

Service Portal Home Screen

The screenshot shows the Navistar International Service Portal Home screen. At the top, there is a navigation bar with links: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support, Chassis, Last 8 Characters, and View. Below this is a header section with the Navistar logo and the text "International Service Portal Home". To the right of the header is a "My Favorite" section showing a red truck and the text "Hahn, Gail S. U000291".

Below the header is a section for "Role Based Information" with a dropdown menu for "Role" (set to "Service Manager") and a dropdown for "Location" (set to "000099-000"). Below this are three tabs: "Whats New", "Recent Service Information", and "Role Based Information".

The "Whats New" tab is active, showing a list of items with icons and titles:

- [Language Preference](#): This document describes how to set your language preference.
- [Service Education Fees](#): Important updates to Service Education fees.
- [Pilot Contact](#): If you need assistance with the pilot please contact Steve Weber via email Steve.Weber@Navistar.Com.
- [New Link to the Navistar PrintPortal](#): New Link to the Navistar PrintPortal Need to quickly find where to order forms, posters, brochures, manuals and other materials from Navistar? Enter the Navistar PrintPortal through this new convenient link in the Service Portal (ISIS).
- [Safety Recall 11516 Parts Kit May Contain Incorrect Part](#): The repair parts kit 8900223R91 for safety recall 11516 may contain an incorrect part. The suspect part is the bolt used to attach the standoff bracket to the fuel pump case. The kit may contain part number 31054R1 which is an M8 x 20 mm long bolt. The kit should contain 31053R1 which is an M8 x 16 mm bolt. You can determine if the bolt is correct by measuring the threaded length on the bolt. If the threaded length measures 20 mm (0.78 in) the bolt needs to be replaced with a 31053R1, M8 x 16 bolt or equivalent obtained locally. If the threaded length measures 16 mm (0.63 in) the bolt can be used for the repair.
- [New Shifting Gears Newsletter Posted](#): The latest Shifting Gears Customer Service newsletter is now available.
- [New Customer Support Center Phone Hotline Structure](#): Our goal is to simplify your ability to contact a person by phone. Many Phone Hotline Numbers have been eliminated all together, the number selections have been reduced and language navigation has been simplified. All Customer Support Hotlines numbers - Parts Critical - Parts Technical- Direct Ship and Warranty will be going away as of January 23rd, 2012. Click here for details.

On the right side of the screen, there is a "FIND A QUALIFIED TECHNICIAN" section with a photo of a technician and the text "International Technician Education Program (ITEP)". Below this is a table with the following data:

NETS	OK
iKNow	OK
DLB	OK

Callout boxes identify the following features:

- Navigation Menu**: Points to the top navigation bar.
- Operational Functions**: Points to the "My Favorite" section.
- What's New – items that may have articles attached**: Points to the "Whats New" tab.
- Recent Service Information – recently released publications**: Points to the "Recent Service Information" tab.
- Role Based Information – metrics and information based on the role associated with your User ID**: Points to the "Role Based Information" tab.

Operational Functions

My Favorite – bookmark key features

Preferences – set up your display, select language

Brand – switch between Navistar brands

Logoff



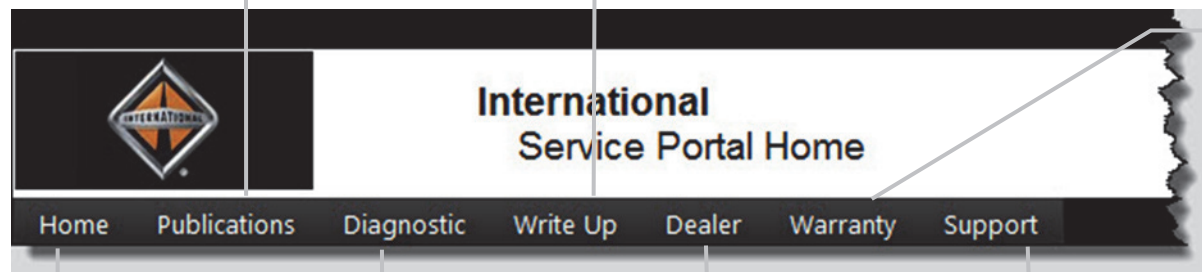
Chassis Search –access Vehicle Information for a specific chassis

