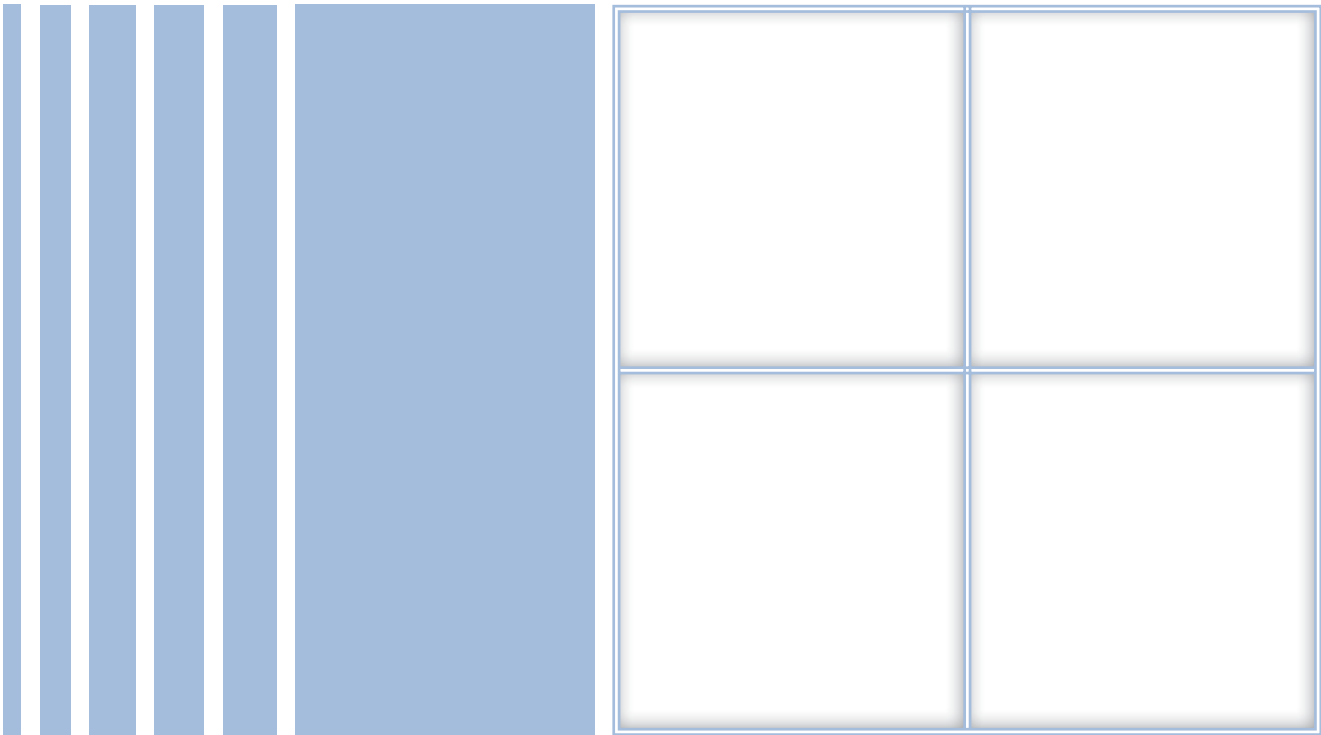


Managing Claims for Warranty Administrators Study Guide



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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

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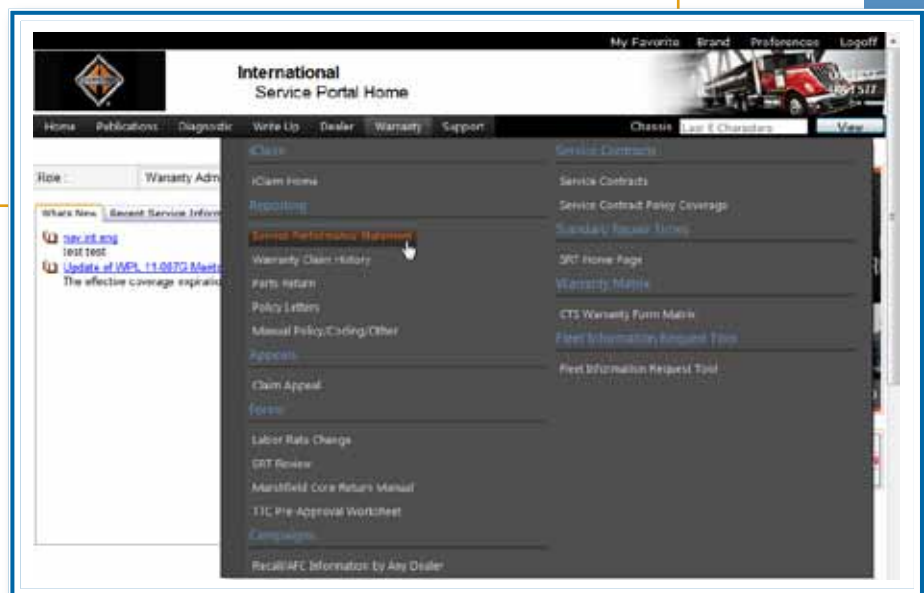
LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

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.

The screenshot shows the 'Service Performance Statement' interface for International SPS. It features a header with the company logo and navigation links. Below the header is a form with five numbered callouts: 1. Dealer Location (dropdown menu), 2. Report Month (dropdown menu), 3. Submit Button, 4. Back Button, and 5. Report Explanation Button. The form displays various performance metrics for a selected dealer location and report month.

Business Information															
Business Name	INTERNATIONAL TRUCKS INC														
Shipping Address	4201 WYANDENHILL RD WARRICKVILLE, IL														
Dealer Account & Location	479043-000														
Contact Information															
Phone	630-655-0100														
Fax	630-655-3165														
Service Details															
Labor Rate	112														
Service Days	16														
Number of Techs	0														
Number of Self Studies	5														
CSE/TSM	JOHN GROSSLINGER														
Body Shop	Y														
Vehicle Service	N														
Indoors	Y														
Road Service	N														
Manager Details															
<table border="1"> <thead> <tr> <th colspan="2">Business Performance</th> </tr> </thead> <tbody> <tr> <td>Total Warranty</td> <td>1,055,526</td> </tr> <tr> <td>Return \$ MM</td> <td>461,721</td> </tr> <tr> <td>Policy W</td> <td>14,827</td> </tr> <tr> <td>ET Cost Per Month Reported</td> <td>1,593.73</td> </tr> <tr> <td>Median</td> <td>1,424.03</td> </tr> <tr> <td></td> <td>1,626.10</td> </tr> </tbody> </table>		Business Performance		Total Warranty	1,055,526	Return \$ MM	461,721	Policy W	14,827	ET Cost Per Month Reported	1,593.73	Median	1,424.03		1,626.10
Business Performance															
Total Warranty	1,055,526														
Return \$ MM	461,721														
Policy W	14,827														
ET Cost Per Month Reported	1,593.73														
Median	1,424.03														
	1,626.10														
Labor	556,226														
Paid \$ MM	148,505														
Parts \$ MM	1,424.03														
Parts \$ MM	1,424.03														
Parts \$ MM	1,424.03														

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					
Total Warranty	1,955,526	Labour	558,226	Parts	499,303
Subnet & Mfr	661,721	Part & Mfr	848,945	Part Adjusted	18,00%
Policy 90	66,327	Part & 55 Wky			
01 Cost For Vehicle Repaired					
Medium	1,553/73	1,434/23	GREEN		1,624/12
Heavy	1,047/14	895/9	GREEN		790/6
Severe	1,448/29	947/10	GREEN		367/8
Bus	1,416/334	1,431/182	GREEN		1,356/83
03 Cost For Vehicle Repaired					
Medium	28/2	0/0	N/A		0/0
Heavy	/	/	N/A		/
Severe	284/8	306/5	N/A		306/2
Bus	378/233	252/73	GREEN		290/3
Total Claims					
Total Claims	1886	2676			
Total Geoscore	1396	3066			
Claim Days					
Fail to Comp	13.6	12.2			
Comp to Sent	9.5	11.2			
Fail to Sent	0	0			
Sent to Paid	3.9	3.7			
Fail to Paid	27	27.1			
Claims on Hold February 2013					
Claims	0	0			
North America					
Parts Return Status					
Requested	97.0	387.0			
Returned	84.0	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.

The screenshot shows the Service Performance Statement form. Callout 1 points to the 'Parts Return Status' section, which includes a table for FY1 (Following 2011) and FY2. Callout 2 points to the 'Service Program Parameters' section, which includes fields for Eaton Hybrid Service Provider, DPF Cleaning Capable, Fuel Tank Cleaning Capable, and Accelerated Service. Callout 3 points to the 'Service Level Authorization (SLA)' section, which includes a link to 'Service Level Authorization (SLA) - Please click'. Callout 4 points to the 'Diamond Club' section, which includes a table for Diamond Club Enrollment and a table for Diamond Club Points.

Parts Return Status		FY1 (Following 2011)	FY2	North America
Requested		92.0	323.0	
Returned		85.0	213.0	
Within 60 Days		85.0	309.0	
Beyond 60 Days		0.0	4.0	
Parts Ret Put		93.5%	66.0%	

Service Program Parameters	
Eaton Hybrid Service Provider	N
DPF Cleaning Capable	
Fuel Tank Cleaning Capable	N
Accelerated Service	

Service Level Authorization (SLA)	
Service Level Authorization (SLA) - Please click	

Diamond Club Enrollment	
Diamond Club Enroll	Y
On Command Repair Management	Y
Performance PM Certified	Y
Phase 1	Y
Phase 2	N
Phase 3	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	

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.

