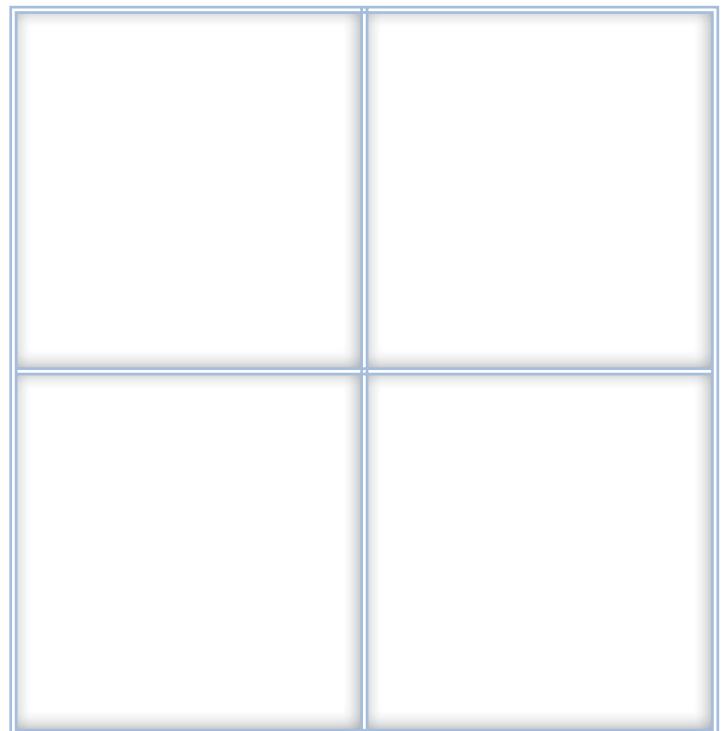
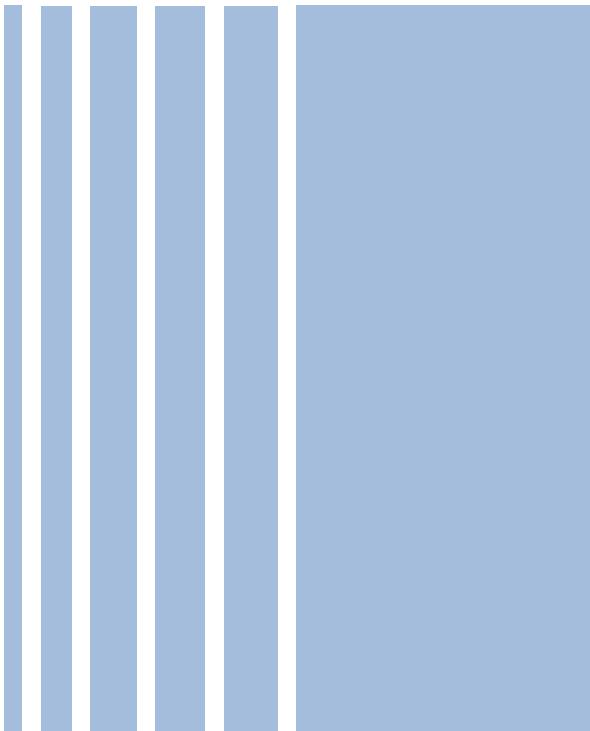


Service Portal

TMT - 101213
Class Course Code: SK1208
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Managing Claims for Warranty Administrators Study Guide



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INTRODUCTION

Welcome to the Navistar Service Portal training program – Managing Claims for Warranty Administrators. In this program, you'll learn about the tools and resources you will use to manage claims.

To receive credit for completing this program, you must take the post-test. This is the last item in the online course grade book for this program.

LESSON 1: INTRODUCTION

As you know, the Service Portal is your online resource for the most up-to-date service and technical information. In this lesson you'll learn about additional resources that are available to you as you do your job.

Learning Objectives

In this program, you'll learn to:

- Access resources to monitor dealership performance on warrantied repairs
- Access parts return requests
- Access resource to appeal claims
- Access resources to initiate review of SRT times
- Access instructions to return cores
- Access training resources
- Use support features

The *Service Portal Quick Start Guide for Warranty Administrators* is available to assist you while completing this program and as a resource on the job.

There is also a *Glossary*, which provides a brief description of each menu feature.

NOTES

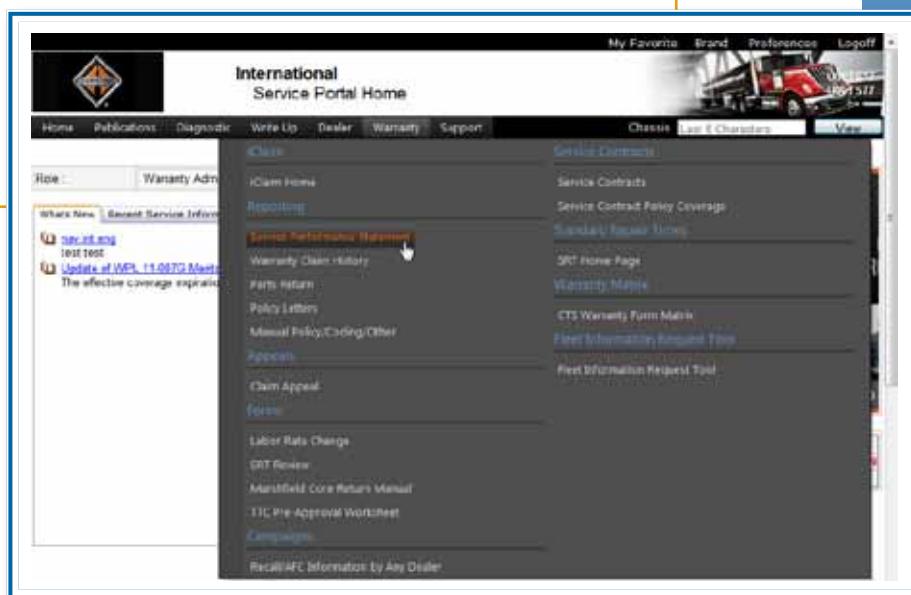
LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

There are a number of tools available to you on the Service Portal to monitor performance on warrantied repairs.

- The Service Performance Statement provides metrics on your dealership's performance on warrantied repairs.
- Warranty Claim History allows you to view claims filed by your dealership.
- The Parts Return feature displays the status of parts requested to be returned to Navistar.
- You can monitor the status of iApprove requests using the iKNow system.

Navigating to Service Performance Statement

You'll find the Service Performance Statement link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Service Performance Statement.



Service Performance Statement

The Service Performance Statement provides a month-by-month snapshot of your dealership's performance on a number of measures. Access to this feature is set up in the Employee Registration system. See your Admin to request access. The report starts with sections that include your dealer information, contact information and service details. Clicking the link for Manager Details will display personnel in management positions.

The Warranty Performance section displays rolling one-year and six-month totals for key warranty metrics. It includes cost figures for 01, in warranty, and 03, prior to delivery vehicles. There is a tally of claims submitted and on hold and parts return status.

It also includes service program parameters, a link to your Service Level Authorization and Diamond Club program participation parameters and points earned.

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Service Performance Statement

The Service Performance Statement provides a month-by-month snapshot of your dealership's performance on a number of measures. Access to this feature is controlled in the Employee Registration system. Your dealership's Admin is responsible for setting up appropriate access rights for dealership personnel.

Total Warranty	1,005,526	Labor	554,226	Parts	495,360
Repair & Mkt	661,721	Paid & Mkt	548,945	Pct Admitted	50.00%
Policy #	14,827	Parts & Wty			
Per-Cat Per Vehicle Reported	8.17				
Median	1,693.73	1,424.03			
Range	1,000.00 - 2,000.00	944.48			

Dealer Location

The Dealer Location drop-down list can be used to generate the Service Performance Statement for each location associated with your dealership. Just select it from the drop-down list.

Report Month

The report month drop down list allows you to select the month for the report. It defaults to the most recent available month.

Submit Button

Use the Submit button to generate the report after selecting a different dealer location or month.

Back Button

The Back button returns you to the screen you were previously viewing.

Report Explanation Button

The Report Explanation button provides access to a complete explanation of this report.

The Service Performance Statement provides numerous metrics about your dealership's performance.

1. Dealer Location
2. Report Month
3. Submit Button
4. Back Button
5. Report Explanation

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

The Dealer Profile displays a summary of each dealer location's certifications and program participation. With more information on your dealership's capabilities, Navistar can quickly refer customers to the ideal dealer location.

1 Dealer Information

2 Contact Information

3 Service Details

4 Manager Details

Dealer Information

The Dealer Information section lists your dealership's address and account number.

Contact Information

The Contact Information section displays the selected location's phone and fax numbers.

Service Details

The Service Details section displays information about the labor rate, size and services offered at the selected location. You can maintain many of these fields through the Update Your Service Information feature in the Dealer menu.

Manager Details

The Manager Details section provides a link to information on personnel in various positions in your dealership. This information comes from the Employee Registration System.

Here you can see the sections of the Service Performance Statement for:

1. **Dealer Information**
2. **Contact Information**
3. **Service Details**
4. **Manager Details**

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Warranty Performance

Warranty Performance		Performance for 12/12		Performance for 12/11	
Total Warranty	1,955,526	Labor	558,226	Parts	491,303
Submitted & Paid	661,721	Paid & Mph	349,945	Not Adjusted	18.00%
Policy 96	66,827	Parts 55 Way			
01 Cost for Vehicles Repaired	18.3	0.3	Performance for 12/12	0.3	Performance for 12/11
Medium	1,553,723	1,424,223	82.1%	1,624,102	78.0%
Heavy	1,047,114	895,9	84.8%	786,015	86.0%
Severe	1,448,029	947,15	63.6%	967,010	60.0%
Bus	1,415,074	1,411,180	99.9%	1,356,985	99.9%
03 Cost of Vehicles Repaired	18.2	0.2	Performance for 12/12	0.2	Performance for 12/11
Medium	282	0.0	N/A	0.0	0.0
Heavy	7	0	N/A	0	0
Severe	284,8	306,5	N/A	306,2	306,2
Bus	170,233	252,03	100.0%	290,71	100.0%
1/1/12 - 12/31/2011		(1.0%)	Month-to-Date		
Total Claims	1885	2975			
Total Settlements	1336	3763			
Claims Keys					
Fail to Comp	13.6	12.2			
Comp to Sett	9.5	11.2			
Fail to Sett	0	0			
Sett to Paid	3.9	3.7			
Fail to Paid	27	27.1			
Claims on Hold		10.0%	69 Days	Over 18 Days	
Dealer	0	0			
North America					
Parts Return Status					
1/1/12 - 12/31/2011	(1.0%)	311.0	Month-to-Date		
Requested	17.0	301.0			
Returned	16.9 (Claims not yet Returned)	312.0			

Here you can see the sections of the Service Performance Statement for:

1. **Warranty Performance**
2. **01 Cost of Vehicles Repaired**
3. **03 Cost of Vehicles Repaired**
4. **Claim Totals**
5. **Claim Days**
6. **Claims on Hold**

The Warranty Performance section provides a comprehensive report on warranty dollars paid to your dealership over the past twelve months. This report helps your dealership expedite claims, improving your cash flows.

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Warranty Performance

The first part of this section provides dollars paid for: Total Warranty, Labor, Parts, Policy 98, and Parts 55 Warranty. It displays total claim dollars submitted and total claim dollars paid over the past six months. The Percent of Claims Adjusted field is the ratio of adjustments to total claims. Lower figures indicate more accurate claims.

01 Cost for Vehicle Repaired

The 01 Cost for Vehicle Repaired section represents warranty work done after delivery to the customer during the vehicle's standard warranty period. This information is provided for three rolling periods: the past twelve months, the past six months, and the past three months.

03 Cost for Vehicle Repaired

The 03 Cost for Vehicle Repaired section represents warranty work done prior to customer delivery. This information is provided for three rolling periods: the past twelve months, the past six months, and the past three months.

Claim Totals

In the next section of the Warranty Performance section you'll find the Total Claims submitted for warranty service and the total number of sections, or repairs, per 12-month period.

This information can be used to analyze the amount of warranty work done in your service center. It is also useful to determine the workload on your warranty administrator.

Claim Days

In the Claim Days section you find information on the time required for a warranty claim to be processed.

- “Fail to Complete” displays the average number of days from repair order open date until it is complete. This is a measure of your service center’s efficiency.
- “Complete to Sent” displays the average number of days between repair completion and the time a claim is sent to Navistar. This is an indicator of your warranty administrator’s performance.
- “Sent to Paid” displays the average number of days between the time the claim is sent to Navistar and the time the claim is processed. This measures Navistar’s efficiency in processing warranty claims.
- “Fail to Paid” represents the average days for the entire cycle.

Claims on Hold

The Claims on Hold section shows the number of warranty claims that are currently on hold. Averages for all North American dealers demonstrate how your warranty processing system compares to the rest of the dealer network.

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

- The remaining sections of the Service Performance Statement deal with parts returns, service program parameters, Service Level Authorization and Diamond Club.

