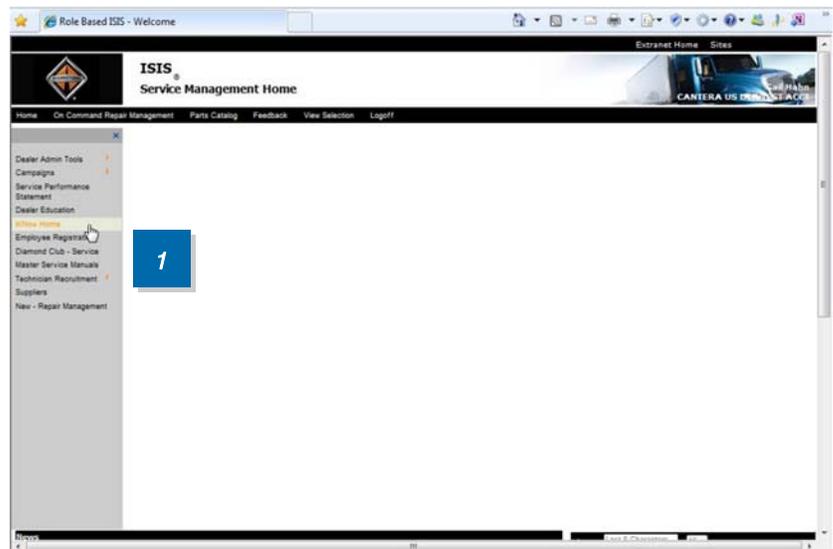


Navigating to iKNow

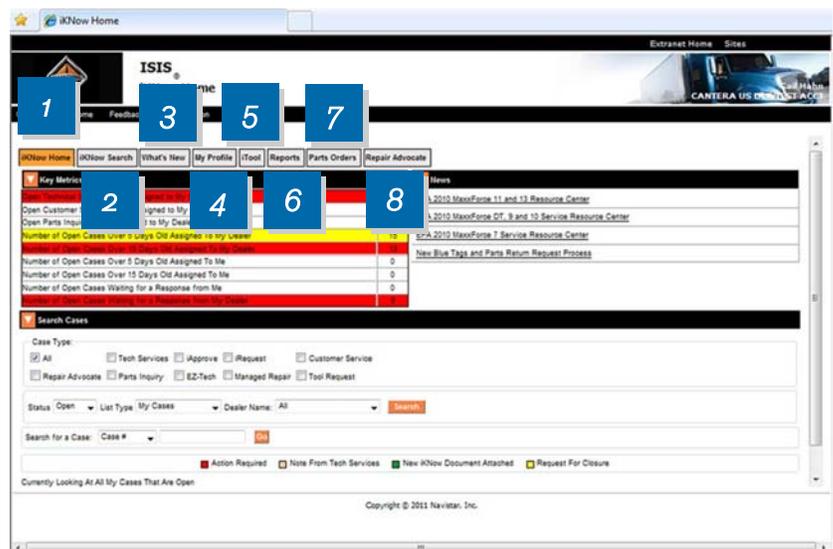
1. From the ISIS home page select the iKNow Home menu option.



iKNow Tabs

There are now eight tabs on the iKNow Home screen:

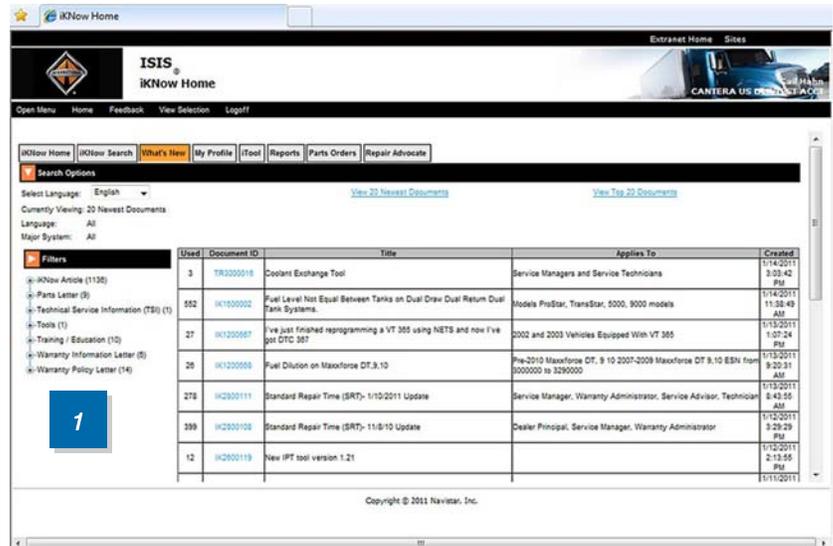
1. iKNow Home – Displays Key Metrics, News and your Case listings
2. iKNow Search – Allows you to search the iKNow knowledgebase
3. What's New – Lists the latest articles added to the iKNow knowledgebase
4. My Profile – Allows you to maintain contact information and set up notifications
5. iTool – Used to borrow special tools; under construction
6. Reports – Used by Service Manager to generate reports
7. Parts Orders – Used by parts personnel to manage critical parts orders
8. Repair Advocate – Used by dealership personnel to manage repairs on vehicles in the Repair Advocate program



Filtering Articles on the What's New Tab

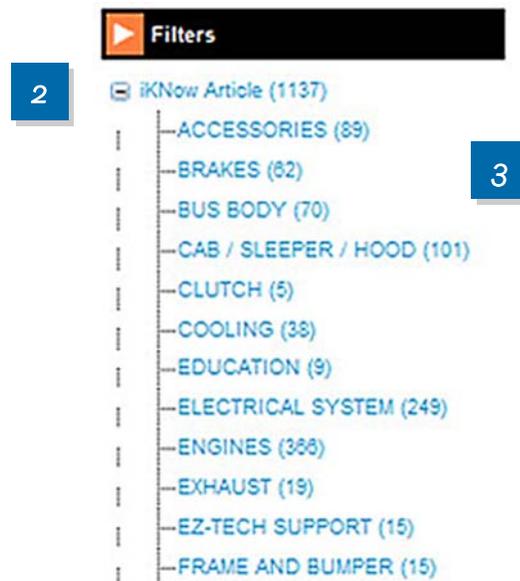
The Filters section allows you to filter on article categories.

1. Click on the category to limit listings to articles in that category.



Articles can be further limited by Major System within the category.

2. Click on the plus sign in front of the category to display related Major Systems.
3. Click on the Major System to limit listings to articles related to that system within the category.



Setting up Event Notifications

To be notified when an action occurs, you must:

1. Set up your contact information (email address or cell phone number) in the Contact Info section
2. Select actions that you want to be notified about in the Notification Events for Cases Assigned to Me section (or Dealer-wide Notification Events section)

The screenshot shows the 'iKNow Home' user interface. The user is logged in as 'Gail Hahn'. The 'Contact Info' section contains a table with columns for Name, Address, Type, Text, and Delete. The first row shows 'gaihahn1@gmail.com' with a type of 'Email Address'. Below this, the 'Notification Events For Cases Assigned to Me' section has a table with columns for Name, Case C, and Address. The 'Add New Email' button is highlighted with a blue box containing the number '1', and the 'Add New Notification' button is highlighted with a blue box containing the number '2'.