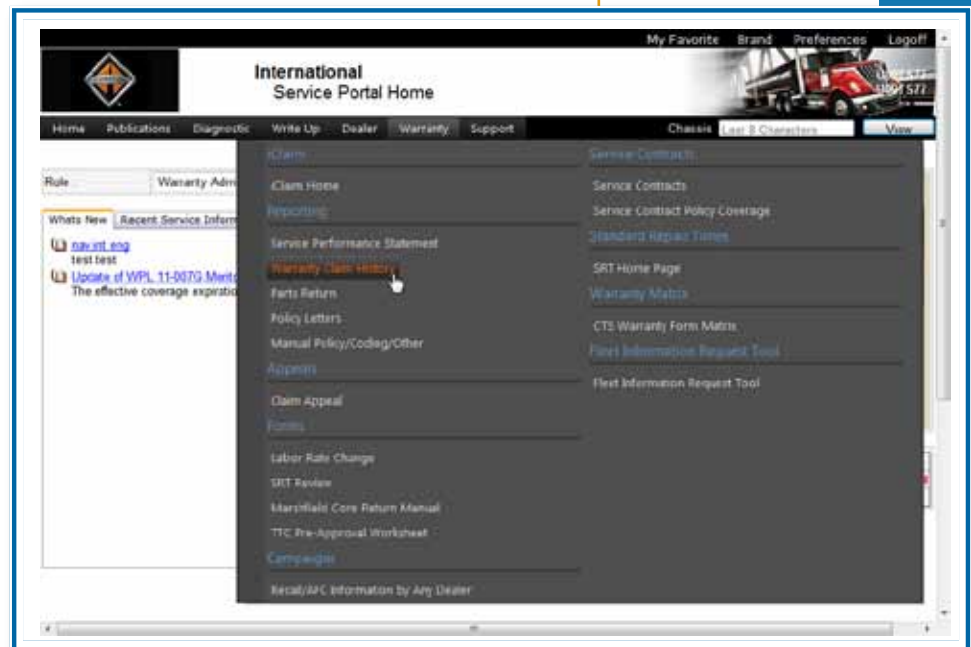
Here you can see the sections of the Service Performance Statement for:

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

International Warranty Claim History

Home Publications Diagnostic Write Up Dealer Warranty Support

Chassis Last 8 Characters View

Dealer Account Loc: 654327, 000 Warranty Code: All
 00-Denied Section
 C1 - In Warranty
 C3 - Prior to Delivery

From: 9/1/2011 No. of Days: 60 Days
 Date Range: 7/4/2011 - 5/1/2011

*Only those User IDs that have been properly registered in Employee Registration (ER) as a Warranty Admin will be able to view claim dollar information for the accounts/locations. Individual users with ID's starting with "DY" need to be setup as Warranty Admin in ER to be able access to Warranty Claim History. Individual users w "CY" can now access this information in Claim.

Warranty Claim History
 Dealer: CHICAGO INTL TRUCKS & EQUIPMENT (54327 - 000)

Claim	Section VIII	Processed Date	Warranty Code	Sub Total	Paid Total	Sub Labor	Paid Labor	Labor Unit	Part Code
0055623	A	07/18/2011	55 - Service Parts	259.58	342.65	0.00	0.00	0.00	

All warranty claims for the selected parameters are displayed.

Navigating to Parts Return

International Service Portal Home

Home Publications Diagnostic Write Up Dealer Warranty Support

Chassis Last 8 Characters View

Role: Warranty Admin

What's New Recent Service Information

[Claim](#)
[Claim Home](#)
[Reporting](#)
 Service Performance Statement
 Warranty Claim History
[Parts Return](#)
 Policy Letter
 Manual Policy/Coding/Other
[Appeals](#)
 Claim Appeal
 Forms
 Labor Rate Change
 SRT Review
 Marshfield Core Return Manual
 TTC Pre-Approval Worksheet
[Campaigns](#)
 Recall/APC Information by Any Dealer

[Service Contracts](#)
 Service Contracts
 Service Contract Policy Coverage
 Standard Repair Times
 SRT Home Page
[Warranty Mobile](#)
 CTS Warranty Form Matrix
 Fleet Information Request Tool
 Fleet Information Request Tool

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

Home Publications Diagnostic Write Up Dealer Warranty Support Chassis Last 8 Characters View

Dealer Account/Loc: 654327_000 Include Return To Vendor Claims: ☒ From: 11/12/2011 To: 1/11/2012 View Reset

Claim	Group	Item	Process Date	Days Left	Return To	Warranty Code	Status	Core	Total
-------	-------	------	--------------	-----------	-----------	---------------	--------	------	-------

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All times are (GMT-05:00) Central Time (US & Canada)
2012/11/11 14:55 BPO3VW88

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

International Parts Return

Home Publications Diagnostic Write Up Dealer Warranty Support Chassis Last 8 Characters View

Dealer Account/Loc: 618353_000 Include Return To Vendor Claims: ☐ From: 11/26/2011 To: 1/25/2012 View Reset Export

Claim	Group	Item	Process Date	Days Left	Return To	Warranty Code	Status	Core	Total
0067716-A	12BBA	882	01/24/2012	59	Ft. Wayne	01-In Warranty	Open		
0067718-B	12BBA	886	01/24/2012	59	Ft. Wayne	01-In Warranty	Open		
0067727-A	12BBC	647	01/24/2012	59	Ft. Wayne	01-In Warranty	Open		
0067777-A	12BAK	559	01/24/2012	59	Ft. Wayne	01-In Warranty	Open		
0183882-A	13900	379	01/24/2012	59	Ft. Wayne	55-Service Parts	Open		
0184584-A	39909	022	01/24/2012	59	Ft. Wayne	55-Service Parts	Open		
0067382-A	12900	563	01/16/2012	51	Ft. Wayne	55-Service Parts	Open		
0067729-A	12BBC	689	01/10/2012	45	Ft. Wayne	03-Prior to Delivery	Open		
0067987-A	12HUB	543	01/10/2012	45	Ft. Wayne	01-In Warranty	Open		
0183199-A	39909	022	01/10/2012	45	Ft. Wayne	55-Service Parts	Open		
0067439-A	12BBA	886	12/30/2011	34	Ft. Wayne	01-In Warranty	Open		
0067385-A	12BBE	171	12/30/2011	34	Ft. Wayne	01-In Warranty	Open		
0067655-A	15940	167	12/28/2011	32	Ft. Wayne	01-In Warranty	Open		
0067646-A	12KUC	746	12/28/2011	32	Ft. Wayne	01-In Warranty	Open		
0067736-A	39917	083	12/28/2011	32	Ft. Wayne	01-In Warranty	Open		
0067731-A	12HUN	453	12/28/2011	32	Ft. Wayne	01-In Warranty	Open		
0067358-B	19106	386	12/04/2011		Ft. Wayne	01-In Warranty	Closed		
0006082-A	12BBA	883	11/29/2011		Ft. Wayne	01-In Warranty	Closed		
0067180-A	12HUN	892	11/29/2011		Ft. Wayne	01-In Warranty	Closed		

LESSON 2: MONITORING PERFORMANCE ON WARRANTIED REPAIRS

Navigating to iKNow Home

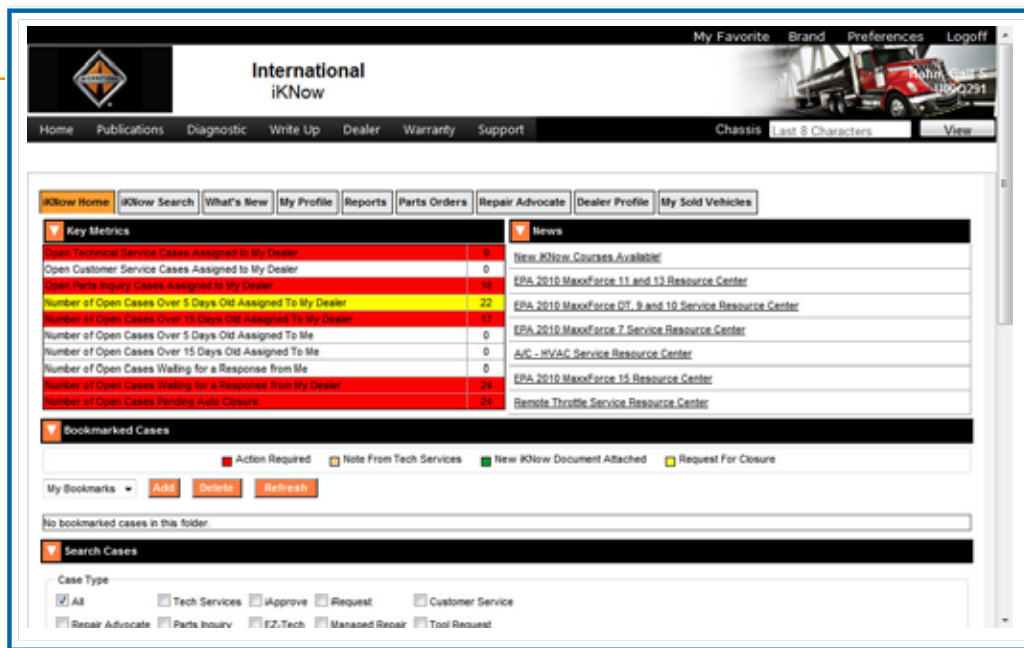


You'll find the iKNow Home link in the Diagnostic menu. Hover over Diagnostic in the menu bar to open the menu. Then click on iKNow Home.

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.



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 displays the International iKNOW Home tab. At the top, there is a navigation bar with tabs: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. Below the navigation bar, there are several sections:

- Key Metrics:** A table showing various performance indicators.

Metric	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:** A list of recent updates, including "New iKnow Courses Available", "EPA 2010 MaxoForce 11 and 13 Resource Center", "EPA 2010 MaxoForce DT, 9 and 10 Service Resource Center", "EPA 2010 MaxoForce 7 Service Resource Center", "A/C - HVAC Service Resource Center", "EPA 2010 MaxoForce 15 Resource Center", and "Remote Throttle Service Resource Center".
- Bookmarked Cases:** A section with filters for "Action Required", "Note From Tech Services", "New iKnow Document Attached", and "Request For Closure". It includes a "My Bookmarks" dropdown and buttons for "Add", "Delete", and "Refresh". Below this, it states "No bookmarked cases in this folder."
- Search Cases:** A section at the bottom with a "Search Cases" button.

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

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 Pending Case Closure: 0

EPH 2010 MaxxForce 11 and 13 Resource Center
 EPH 2010 MaxxForce DT, 9 and 10 Service Resource Center
 EPH 2010 MaxxForce 7 Service Resource Center
 A/C - HVAC Service Resource Center
 EPH 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

Case Type: ☒ All ☐ Tech Services ☐ iApprove ☐ Request ☐ Customer Service
☐ Repair Advocate ☐ Parts Inquiry ☐ EZ-Tech ☐ Managed Repair ☐ Tool Request
☐ Dealer Admin

Status: Open List Type: My Cases Dealer Name: All Search

Search for a Case: Case # Search

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

Currently Looking At All My Cases That Are Open

No Cases Found

- 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.

