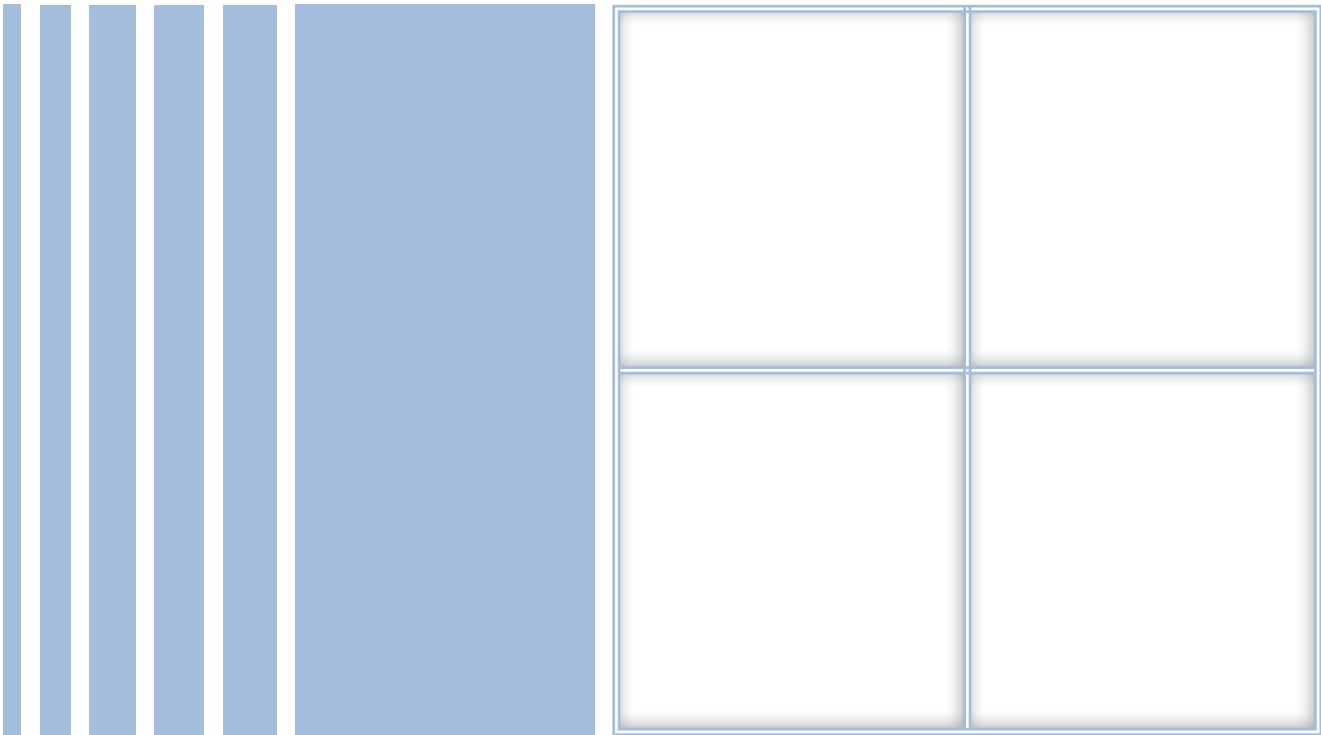


Submitting Claims for Warranty Administrators Study Guide



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INTRODUCTION

Welcome to the Navistar Service Portal training program – Submitting Claims for Warranty Administrators. In this program, you'll learn about the tools and resources you may utilize when submitting 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

The Service Portal is your online resource for the most up-to-date service and technical information. It is a comprehensive collection of materials designed to support you in doing your job.

Service Portal Resources

Whether your focus is service, technical information, dealership administration, or warranty information, the Service Portal is a vital resource as you do your job.

- Need the Hard Start/No Start Diagnostic form for a MaxxForce 11 engine? In the Publications menu, you'll find the Master Service Information tool, which allows you to search all available publications.
- Need help troubleshooting an issue with an air conditioning system? In the Diagnostic menu, you'll find a link to the HVAC Service Resource Center.
- Need information about a particular vehicle? In the Write Up menu, you'll find the Vehicle Information feature.
- Looking for the portal to access the Learning Management System? It's in the Dealer menu.
- Looking for metrics on your dealership's performance on warrantied repairs? You'll find this information in the Service Performance Statement, which is in the Warranty menu.
- Want to change your password? The link to this feature is in the Support menu.

Learning Objectives

In this program, you'll learn to:

- Access the iClaim system,
- Access other resources, such as warranty and service contract information,
- Access Vehicle Information, and
- Access the Repair Management System.

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: NAVIGATING THE SERVICE PORTAL

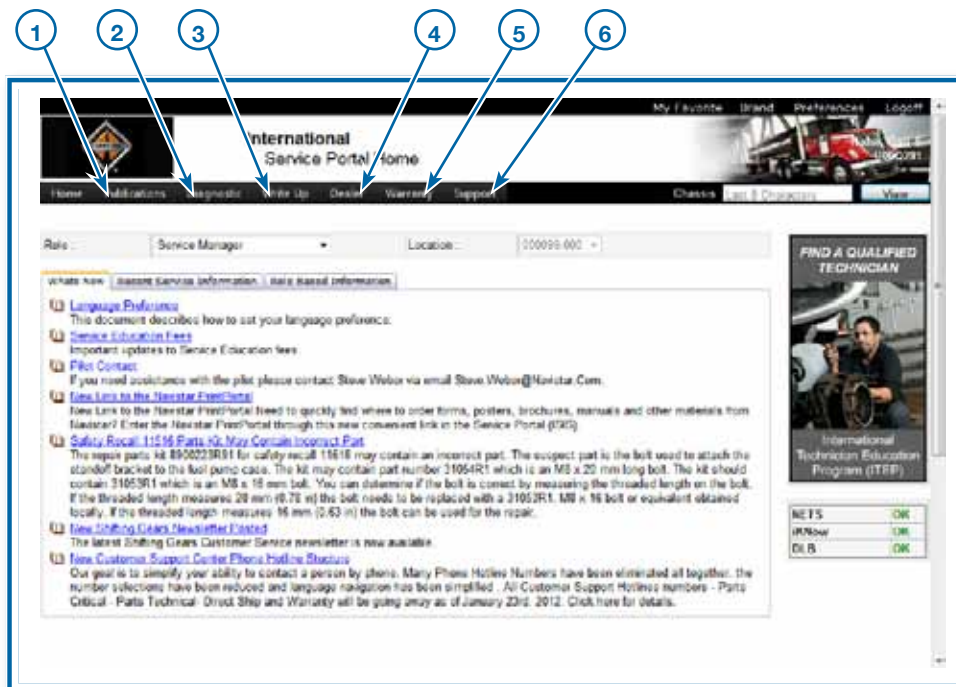
Service Portal Home Screen

In the top menu bar at the upper right, you'll find options that take you to operational functions of the portal. Here you can set up Favorites, just as you can when using a browser; select the brand you want to work in, set up language and other personal preferences and log off.

