claims must be submitted within ninety (90) days after the unit is invoiced from the assembly plant or the Truck Sales Center (TSC).

Claims not submitted within ninety (90) days will be rejected.

Claims must be sent to:

Navistar  
Customer Response Center (CRC)  
6125 Urbana Road  
Springfield, Ohio 45502  
Phone: 800-641-4000

Claims accepted and approved by the Customer Response Center will be forwarded to the Navistar Accounting Center, Knoxville, Tennessee USA, and credit will be issued.

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### 9.2. LOSS AND DAMAGE CLAIMS / IN-TRANSIT FAILURES

Navistar will assist the Dealer in processing claims that may occur while the vehicle is in transit from the assembly plant to the Dealer.

#### 9.2.1. LOSS AND DAMAGE CLAIMS

Notify the carrier in writing (certified mail with return receipt recommended) or by fax within 48 hours (two working days) of all concealed loss or damage discovered after delivery. A claim must be filed to Navistar within 60 days of receipt of the vehicle. Missing items subject to theft or loss are carrier responsibility and must be claimed as loss and damage, not as a "not built to order" vehicle claim. Hold for the carrier any parts removed from the vehicle due to transportation damage for 30 days or until advised of disposition. The Dealer must properly prepare a warranty claim, clearly identify it as a 'Loss and Damage Claim,' (Warranty Code 38) and together with a copy of the receiving record signed by the carrier's driver, and all other supporting documents (where applicable or when requested), present it to the Warranty Administration Group (WAG). Parts on claims submitted for loss and damage repairs are to be priced at Dealer net price and must not include any mark-up or other element of profit. The Warranty Administration Group will automatically add the applicable parts handling allowance on all genuine International® parts used in loss and damage repair when affecting payment.

**NOTE:** Repairs must be completed within thirty (30) days after damage/shortage is noted. Claims must be submitted within thirty (30) days after repair completion date. A claim that is not supported by proper documentation will be charged back to the submitting Dealer.

For further information, refer to the Loss and Damage Claims Manual. Available on ISIS® at: Technical Publications>>Warranty Information>>New Vehicle Loss and Damage Procedures.

#### 9.2.1.2. Loss and damage claim program

This program applies to all loss/damage claims excluding collision and obvious theft. These types of claims will continue to be filed direct with the carrier, as in the past, with appropriate supporting documentation.

Reference the current Pre-Approval Requirement Warranty Policy Letter for the current list of In-transit or concealed damage claims which require iApprove case submission. Pictures or an estimate will be required at this time. After undocking by the carrier's driver, the Dealer's representative will perform the required vehicle inspection, note shortages and damages on the carrier's delivery receipt, and together with the carrier's driver, sign the delivery receipt attesting to the exceptions noted. The new Carrier Delivery Receipt, which incorporates the new vehicle receiving and inspection checklist, will be presented to the Dealer by the carrier's driver(s).

Submit warranty claim type 38 for all Loss and Damage claims to the WAG. A copy of the signed carrier delivery receipt must be retained by the Dealer in the new truck file.

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### 9.2.2. IN-TRANSIT FAILURES

Vehicles that fail in-transit are to be taken to the nearest International dealership for repair and filed as Warranty Code 03 claim with IdealNet reference number being submitted in the claim C.C.C. section.

### 9.2.3. MAJOR ACCIDENT/COLLISION/BODILY INJURY

After notifying the proper local authorities, either fire or police, all major accident/collision damages to the vehicle, while in the carrier's possession, must be reported to the ordering locations Customer Service Engineer (CSE), Technical Service Manager (TSM) for investigation and disposition with the carrier. All expenses related to such repairs are to be filed direct with the carrier and not with the Warranty Administration Group. In those accidents which include bodily injury contact 800-346-4429 or 905-332-3323 (Canada).