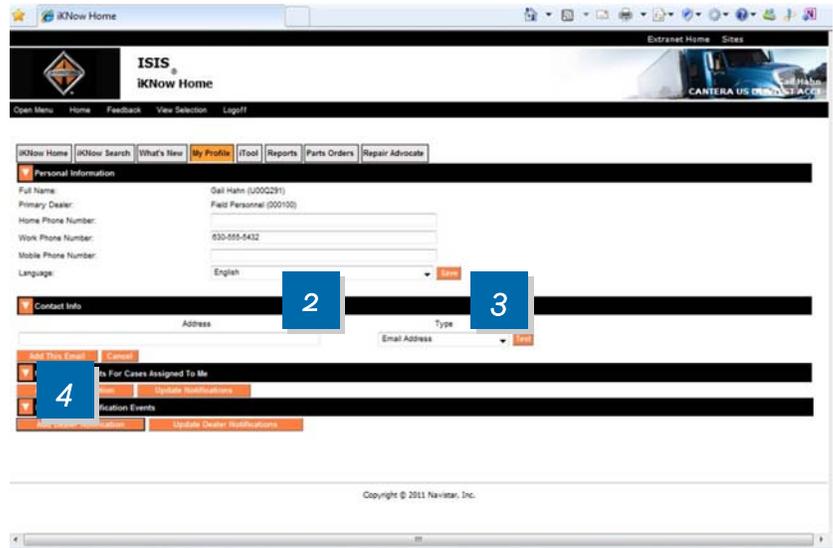
To set up your contact information:

1. Click on the Add New Email button (for email or cell phone number)

This screenshot is similar to the previous one but focuses on the 'Add New Email' button in the 'Contact Info' section, which is highlighted with a blue box containing the number '1'. The 'Notification Events' section is partially visible below.

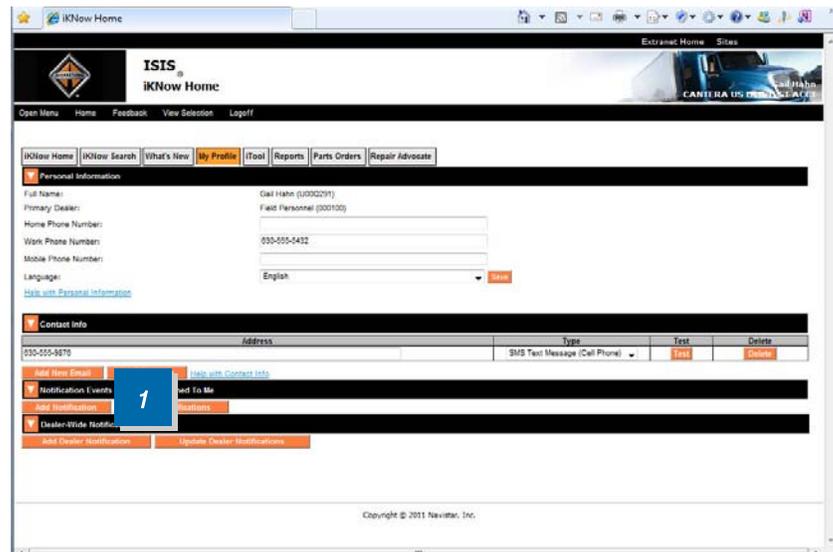
Setting up Event Notifications (cont)

2. Enter your email address or cell phone number in the Address field
3. Select Email Address or SMS Text Message (cell phone) from the Type drop-down list
4. Click the Add This Email button



To add a notification:

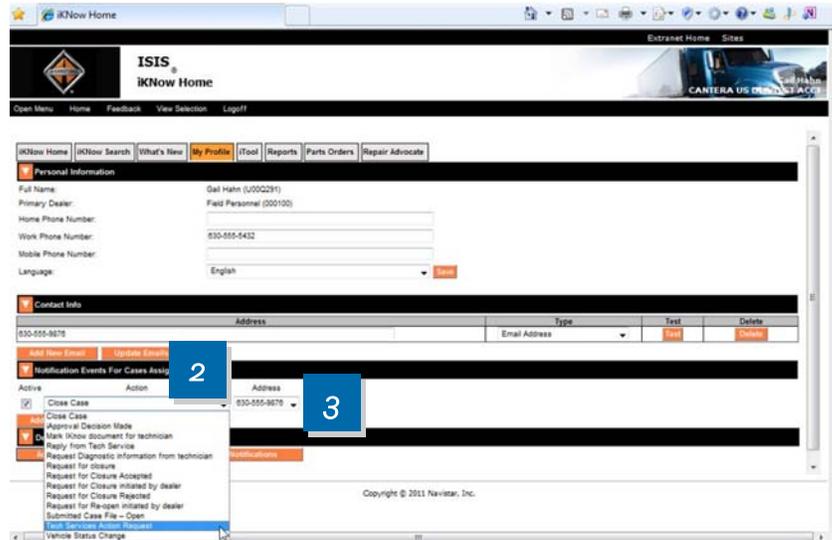
1. Click the Add Notification button in the Notification Events for Cases Assigned to Me section (or the Dealer-Wide Notification events section)



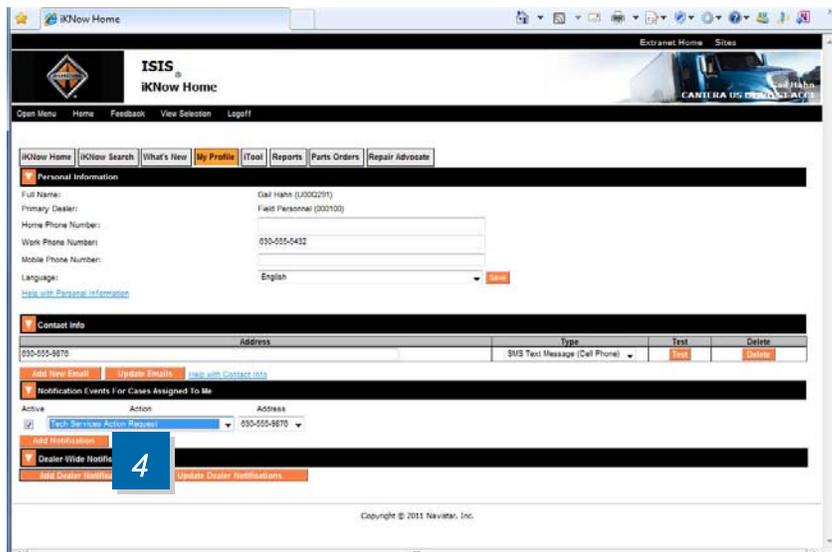
Setting up Event Notifications (cont)

To add a notification:

2. Select the Action you want to know about from the Action drop-down list
3. Select the Address to associate this notification with from the Address drop-down list



4. Click the Add Notification button



Requesting Tech Services Assistance for a Repair Advocate Vehicle

You can access your cases for vehicles in the Repair Advocate program from the iKNow Home tab or the Repair Advocate tab.

1. Double-click on the case to open it

The screenshot shows the iKNow Home interface. At the top, there are navigation tabs: iKNow Home, iKNow Search, What's New, My Profile, iTool, Reports, Parts Orders, and Repair Advocate. Below these is a summary table with columns for Case Type, Count, and Description. The second row of this table is highlighted in yellow and contains the text 'Req Tech Assistance' in a blue box with the number '1'.

Case Type	Count	Description
Open Tech Services Cases Assigned to My Dealer	8	EPA 2010 Max/Force 11 and 13 Resource Center
Open Customer Service Cases Assigned to My Dealer	0	EPA 2010 Max/Force DT, 9 and 10 Service Resource Center
Open Parts Inquiry Cases Assigned to My Dealer	5	EPA 2010 Max/Force 7 Service Resource Center
Number of Open Cases Over 5 Days Old Assigned to My Dealer	14	New Risk Taps and Parts Return Request Process
Number of Open Cases Over 10 Days Old Assigned to My Dealer	14	
Number of Open Cases Over 5 Days Old Assigned to Me	0	
Number of Open Cases Over 10 Days Old Assigned to Me	0	
Number of Open Cases Waiting for a Response from Me	1	
Number of Open Cases Waiting for a Response from My Dealer	0	