In the menu bar below the International® logo, you'll find options that allow you to navigate to the available resources in the Service Portal.

The main menu options are:

1. **Publications**
2. **Diagnostic**
3. **Write Up**
4. **Dealer**
5. **Warranty**
6. **Support**



LESSON 2: NAVIGATING THE SERVICE PORTAL

Operational Functions

The menu options at the upper right of the Service Portal Home screen allow you to set up how you want the portal to operate.



- My Favorite allows you to bookmark the features and tools you use most often. You can easily add, edit and delete entries in your My Favorite list.
- Brand allows you to move between Navistar brands: Estar, International, NC2 Caterpillar, NC2 International, ICBus, and NeoBus are examples.
- The Preferences option opens a dialog box where you can select parameters that affect how the features of the Service Portal are displayed. You'll learn more about this in the next topic.
- Logoff allows you to log out of the portal.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Preferences

Let's take a closer look at the preferences you can set up using the Preferences dialog box.

User Preferences

Return Print Help

User Preferences For

Service Service World Wide Service Portal All Sessions View

Item	Context	Selection
Language	All	ENGLISH
Records per page	All	50
Brand	854327 000	

Apply Settings To

Service Service World Wide Service Portal Or ☐ This Session Only Save Refresh

1. The User Preferences For fields allow you to select the Business, Group, Application, and Session you want to view and modify.
2. You can select the Language used for the display. Simply click the drop-down arrow after the current language and click on one of the supported languages.
3. The Records Per Page field will be used in the future.
4. If your dealership is set up to work with more than one Brand, it will default to International. You can change your default brand by clicking on the drop-down arrow and selecting it from the list.
5. Finally, you can Apply Settings To a particular Business, Group and Application by selecting the values you want from these drop-down lists. Or you can apply them to This Session Only by clicking the checkbox.
6. Click the Save button to apply your new settings. Then close the dialog box to return to the Service Portal.

LESSON 2: NAVIGATING THE SERVICE PORTAL

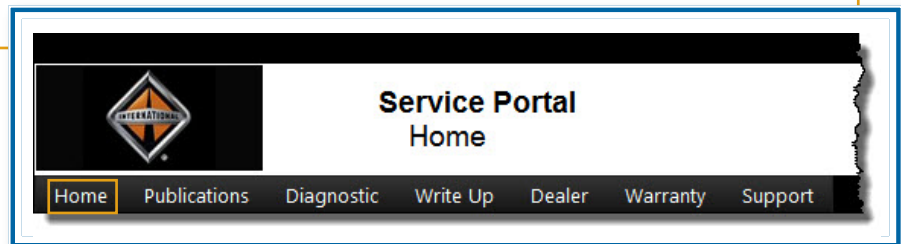
Navigational Menu Options

You'll use the navigational menu options: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support, to navigate to the resources available in the Service Portal.

Now let's take a look at the types of resources you'll find in each menu.

Home

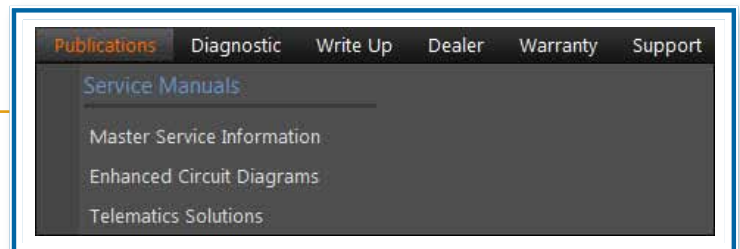
Home returns you to the Service Portal Home screen from whatever feature or tool you might be using.



Publications

The Publications menu provides access to service documents that may be used by technicians, service advisors, warranty administrators, and service managers.

- The Master Service Information tool allows you to conduct searches through all Service documents in the portal.
- The Enhanced Circuit Diagram feature provides the ability to search for and view specific wiring diagrams.
- The Telematics Solutions link includes various technical publications, installation guides and other support for Qualcomm's Mobile Computing platform.

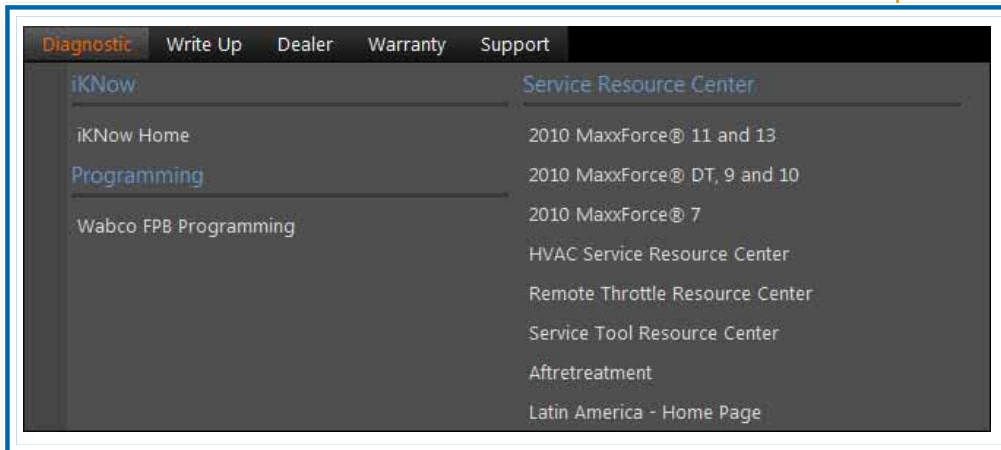


LESSON 2: NAVIGATING THE SERVICE PORTAL

Diagnostic

The Diagnostic menu provides access to tools that are most frequently used during the diagnosis process.