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

Case Type: ☐ All ☐ Tech Services ☒ iApprove ☐ Request ☐ Customer Service
☐ Repair Advocate ☐ Parts Inquiry ☐ EZ-Tech ☐ Managed Repair ☐ Tool Request
☐ Dealer Admin

Status: Open List Type: My Dealer's Cases Dealer Name: All Search

Search for a Case: Case # Search

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

Currently Looking At All My Dealer's Cases That Are Open

Case #	Case Title	Class	RO #	30 Customer	Customer Name	DRIVER Assigned To	Assigned To	Description/Issues	Opened	Motor Vehicle	Queue	Status	Date Approval	Case Decision
123702	iAPPROVE	5A87722	123456			Ford Ford	Jesse Smith	W/IC Pump (approx) ONKOR DED WHILE DRIVING DOWN ROAD, WILL NOT RESTART 2ytoplans. Check Re Start Other DTCS	1/30/2012 10:30:21 AM	ELECTRICAL SYSTEM	System Administration	Action Required from Technician	30	Pending
123703	iAPPROVE	8B63414	36750		ROBERTS TRUCK CENTER, INC.	ABLEN, BO	Vanessa Burrows	W/IC Pump (approx) ONKOR DED WHILE DRIVING DOWN ROAD, WILL NOT RESTART 2ytoplans. Check Re Start Other DTCS	2/29/2012 1:30:44 PM	ENGINE	Engine & Support	Action Required from Technician	3	Rejected
123454	iAPPROVE	AJ25022	36735		ROBERTS TRUCK CENTER, INC.	ABLEN, BO	Vanessa Burrows	W/IC Pump (approx) ONKOR DED WHILE DRIVING DOWN ROAD, WILL NOT RESTART 2ytoplans. Check Re Start Other DTCS	1/30/2012 1:30:14 PM	ELECTRICAL SYSTEM	Warranty Approvals	Open	34	Pending

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

NOTES

[illegible]

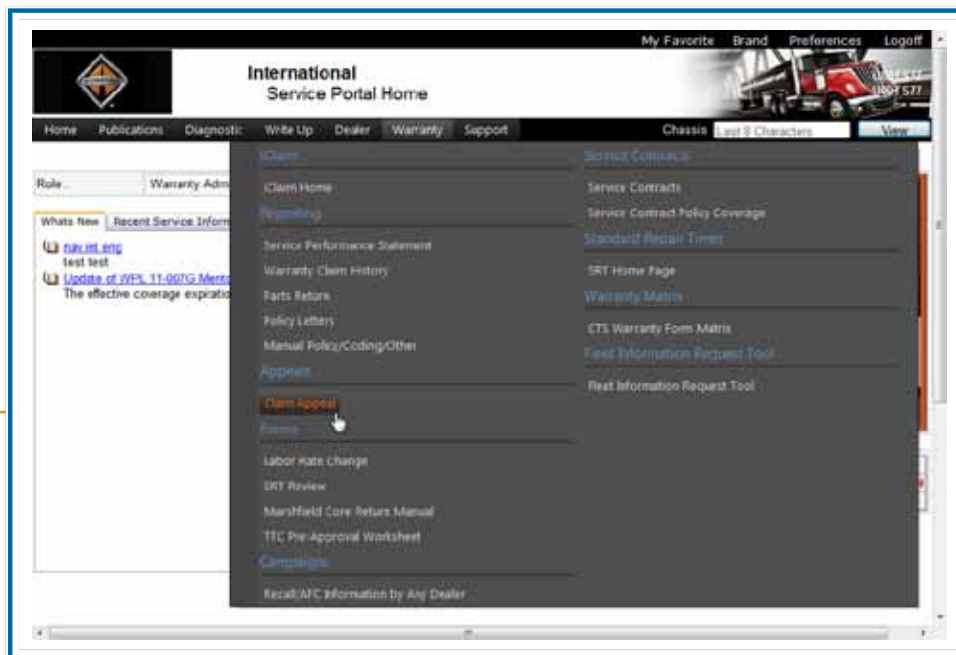
LESSON 3: APPEALING CLAIMS AND WARRANTY FORMS

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

International Claim Appeal

Account: 760231 Location: 000
Claim: 0019283 Section: A

Submit Cancel

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All times are (GMT-05:00 Central Time (US & Canada))
2012/01/11 14:56 SPH0VW02

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.

International Claim Appeal Form

Claim Appeal Details

Instructions for using this screen
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

Supporting Documentation Examples
1) Technician Time Documentation (Time Punches)
2) Technician Write Up (Hard Card)
3) Any other such as diagnostic forms, Emails, faxes, tow bills or Parts Price Page.

Print Back

MIDWEST TRANSIT CO., INC.

Claim Detail
Claim: 3019283-A Processed: 12/13/2011 Dealer: 760231-000 VIN: 4DR0USKP8CB09594 Reimburse: 138

Comments
Claim:
Section: DRIVEABILITY ISSUE. TURBO INTAKE TUBE IS LOOSE CREATING A GORYTH
Adjustment:
Labor Operations

Qty	Operation	Submitted Hours	Paid Hours	Description
1.0	A12-3610A-1	0.2		CALIBRATE MAF SENSOR

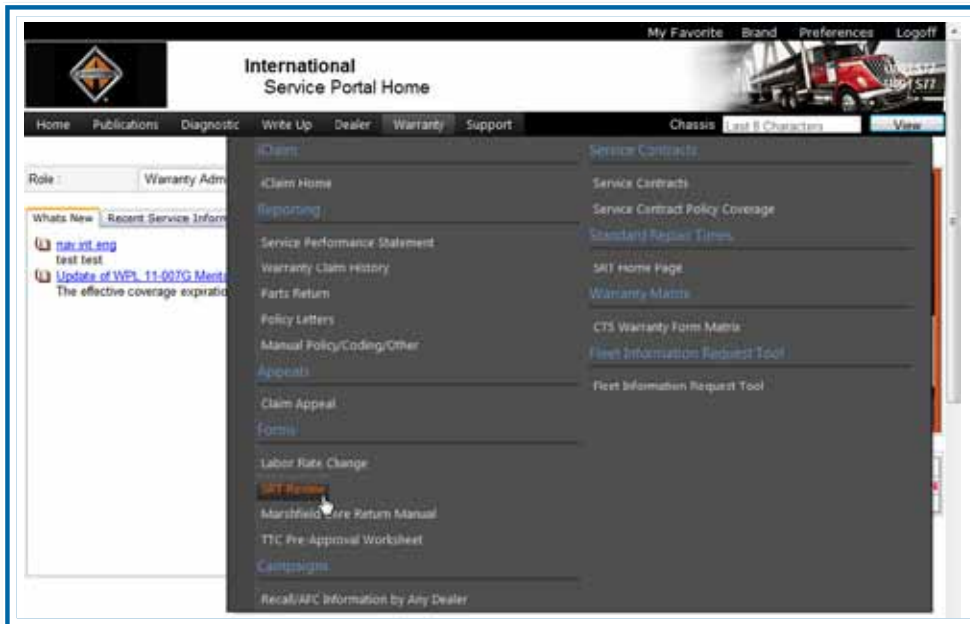
As Paid

Qty	Operation	Submitted Hours	Paid Hours	Description
-----	-----------	-----------------	------------	-------------

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

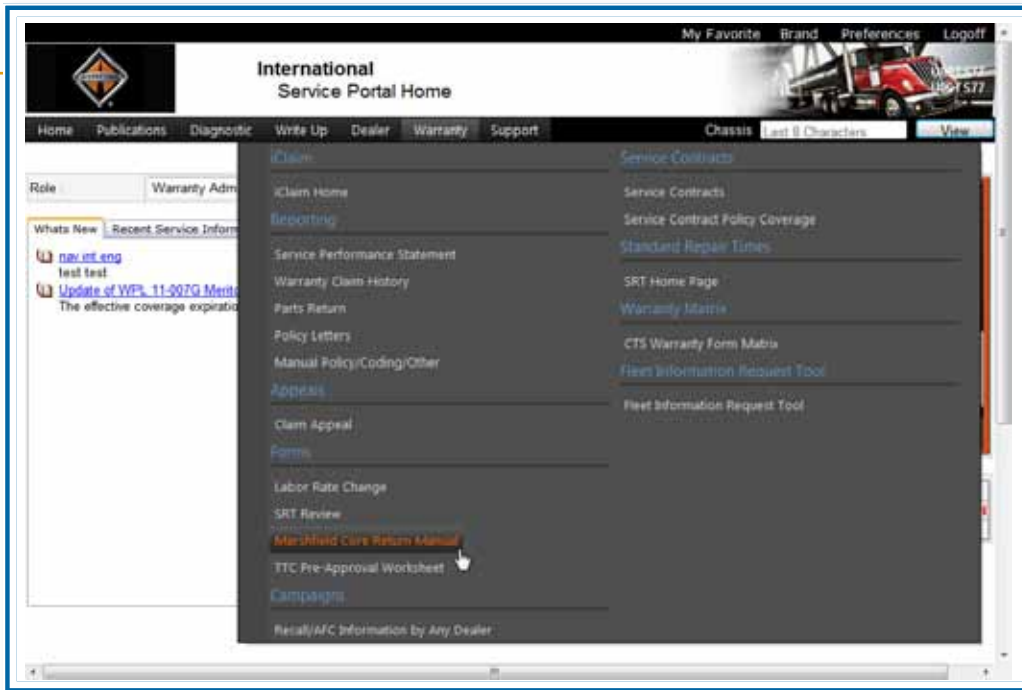
The SRT Review form allows you to request review of the Standard Repair Time for a Warranty Operation.