Navigational Menu

Publications – all service documents

Write Up – resources used in write-up

Warranty – warranty-related resources



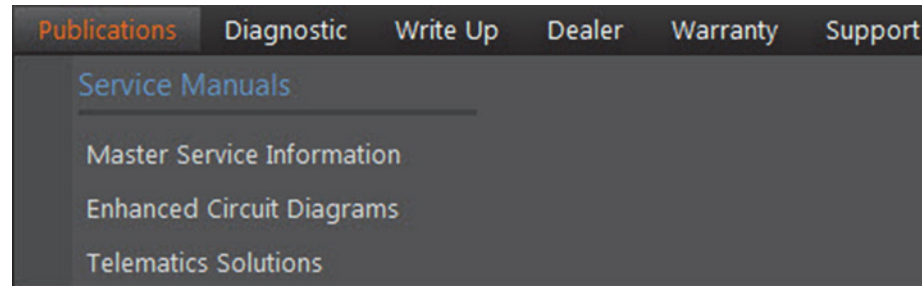
Home – returns to Home screen

Diagnostic – resources used in diagnosis

Dealer – administrative resources

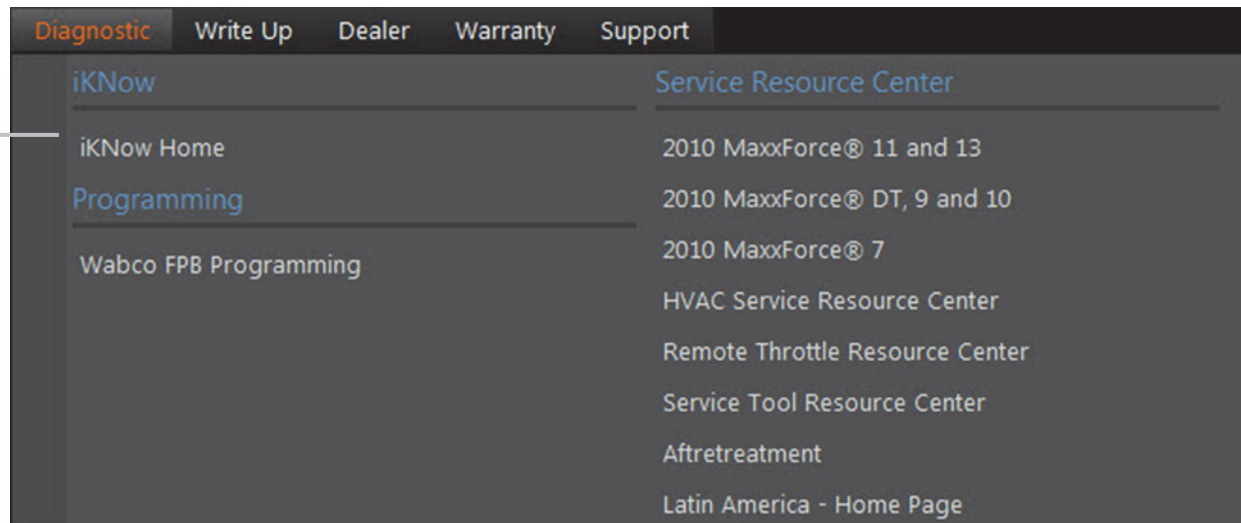
Support – feedback and support tools

Publications Menu



Diagnostic Menu

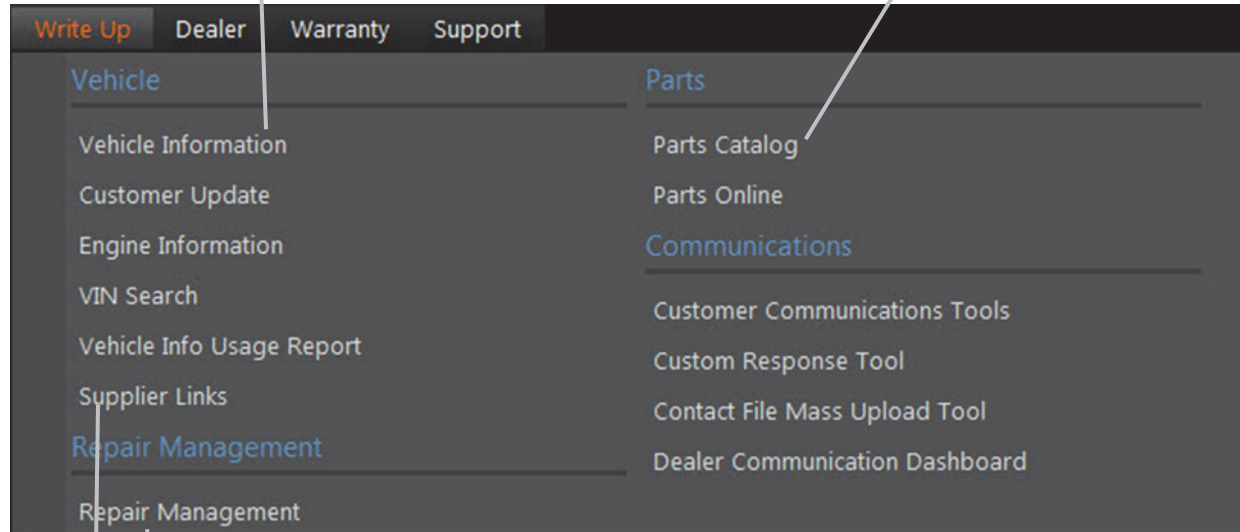
iKNow – monitor the status of iApprove requests; view warranty related articles



Write Up Menu

Vehicle Information – determine all details about a specific vehicle

Parts Catalog – search for parts information about International® vehicles



Supplier Links – research parts from various suppliers

Repair Management System – view estimates for vehicle repairs

Dealer Menu

The screenshot shows the 'Dealer' menu in the Navistar Service Portal. The menu is organized into two columns under the 'Dealer' tab. The left column includes sections for Administration, Training, and Service Marketing. The right column includes sections for Service Development, Repair Management, and Navistar Brands. Two callout boxes provide additional information: one for 'Learning Management System' and another for 'Contact Information'.

Write Up	Dealer	Warranty	Support
Administration			
Dealer Search			
Update Your Service Information			
Service Level Authorization			
Training			
Learning Management System			
Dealer Education			
Service Marketing			
Preventive Maintenance			
Service Partner News			
Customer Solutions			
Customer Service Newsletter - Shifting Gears			
Service Development			
DPF Cleaning Support			
Service Development Tools			
Diamond Club			
Parts and Service Expo			
Accelerated Service			
Repair Management			
Repair Advocate Portal			
Decal Order Form			
Contact Information			
Service Profiles			
Technician Recruitment			
Navistar Brands			
Continental Mixers			
Estar			
MILCOTS			

Learning Management System – access the elearning courses that you have enrolled in

Contact Information – list of Customer Service Contacts

Warranty Menu

Service Performance Statement – month-by-month snapshot of your dealership's performance on a number of measures

Warranty Claim History – view claims filed by the dealership

Parts Return – determine the status of parts requested to be returned to Navistar