### 9.2.4. IN-TRANSIT NEW TRUCKS DECLARED TOTAL LOSS

#### 9.2.4.1. Damages Resulting From Accident

When a vehicle in-transit to a Dealer's location is involved in an accident which results in the vehicle being declared a total loss, the Dealer is to settle the claim with the responsible carrier and provide the carrier, or the carrier's insurance representative, with a certificate of origin and a sale document. As soon as the decision has been made, the Dealer must notify the Warranty Administration Group that a vehicle has been declared a total loss.

#### 9.2.4.2. Damages Resulting From Incorrectly Built Product

When a new vehicle, in-transit to a Dealer's location, incurs damage as a result of the Navistar assembly, design, or parts failure, as determined by the Navistar investigating representative(s), the following procedure will apply:

Immediately after being notified by their driver, the carrier will telephone the Region Service Office of the ordering location and advise circumstances, extent of damage estimate, and location of the affected vehicle(s).

If the vehicle location is outside the ordering region's territory, the region service department will notify the other region of the above circumstances for their management of the investigation/disposition of the vehicle(s).

The Customer Service Engineer (CSE), Technical Service Manager (TSM) representing the territory where the damaged unit is being held will be responsible for expeditiously investigating the cause of failure with assistance from Product Integrity, Product Reliability, Engineering, etc., and securing an estimate for repairs. Repairs exceeding 50% of the invoice price of the vehicle will justify the vehicle being declared a total loss. The local CSE/TSM servicing the Dealer where the damaged unit is being held will secure three bids for the salvage, handle disposition to the highest bidder, and ensure proper credit to the warranty account with funds received.

#### 9.2.4.3. Completion of Appropriate Forms

The ordering Dealer will, in either of the above circumstances, complete the DGE-1050, or electronic Delivery Notice and Warranty Application, indicating the name and address of the purchaser and identify the unit as a Total Loss or Wrecked vehicle by reflecting 99999 in the 'Service Contract Policy Number' section. The DGE-1050 should then be forwarded to the Navistar Accounting Center for input into the system. Navistar Accounting Center will, in turn, forward this data to the Warranty Administration Group for input into the warranty policy file.

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The ordering Dealer will be reimbursed by submitting a claim approved by the Customer Service Engineer (CSE), Technical Service Manager (TSM) and a copy of the Plant Invoice for verification of amount claimed to the Warranty Administration Group.

Adherence to these policies will expedite Dealer reimbursement, manage the orderly disposal of Company assets, and preclude total loss vehicles from being extensively repaired and subsequently sold as new vehicles.

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### 9.3. STORAGE PROCEDURES

#### 9.3.1. VEHICLE STORAGE PROCEDURES

For additional information concerning Vehicle Storage Procedures, consult the New Vehicle Processing Manual available on ISIS® at: Technical Publications >> Service Manuals>>New Vehicle Processing Manual.

The Dealer is responsible for adequate storage and protection of new vehicles; whether they are on Dealer premises or elsewhere. Check current procedures against the following requirements, and correct any conditions creating unnecessary expense and/or preventable customer dissatisfaction.

When vehicles are delivered directly to a contracted body manufacturer, the Dealer should arrange with the contracted firm for proper vehicle storage and maintenance. Body manufacturers should also be sent a copy of these procedures.

**NOTE:** Losses occurring to a unit while it is in storage will not be considered for reimbursement.

##### 9.3.1.1. Vehicle Storage Duration – Less than Two Months

Because you cannot accurately predict how long vehicles will remain in inventory, use the following precautions on every unit to prevent deterioration:

- a. Remove the protective covering from exposed bright metal components (e.g., polished fuel tanks).
- b. Wash vehicles as necessary. ALWAYS wash vehicles delivered during winter months due to exposure to road salt.
- c. Inspect painted surfaces; touch up all exposed primed or raw metal areas to prevent rust.
- d. Apply a thick coat of wax to prevent discoloration from the elements; wax all chrome and stainless steel metal parts.
- e. Check the radiator coolant for proper level and adequate freeze protection (-20°F is standard for medium duty models and bus chassis, -40°F is standard for heavy duty models).
- f. Cover open ends of vertical exhaust stack(s).
- g. Check state of charge eye in batteries. If any one of the batteries has a dark state of charge indication, charge all batteries. If the eyes of all batteries are green, batteries are charged. If batteries do not have an indicator eye, re-charge if open circuit voltage is below 12.6 volts.
- h. On 3000 Models and Stripped Chassis, ensure the protective shipping cover (e.g., horn button cover, shift lever cover, instrument cluster cover, etc.) is properly in place.

##### 9.3.1.2. Vehicle Storage Duration – Greater than Two Months

Units in storage two months or longer require the following procedures:

- a. Remove vertical exhaust stack covers.
- b. Start and run the vehicle at fast idle until it attains operating temperature. To remove surface charge from the battery, built up from previous start-ups and short idle periods, operate the heater and/or air conditioner and other accessories for a few minutes, and turn on the headlights.
- c. Check state of charge eye in batteries. If any one of the batteries has a dark state of charge indication, charge all batteries. If the eyes of all batteries are green, batteries are charged. If batteries do not have an indicator eye, re-charge if open circuit voltage is below 12.6 volts.

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- d. Drive the vehicle a short distance. Shift the transmission in various ranges; engage and disengage the clutch and parking brake; apply and release the service and parking brake systems.
- e. Visually check tire inflation and correct if required.
- f. Turn off the heater and/or air conditioner and any other accessories; shut off the headlights. Park the vehicle and shut off the engine.
- g. Disconnect battery ground cables to prevent accidental starting, or parasitic electrical loads from discharging the battery; re-cover the vertical exhaust stack(s).
- h. Drain air brake reservoirs and close the drain cocks.  
**NOTE:** After every 30 additional days of storage, perform Items 1 through 8.
- i. Perform the following procedures as required to maintain stored vehicles in prime condition:
- j. Wash vehicles as necessary.
- k. Inspect painted surfaces; touch up all exposed primed or raw metal areas to prevent rust.
- l. Apply a thick coat of wax to prevent discoloration from the elements; wax all chrome and stainless steel metal parts.
  - 1. When vehicles are stored outside, particularly in coastal areas (salt water and high humidity atmosphere), or other areas of corrosive environment, paint and bright metal may require frequent washing and waxing to prevent deterioration. Determining washing frequency is the Dealer's responsibility.
  - 2. For vehicles exposed to ultraviolet rays of the sun, apply a coating of Bon-Ami, or similar product, to the inside surfaces of the windshield and windows, to shade the interior and prevent fading the interior trim.
- m. Check the radiator coolant for proper level and adequate freeze protection.
- n. Lubricate all exposed transmission, auxiliary transmission and PTO shift rails.
  - 1. On Models 3000 and Stripped Chassis, ensure the protective shipping cover; e.g., horn button cover, shift lever cover, instrument cluster cover, etc. is properly in place.

### 9.3.1.3. Vehicle Storage Facility Requirements

- a. Whenever possible, store vehicles indoors, protected from sunlight, in a dry, well ventilated area. If indoor storage is not available, select storage lots to eliminate conditions that cause deterioration.
- b. Park away from transformers and/or electrical motors, because when the protective wax in tire compound cracks, ozone in the air attacks the exposed areas.
- c. Park away from trees, high weeds and/or grass to prevent damage from tree or weed sap, and to minimize bird and insect stains.
- d. Park away from railroad tracks, paint shops, smoky industrial areas, and locations of possible road splash contact.
- e. If a vehicle is parked on an incline, block the wheels.

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### 10.0. NEW VEHICLE PRE-DELIVERY SERVICE

A complete review has been made of the pre-delivery service operations, and sequential procedures established for the inspection of new vehicles to ensure customers receive vehicles in the best possible condition. For the latest forms go to ISIS®: Technical Publications>> Service Manuals>>PDI Forms, Manuals & Times for additional information.