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

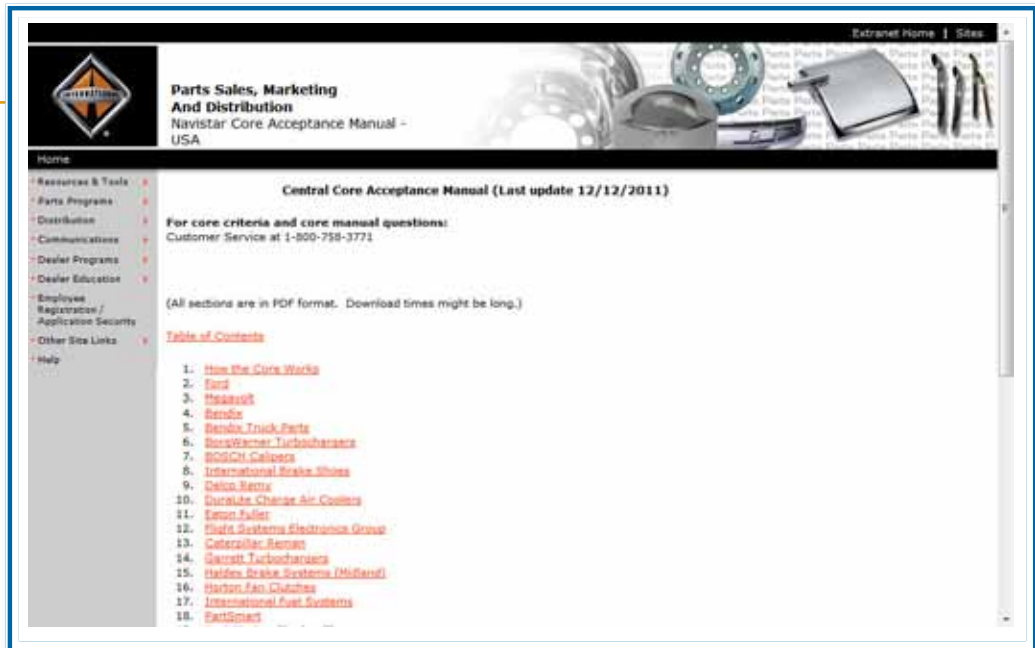
• Navigating to Marshfield Core Return Manual



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

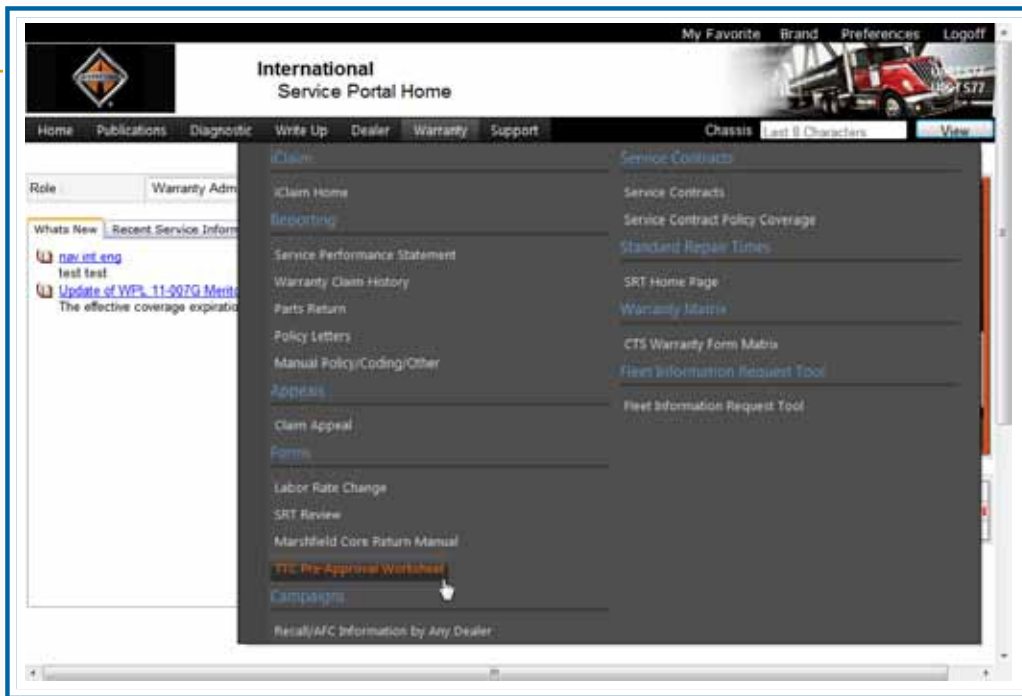
Marshfield Core Return Manual



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

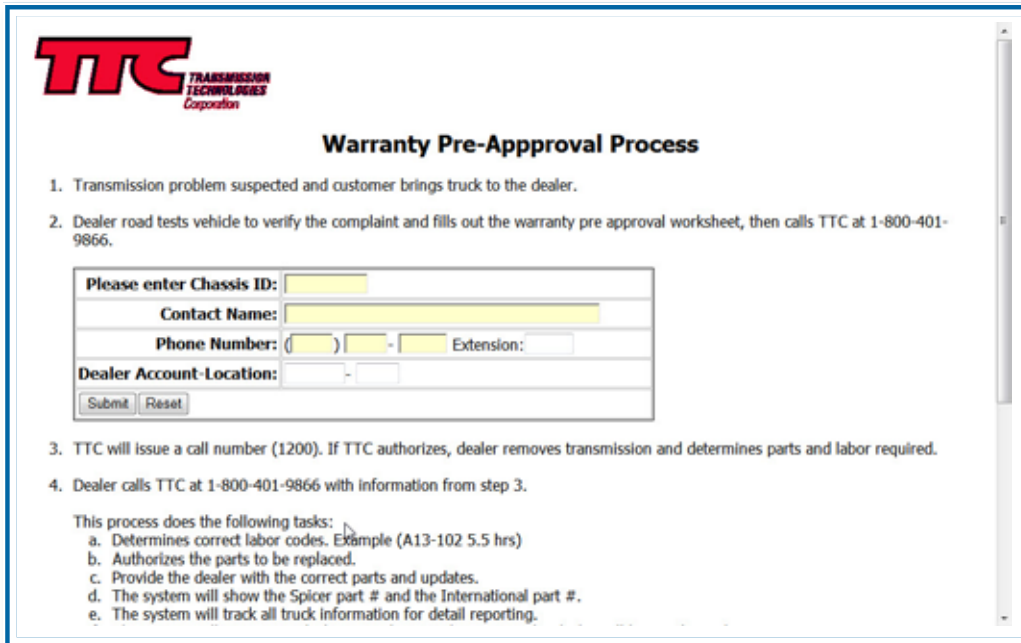
• Navigating to TTC Pre-Approval Worksheet



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



The screenshot shows a web form titled "Warranty Pre-Approval Process" with the TTC logo. The form includes a list of steps and a data entry section. The steps are: 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. Below the steps, a text box lists 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 data entry section has fields for Chassis ID, Contact Name, Phone Number (with area code, number, and extension), and Dealer Account-Location, followed by Submit and Reset buttons.

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.

Please enter Chassis ID:

Contact Name:

Phone Number: () - Extension:

Dealer Account-Location:

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

NOTES

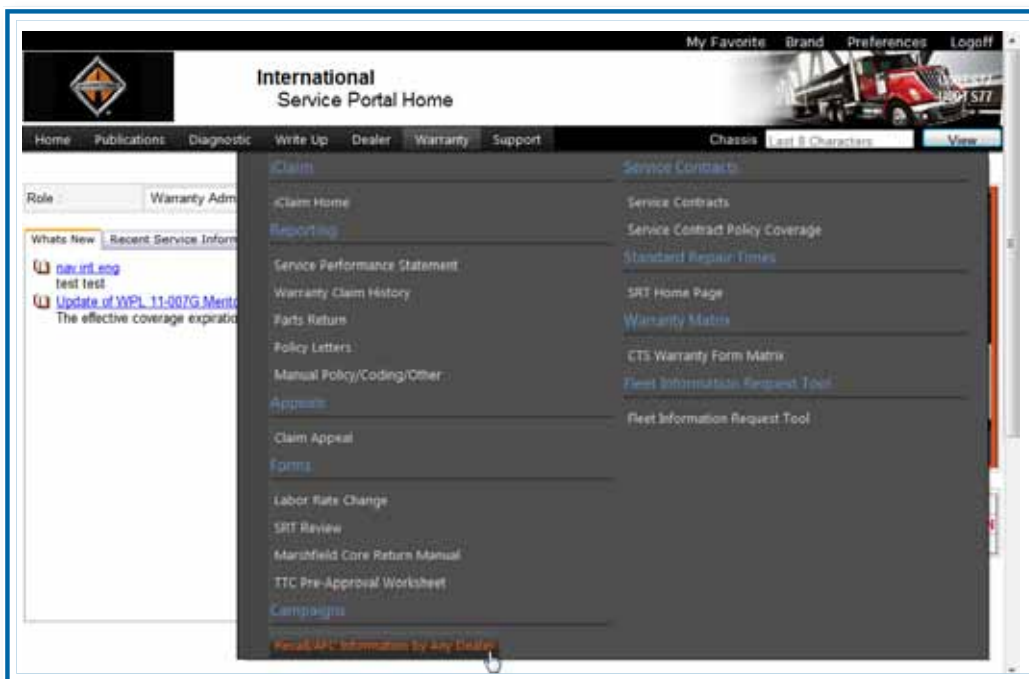
This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

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.

Summary Page

Dealer : 654327-000

View by Dealer Who: ☐ Last Serviced ☐ Sold Truck

Show Expired AFCs and MINs : ☐

Dealer Name : CHICAGO INTL TRK CENTRAL

Address : 1827 WALDEN OFF SQ ST275, SCHALMBURG, IL, 60173

Phone : (708) 496-7500

Number	Description	Complete Click For Details	Incomplete Click For Details	Total Click For Details	Percent Complete
ALL	00000	20583	2789	23372	88
00295	AMTRAN DRIVER SEAT MOUNTING	11	0	11	100
00501	BENDIX TRACTION CONTROL VALVE	11	3	14	79
00502	PROSLPR BUNK BOLT ISSUE	0	1	1	0
00503	LUK PWIR STRG PUMP CASTING	44	2	46	96
00504	EATON AUTOSHIFT 660199 START	7	0	7	100
00505	BENDIX SENSOR WIRES	1217	32	1249	97
00506	BRK & CRUISE SWITCH RE-ORIENT	488	7	495	99
00508	BENDIX AIR ABS - AMTRAN ONLY	4	0	4	100
00509	BENDIX AIR ABS-SAP BUS ONLY	7	0	7	100
00510	BENDIX ECU STRAIGHT TRUCKS	379	34	413	92
00511	BENDIX ECU TRACTORS	344	58	402	86
00512	TRW TIE ROD ENDS	193	0	193	100
00513	TRW DRAG LINK RECALL	192	16	208	92
00606	BNDX ABS SENSOR WIRE INSPECTIO	43	0	43	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