Below the summary table is a 'Search Cases' section with filters for Case Type (All, Tech Services, Waprove, iRequest, Customer Service, Repair Advocate, Parts Inquiry, iE2-Tech, Managed Repair, Tool Request) and a search bar. A table below shows 'Currently Looking At All My Cases That Are Open' with columns for Case #, Case Type, Chassis, RO, Customer Name, Dealer Name, Assigned To, Description/Issues, Opened, Major System, Queue, Status, Days Open, and Approval Decision. The second row of this table is highlighted in yellow and contains the text 'Req Tech Assistance' in a blue box with the number '1'.

Case #	Case Type	Chassis	RO	Customer Name	Dealer Name	Assigned To	Description/Issues	Opened	Major System	Queue	Status	Days Open	Approval Decision
00010	TECHNICAL SERVICE	84069312		Schubert Trucking	Field Personnel	Carl Hahn	Vehicle gradually lost power on uphill grade. Driver unable to go more than 10 MPH. DTC Codes: None Selected.	1/27/2011 6:22:35 AM	ENGINE	ENGINE - TIER 2	Note sent to Technician	0	C
00010	Repair Advocate			Mingo's Cartage	Field Personnel	Carl Hahn	Description: Vehicle lost power on uphill grade. Driver could not go faster than 10 MPH TRAINING CASE - DO NOT RESPOND.	1/27/2011 6:48:06 AM	ENGINE	UPTIME - TIER 2	Open	0	C

2. Click the Req Tech Assistance button at the top of the case file

The screenshot shows the 'Case Information' page for Case File # 770006. At the top, there are fields for Case Type (Repair Advocate), Case Status (ACTION NOTE), Assigned To Queue (UPTIME - TIER 2), RO Open Date, RO Customer, and RO Number. A blue box with the number '2' highlights the 'Req Tech Assistance' button. Below this is the 'Customer Information' section with fields for Customer Name (Global Transporters) and Driver Name (Driver Phone #). The 'Vehicle Information' section features the OnCommand Repair Advocate logo and fields for VIN (1HT15AAR20H137620), Model (MF335-400 SB4-614), Engine Hours, Engine Serial # (405H1Q2000150), Vehicle Status (Vehicle Down - at Dealer), Links by VIN, Chassis # (2HS37828), Unit #, Mileage (15200 MI), Build Date (1/24/2007), and Warranty Start Date (1/10/2007). There is an 'Update Vehicle Status' button. The 'Dealer Information' section includes fields for Dealer Name (REGIONAL RFL CORP), City (MUSKOGEE), Dealer Account (756261 - 008), Tech Name, Alternate Phone #, Assign Case To, Tech ID, and Primary Phone #. The 'Issue Information' section shows Major System (ENGINE) and Description of Issue (Description: TRAINING FILE fails start in morning, have to crank a bit to get going. | Condition Notes: Steps Taken: Resolutions:).

Requesting Tech Services Assistance for a Repair Advocate Vehicle (cont)

3. Complete the Case Submission form.

OnCommand
Repair Advocate

Please note that your case will be forwarded to Technical Services.

Issue Description
Major system affected *

Please provide a detailed description of the issue *

Diagnostic Trouble Codes
Please list any Diagnostic Trouble Codes (DTCs) that appear.
Note: Make sure that you use the proper service tool for checking codes. Do not just use the dash.
** Fields will be highlighted in red when an error occurs. **

No Codes (uncheck to add DTCs)

Part Information
Have any parts been replaced? *

No Yes

Issue Frequency
How often does the problem occur? *

All the time

Under what condition does the problem occur?
Select all that apply

Cold When braking
 Hot When idling
 Under load When accelerating

Done Internet | Protected Mode: On 90%