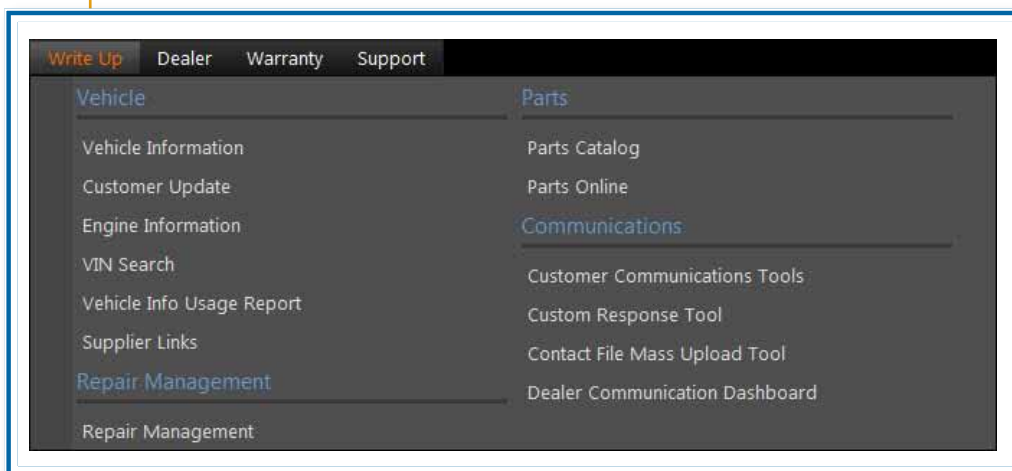
- The iKNow Home link provides access to the knowledgebase of articles about vehicle repairs. iKNow also provides a platform for communication with various support groups, such as Technical Services or Technical Parts, should their assistance be required while troubleshooting a repair.
- The Wabco FPB Programming link is used to program Wabco Full Power Brakes.
- The Service Resource Center provides a variety of information about the various MaxxForce engines, HVAC, remote throttles, service tools, and after treatment.



LESSON 2: NAVIGATING THE SERVICE PORTAL

Write Up

The Write Up menu provides access to resources that are most commonly used during the write-up process.

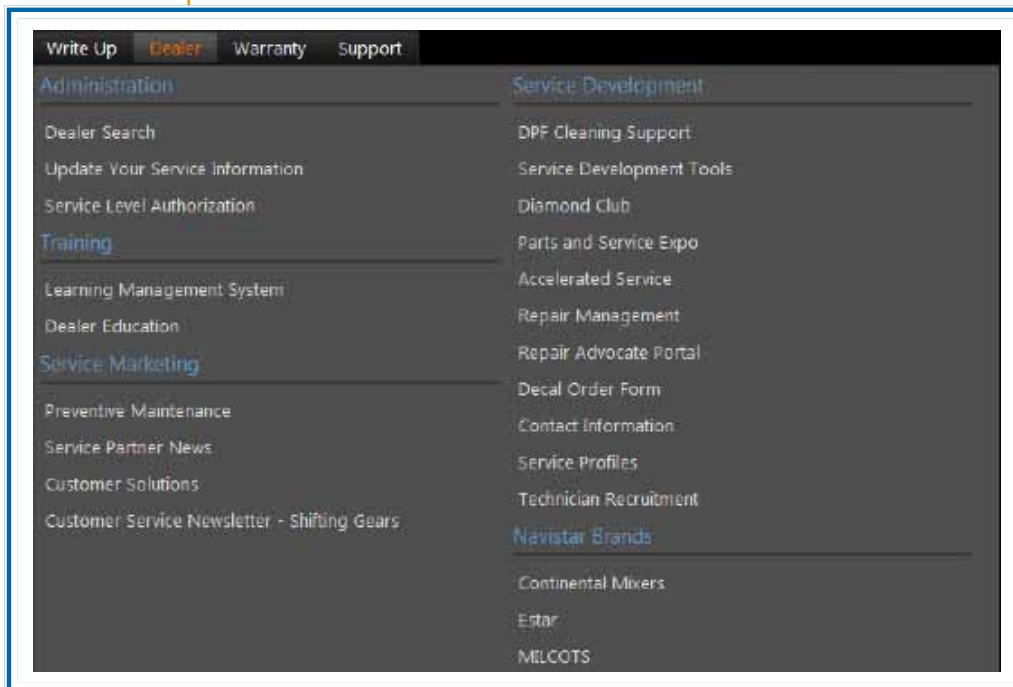


- Vehicle-related resources include specific information about a particular vehicle, the ability to update customer information and specific information about an engine. Other resources provide the ability to search for VINs, look at the Vehicle Info Usage Report and access supplier links.
- The Repair Management system is used to generate service estimates.
- Parts-related resources include the Parts Catalog and Parts Online.
- Communications with customers is supported by the Customer Communications Tools, Custom Response Tool, Contact File Mass Upload Tool, and Dealer Communication Dashboard.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Dealer

The Dealer menu provides access to resources that a service manager might use to administer the dealership, market services and develop the business.



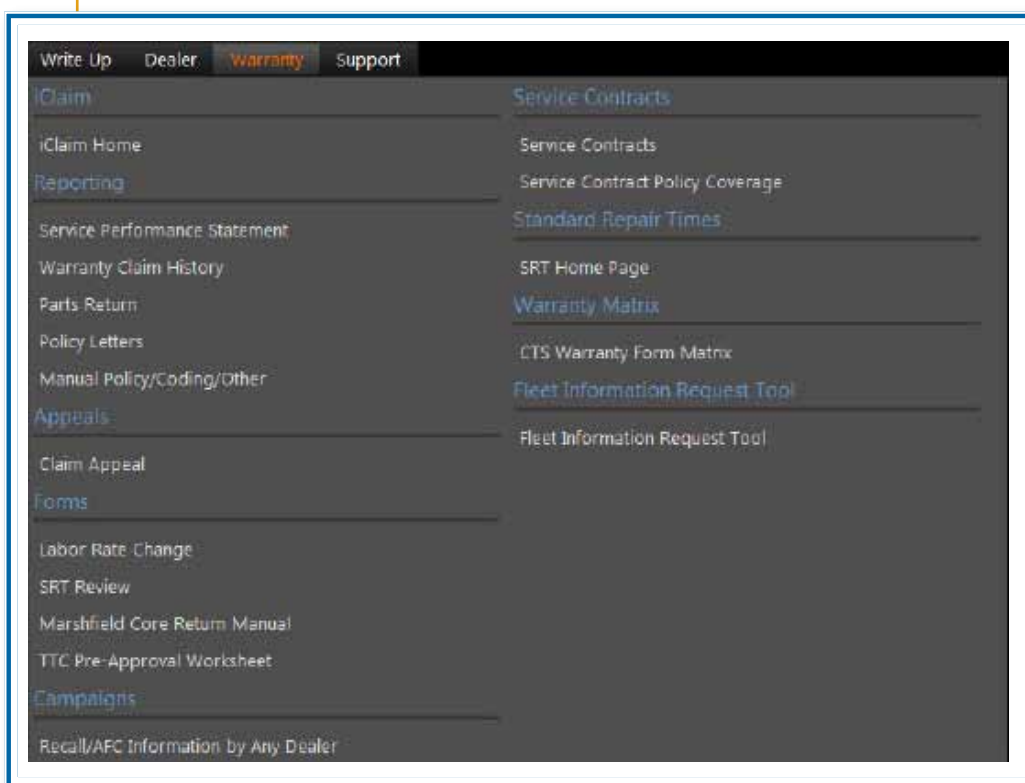
- Administration tools include the ability to search for dealerships, update service information about the dealership and Service Level Authorization.
- Training features include access to the Learning Management System and the Dealer Education site, which provides information on available training courses.
- Service Marketing tools help dealers promote and enroll customers in Parts and Service solutions offered under Navistar brands. They include the Preventive Maintenance program, customer newsletters and a variety of other resources designed to meet customers' needs.
- Service Development tools help dealers better manage their service operations. They range from support for DPF Cleaning to Diamond Club to ordering decals. There are resources that explain the Accelerated Service, Repair Management and Repair Advocate programs.
- The Navistar Brands section provides access to the websites of other Navistar brands, if you are authorized to use them.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Warranty