International Recall/AFC/MIN Details by Dealer

Home Publications Diagnostic Write Up Dealer Warranty Support Chassis Last 8 Characters View

Detail Page - Incomplete

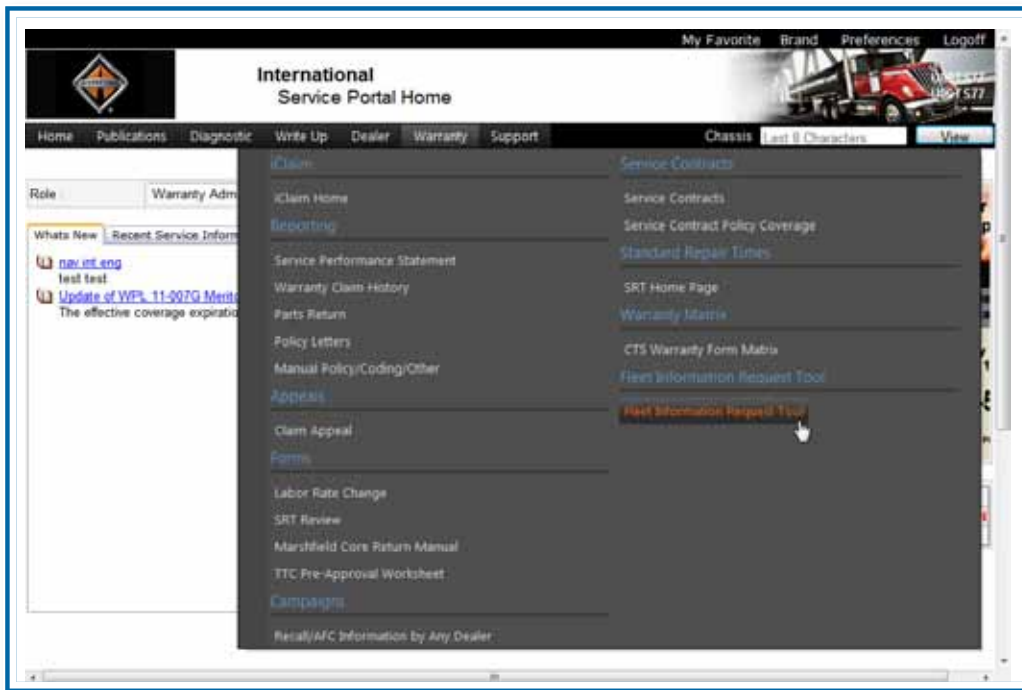
Dealer : 654327-000 Customer Name : Search Reset
 Dealer Name : CHICAGO INTL TRK-CENTRAL Recall/AFC/MIN No : 00513
 Address : 1827 WALDEN OFF SQ ST75, SCHAMBURG, IL, 60173 Description : TRW DRAG LINK RECALL
 Phone : (708) 456-7500 Back to Summary Export To Excel Print

Counter	Chassis	Campaign	Status	Customer	Model Description	Engine Description	Build Date
1	YH24199	00513		T H RYAN, 111 SOUTH 7TH, MAYWOOD, IL, 60153	4700 4X2	DT466 ST 195HP/195HP PEAK 2600 GOV	10/01/1999
2	YH22852	00513		BOROUGH OF CARTERET, 20 COOKE AVE, CARTERET, NJ, 07008	4700 4X2	DT466 ST 195HP/195HP PEAK 2600 GOV	09/07/1999
3	YH24927	00513		ARABIAN ENG SVR LLC, PO BOX 3800, SULTANATE OF OMAN, 00100	4700 4X2	INT ELECT T444E DSL 175HP@23/2600RPM	08/05/1999
4	YH25529	00513		LAKE LAND GA, 122 S VALDOSTA RD, LAKE LAND, GA, 31635	4700 4X2	INT ELECT T444E DSL 175HP@23/2600RPM	10/08/1999
5	YH25530	00513		ELGIN SWEEPER CO, 1300 W BARTLETT RD, ELGIN, IL, 60120	4700 4X2	INT ELECT T444E DSL 175HP@23/2600RPM	08/05/1999
6	YH23511	00513		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

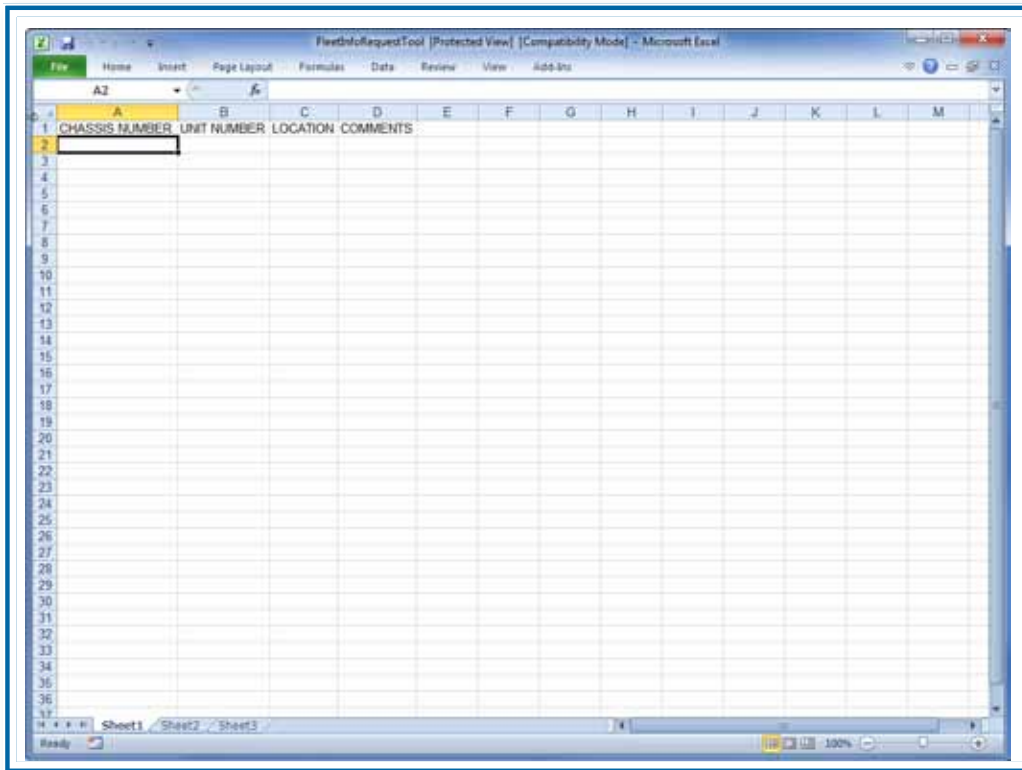
The Fleet Information Request Tool is designed to assist customers with multiple International® vehicles in looking up critical vehicle information.



The screenshot shows the web interface of the International Fleet Information Request Tool. At the top, there is a navigation bar with links: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support, Chassis, Last 6 Characters, and View. A note at the top states: "Note: This feature may not work with the popup blocker enabled. Please turn off the popup blocker to use this feature." Below this, there is a form with a "File" input field, a "Browse" button, and a "Download Sample File" link. There is also an "Email Address" input field and "Submit" and "Reset" buttons. At the bottom, the copyright information is displayed: "Copyright 2012 Navistar, Inc. All times are: (GMT-05:00) Central Time (US & Canada) 2012/01/11 14:55 @R3/V059".

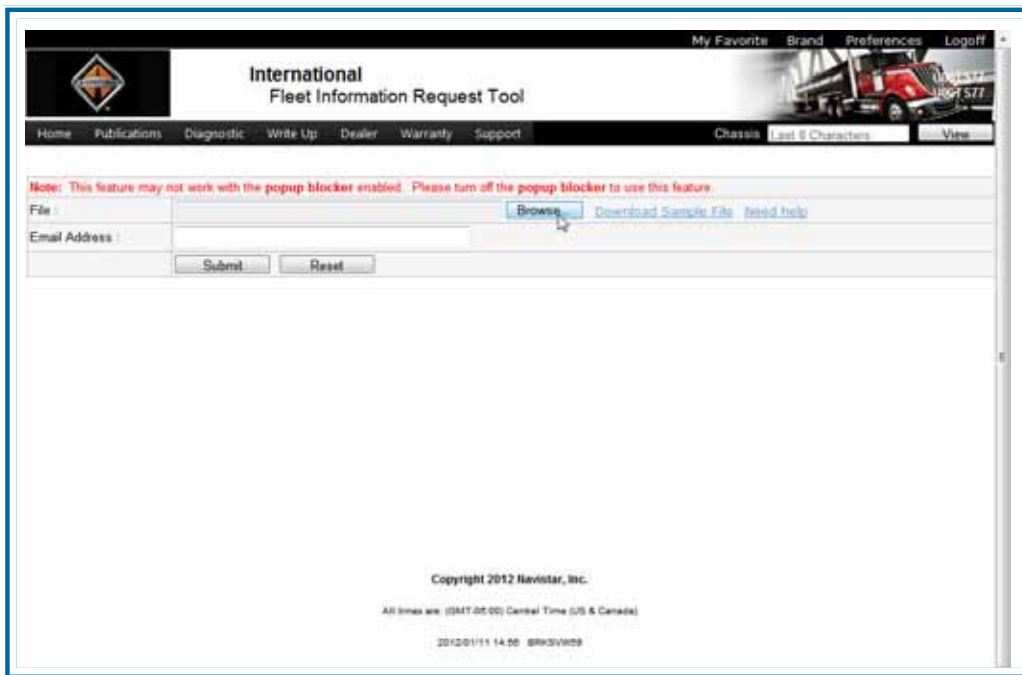
To use it, begin by downloading the sample file.

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



The screenshot shows the 'International Fleet Information Request Tool' web interface. At the top, there is a navigation bar with links: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support, Chassis, and a dropdown menu for 'Last 6 Chassis'. A 'Logoff' link is also present. Below the navigation bar, a note states: 'Note: This feature may not work with the popup blocker enabled. Please turn off the popup blocker to use this feature.' The main form area contains a 'File' input field with a 'Browse' button, an 'Email Address' input field, and 'Submit' and 'Reset' buttons. At the bottom of the page, there is a copyright notice: 'Copyright 2012 Navistar, Inc.' and a timestamp: '2012/01/11 14:58 BRKSV009'.