1. Parts Return Status

	2011 Performance (YTD)	2010	Month-to-Date
Requested	92.0	223.0	
Returned	85.0	Claims not yet Returned	213.0
Within 60 Days	85.0	309.0	
Beyond 60 Days	0.0	4.0	
Parts Ret Ret	93.5%	95.0%	

2. Service Program Parameters

Eaton Hybrid Service Provider	Y	Fuel Tank Cleaning Capable	N
DPF Cleaning Capable		Accelerated Service	

3. Service Level Authorization/SLA

Service Level Authorization/SLA - Please click

4. Diamond Club Program Participation

Diamond Club Enroll	Y	On Command Service Partner	Y
On Command Repair Management	Y	Cummins Dealer Code	13477
Performance FM Certified	Y	Cert ISO 9001 & ISM 2007	Y - 10/10/2009
Productivity		MaxxForce 11 and 13 Technical Readiness	
Phase 1	Y	Phase 1	Y - 8/26/2010
Phase 2	N	Phase II	N
Phase 3	N		

2011 Diamond Club Education Goals

Goal Name	Goal Status	Goal Completed
DC Manager Certified	N	
Service Writer Certified	N	
Shifts Certified (Technician Certified)	N	

Diamond Club Points

Performance Goal	Growth of Total Service Sales	Parts Return Points	Claim Days Points	ISIS Service Estimation Points	Enter Points	Total Points Earned
Period 1 Nov 1 - Jan 31					Enter Points	

Parts Return Status

The Parts Return Status section displays information on parts returns, including the total number of requested parts returns, the number actually returned, and those returned within 60 days and beyond 60 days. Parts not returned within 60 days may not be paid by the vendor, and may be charged back.

Service Program Parameters

The Service Program Parameters section indicates the services that your dealership performs, including Eaton Hybrid Service, DPF Cleaning, Fuel Tank Cleaning and Accelerated Service.

Service Level Authorization

The Service Level Authorization section provides a link to your dealership's Service Level Authorization Scorecard. This scorecard identifies the service level tiers for which your dealership is contracted to provide service.

Diamond Club

The Diamond Club section displays information on your dealership's participation in this recognition program. It includes your goals and a matrix in which to enter points earned in each quarter.

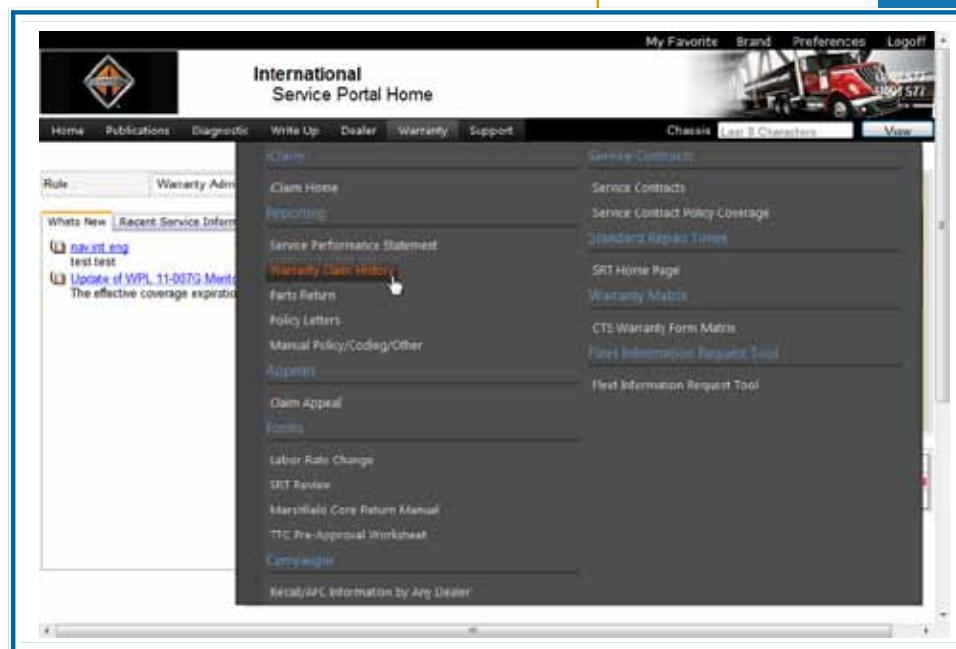
Here you can see the sections of the Service Performance Statement for:

- 1. Parts Returns Status**
- 2. Service Program Parameters**
- 3. Service Level Authorization**
- 4. Diamond Club**

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Navigating to Warranty Claim History

You'll find the Warranty Claim History link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Warranty Claim History.



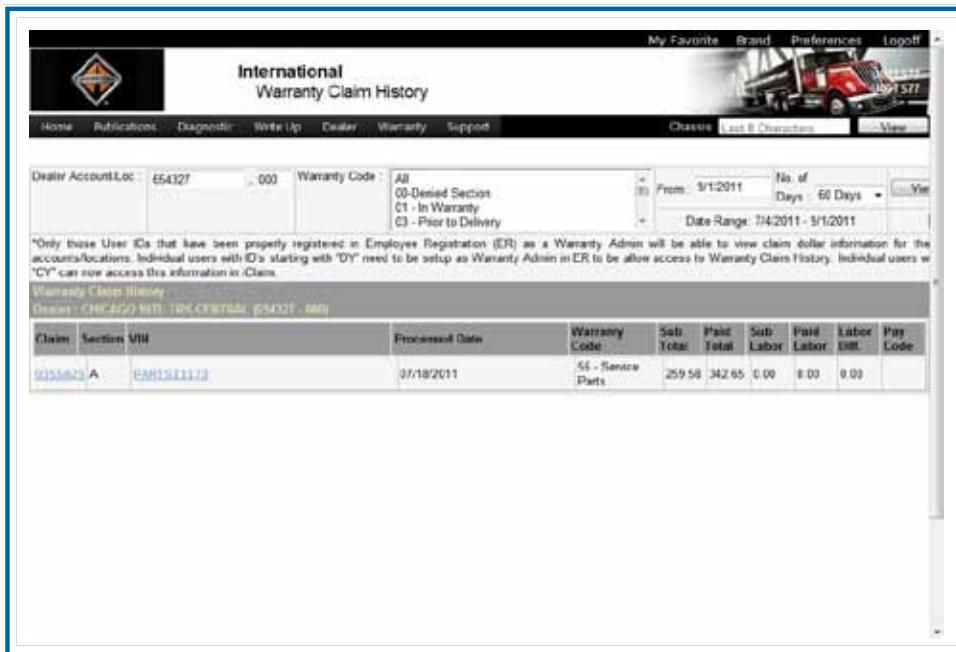
Warranty Claim History

The Warranty Claim History allows you to view claims filed by the dealership.

You must specify the dealer account number or location, select the applicable warranty code and define the timeframe. Then click on the View button.



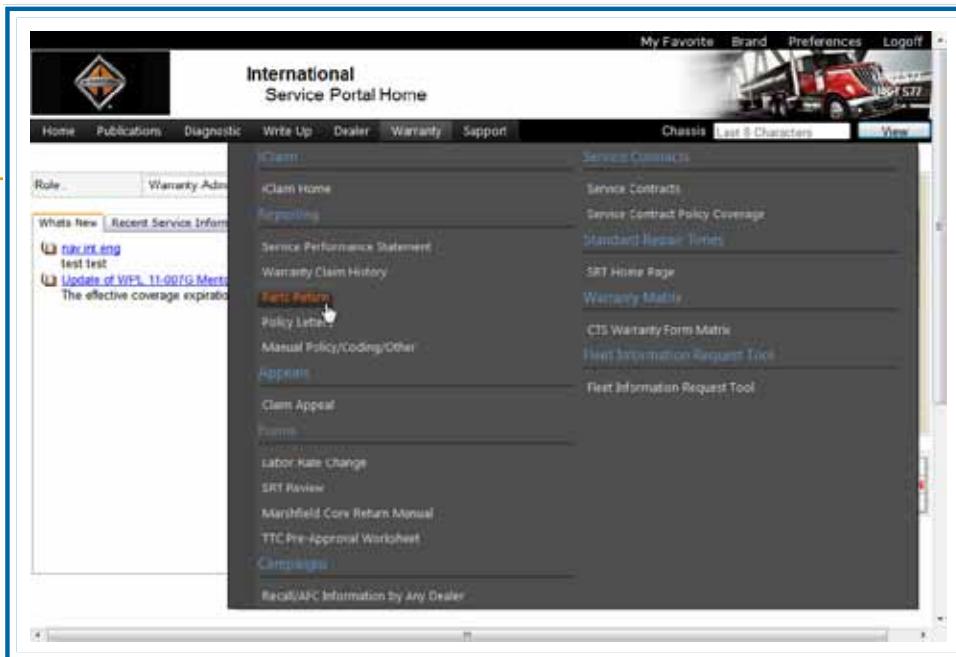
LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS



The screenshot shows the 'International Warranty Claim History' page. At the top, there are search filters for 'Dealer Account/Loc' (654327), 'Warranty Code' (All, 00-Denied Section, C1 - In Warranty, C3 - Prior to Delivery), and a date range from 3/1/2011 to 3/1/2011 with a '60 Days' dropdown. Below the filters is a note about User IDs for Warranty Admins. The main content is a table titled 'Warranty Claim History' with columns: Claim, Section VIN, Processed Date, Warranty Code, Sub Total, Paid Total, Sub Labor, Paid Labor, Labor Billt., and Pay Code. One row is visible: 654327-A, BMH351117J, 07/18/2011, SE - Service Parts, 259.58, 342.65, 0.00, 0.00, 0.00, and 0.00.

All warranty claims for the selected parameters are displayed.

• Navigating to Parts Return



The screenshot shows the 'International Service Portal Home' page. The menu bar includes 'Home', 'Publications', 'Diagnostic', 'Write Up', 'Dealer', 'Warranty', and 'Support'. The 'Warranty' menu is open, showing sub-links: 'Claim Home', 'Reporting', 'Service Performance Statement', 'Warranty Claim History', 'Parts Return' (which is highlighted in red), 'Policy Letters', 'Manual Policy/Coding/Other', 'Appeals', 'Client Appeal', 'Forms', 'Labor Rate Change', 'SRT Review', 'Manifield Core Return Manual', 'TTC Pre-Approval Worksheet', and 'Checklist'. The 'Parts Return' link is located under the 'Warranty' menu.

You'll find the Parts Return link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Parts Return.

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Parts Return

The Parts Return search engine allows you to determine the status of parts requested to be returned to Navistar.

You specify the dealer account number and location and the timeframe in which you want the search to occur. Maximum is 60 days.

International Parts Return

Claim	Group	Num	Process Date	Days Left	Return To	Warranty Code	Status	Core	Total
000771-A	12BBA	882	01/08/2012	39	Fr. Wayne	El-In Warranty	Open		
000772-B	12BBA	856	01/08/2012	39	Fr. Wayne	El-In Warranty	Open		
000773-A	12BBC	647	01/04/2012	39	Fr. Wayne	El-In Warranty	Open		
000774-A	12BAK	559	01/04/2012	39	Fr. Wayne	El-In Warranty	Open		
000775-A	12BBA	319	01/04/2012	39	Fr. Wayne	El-In Warranty	Open		
000776-A	0905	022	01/04/2012	39	Fr. Wayne	El-Servc Parts	Open		
000777-A	12BBA	563	01/16/2012	31	Fr. Wayne	El-Servc Parts	Open		
000778-A	12BBC	089	01/10/2012	45	Fr. Wayne	El-Prints Delivery	Open		
000779-A	12NUB	563	01/10/2012	45	Fr. Wayne	El-In Warranty	Open		
000780-A	0905	022	01/10/2012	45	Fr. Wayne	El-Servc Parts	Open		
000781-A	12BBA	856	12/30/2011	34	Fr. Wayne	El-In Warranty	Open		
000782-A	12BBE	171	12/30/2011	34	Fr. Wayne	El-In Warranty	Open		
000783-A	15840	167	12/28/2011	32	Fr. Wayne	El-In Warranty	Open		
000784-A	12KUC	746	12/26/2011	32	Fr. Wayne	El-In Warranty	Open		
000785-A	38617	683	12/28/2011	32	Fr. Wayne	El-In Warranty	Open		
000786-A	12NUJ	453	12/28/2011	32	Fr. Wayne	El-In Warranty	Open		
000787-B	19106	395	12/06/2011		Fr. Wayne	El-In Warranty	Closed		
000788-A	12BBA	833	11/29/2011		Fr. Wayne	El-In Warranty	Closed		
000789-A	12NUJ	682	11/29/2011		Fr. Wayne	El-In Warranty	Closed		

The result is a list of the status of all the parts requested by Navistar.