Selling locations are to retain Preparation and Delivery (P&D) records as part of the vehicle sales history file.

Pre-Delivery/Quality Inspection Reports forms can be printed from ISIS.

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### 10.1. PREPARATION AND DELIVERY (P&D) REIMBURSEMENT (U.S. ONLY)

Navistar will reimburse only one Dealer for preparation and delivery service performed on a vehicle prior to delivery to a customer. The DGE-1050, Delivery Notice and Warranty Application card (or the electronic equivalent) provides for entering the Dealer's pre-delivery service invoice number, along with the Dealer's signature. Upon receipt of this card by the Navistar Accounting Center, the Dealer's account will be credited for this expense.

The Navistar Accounting Center will credit the Dealer for preparation and delivery service based on the time schedule in effect for the particular model and the Dealer's approved hourly customer labor rate.

If the P&D had been performed prior to delivery to the purchaser the selling Dealer must ensure that those items inspected and signed-off on the original P&D are still in good working order and meet Navistar quality requirements.

#### 10.1.1. Non-Reimbursement Addendum

The performance of vehicle P&D and all related adjustments, alignments, routings and clippings, time to fill lubricant levels, retorque operations, etc., as required during the course of the P&D, will not be reimbursed as warranty expense.

Consumables such as windshield washer solvent, diesel fuel and coolant additives, etc (a complete list of items can be found in the Master PDI Manual available on ISIS). will not be reimbursed as warranty expense.

#### 10.1.2. Allied Equipment or Body Manufacturer Chassis

There is usually a considerable delay in delivering the completed vehicle to the ultimate user when Allied equipment or body manufacturers extensively modify vehicles sold to them by Navistar. Because of this delay, normal pre-delivery inspections and adjustments are not performed until the ultimate user takes delivery of the vehicle.

#### 10.1.3. "Will Call" – Truck Sales Center (TSC)

In the United States and Canada, all Dealer and customer 'will call' units that are to be used as a power source for transporting vehicles or driven singly will receive pre-delivery service prior to being released.

#### 10.1.4. Vehicle Identification Label

The vehicle identification label attached to the left door has been designed to provide a permanent record for preparation and delivery of all vehicles.

Dealers are to insert the last five (5) digits of their account code in the space under 'PD LOC' on the identification label followed by the month, day, and year under the word 'DATE,' meaning the date the Preparation and Delivery (P&D) service was performed.

The most common methods for writing on the VIN plate are:

- a. With ballpoint pen, writing directly on the plate.
- b. With an electric pen or stylus.
- c. With steel stamps and hammer.

Should it become necessary to replace a vehicle identification plate, it can be obtained by providing a copy of the line set ticket, original invoice, or vehicle title to the Administration Manager, Springfield TSC, 5975 Urbana Road – Highway 68N, Springfield, Ohio 45502-1006. A charge, as specified in a current applicable Parts Policy letter, will be assessed to the ordering Dealer's account for each new data plate requested.

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### 10.1.5. CTS-1122, Pre-Delivery Service Identification Sticker

CTS-1122, Pre-Delivery Identity Sticker has been developed for use as an easy visual identification of vehicles that have been serviced.

All servicing locations are instructed to complete the required information on the sticker and place it on the inside, lower right-hand corner of the windshield on all pre-delivery serviced vehicles.

The sticker may be utilized as a consistent method of identifying stock units that have been serviced for delivery.

Vehicles that are serviced for display or demonstration purposes should also have the sticker affixed for easy identification.

Supplies of these forms should be ordered through Navistar Printing and Distribution Services.

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### PRE-DELIVERY SERVICE

MODEL	VEHICLE IDENTIFICATION NO.
SERVICING LOCATION	INVOICE NO.