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

LESSON 4: MONITORING WARRANTY CAMPAIGNS

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

[illegible]

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 International iKNow knowledgebase interface. The top navigation bar includes links for Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. Below this, there are tabs for iKNow Home, iKNow Search, What's New (highlighted), My Profile, Reports, Parts Orders, Repair Advocate, Dealer Profile, and My Sold Vehicles. The 'What's New' tab displays a list of documents with columns for Used, Document ID, Title, Applies To, and Created. A 'Filters' sidebar on the left allows users to filter documents by category, such as First Information, iKNow Article, Parts Letter, Resource Center, Technical Service Information, Tools, Training / Education, Warranty Information Letter, and Warranty Policy Letter.

Used	Document ID	Title	Applies To	Created
2	IK2740054	How Do I Uninstall Internet Explorer 9	All machines running Windows 7 and Windows Vista	10/11/2012 8:47:34 AM
14	IK3300038	Roll Missing At Top Air Bag Mount On Rear Crossmember	All Star Model Tractors With RDS Suspension	10/11/2012 7:59:59 AM
65	IK2000118	Programming Maxxforce equipped 5000/5000 Series Odometer	All Maxxforce Equipped 5000/5000 Vehicles	10/11/2012 7:34:32 AM
32	IK1200718	Engine Emission Label Replacement Procedure	All Vehicles Requiring Engine Emission Label Replacement	10/02/2012 2:44:02 PM
5938	IK2000019	NETS Programming and Troubleshooting Guide	International Electronic Engines	10/02/2012 9:33:46 AM
19	IK2000044	Standard Repair Time (SRT)- 2/6/2012 Update	Dealer Principal, Service Manager, Warranty Administrator	10/27/2012 3:09:10 PM
517	IK1200718	MaxxForce Engine Fan Troubleshooting	MaxxForce Engines with on / off Fans	10/27/2012 8:47:25 AM

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.

International iKNow

Home Publications Diagnostic Write Up Dealer Warranty Support

Chassis List & Characters View

My Favorite Brand Preferences Logout

IKNow Home IKNow Search What's New My Profile Reports Parts Orders Repair Advocate Dealer Profile My Sold Vehicles

Search Options

Select Language: English View 22 Newest Documents View 20 Documents

Currently Viewing: 20 Newest Documents

Language: All Major System: All

Filters

- Fleet Information (10)
- IKNow Article (1368)
- Parts Letter (16)
- Resource Center (1)
- Technical Service Information (TSI) (2)
- Tools (12)
- Training / Education (23)
- Warranty Information Letter (9)
- Warranty Policy Letter (37)

Used	Document ID	Title	Applies To	Created
2	92790054	How Do I Uninstall Internet Explorer 9	All machines running Windows 7 and Windows Vista	10/1/2012 8:47:34 AM
14	92300039	Rot Missing Air Top Air Bag Mount On Rear Crossmember	All Star Model Tractors With RDS Suspension	10/1/2012 7:59:59 AM
65	92900109	Programming Maxxforce equipped 5000/9000 Series Odometer	All Maxxforce Equipped 5000/9000 Vehicles	10/1/2012 7:34:32 AM
32	91200718	Engine Emission Label Replacement Procedure	All Vehicles Requesting Engine Emission Label Replacement	10/0/2012 2:44:02 PM
5938	92900010	NETS Programming and Troubleshooting Guide	International Electronic Engines	10/0/2012 9:33:48 AM
18	92900041	Standard Repair Time (SRT)- 28/2012 Update	Dealer Principal, Service Manager, Warranty Administrator	10/27/2012 3:09:10 PM
517	91200183	MaxxForce Engine Fan Troubleshooting	MaxxForce Engines with on / off Fans	10/27/2012 8:47:25 AM

International iKNow

Home Publications Diagnostic Write Up Dealer Warranty Support

Chassis List & Characters View

My Favorite Brand Preferences Logout

IKNow Home IKNow Search What's New My Profile Reports Parts Orders Repair Advocate Dealer Profile My Sold Vehicles

Search Options

Select Language: English View 22 Newest Documents View 20 Documents

Currently Viewing: 20 Newest Documents

Language: All Major System: All

Filters

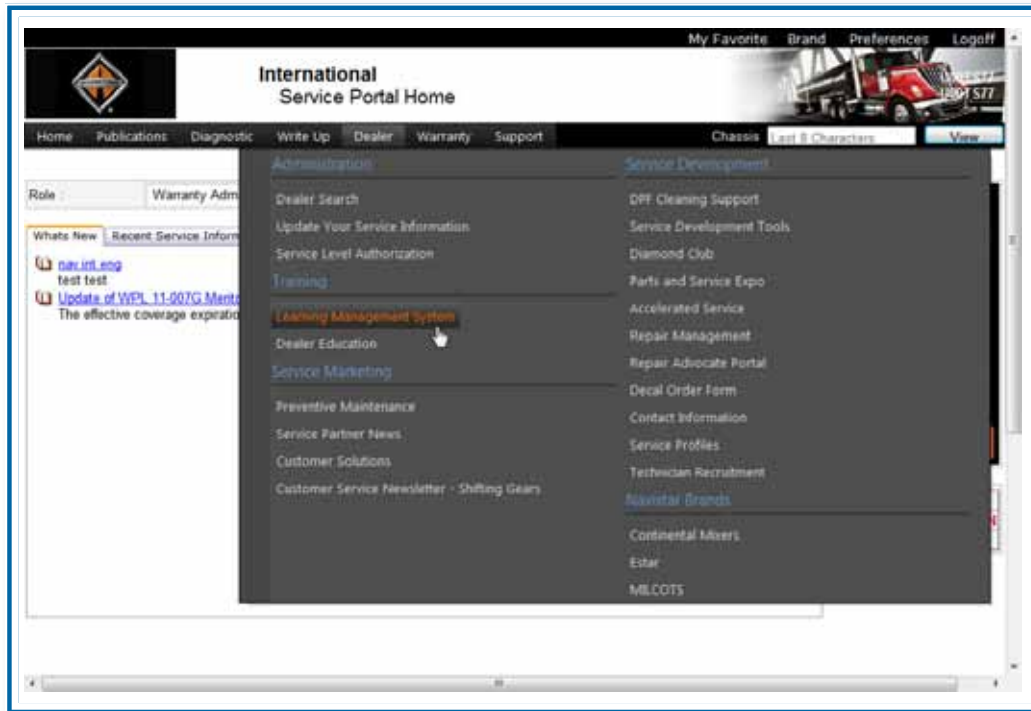
- Fleet Information (10)
- IKNow Article (1368)
- Parts Letter (16)
- Resource Center (1)
- Technical Service Information (TSI) (2)
- Tools (12)
- Training / Education (23)
- Warranty Information Letter (9)
- Warranty Policy Letter (37)

Used	Document ID	Title	Applies To	Created
2	92790054	How Do I Uninstall Internet Explorer 9	All machines running Windows 7 and Windows Vista	10/1/2012 8:47:34 AM
14	92300039	Rot Missing Air Top Air Bag Mount On Rear Crossmember	All Star Model Tractors With RDS Suspension	10/1/2012 7:59:59 AM
65	92900109	Programming Maxxforce equipped 5000/9000 Series Odometer	All Maxxforce Equipped 5000/9000 Vehicles	10/1/2012 7:34:32 AM
32	91200718	Engine Emission Label Replacement Procedure	All Vehicles Requesting Engine Emission Label Replacement	10/0/2012 2:44:02 PM
5938	92900010	NETS Programming and Troubleshooting Guide	International Electronic Engines	10/0/2012 9:33:48 AM
18	92900041	Standard Repair Time (SRT)- 28/2012 Update	Dealer Principal, Service Manager, Warranty Administrator	10/27/2012 3:09:10 PM
517	91200183	MaxxForce Engine Fan Troubleshooting	MaxxForce Engines with on / off Fans	10/27/2012 8:47:25 AM

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

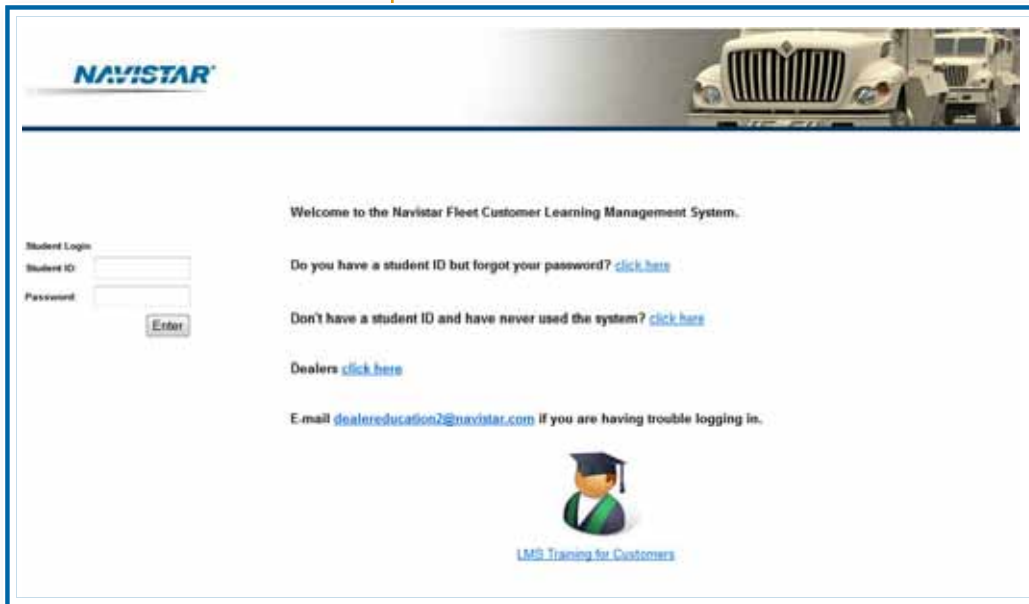
Navigating to the Learning Management System



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

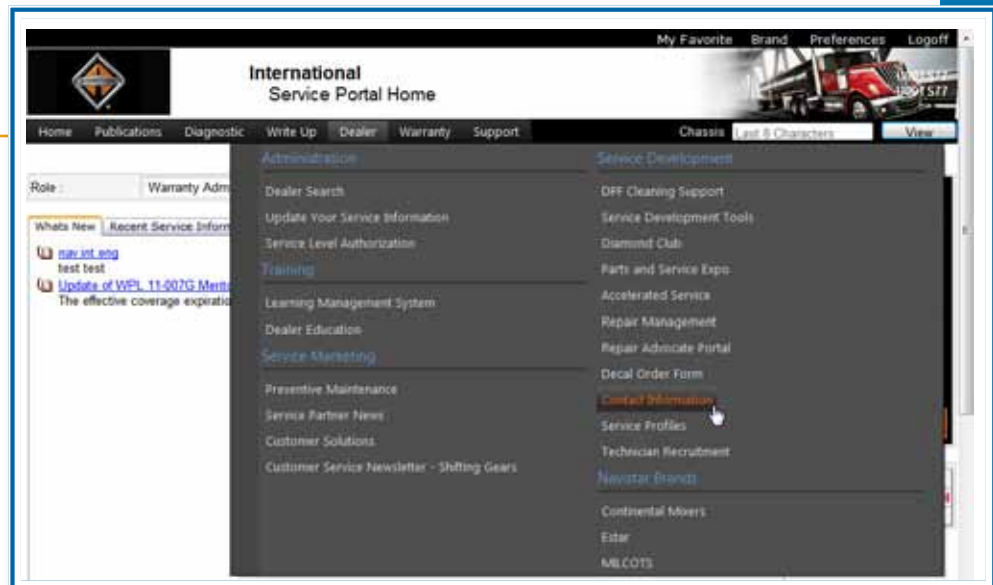


The Learning Management System feature takes you to the Student Login page, from which you can access the elearning courses that you have enrolled in.