The Warranty menu provides access to a number of resources that the warranty administration group would most commonly use.

- The iClaim system is used to submit warranty claims to Navistar.
- There are a number of reports dealing with performance on warrantied repairs.



From this menu, you can also access:

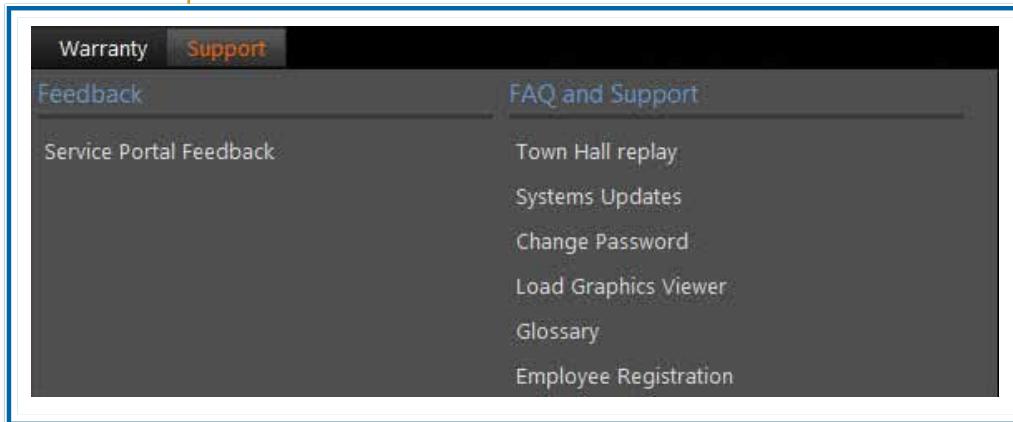
- Claim Appeal,
- forms to request review of parameters of the warranty process,
- information about campaigns,
- information about Service Contracts,
- Standard Repair Times,
- the Warranty Matrix, and
- the Fleet Information Request Tool.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Support

In the Support menu, you'll find:

- Service Portal Feedback and
- A number of Support tools, including system updates, changing your password and a glossary, among others.



Chassis Search

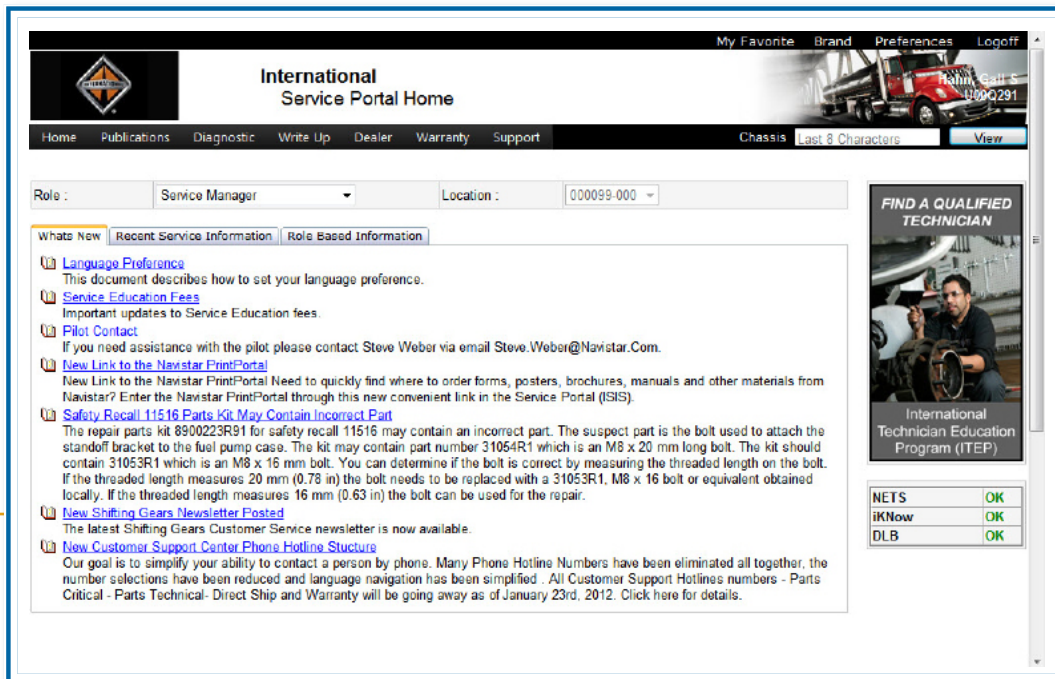
The Chassis Search feature allows you to use the eight-digit chassis number for a vehicle to navigate to the Vehicle Information screen for that vehicle. Just type in the eight digits and click the View button.



LESSON 2: NAVIGATING THE SERVICE PORTAL

• Navigating through the Menus

Now that you've been introduced to the features that are included in each menu, let's take a look at how navigating through them really works. In the following demonstration, you'll learn how to open a menu, select an option and then return to the Home screen.