International Parts Return

Claim	Group	Num	Process Date	Days Left	Return To	Warranty Code	Status	Core	Total
000771-A	12BBA	882	01/08/2012	39	Fr. Wayne	El-In Warranty	Open		
000772-B	12BBA	856	01/08/2012	39	Fr. Wayne	El-In Warranty	Open		
000773-A	12BBC	647	01/04/2012	39	Fr. Wayne	El-In Warranty	Open		
000774-A	12BAK	559	01/04/2012	39	Fr. Wayne	El-In Warranty	Open		
000775-A	12BBA	319	01/04/2012	39	Fr. Wayne	El-In Warranty	Open		
000776-A	0905	022	01/04/2012	39	Fr. Wayne	El-Servc Parts	Open		
000777-A	12BBA	563	01/16/2012	31	Fr. Wayne	El-Servc Parts	Open		
000778-A	12BBC	089	01/10/2012	45	Fr. Wayne	El-Prints Delivery	Open		
000779-A	12NUB	563	01/10/2012	45	Fr. Wayne	El-In Warranty	Open		
000780-A	0905	022	01/10/2012	45	Fr. Wayne	El-Servc Parts	Open		
000781-A	12BBA	856	12/30/2011	34	Fr. Wayne	El-In Warranty	Open		
000782-A	12BBE	171	12/30/2011	34	Fr. Wayne	El-In Warranty	Open		
000783-A	15840	167	12/28/2011	32	Fr. Wayne	El-In Warranty	Open		
000784-A	12KUC	746	12/26/2011	32	Fr. Wayne	El-In Warranty	Open		
000785-A	38617	683	12/28/2011	32	Fr. Wayne	El-In Warranty	Open		
000786-A	12NUJ	453	12/28/2011	32	Fr. Wayne	El-In Warranty	Open		
000787-B	19106	395	12/06/2011		Fr. Wayne	El-In Warranty	Closed		
000788-A	12BBA	833	11/29/2011		Fr. Wayne	El-In Warranty	Closed		
000789-A	12NUJ	682	11/29/2011		Fr. Wayne	El-In Warranty	Closed		

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Navigating to iKNow Home

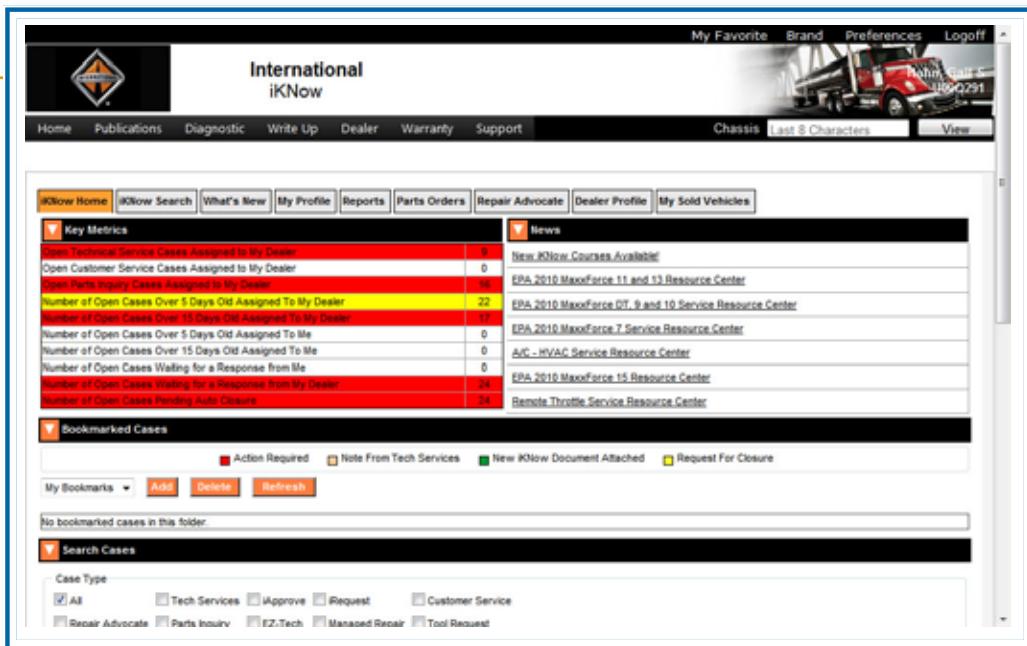


You'll find the iKNow Home link in the Diagnostic menu. Hover over Diagnostic in the menu bar to open the menu. Then click on iKNow Home.

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

• iKnow Home

iKnow stands for “International® Knowledge Now” and provides a platform for researching and communicating about service issues between service personnel and Navistar’s various support functions.



The screenshot shows the iKnow Home interface. At the top, there is a navigation bar with links for Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support, and a search bar. Below the navigation bar, there is a banner featuring a truck and the text "John Deere 480G 91".

The main content area is divided into several sections:

- Key Metrics:**

Open Technical Service Cases Assigned To My Dealer	0
Open Customer Service Cases Assigned To My Dealer	0
Open Parts Inquiry Cases Assigned To My Dealer	16
Number of Open Cases Over 5 Days Old Assigned To My Dealer	23
Number of Open Cases Over 15 Days Old Assigned To My Dealer	17
Number of Open Cases Over 5 Days Old Assigned To Me	0
Number of Open Cases Over 15 Days Old Assigned To Me	0
Number of Open Cases Waiting for a Response from Me	0
Number of Open Cases Pending a Response from My Dealer	24
Number of Open Cases Pending Auto Closure	24
- News:**
 - New iKnow Courses Available
 - EPA 2010 MaxxForce 11 and 13 Resource Center
 - EPA 2010 MaxxForce 7 and 9 Service Resource Center
 - EPA 2010 MaxxForce 7 Service Resource Center
 - A/C - HVAC Service Resource Center
 - EPA 2010 MaxxForce 15 Resource Center
 - Remote Throttle Service Resource Center
- Bookmarked Cases:**

No bookmarked cases in this folder.

Action Required Note From Tech Services New iKnow Document Attached Request For Closure

Add Delete Refresh
- Search Cases:**

Case Type

All Tech Services Approve Request Customer Service

Repair Advocate Parts Inquir FZ.Tech Managed Repair Tool Request

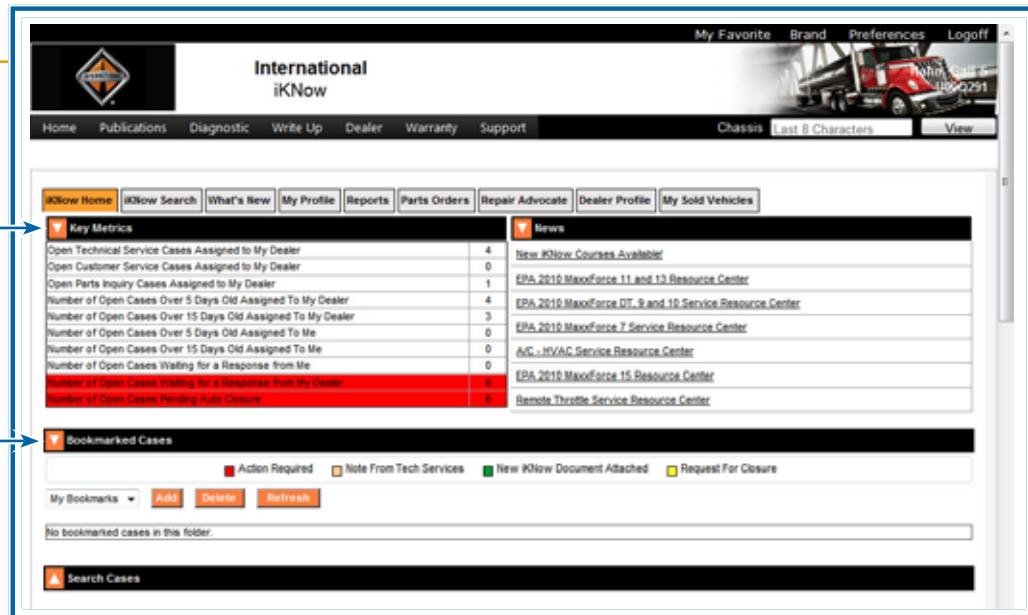
iKnow contains a database of articles which you and others at your dealership can search to resolve service issues. When the issue cannot be resolved after a thorough search of the knowledgebase, service personnel can request assistance from Technical Services, Technical Parts or Critical Parts.

Detailed training on the iKnow System is available in the Service and Knowledge Systems sections of the course catalog.

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Viewing iApprove Cases

You'll use the iKnow Home tab to monitor the status of iApprove requests.



The screenshot shows the iKnow Home tab with the following sections:

- Key Metrics:**

Category	Value
Open Technical Service Cases Assigned to My Dealer	4
Open Customer Service Cases Assigned to My Dealer	0
Open Parts Inquiry Cases Assigned to My Dealer	1
Number of Open Cases Over 5 Days Old Assigned To My Dealer	4
Number of Open Cases Over 15 Days Old Assigned To My Dealer	3
Number of Open Cases Over 5 Days Old Assigned To Me	0
Number of Open Cases Over 15 Days Old Assigned To Me	0
Number of Open Cases Waiting for a Response from Me	0
Number of Open Cases Waiting for a Response from My Dealer	6
Number of Open Cases Pending Auto Closure	6
- News:**
 - New iKnow Courses Available!
 - EPA 2010 MaxxForce 11 and 13 Resource Center
 - EPA 2010 MaxxForce DT, 9 and 10 Service Resource Center
 - EPA 2010 MaxxForce 7 Service Resource Center
 - A/C - HVAC Service Resource Center
 - EPA 2010 MaxxForce 15 Resource Center
 - Remote Throttle Service Resource Center
- Bookmarked Cases:**
 - Action Required
 - Note From Tech Services
 - New iKnow Document Attached
 - Request For Closure

My Bookmarks ▾ Add Delete Refresh

No bookmarked cases in this folder.
- Search Cases:**

Search Cases

1

2

1. At the top of the tab are sections on Key Metrics, News and Bookmarks.
2. The Search Cases section displays all cases assigned to the user by default.

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

3

3. You can change this display to all iApprove cases in your dealership by changing Case Type to iApprove and List Type to My Dealer's Cases. Then click the Search button.

Case #	Case Type	Chassis	BU #	Customer Name	Customer Name ID	Assigned To	Description Issues	Opened	Motor System	Queue	Status	Days Approved	Comments
100102	APPROVE	14977722	123456			Jeff Johnson	Jeff	1/30/2012 10:35:21 AM	ELECTRICAL SYSTEM	System Administration	Action Required from Technician	0	Pending
100103	APPROVE	18663414	36750	ABLINE CO		ROBERT TRUCK CENTER ABC	Vacuum	1/29/2012 1:30:44 PM	ENGINES	Engine W Support	Action Required from Technician	1	Reopened
100104	APPROVE	AJ236022	36120	AP2		ROBERT TRUCK CENTER ABC	Joe	1/26/2012 1:30:14 PM	ELECTRICAL SYSTEM	Warranty Approval	Open	14	Pending

The resulting list is limited to iApprove cases assigned to anyone in your dealership.

NOTES

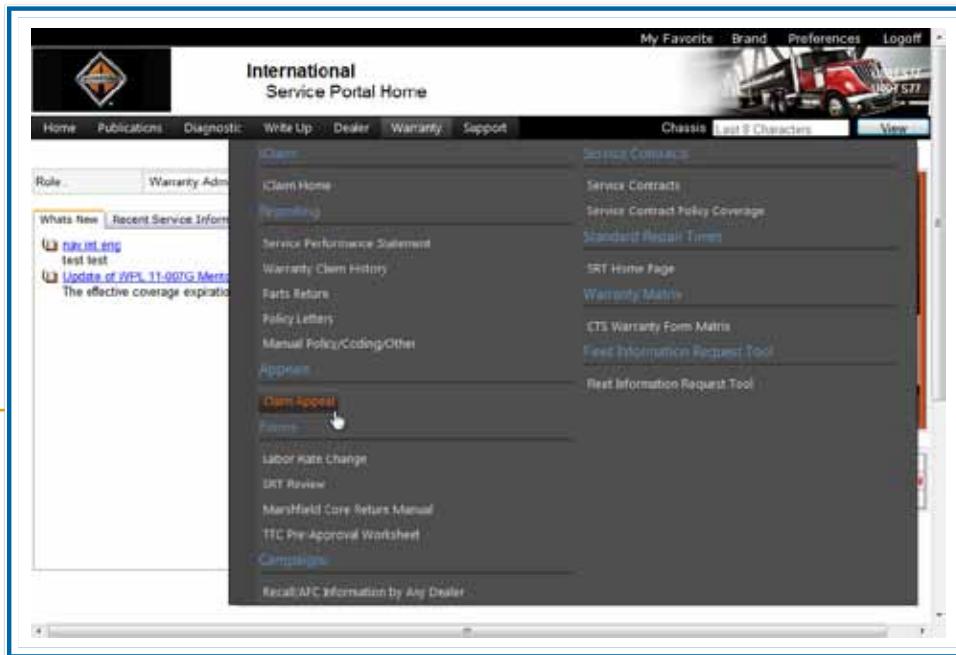
LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

You may find that you believe claims were not fully paid. You can appeal using the Claim Appeal feature.

There are also a number of warranty forms that you may find useful, including SRT Review, Marshfield Core Return Manual and TTC Pre-Approval Worksheet.

Let's look at each of these features...

• Navigating to Claim Appeal



- You'll find the Claim Appeal link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Claim Appeal.

LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

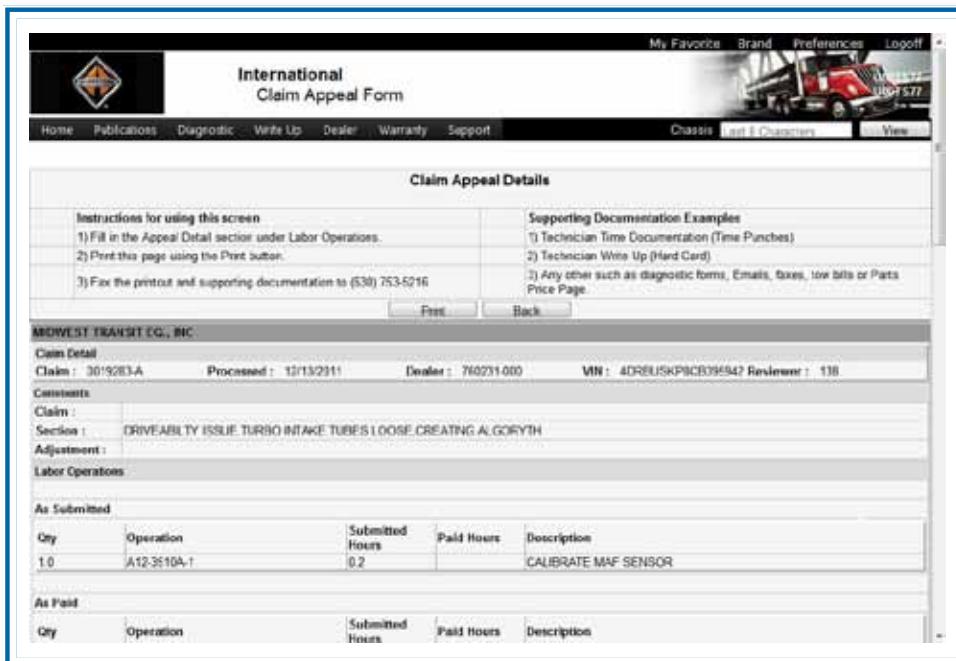


The screenshot shows a web-based application for managing claims. At the top, there's a navigation bar with links for Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. On the right side of the header, there are links for 'My Favorite', 'Brand', 'Preferences', and 'Logout'. Below the header, there's a banner image of a red truck. The main content area has a title 'International Claim Appeal'. Below the title, there's a form with fields for 'Account' (700231), 'Location' (000), 'Claim' (0019283), and 'Section' (A). There are 'Submit' and 'Cancel' buttons. At the bottom of the page, there's a copyright notice: 'Copyright 2012 Navistar, Inc.' and 'All times are (CDT-05:00) Central Time (US & Canada)'. The date '2012/01/11 14:56' and 'DRMOVWES' are also visible.

Claim Appeal

The Claim Appeal feature allows you to appeal the reimbursement you have received for a warranty claim.

Start by entering the Dealer Account Number and Location, Claim Number and Claim Section.

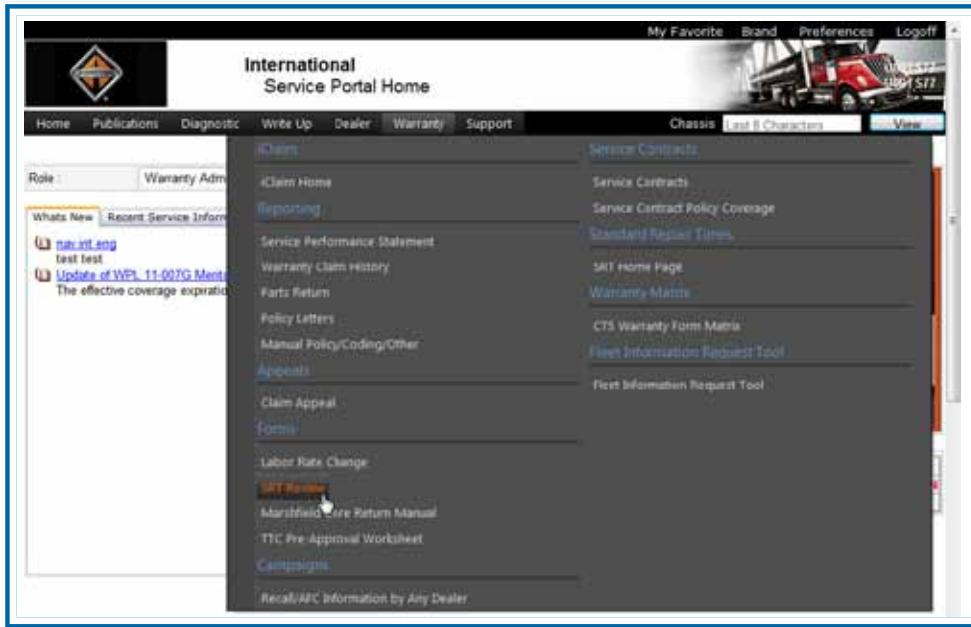


The screenshot shows the 'Claim Appeal Form' page. At the top, there's a navigation bar with links for Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. On the right side of the header, there are links for 'My Favorite', 'Brand', 'Preferences', and 'Logout'. Below the header, there's a banner image of a red truck. The main content area has a title 'International Claim Appeal Form'. Below the title, there's a section titled 'Claim Appeal Details' with instructions: '1) Fill in the Appeal Detail section under Labor Operations. 2) Print this page using the Print button. 3) Fax the printout and supporting documentation to (530) 753-5216'. There are 'Print' and 'Back' buttons. Below this, there's a section for 'Midwest Transit EG, Inc.' with fields for 'Claim Detail' (Claim: 0019283-A, Processed: 12/13/2011, Dealer: 700231-000, VIN: 4DREUSKP1CB095942, Reviewer: 118), 'Comments' (Claim: 0019283-A, Section: DRIVEABILITY ISSUE TURBO INTAKE TUBES LOOSE CREATING A GROWL), 'Adjustment' (Adjustment: 0019283-A, Section: DRIVEABILITY ISSUE TURBO INTAKE TUBES LOOSE CREATING A GROWL), and 'Labor Operations' (As Submitted: Qty 1.0, Operation A12-3510A-1, Submitted Hours 0.2, Description CALIBRATE MAF SENSOR). Below this, there's a section for 'As Paid'.

The resulting page displays instructions for submitting an appeal followed by a form that must be completed.

LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

Navigating to SRT Review



You'll find the SRT Review link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on SRT Review.

LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

• SRT Review

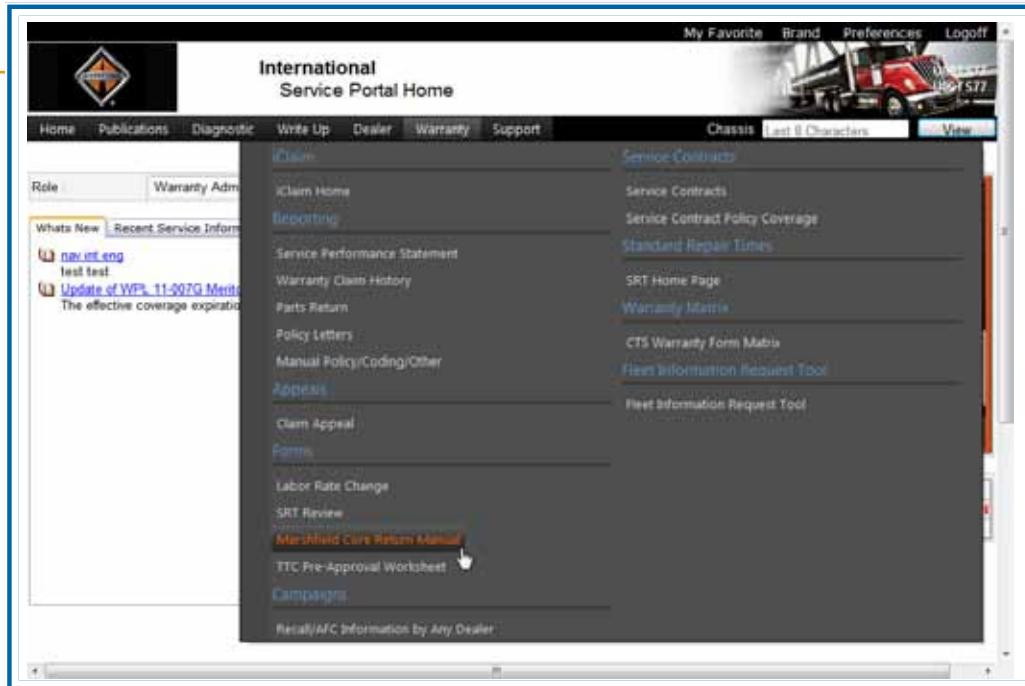
The SRT Review form allows you to request review of the Standard Repair Time for a Warranty Operation.

All fields in yellow must be filled in before you can submit your request. This form requires specific information on the repair and associated operations.

In addition, you must provide a detailed description of the operation. Once the form is complete you'll click the Submit to SRT Coordinator button.

LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

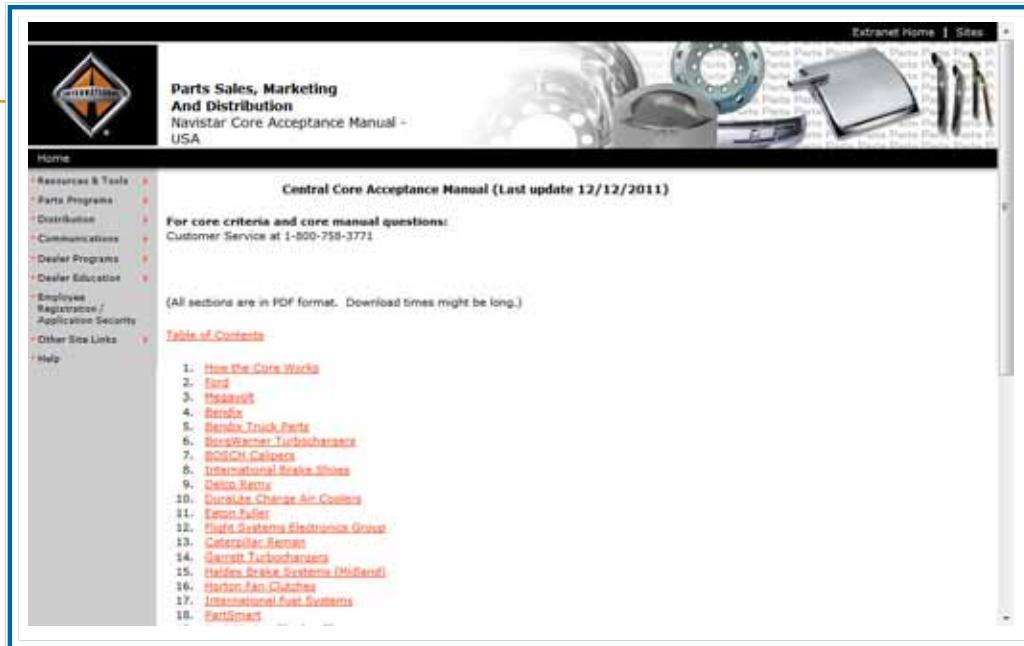
• Navigating to Marshfield Core Return Manual



You'll find the Marshfield Core Return Manual link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Marshfield Core Return Manual.

LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

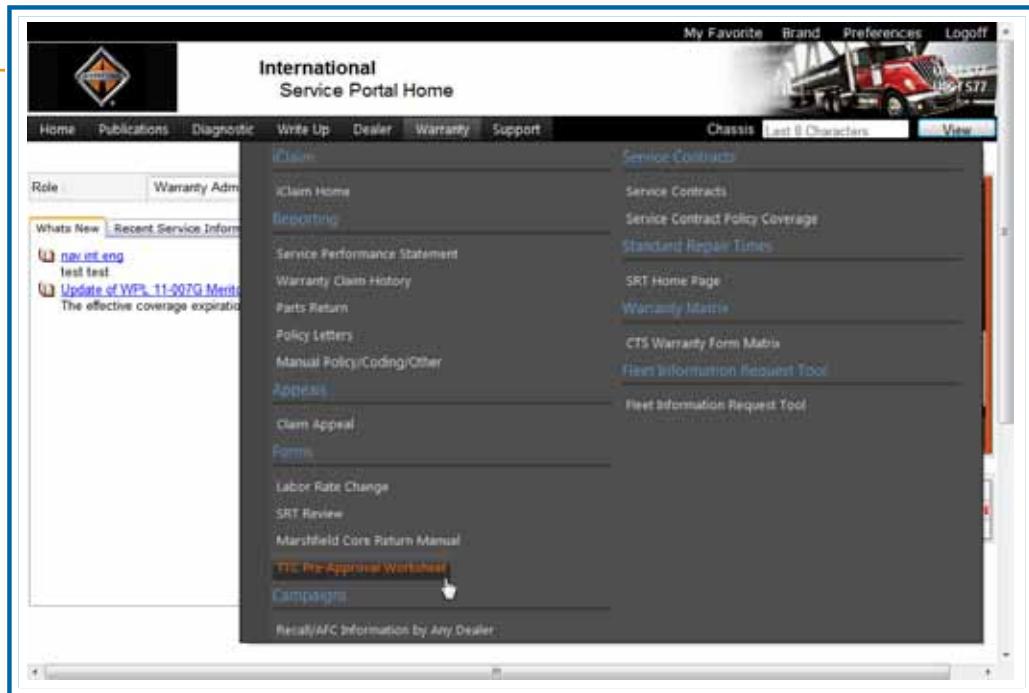
Marshfield Core Return Manual



The Marshfield Core Return Manual provides instructions for how to do core returns. There are instructions for packaging, documenting and shipping cores to Navistar. For each vendor you'll find specific explanations of their core policies, eligibility, inspection criteria, and more.

LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

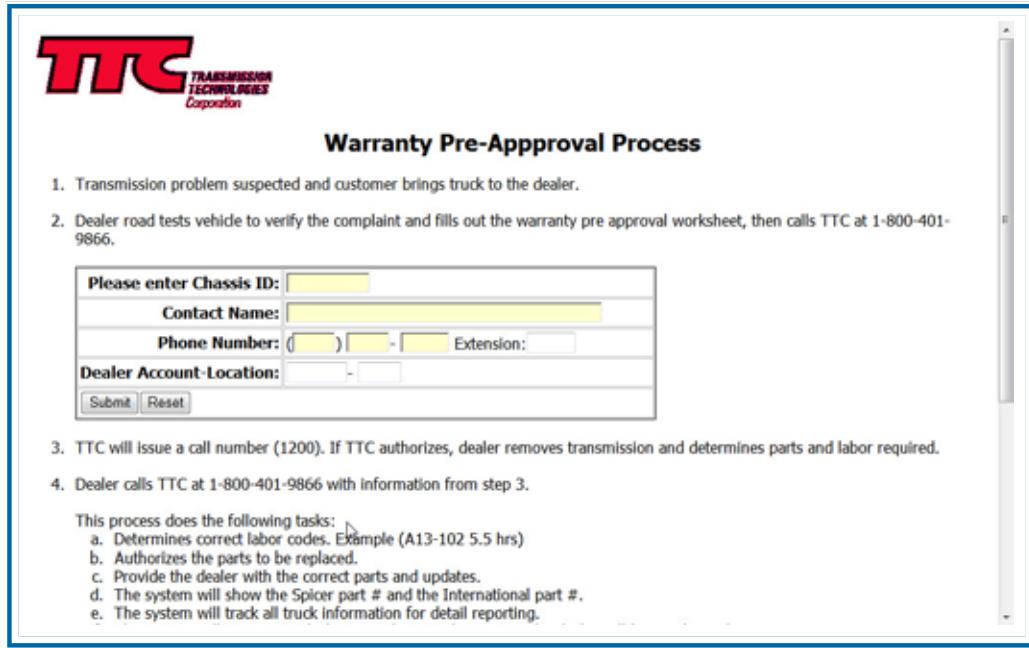
• Navigating to TTC Pre-Approval Worksheet



You'll find the TTC Pre-Approval Worksheet link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on TTC Pre-Approval Worksheet.

LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

TTC Pre-Approval Worksheet



TTC TRANSMISSION TECHNOLOGIES Corporation

Warranty Pre-Approval Process

1. Transmission problem suspected and customer brings truck to the dealer.
2. Dealer road tests vehicle to verify the complaint and fills out the warranty pre approval worksheet, then calls TTC at 1-800-401-9866.
3. TTC will issue a call number (1200). If TTC authorizes, dealer removes transmission and determines parts and labor required.
4. Dealer calls TTC at 1-800-401-9866 with information from step 3.

This process does the following tasks:

- a. Determines correct labor codes. Example (A13-102 5.5 hrs)
- b. Authorizes the parts to be replaced.
- c. Provide the dealer with the correct parts and updates.
- d. The system will show the Spicer part # and the International part #.
- e. The system will track all truck information for detail reporting.

The TTC Warranty Pre-Approval Worksheet is used to obtain pre-approval for the return of transmissions to Transmission Technologies Corporation.

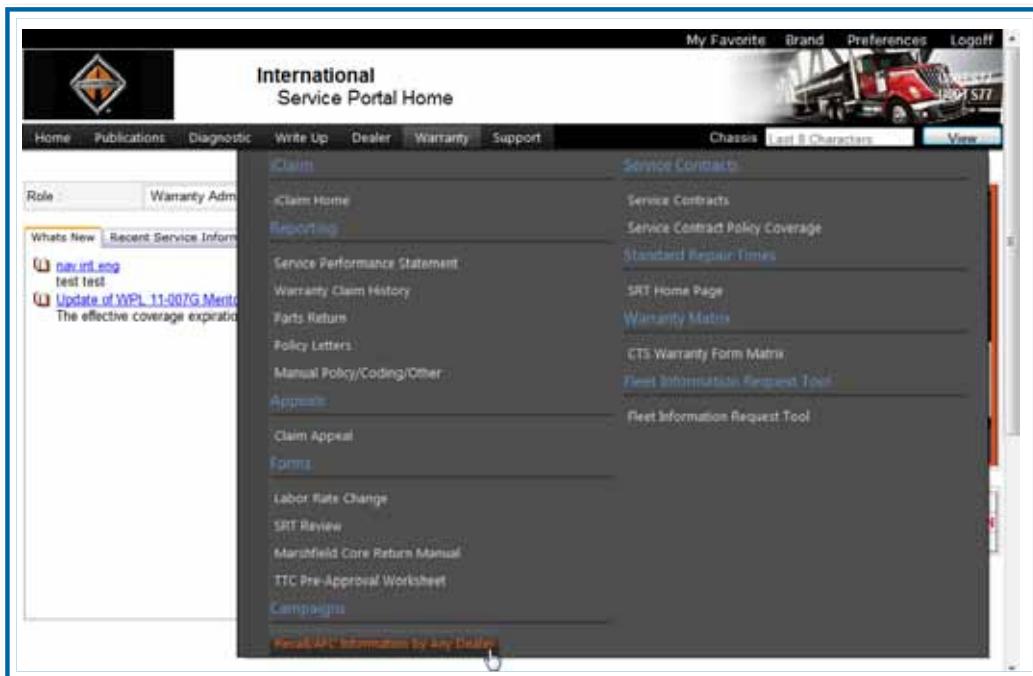
NOTES

LESSON 4: MONITORING WARRANTY CAMPAIGNS

Your customers may be unaware of campaign-related repairs for their vehicles. Two tools in the Service Portal provide VIN-specific information on the status of various campaigns:

- Recall/AFC/MIN Summary by Dealer feature
- Fleet Information Request Tool

Navigating to Recall/AFC/MIN Summary by Dealer



- You'll find the Recall/AFC/MIN Summary by Dealer link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Recall/AFC/MIN Summary by Dealer.

LESSON 4: MONITORING WARRANTY CAMPAIGNS

Recall/AFC/MIN Summary by Dealer

From the Recall/AFC/MIN Summary by Dealer, you can access information about the progress of your dealership towards completion of each listed campaign.

1. View by Dealer Who: Dealer : 654327-000. Options: Last Serviced (selected), Sold Truck.

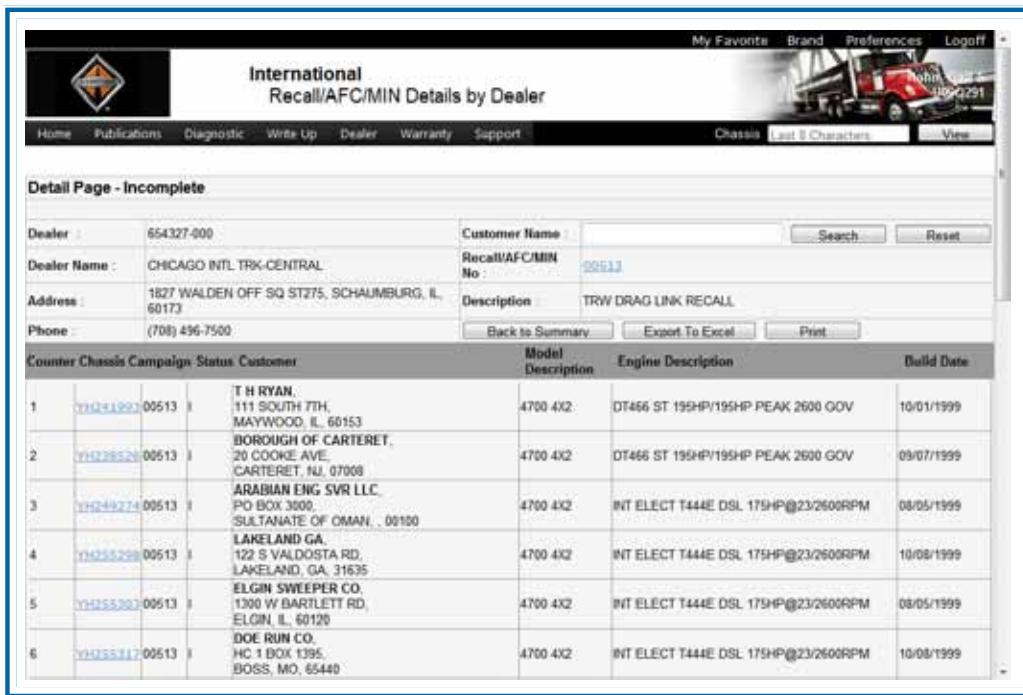
2. Export Campaign Summary to Excel.

3. Summary Page table:

Number	Description	Complete Click For Details	Incomplete Click For Details	Total Click For Details	Percent Complete
ALL	00000	20583	2789	23372	88
00302	AMTRAN DRIVER SEAT MOUNTING	11	9	11	100
00501	BENDIX TRACTION CONTROL VALVE	11	2	13	79
00502	PROSLPR BUNK BOLT ISSUE	9	1	10	0
00503	LUK PWR STRG PUMP CASTING	24	2	26	92
00504	EATON AUTOSHIFT 069199 START	7	0	7	100
00505	BENDIX SENSOR WIRES	1217	32	1249	97
00506	BRK & CRUISE SWITCH RE-ORIENT	198	7	205	99
00508	BENDIX AIR ABS - AMTRAN ONLY	4	0	4	100
00509	BENDIX AIR ABS-SAP BUS ONLY	3	0	3	100
00510	BENDIX ECU STRAIGHT TRUCKS	76	24	110	56
00511	BENDIX ECU TRACTORS	344	49	393	95
00512	TRW TIE ROD ENDS	193	0	193	100
00513	TRW DRAG LINK RECALL	192	16	208	92
00606	BENDIX ABS SENSOR WIRE INSPECTIO	43	9	52	100
00607	SLACK ADJUSTER CHANGE	0	0	0	100

1. The listing defaults to view vehicles that you last serviced. This will include any vehicle that you've done warranty work on at your dealership location. Or you can view this information for the vehicles sold by your dealership.
2. You can also export the entire campaign summary matrix to Excel or export only the incomplete campaigns.
3. For each entry,
 - a. The number in the Number column is a link to the description of the campaign
 - b. The number in the Complete column is a link to details on each vehicle that was repaired under the campaign
 - c. The number under Incomplete is a link to details on those vehicles still to be repaired

LESSON 4: MONITORING WARRANTY CAMPAIGNS

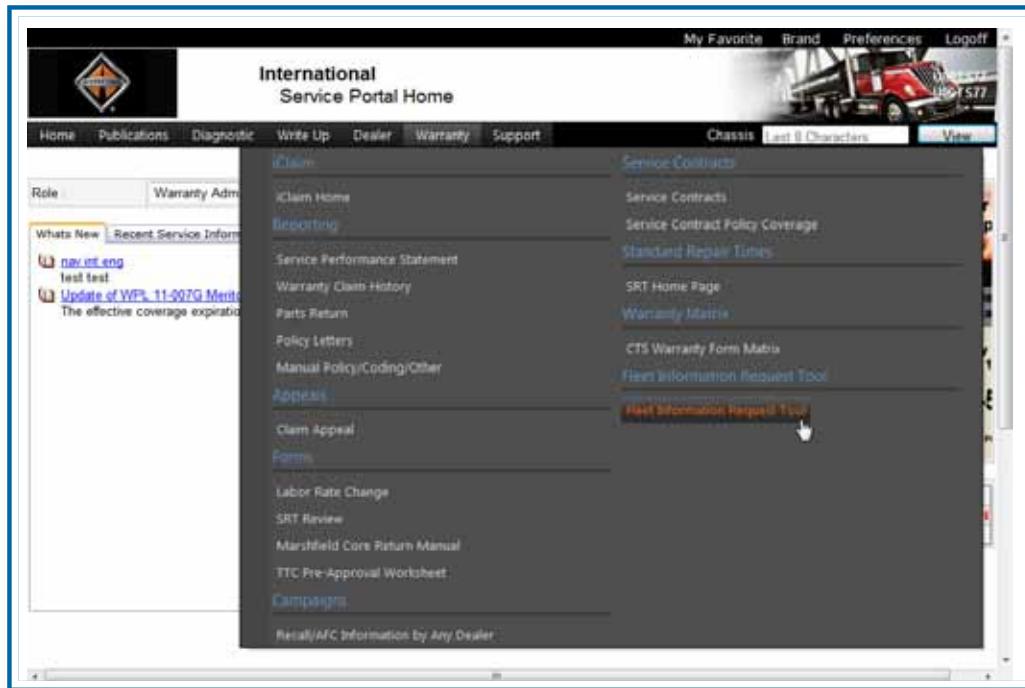


Counter	Chassis	Campaign	Status	Customer	Model Description	Engine Description	Build Date
1	YH241993	00513	Incomplete	T H RYAN, 111 SOUTH 7TH, MAYWOOD, IL 60153	4700 4X2	DT466 ST 195HP/195HP PEAK 2600 GOV	10/01/1999
2	YH238526	00513	Incomplete	BOROUGH OF CARTERET, 20 COOKE AVE, CARTERET, NJ 07008	4700 4X2	DT466 ST 195HP/195HP PEAK 2600 GOV	09/07/1999
3	YH249374	00513	Incomplete	ARABIAN ENG SVR LLC, PO BOX 3600, SULTANATE OF OMAN, . 00100	4700 4X2	INT ELECT T444E DSL 175HP@23/2600RPM	08/05/1999
4	YH255229	00513	Incomplete	LAKELAND GA, 122 S VALDOSTA RD, LAKELAND, GA, 31635	4700 4X2	INT ELECT T444E DSL 175HP@23/2600RPM	10/08/1999
5	YH255302	00513	Incomplete	ELGIN SWEEPER CO, 1300 W BARTLETT RD, ELGIN, IL, 60120	4700 4X2	INT ELECT T444E DSL 175HP@23/2600RPM	08/05/1999
6	YH255317	00513	Incomplete	DOE RUN CO, HC 1 BOX 1395, BOSS, MO, 65440	4700 4X2	INT ELECT T444E DSL 175HP@23/2600RPM	10/08/1999

- The Details listing of Incomplete vehicles for each campaign is a tool that you can use to provide additional support to your customers and generate additional business. The listing for each vehicle that has not been repaired includes a link to the Vehicle Information screen, the customer's name and address, and other basic information about the vehicle.