LESSON 5: OTHER RESOURCES

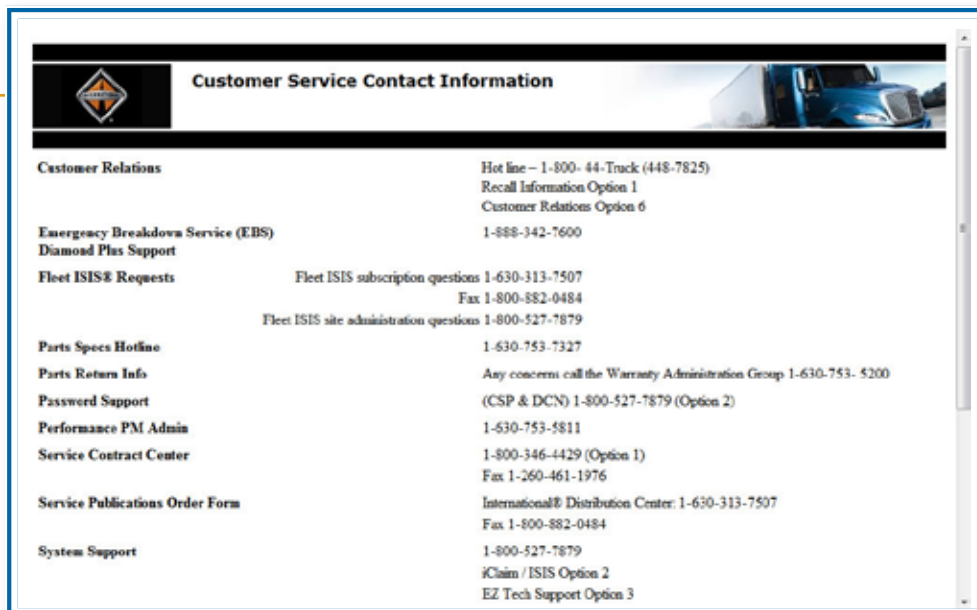
Navigating to Contact Information

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.



Contact Information

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

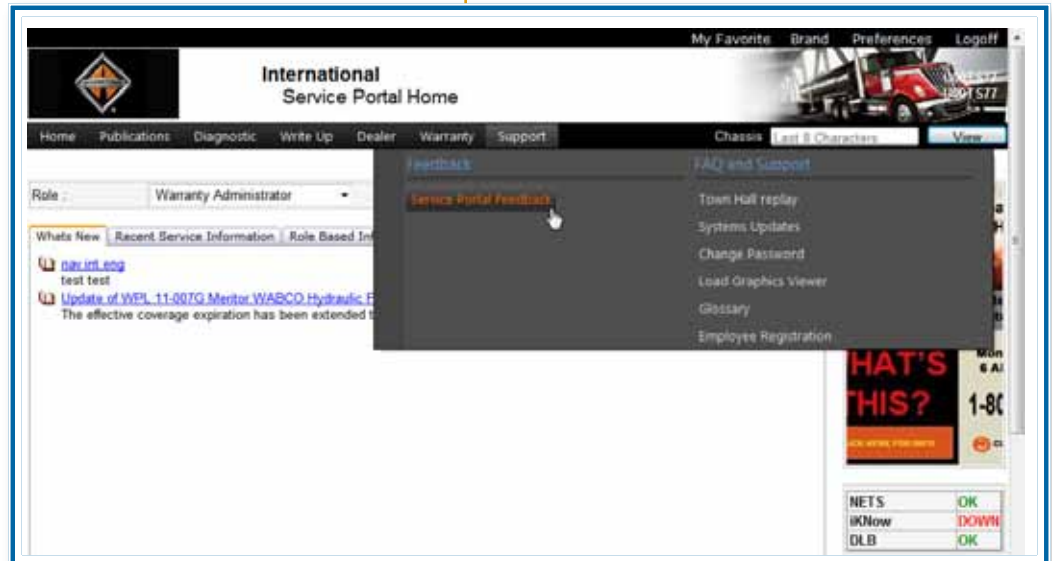


This includes the phone and where applicable, fax number for various Customer Service departments.

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

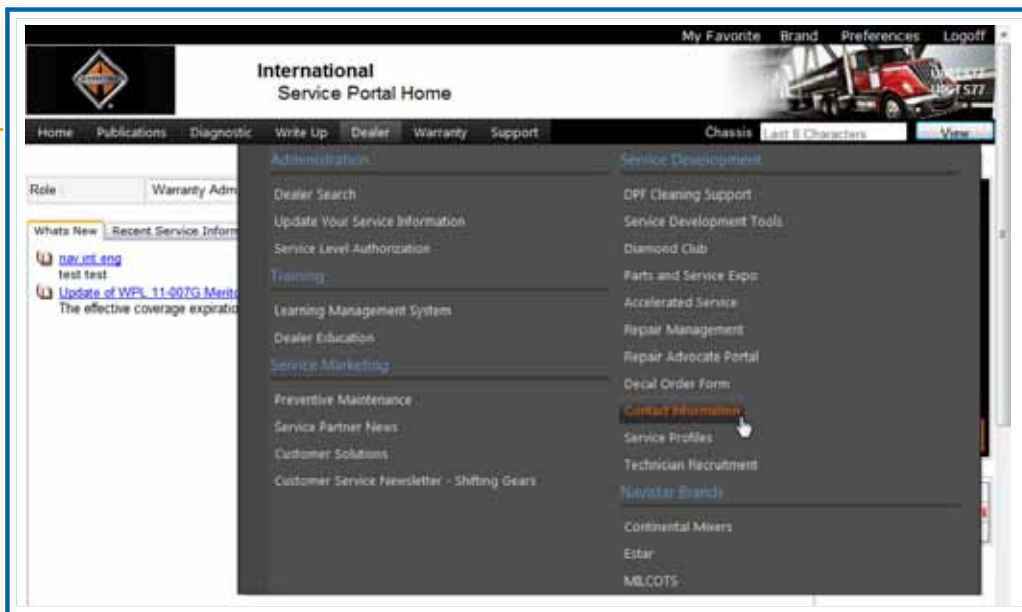
If you cannot find the answer to your questions in the FAQ & Support sub-section, use the Feedback feature to submit your suggestion, enhancement or concerns with Service Portal functionality.

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
06/01/2011	05/03/2010 - PDT - Built 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://evaluate.internationaldelivers.com/dealer/dealertainingcenter/>
- <http://www.navistarlearning.com>

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

Playback
Town Hall February 10th 2012 (swf 8mb)
PDF and Audio of Presentation
Town Hall Call Handcopy (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

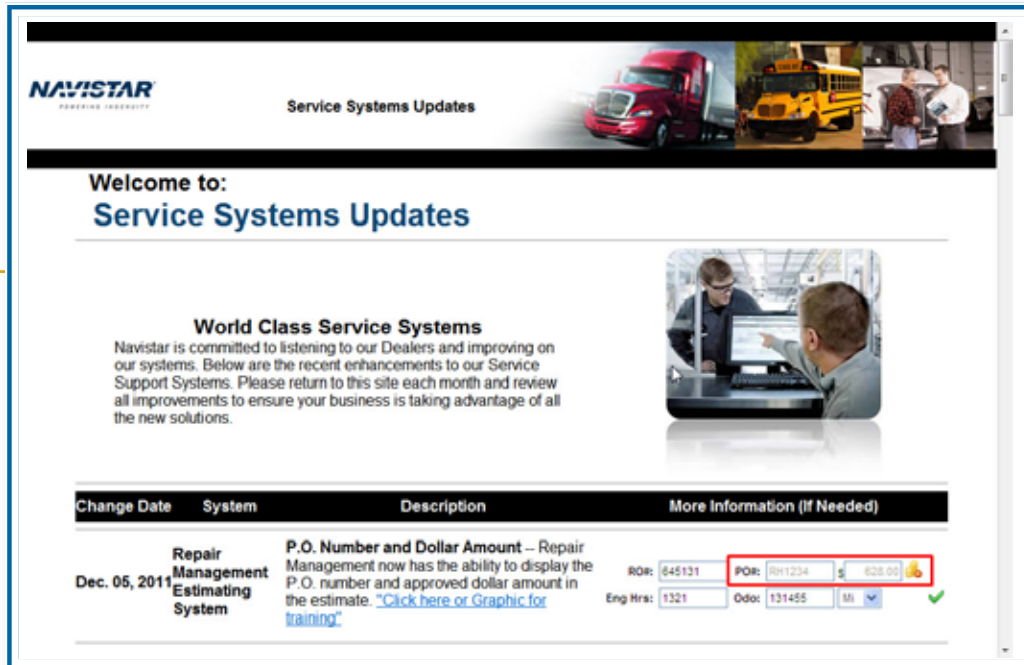
You'll find the System Updates link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on System Updates.