Pre-delivery Service Performed By: \_\_\_\_\_

Date \_\_\_\_\_

CTS-1122D

### 10.1.6 New Vehicle Processing Forms/Documentation

To assist the Dealer in performing pre-delivery service operations model specific pre-delivery and quality inspection manuals are available on ISIS®: Technical Publications>> Service Manuals>>PDI Forms, Manuals, and Times. From the web site chose the model specific PDI form.

All completed PDI copies must be retained in the New Vehicle Sales History file at your dealership.

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### 11.2.2. Repair Order Analysis Tool Summary Category Recap

Once the Dealer has completed the Repair Order Analysis tool, the tool will score their dealership compliance to the criteria listed on the top row of the form. The tool will summarize all the Repair Orders individual technicians and service writers have been involved in. The tool will then break out their individual performance to meeting the requirements of each category listed. The recap and summary reports use "golf scoring" (a low % is desired) to indicate compliance; for example, a score of 33% indicates that 33% of the Repair Orders did not meet the required criteria for the category but 66% did. Using these summary reports a Dealer can easily spot deficiencies by individual technician or service writer and develop action plans to remedy their concerns.

### 11.2.3. Example Repair Order Analysis Recap

Dealer Name: Tom's International  
RO Survey Date: 12/5/02  
Evaluator: Joe Smith

<u>RO Analysis Category</u>	<u>Error Rate/Score</u>	<u>Potential Chargeback Item</u>
Potential Chargeback =	\$33,080.76	YES
Number of Repairs =	101	NO
Customer signature on write-up form =	62%	YES
% Submitted labor doesn't match payroll =	97%	NO
% No proof repair history reviewed =	98%	YES
% Altered/Manual Flags with No Signature =	1%	YES
% Inaccurate description of Concerns =	4%	NO
% Incomplete Tech description of Diag/Repair =	7%	YES
% T-Times above actual recorded time =	33%	YES
% SRT overlap =	12%	YES
% No manager sign-off on Add-ons repairs=	52%	YES
% Warrantability =	39%	YES
% Incomplete documentation =	0%	YES

**Note:** The numbers used in the Repair Order Analysis Recap shown below are for illustrative purposes only.

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### 11.3. KEY PERSONNEL CONTACT LIST

For a current Navistar Personnel Contact List go to ISIS >> Dealer Administration >> Contact Information.

For a current supplier Contact List go to ISIS >> Suppliers.

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### 11.4. POLICY AND PROCEDURE MANUAL INFORMATION CHANGE LOG

<u>Date</u>	<u>Section</u>	<u>Sec/Pg #</u>	<u>Change Type</u> *	<u>Text Change</u>
11-12-09	9.1.3	9/4	C	Removed the word "not" from last sentence in NOTE:
12-3-09	4.0.3.12.2	4/29	A	Added bullet point "J" to cover conversion to CNG or LNG
12-10-09	6.0.1.2	6/3	C	Updated text
12-10-09	6.0.1.3	6/4	C	Updated text
2-4-10	9.1.2	9/4	C	New reference to New Vehicle Processing manual S10005
2-4-10	9.2.1.2	9/7	C	Removed "Note"
6-17-10	2.0	2/3	A	Added eStar Model & Caution on bottom of page
6-17-10	7.3.3	8/24	D	Removed reference to mailed copies of accounting forms since all are delivered in iClaim
6-17-10	8.0.1	8/3	D	Removed reference to Stepped Counseling Process
6-17-10	3.3.2	3/19	A	Added section 3.3.2 to cover eStar vehicle.

\* Change Type: A = Addition, C = Change, N = New, D = Deleted

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### 11.5. POLICY AND PROCEDURE MANUAL SUGGESTION FORM

Please fax (630-753-5217) this form to the Warranty Administration Group with any suggestions you may have to improve the Policy & Procedures Manual.

Dealer Name: _____
Location/account # _____
Name of person making suggestion: _____
Phone # _____ E-mail _____
Subject: _____
Suggestion: _____
_____
_____
_____
_____
_____
_____

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