LESSON 4: MONITORING WARRANTY CAMPAIGNS

Navigating to Fleet Information Request Tool



- You'll find the Fleet Information Request Tool link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Fleet Information Request Tool.

LESSON 4: MONITORING WARRANTY CAMPAIGNS

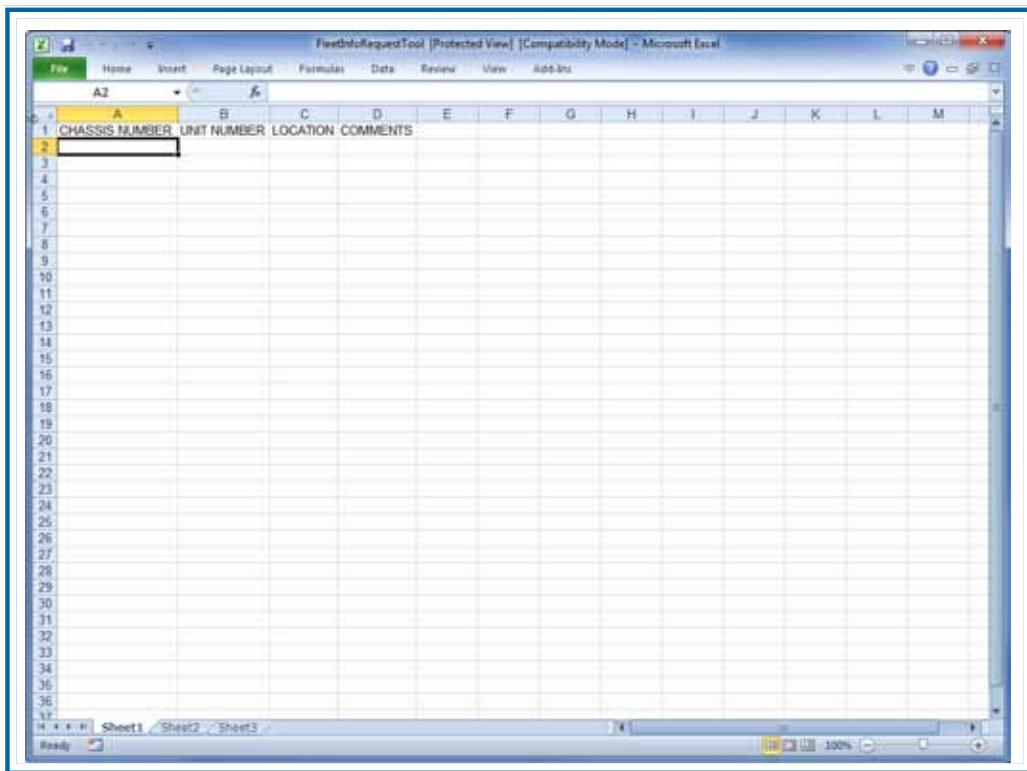
• Fleet Information Request Tool

The Fleet Information Request Tool is designed to assist customers with multiple International® vehicles in looking up critical vehicle information.



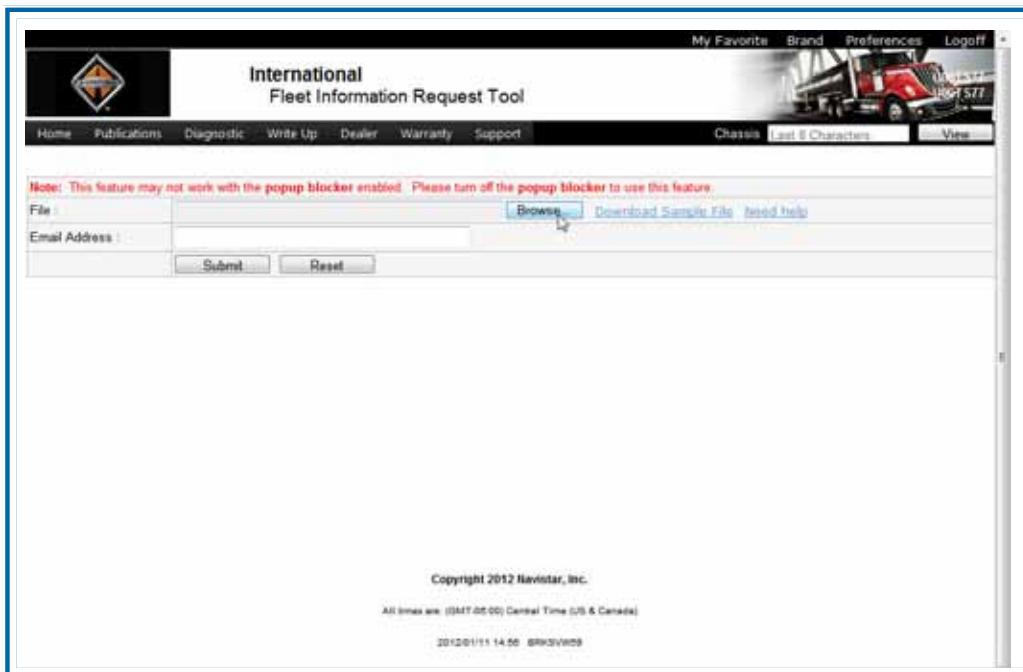
To use it, begin by downloading the sample file.

LESSON 4: MONITORING WARRANTY CAMPAIGNS



This is an Excel spreadsheet that documents the Chassis Numbers, Unit Numbers, Location, and Comments about any other information the requester wants back with the request.

LESSON 4: MONITORING WARRANTY CAMPAIGNS



Once you have created your spreadsheet, save it on your computer. You can then browse to find it.

LESSON 4: MONITORING WARRANTY CAMPAIGNS



Note: This feature may not work with the popup blocker enabled. Please turn off the popup blocker to use this feature.

File : C:\Users\Deni Mathews\Desktop\FleetInfoRequest_1.xlsx [Need Help?](#)

Email Address :

Copyright 2012 Navistar, Inc.
All times are (GMT-05:00) Central Time (US & Canada)
2012-01-11 14:55 BRK3VW09

You must enter your email address in the Email Address field.
And then click the Submit button.

Based on the chassis in this spreadsheet, this feature will return the spreadsheet with the Model, Build Date, Warranty Start Date, Engine Unit Code, Engine Make, Engine Description, detailed engine data, Wheel Base, GVWR, Paint, details about vehicle components, open AFCs and Recalls for each vehicle listed in the spreadsheet.

NOTES

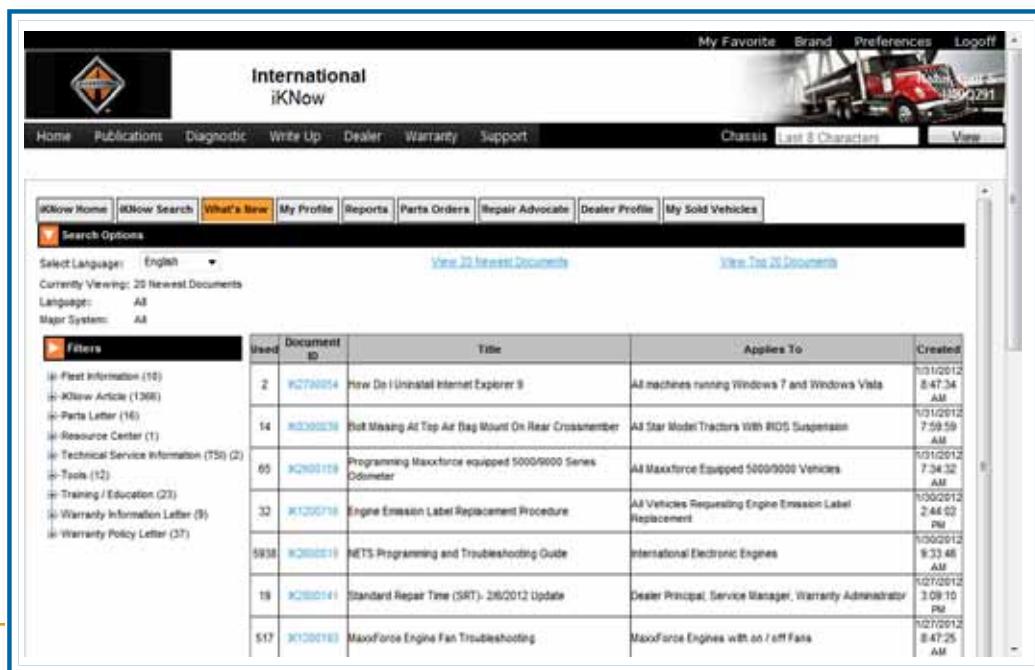
LESSON 5: OTHER RESOURCES

There are other resources you should be aware of:

- Warranty-related articles in iKNow
- Access to the Learning Management System
- Contact Information
- Support Tools, such as system updates and change password

Warranty Related Articles in iKNow

You've already learned that you can display iApprove cases on the iKNow Home screen. There are also a number of warranty-related articles in the iKNow knowledgebase.



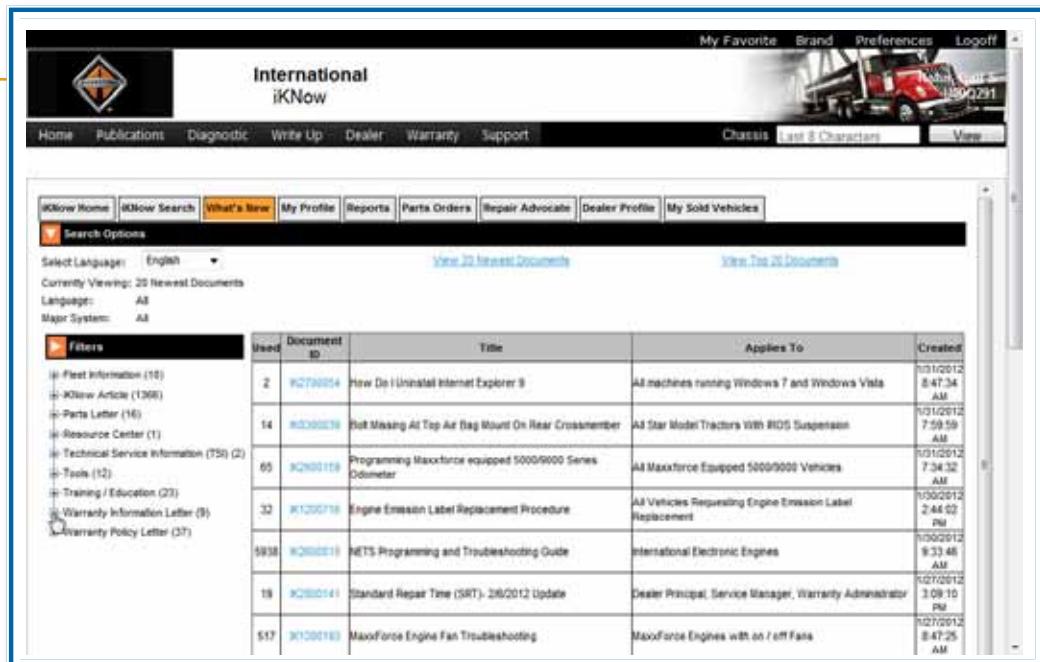
The screenshot shows the iKNow knowledgebase interface. At the top, there are navigation links: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support, and a search bar. Below the search bar, there are buttons for 'Chassis', 'Last 8 Characters', and 'View'. The main content area displays a table of search results. The table has columns for 'Used', 'Document ID', 'Title', 'Applies To', and 'Created'. The 'Used' column contains a yellow box around the 'Filters' button. The 'Filters' button has a dropdown menu showing categories: Fleet Information (16), iKNow Article (1308), Parts Letter (16), Resource Center (1), Technical Service Information (TS) (2), Tools (12), Training / Education (23), Warranty Information Letter (9), and Warranty Policy Letter (37). The table lists several articles, such as 'How Do I Uninstall Internet Explorer 8', 'Bolt Missing At Top Air Bag Mount On Rear Crossmember', 'Programming Maxxforce equipped 5000/6000 Series Odometer', 'Engine Emission Label Replacement Procedure', 'NETS Programming and Troubleshooting Guide', 'Standard Repair Time (SRT) - 2012/2013 Update', and 'MaxxForce Engine Fan Troubleshooting'.

- You can find them most easily by looking on the What's New tab.

The Filters feature will allow you to look at either Warranty Information Letters or Warranty Policy Letters.

LESSON 5: OTHER RESOURCES

Click on the plus sign in front of a category to open it.