LESSON 5: OTHER RESOURCES

System Updates

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

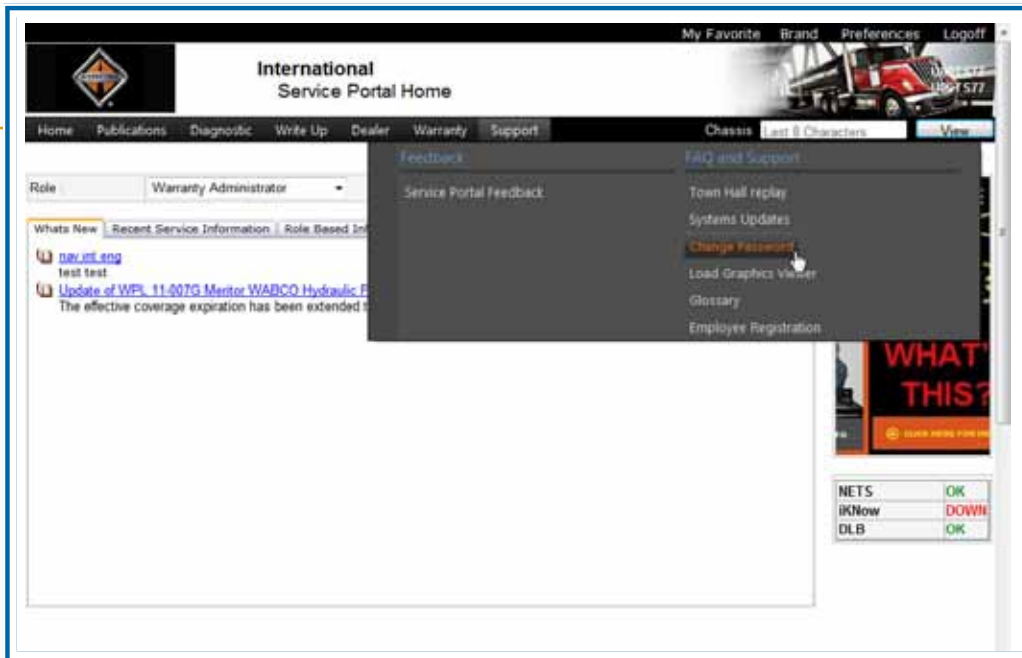


Change Date	System	Description	More Information (If Needed)
Dec. 05, 2011	Repair Management Estimating System	P.O. Number and Dollar Amount – Repair Management now has the ability to display the P.O. number and approved dollar amount in the estimate. Click here or Graphic for training	ROR: 645131 P.O.: RH1234 \$ 628.00 Eng Hrs: 1321 Odot: 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.



The screenshot shows a web browser window with the title 'Sales, Marketing and Distribution Change Password'. The page has a navigation bar at the top with links: Home | Sites | Applications | Help | Site Map. The main content area contains the following text:

To change your logon password, enter the following information.

Your passwords must be 6 to 8 characters in length.
Any combination of upper and lowercase alpha and/or numeric characters can be used.

Below this text is a form titled 'Change Password' with the following fields:

- Logon ID: u00q291
- Old Password: [masked with asterisks]
- New Password: [masked with asterisks]
- Confirm New Password: [masked with asterisks]

At the bottom of the form are two buttons: 'Change' and 'Reset'.

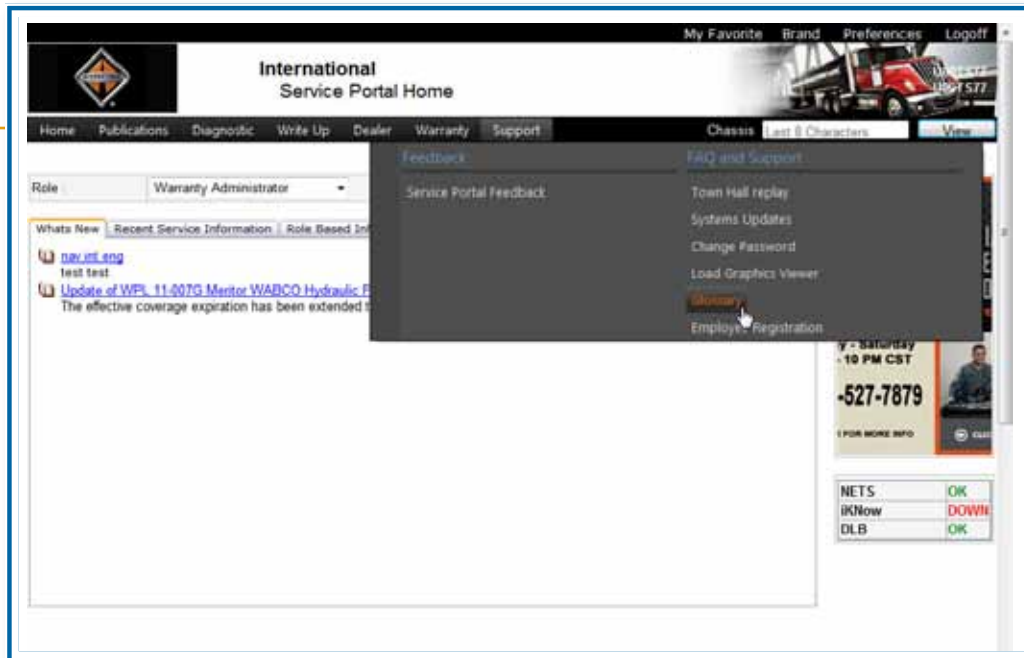
Below the form, there is a disclaimer: 'You will be prosecuted for violating state or federal laws if you illegally access, use, alter, damage, disclose or destroy this computer system, data or documentation.'

At the bottom of the page, there are links: [Sales] [Search] [Help] and a footer: Revised on: April 27, 2001 © 2000 International Truck and Engine Corporation.

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

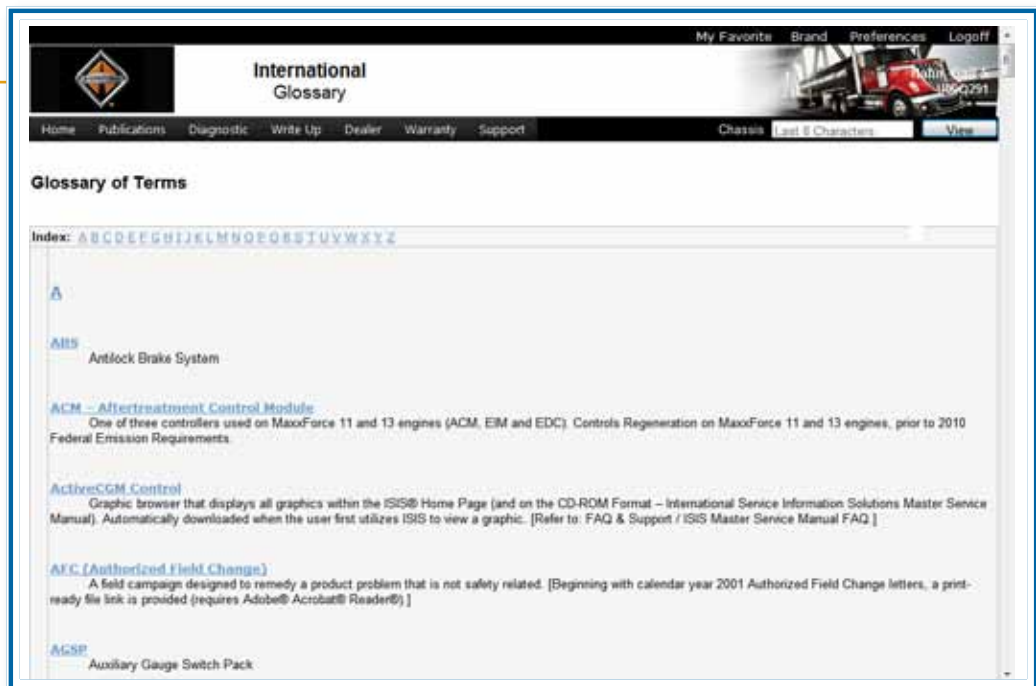


You'll find the Glossary link in the Support menu. Hover over Support in the menu bar to open the menu. Then click on Glossary.

LESSON 5: OTHER RESOURCES

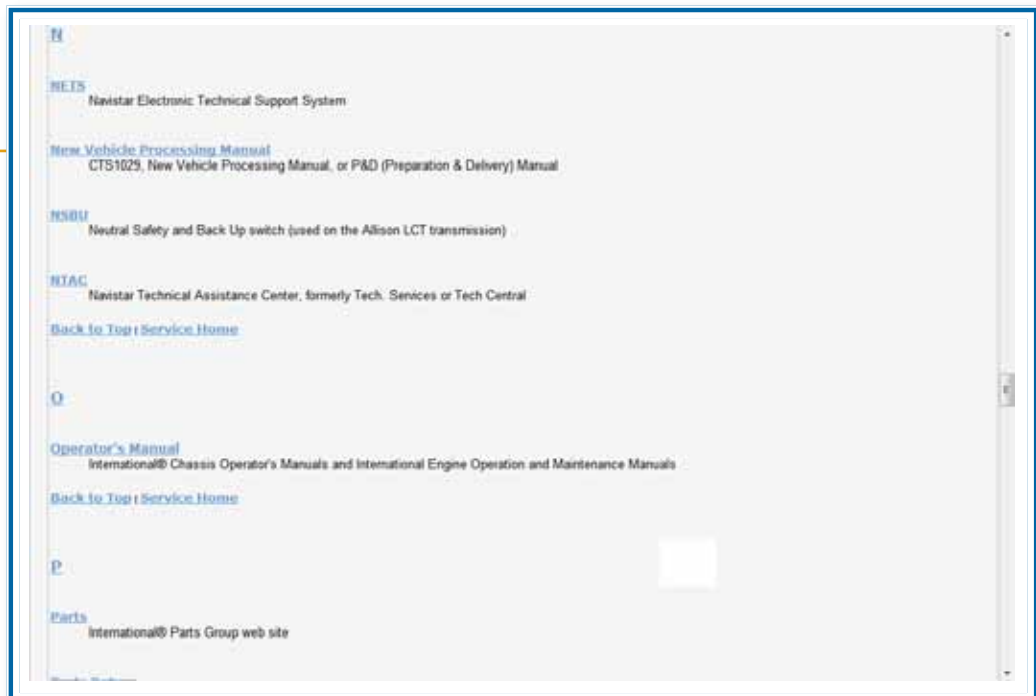
Glossary

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



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.



NOTES

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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.

NOTES

[illegible]

Service Portal