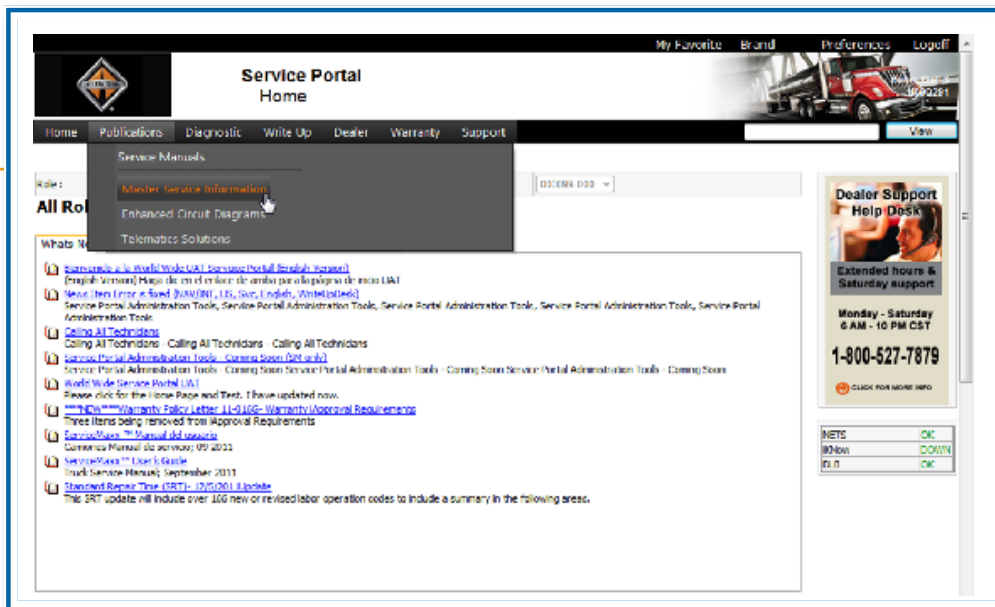
We'll begin at the Service Portal Home screen.

Here are the main menu options: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. Let's say that we want to learn more about the latest Navistar MaxxForce engine.

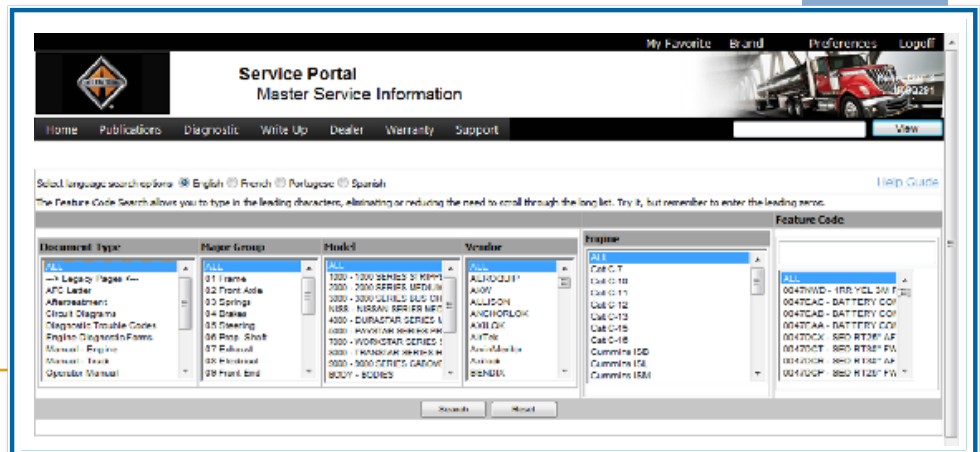
There are two places that we might find engine-related information: the Publications menu or the Diagnostic menu.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Let's begin with the Publications menu. We'll hover over Publications to open the menu. Then click master Service Information.



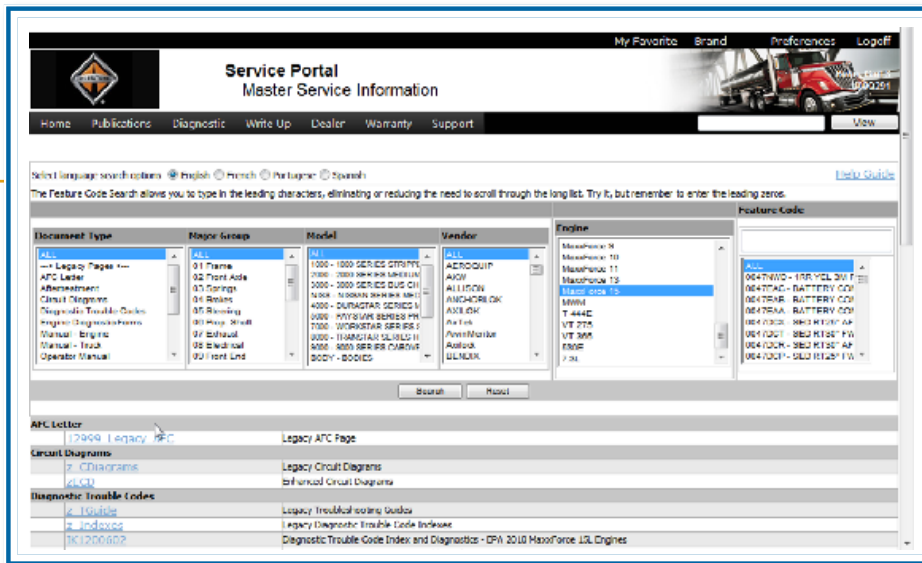
The Master Service Information feature allows users to search through all the available Service publications based on document type, major group, model, vendor, engine, feature code, or any combination of these characteristics. It is your one stop shop for finding service-related resources in the Service Portal.



When we open the Master Service Information Search Tool, all fields default to "All." Let's limit our search to the MaxxForce 13 engine by using the Engine field. Engine types are arranged alphabetically. We'll need to scroll down to get to the MaxxForce 13. Now we'll click on MaxxForce 13 to select it. And click on the Search button.