SRT Review – request review of the Standard Repair Time for a warranty operation

Service Contracts – lists recent site updates

Service Contract Policy Coverage – determine specific policy details

Standard Repair Times – determine authorized repair times for warranty payment

CTS Warranty Form Matrix – determine standard warranty coverage for a vehicle

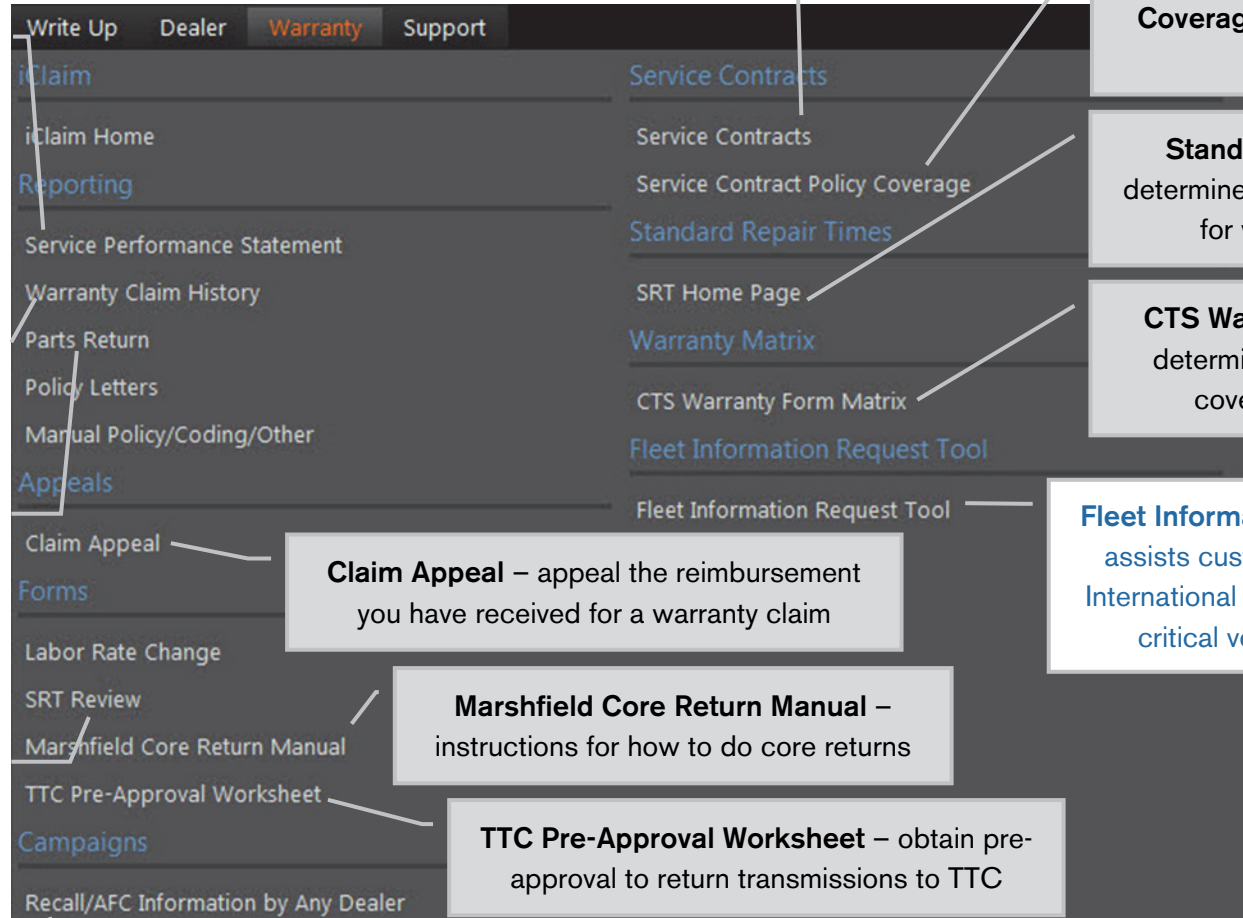
Fleet Information Request Tool – assists customers with multiple International vehicles in looking up critical vehicle information

Claim Appeal – appeal the reimbursement you have received for a warranty claim

Marshfield Core Return Manual – instructions for how to do core returns

TTC Pre-Approval Worksheet – obtain pre-approval to return transmissions to TTC

Recall/AFC Information by Any Dealer – information about the progress of your dealership towards completion of each listed campaign



Support Menu