The screenshot shows the International iKnow Service Portal. The left sidebar has a 'Filters' section with a plus sign icon. When expanded, it shows categories like 'Fleet Information', 'iKnow Article', 'Parts Letter', 'Resource Center', 'Technical Service Information', 'Tools', 'Training / Education', 'Warranty Information Letter', and 'Warranty Policy Letter'. The 'Warranty' category is expanded, showing two sub-groups: 'CAB / SLEEPER / HOOD' and 'WARRANTY'. The main content area displays a table of 10 documents, each with a Document ID, Title, Applies To, and Created date.

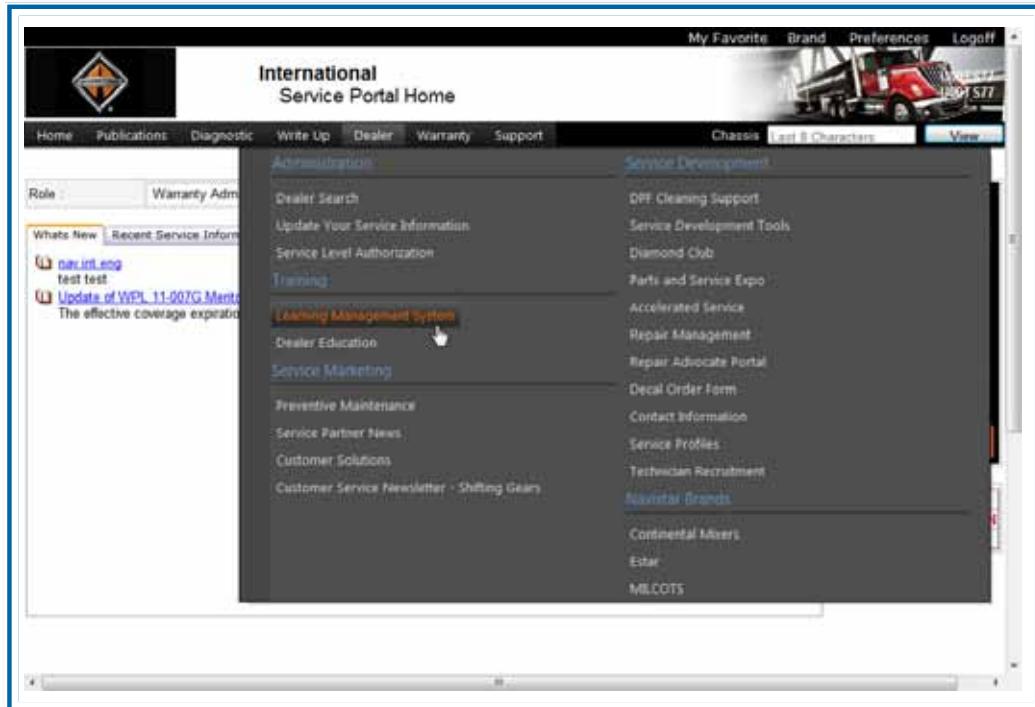
Used	Document ID	Title	Applies To	Created
2	K2700054	How Do I Uninstall Internet Explorer 9	All machines running Windows 7 and Windows Vista	10/1/2012 8:47:34 AM
14	K2000039	Bolt Missing At Top Air Bag Mount On Rear Crossmember	All Star Model Tractors With IIDS Suspension	10/1/2012 7:59:59 AM
65	K2000118	Programming Maxxforce equipped 5000/9000 Series Odometer	All Maxxforce Equipped 5000/9000 Vehicles	10/1/2012 7:34:32 AM
32	K1200718	Engine Emission Label Replacement Procedure	All Vehicles Requiring Engine Emission Label Replacement	10/20/2012 2:44:02 PM
5938	K2000218	NETS Programming and Troubleshooting Guide	International Electronic Engines	10/20/2012 9:33:46 AM
19	K2000141	Standard Repair Time (SRT)- 20/2012 Update	Dealer Principal, Service Manager, Warranty Administrator	10/27/2012 3:09:10 PM
517	K1200183	MaxxForce Engine Fan Troubleshooting	MaxxForce Engines with on / off Fans	10/27/2012 8:47:25 AM

Click on the plus sign in front of a category to open it.

Here you can see that there are two groups within this category. We'll click on Warranty to view the documents in this group. To view a document, just click on the Document ID.

LESSON 5: OTHER RESOURCES

Navigating to the Learning Management System

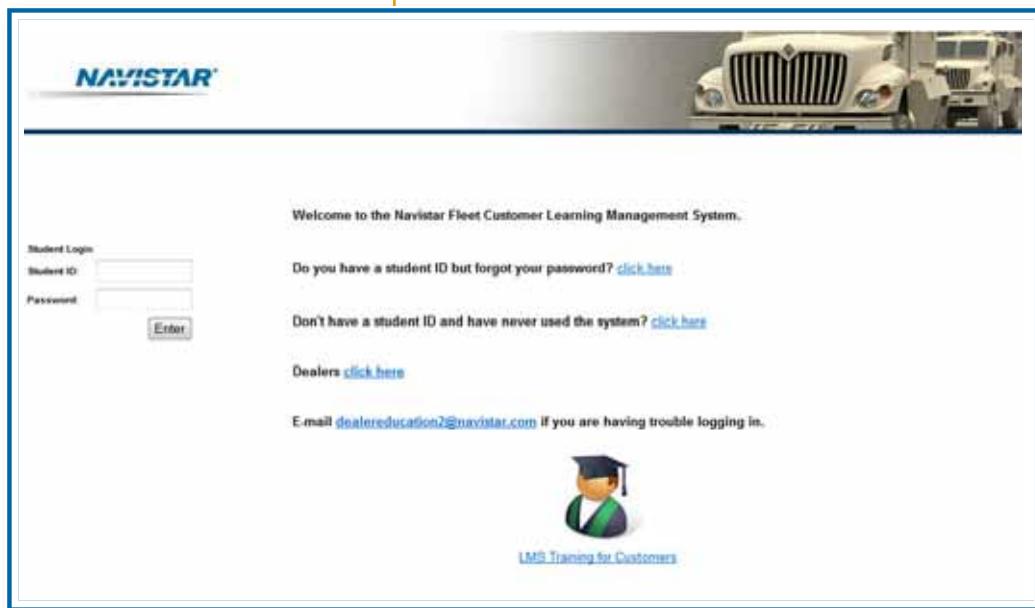


You'll find the Learning Management System link in the Dealer menu.

Hover over Dealer in the menu bar to open the menu. Then click on Learning Management System.

LESSON 5: OTHER RESOURCES

Learning Management System



The Learning Management System feature takes you to the Student Login page, from which you can access the elearning courses that you have enrolled in.

LESSON 5: OTHER RESOURCES

Navigating to Contact Information

You'll find the Contact Information link in the Dealer menu. Hover over Dealer in the menu bar to open the menu. Then click on Customer Service Contact Information.



The screenshot shows the International Service Portal Home page. The menu bar includes Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support, Chassis, and View. The Dealer menu is open, showing options like Dealer Search, Update Your Service Information, Service Level Authorization, Training, Learning Management System, Dealer Education, Service Marketing, Preventive Maintenance, Service Partner News, Customer Solutions, and Customer Service Newsletter - Shifting Gears. The 'Customer Service Contact Information' link is highlighted with a red box and a mouse cursor. The main content area displays a banner for 'Customer Service Contact Information' with a blue truck image.

Contact Information

The Contact Information feature provides you with a list of Customer Service Contacts.



The screenshot shows the 'Customer Service Contact Information' page. It lists various customer service departments with their contact numbers. The 'Customer Relations' section includes: Hot line – 1-800-44-Truck (448-7825), Recall Information Option 1, Customer Relations Option 6. The 'Emergency Breakdown Service (EBS) Diamond Plus Support' section includes: 1-888-342-7600. The 'Fleet ISIS® Requests' section includes: Fleet ISIS subscription questions 1-630-313-7507, Fax 1-800-882-0484, Fleet ISIS site administration questions 1-800-527-7879. The 'Parts Specs Hotline' section includes: 1-630-753-7327. The 'Parts Return Info' section includes: Any concern call the Warranty Administration Group 1-630-753-5200. The 'Password Support' section includes: (CSP & DCN) 1-800-527-7879 (Option 2). The 'Performance PM Admin' section includes: 1-630-753-5811. The 'Service Contract Center' section includes: 1-800-346-4429 (Option 1), Fax 1-260-461-1976. The 'Service Publications Order Form' section includes: International® Distribution Center: 1-630-313-7507, Fax 1-800-882-0484. The 'System Support' section includes: 1-800-527-7879, iClaim / ISIS Option 2, EZ Tech Support Option 3.

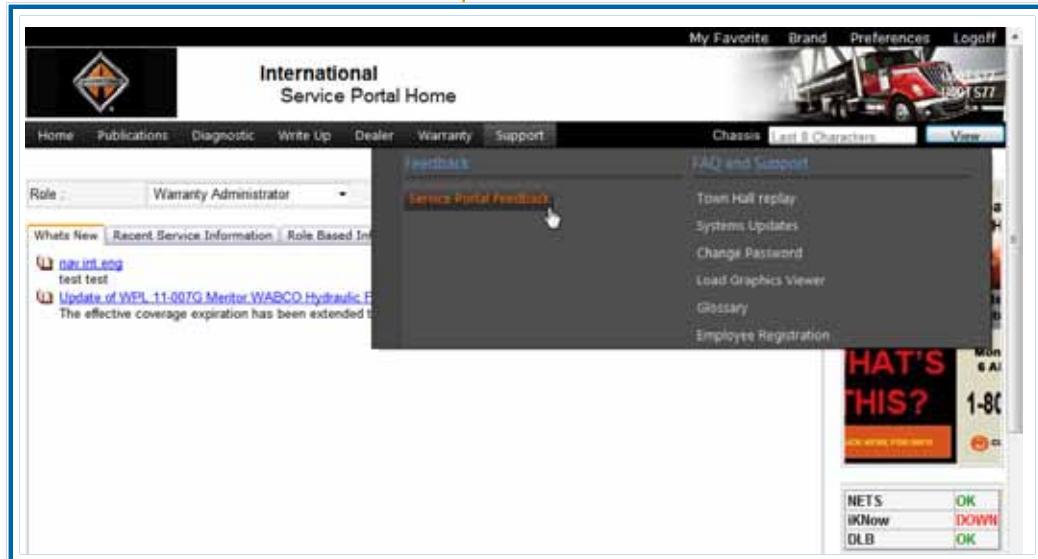
This includes the phone and where applicable, fax number for various Customer Service departments.

LESSON 5: OTHER RESOURCES

Navigating to Feedback

You'll find the Feedback link in the Support menu.

Hover over Support in the menu bar to open the menu. Then click on Feedback.



Feedback

If you cannot find the answer to your questions in the FAQ & Support sub-section, use the Feedback feature to submit your suggestion, enhancement or concerns with Service Portal functionality.

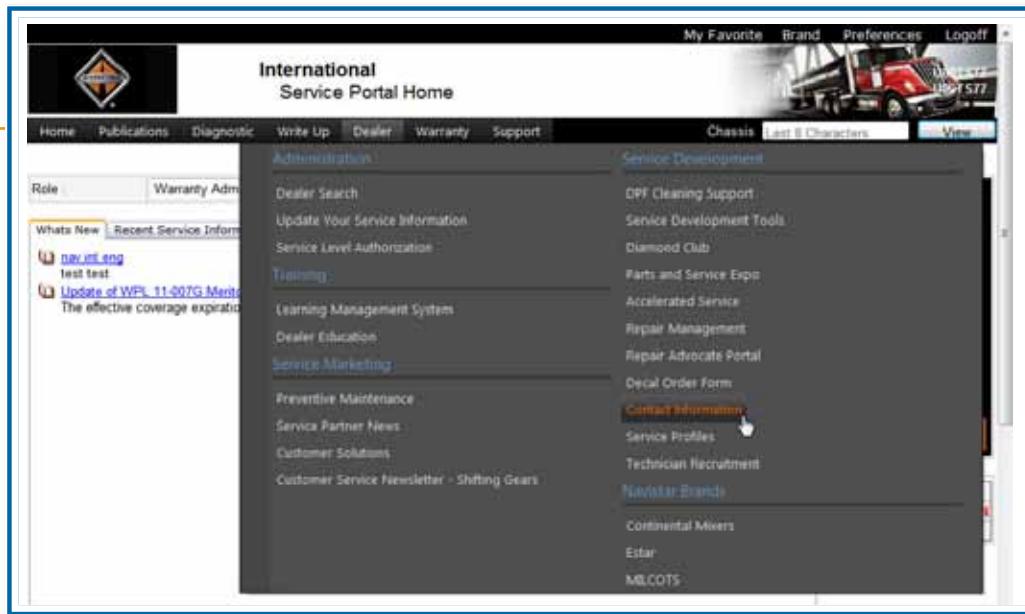
Feedback			
Name:	Gale Hahn	Position:	Service Advisor
Phone:		E-Mail:	
Dealer:	CANTERA US DLR TEST ACCT	City:	
Subject:	Select Subject		
Message:	<p>Do NOT use this form if you require technical assistance! Please start a case file from the iKnow Search or contact Technical Service at 1-800-336-4500.</p>		
Attachments:	<input type="button" value="Browse..."/> <input type="button" value="Attach File"/>		
<input type="button" value="Submit"/> <input type="button" value="Clear"/>			

Simply select the appropriate subject, type your question or suggestion in the Message text box and click the Submit button. You will receive your answer within two days.