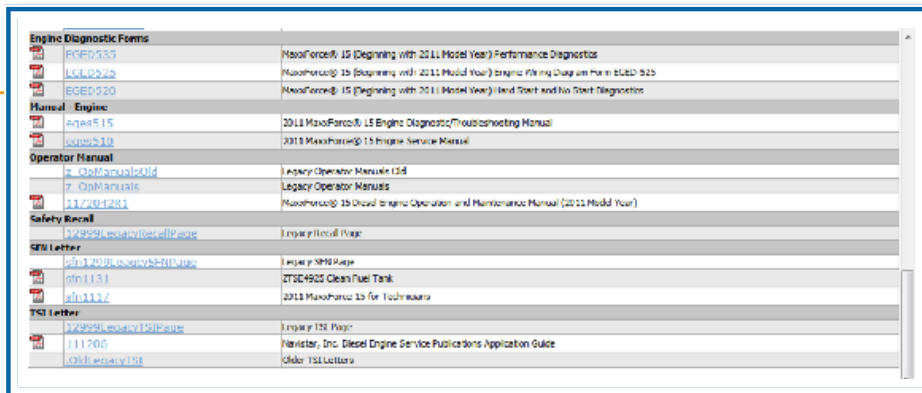
LESSON 2: NAVIGATING THE SERVICE PORTAL

The search result is a list of all relevant publications, including AFCs and other documents related to the MaxxForce 13 engine. We'll scroll down to see more.



Here you see Engine Diagnostics Forms, Engine and Operator Manuals and other documents.

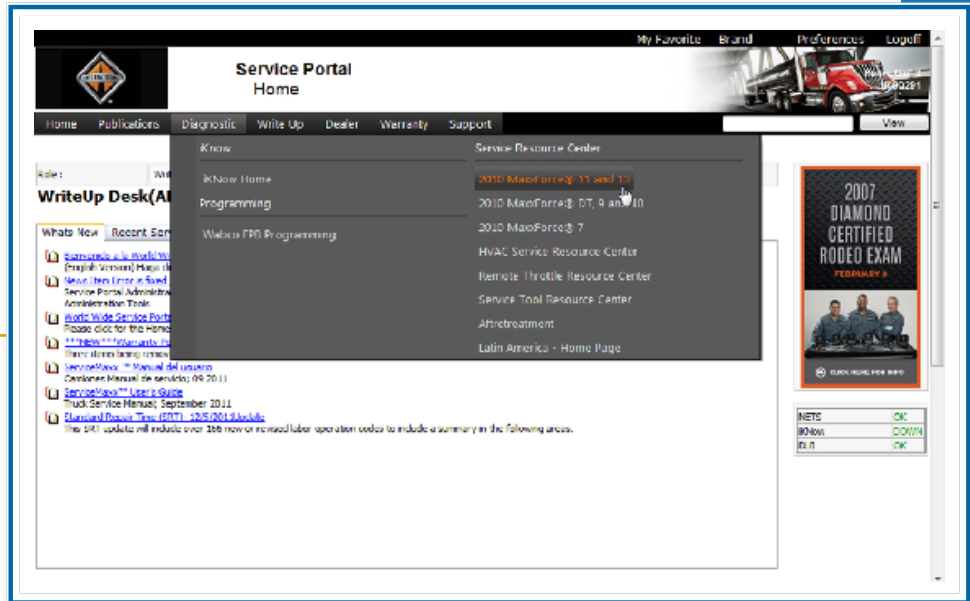
- To open a document in HTML format, simply click the File name.
- Documents that are available as PDFs are preceded by the PDF icon. Just click on the icon to open the document in this format.



To return to the Service Portal Home screen, scroll back up to the top of the screen. Now we'll click the Home link in the menu bar.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Now let's look for MaxxFace 13 information in the Diagnostic menu. We'll begin by hovering over Diagnostic in the menu bar. Next we'll click on the Service Resource Center for the MaxxFace 11 and 13.



LESSON 2: NAVIGATING THE SERVICE PORTAL

Each Service Resource Center is an article from the iKNow knowledgebase.

It opens in a separate window. This particular Service Resource Center provides a Content Menu to help find specific information in the document more easily. We'll scroll down to see the entire menu.

In this Contents Menu, there are entries for Engine Calibration, Engine Identification, Maintenance, Engine Service and Diagnostics, Chassis Service, and other topics.



Just click on the topic that you're interested in to navigate to that topic. Let's take a closer look at Engine Calibration.

LESSON 2: NAVIGATING THE SERVICE PORTAL

The Engine Calibration section consists of links to a series of related articles. Let's scroll down to the Maintenance section.

Engine Calibration				
Check Calibration Scorecard (new) - Enter Chassis Number (Last 11 of VIN) <input type="text"/> Submit				
Calibration Release Date	Release Type	Description	Calibration Version	Release Documentation and Programming Instructions
05/27/2011	Production and Service	2009.5, 2010.75 and EPA 2010 MaxxForce 13 Engines Models: ProStar, TriStar, and WorkStar. CHECK CALIBRATION SCORECARD <i>Note: This document is now a running list of all Service Calibration Releases for the 2010 MaxxForce 13 engine.</i>	3.6.1	K1200602
05/27/2011	Production and Service	2009.5, 2009.75 and EPA 2010 MaxxForce 11 Engines Models: ProStar, TriStar, and WorkStar. CHECK CALIBRATION SCORECARD <i>Note: This document is now a running list of all Service Calibration Releases for the 2010 MaxxForce 11 engine.</i>	3.6.1	K1200574

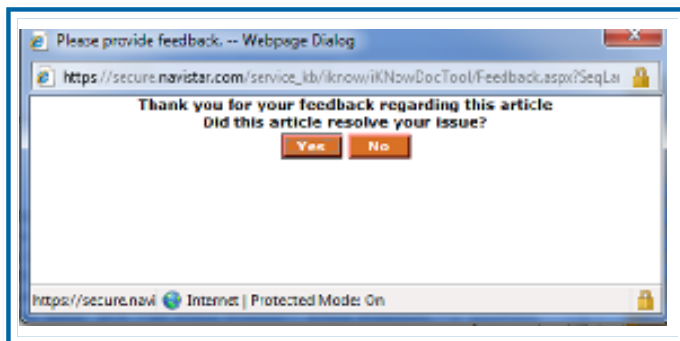
Engine Identification				
Engine Code (Link to Parts Catalog)	Description	ESN Prefix	Beginning ESN	
0112PA	MaxxForce 11 EPA 10, 330 HP @ 1700 RPM, 1250 lb-ft Torque @ 1000 RPM, 1900 RPM Governed Speed	106	4101510	
0112QA	MaxxForce 11 EPA 10, 300 HP @ 1700 RPM, 1250 lb-ft Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4101510	
0112PB	MaxxForce 11 EPA 10, 365 HP @ 1700 RPM, 1250 lb-ft Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4101510	
0112PAV	MaxxForce 11 EPA 10, 330 HP @ 1700 RPM, 1250 lb-ft Torque @ 1000 RPM, 1900 RPM Governed Speed	106	4101510	
0112QAV	MaxxForce 11 EPA 10, 300 HP @ 1700 RPM, 1250 lb-ft Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4101510	
0112PBV	MaxxForce 11 EPA 10, 365 HP @ 1700 RPM, 1250 lb-ft Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4101510	
0112CAT	MaxxForce 11 EPA 10, 390 HP @ 1700 RPM, 1450 lb-ft Torque @ 1000 RPM, 2100 RPM Governed Speed	106	4101510	
0112EBV	MaxxForce 13 EPA 07, 430 HP @ 1700 RPM, 1650 lb-ft Torque @ 1000 RPM, 1900 RPM Governed Speed	125	4100000	

This section also includes several tables that document service intervals for various components of the vehicle. To exit this document, we'll close the window.

Maintenance			
MaxxForce Guide (PDF)	PDF/MP	2010 Model Year MaxxForce® 11 and 13 Maintenance Guide	7/10/2011
KC590043	COOLING	Using Shell Rotella® Extended Life Coolant in 2010 MaxxForce 11L and 13L Engines	7/10/2011
KC590026	COOLING	Service Information New Shell Rotella® Ultra® Extended Life Coolant (E.L.C.) used in MaxxForce 11 and 13 engines	8/10/2010
KC590022	COOLING	Phosphate Conditioner Required When Replacing Radiators	8/10/2010
Shell Rotella® Ultra (PDF)	COOLING	Shell Rotella® Ultra Extended Life Coolant Nitrate Free Coolant	7/10/2011

2010 MaxxForce® 11L & 13L Regional and Line Haul Vehicles * Service Intervals			
Operations / Fuel Economy	LIGHT - 6.5 MPG or Higher (MODIF - 10-14.9 Kmpl.)	MODERATE - 5.5 mpg - 6.0 mpg (9-12 Kmpl.)	SEVERE - LESS THAN 5.0 mpg (LESS THAN 7 Kmpl.)
Change Engine Oil and Filter Part # 306749032	40,000 mi/64,000 km**	30,000 mi/48,000 km** (Based on a fuel economy of 5.5 mpg)	18,000 mi/29,000 km**
Change Centrifuge Filter Part # 260646721	With Oil Change	With Oil Change	With Oil Change
Change Fuel Filter Part # 306447035	25,000 mi/40,000 km	25,000 mi/40,000 km	25,000 mi/40,000 km
Clean or Change Fuel Strainer	50,000 mi/80,000 km	50,000 mi/80,000 km	50,000 mi/80,000 km
Change Water Filter	50,000 mi/80,000 km	50,000 mi/80,000 km	50,000 mi/80,000 km
Adjust Engine Valve Lash	250,000 mi/400,000 km	250,000 mi/400,000 km	250,000 mi/400,000 km
Clean Diesel Particulate Filter (DPF)†	400,000 mi/644,000 km	375,000 mi/603,000 km	250,000 mi/400,000 km
Replace Engine Coolant	600,000 mi/1,000,000 km	600,000 mi/1,000,000 km	600,000 mi/1,000,000 km

For additional maintenance services or for more detailed information on the service intervals above, please consult the appropriate Engine Operators Manual.
 *The recommended Service Intervals for MaxxForce® 2010 11L and 13L engines are directly related to the fuel economy achieved. Many variables affect fuel economy such as application, load, drive inputs and line elements. Please consult your International dealer for the latest service recommendations. A time or fuel usage limit may also apply. Refer to the Engine Operators Manual for complete details.
 ** Oil drain interval with centrifuge.
 † Reduced service interval required if CH-4 engine lubrication oil is used. If using CH-4 oil, reduce DPF cleaning interval to 200,000 mi/322,000 km, 22 months or 4,500 hours. A time or fuel usage limit may also apply. Refer to the Engine Operators Manual for complete details.

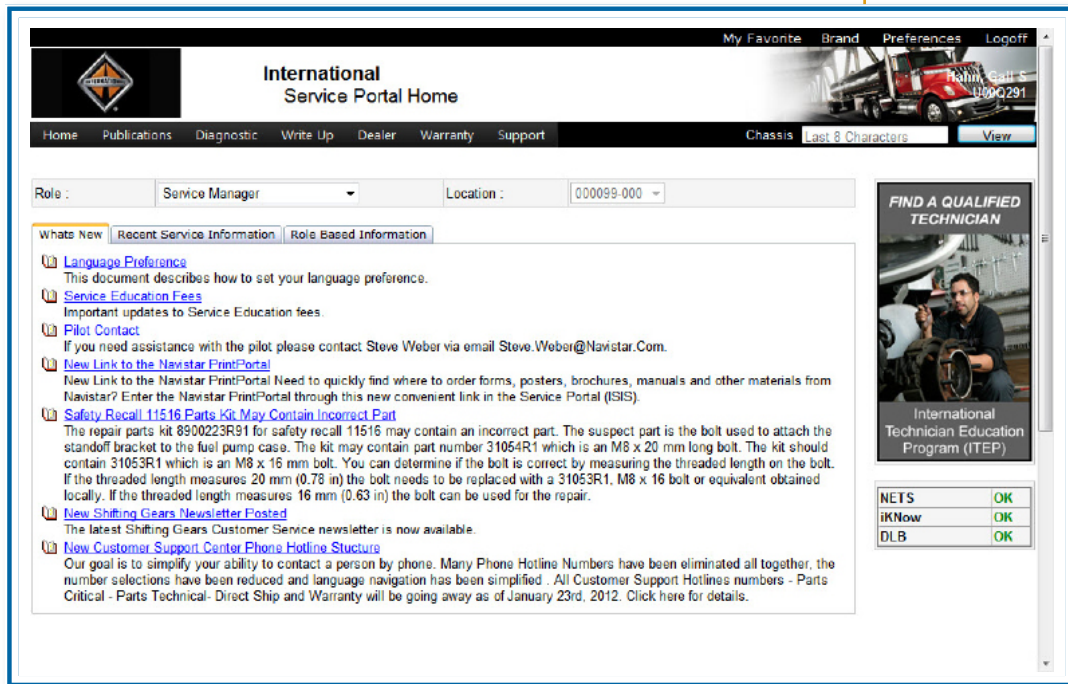


When we close an iKnow document, we'll always see this dialog box requesting feedback on the usefulness of the article. Click Yes or No to indicate whether or not the article helped resolve your issue.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Home Screen Resources