This form is meant for Service Portal information only. Do **not** use this form if you require technical assistance! Please start a case file from the iKnow Search tab of the Vehicle Information screen or contact Technical Service at 1-800-336-4500. Do **not** use this form if you have an issue with your User ID. Please contact the Dealer Support Help Desk at 800-527-7879.

LESSON 5: OTHER RESOURCES

→ Navigating to Town Hall Replay



You'll find the Town Hall Replay link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Town Hall Replay.

LESSON 5: OTHER RESOURCES

• Town Hall Replay

Town Halls allow a lot of people who are geographically separated to get together and discuss the latest developments that are occurring. All Town Halls are recorded. Town Hall Replay allows you to view past presentations.

WBT training on how to connect to a WEBEX call - training contains both video and audio
The recordings include both audio and video playback.
Click on the links below to find detailed instructions for each playback.

Service TownHall	Special Presentations
02/10/2012	06/07/2011 - Canadian Dealer Truck Sales
11/03/2011	10/22/2010 - OnCommand Repair Advocate
07/06/2011	06/28/2010 - Repair Management/Service Partner
08/01/2011	05/03/2010 - PDL - Build to Delivery -Quality Process
05/11/2011	11/20/2009 - Cummins Campaign C0957
04/28/2011 - AC	12/09/2009 - Injector Performance Test Tool
12/15/2010	08/21/2009 - Injector Performance Test Tool
09/15/2010	06/25/2009 - Injector Performance Test Tool
08/12/2010 - HVAC	
06/17/2010	
06/10/2010	
03/18/2010	
12/16/2009	
09/24/2009	
06/24/2009	

- The town halls are listed by date and topic, and each is a link to that meeting. To see a meeting, click on the link.

You can playback the entire town hall, review a hard copy of the presentation, listen to the audio only, and download the presentation for later playback.

The recording includes both audio and visual playback.

The recording for download is an executable (.exe) it must be downloaded to your computer before playing. Click on the link and select save to download the presentation to your local computer. Double click the file after downloading to start the presentation. It takes up to a minute for the player to start.

This Town Hall has a Class/Test (Take it!) available through the Learning Management System. To access the Learning Management System go to either:

- <https://evalue.internationaldelivers.com/dealer/dealertrainingcenter/>
- <http://www.navistarlearning.com>

Once logged in Select the "Service" catalog then enroll in "MaxxForce 11 & 13 – Top Repairs Townhall"

Playback
Town Hall February 10th, 2012 (swf 8mb)
PDF and Audio of Presentation
Town Hall Call Hardcopy (pdf 5mb)
Presentation Audio Only (mp3 26mb)
EXE of Presentation for download and offline playback
Downloadable Version (exe 23mb)

[Return to playback main page](#)

LESSON 5: OTHER RESOURCES



- If you were to click on the Playback link, you'll see the slides that were used with an audio recording of the session.

Navigating to System Updates

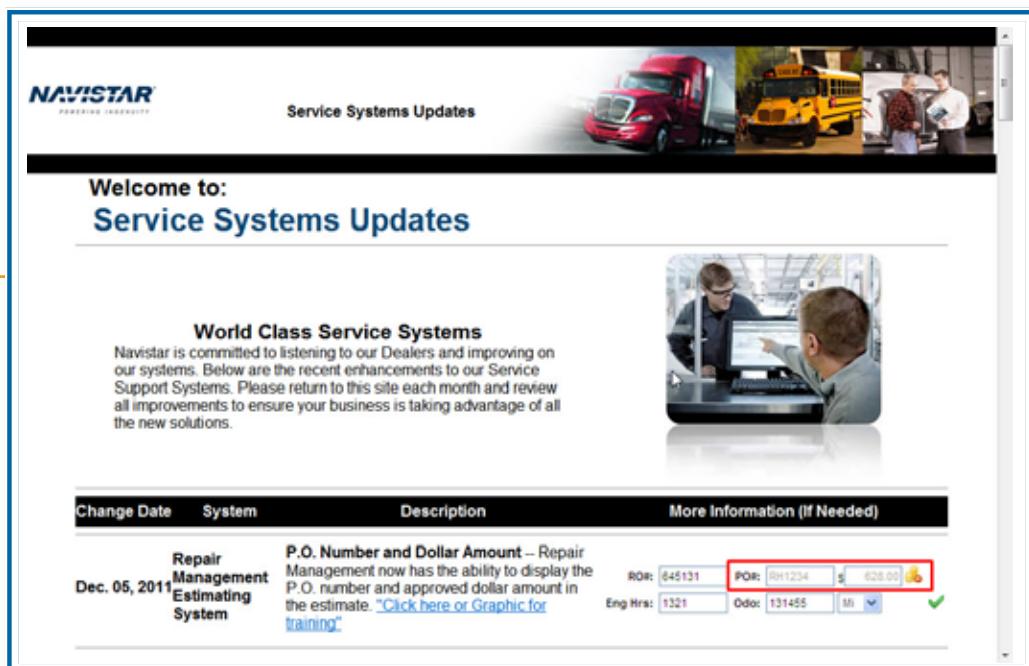
You'll find the System Updates link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on System Updates.



LESSON 5: OTHER RESOURCES

System Updates

The System Updates feature lists the recent enhancements to all Service Support Systems.

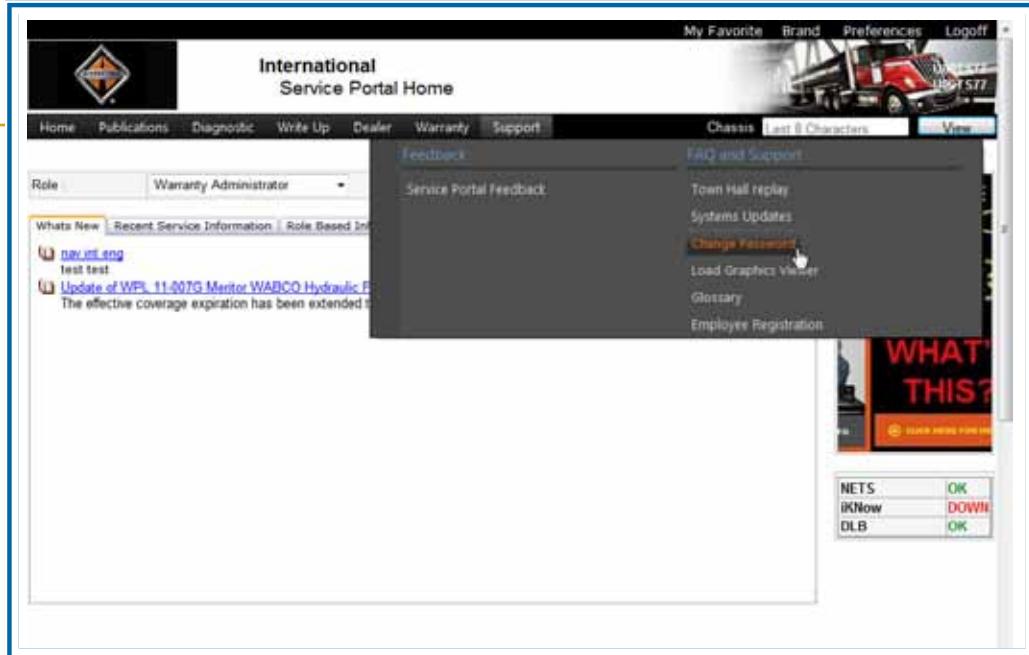


Change Date	System	Description	More Information (If Needed)								
Dec. 05, 2011	Repair Management Estimating System	P.O. Number and Dollar Amount – Repair Management now has the ability to display the P.O. number and approved dollar amount in the estimate. Click here or Graphic for training.	<table border="1"><tr><td>ROR: 645131</td><td>PO#: RH1234</td><td>\$ 628.00</td><td>✓</td></tr><tr><td>Eng Hrs: 1321</td><td>Odo: 131455</td><td>Mi</td><td>✓</td></tr></table>	ROR: 645131	PO#: RH1234	\$ 628.00	✓	Eng Hrs: 1321	Odo: 131455	Mi	✓
ROR: 645131	PO#: RH1234	\$ 628.00	✓								
Eng Hrs: 1321	Odo: 131455	Mi	✓								

You should return to this site each month and review all improvements to ensure your business is taking advantage of all the new solutions.

LESSON 4: SUPPORT TOOLS

• Navigating to Change Password



You'll find the Change Password link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Change Password.

LESSON 5: OTHER RESOURCES

Change Password

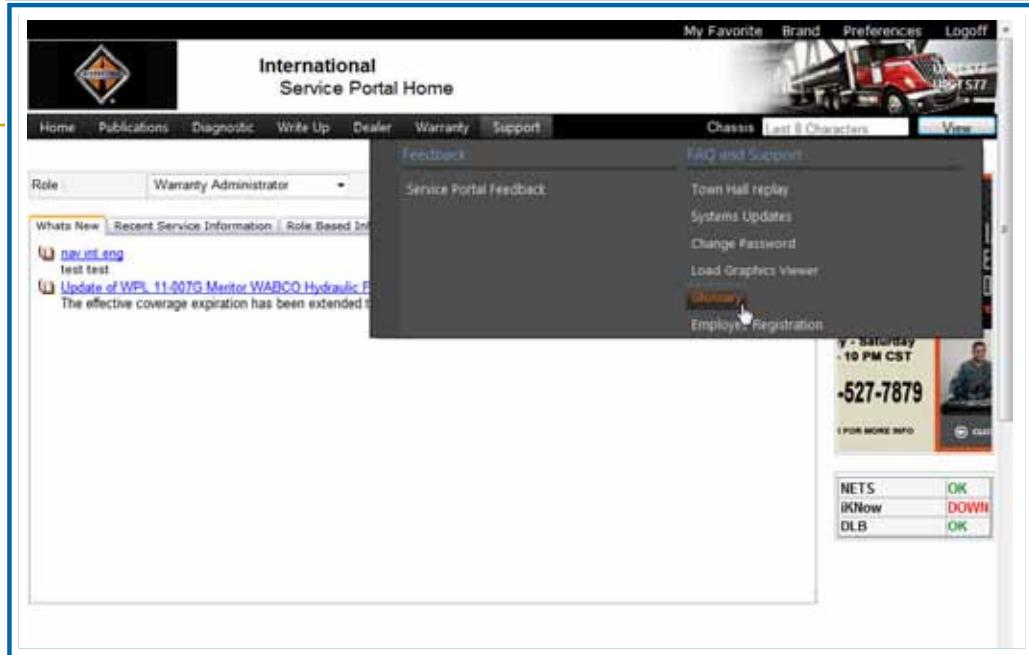
The Change Password link allows you to change your password to a new one.



Enter your logon ID, old password and your new password twice to confirm it. Then click the Change button.

LESSON 5: OTHER RESOURCES

• Navigating to Glossary



You'll find the Glossary link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Glossary.

LESSON 5: OTHER RESOURCES

Glossary

Check the Glossary if you come across terms or acronyms that you don't recognize.

Glossary of Terms

Index: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

A

ABS Antilock Brake System

ACM – Aftertreatment Control Module One of three controllers used on MaxxForce 11 and 13 engines (ACM, EIM and EDC). Controls Regeneration on MaxxForce 11 and 13 engines, prior to 2010 Federal Emission Requirements.

ActiveCGM Control Graphic browser that displays all graphics within the ISIS® Home Page (and on the CD-ROM Format – International Service Information Solutions Master Service Manual). Automatically downloaded when the user first utilizes ISIS to view a graphic. [Refer to: FAQ & Support / ISIS Master Service Manual FAQ.]

AFC (Authorized Field Change) A field campaign designed to remedy a product problem that is not safety related. [Beginning with calendar year 2001 Authorized Field Change letters, a print-ready file link is provided (requires Adobe® Acrobat® Reader®).]

AGSP Auxiliary Gauge Switch Pack

The glossary is arranged alphabetically, and each of the letters across the top is a link to the definitions that begin with that letter.

Clicking a letter takes you to the associated section of the glossary.

N

NETS Navistar Electronic Technical Support System

New Vehicle Processing Manual CTS1029, New Vehicle Processing Manual, or P&D (Preparation & Delivery) Manual

NSBU Neutral Safety and Back Up switch (used on the Allison LCT transmission)

NTAC Navistar Technical Assistance Center, formerly Tech. Services or Tech Central

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O

Operator's Manual International® Chassis Operator's Manuals and International Engine Operation and Maintenance Manuals

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P

Parts International® Parts Group web site

NOTES

SUMMARY

In this program, you learned about the tools and reports that are available to monitor performance on warrantied repairs, to appeal a claim, to monitor warranty campaigns, and a variety of warranty forms. In addition, there are additional resources that you should be aware of.

Monitoring Performance on Warranties Repairs

There are a number of tools available to you on the Service Portal to monitor performance on warrantied repairs, including the Service Performance Statement, Warranty Claim History, Parts Return, and iKNow Home.

Appealing Claims and Warranty Forms

You can appeal using the Claim Appeal feature. There are also a number of forms that you may find useful, including SRT Review, Marshfield Core Return Manual and TTC Pre-Approval Worksheet.

Monitoring Warranty Campaigns

Your customers may be unaware of campaign-related repairs for their vehicles. Two tools in the Service Portal provide VIN-specific information on the status of various campaigns: the Fleet Information Request Tool and the Recall/AFC/MIN Information by Any Dealer Report.

Other Resources

There are other resources you may use in your job: warranty-related articles in iKNow, the Learning Management System, Contact Information, and Support Tools, such as system updates and change password.

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Service Portal