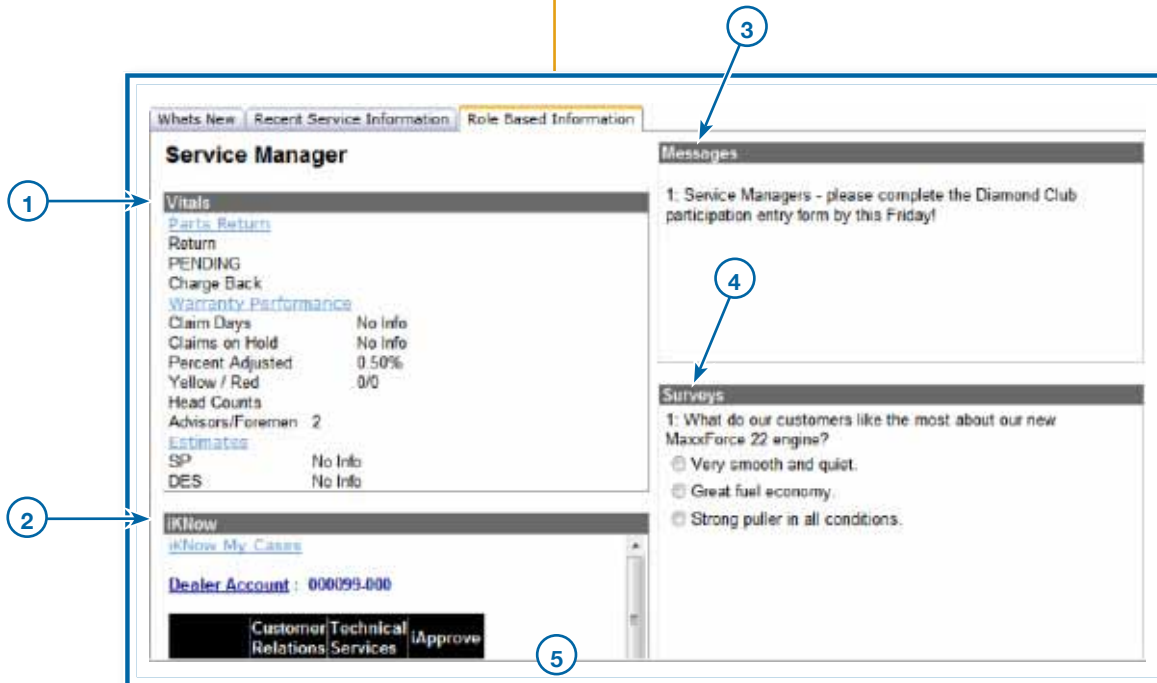
The Service Portal Home screen has been designed to provide access to the information that you need most frequently.



- The Role feature allows you to customize the Service Portal Home page based on your role in your dealership. The default role is based on the role you are assigned in the Employee Registration system. If you have not been assigned a role, Role will default to "All Roles." You can select any role to view what personnel in other roles see. If you need a role assigned to your User ID, contact the Employee Registration Administrator at your dealership.
- Location defaults to the dealer location that you are assigned in the Employee Registration system. If you are set up to work in more than one dealer location, you can select the correct location from the drop-down list.
- The What's New tab displays items that may have articles attached.
- The Recent Service Information tab displays recently released publications. To view a document as an HTML document, click the article title. To view it as a PDF, click the PDF icon.
- The Role Based Information tab displays metrics and information based on the role associated with your user ID. If you have not been set up in the Employee Registration system, you may not see this tab.

LESSON 2: NAVIGATING THE SERVICE PORTAL

Role Based Information



1. **Vitals**
2. **iKNow**
3. **Messages**
4. **Survey**
5. **Education**

The Role Based Information tab is divided into five sections.

- The Vitals section provides performance information for your dealership. The information displayed is dependent on your role. For example, for a Service Manager, it displays key metrics about the various types of open cases, warranty performance and estimates.
- The iKNow section provides more detailed information about the numbers and status of Customer Relations, Tech Services and iApprove cases.
- The Messages section contains messages that are related to your role as assigned in the Employee Registration system.
- The Survey section may contain surveys that are related to your role as assigned in the Employee Registration system.
- The Education section appears below the iKNow section and may display messages related to new training offerings and other training-related issues.

NOTES

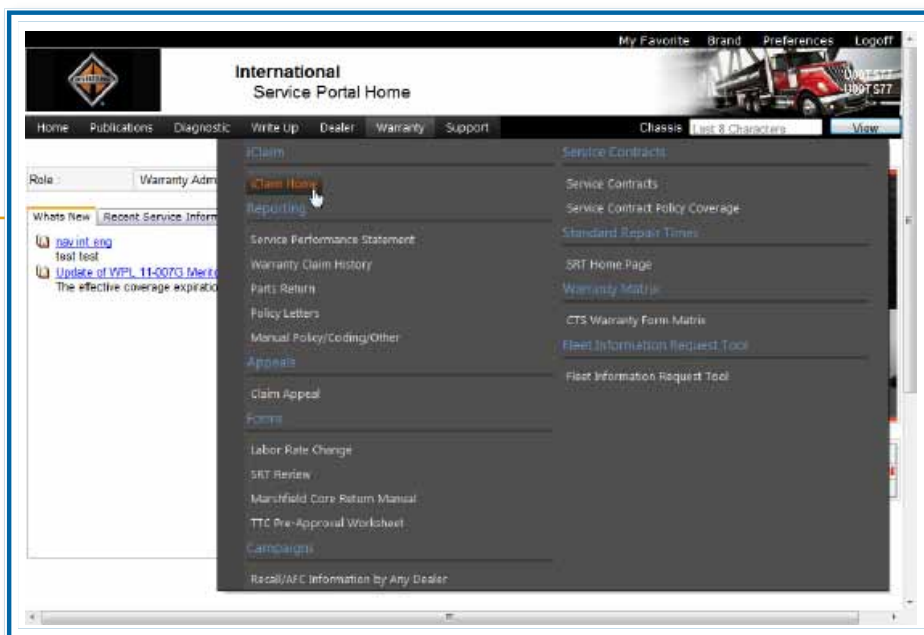
[illegible]

LESSON 3: PROCESSING CLAIMS

You'll process claims using the Navistar iClaim system.

- To research specific warranty coverage and service contracts, you'll access the Warranty Matrix and Service Contract information.
- You may also consult Policy Letters and various Manuals on policy, coding and other topics.

Navigating to iClaim Home

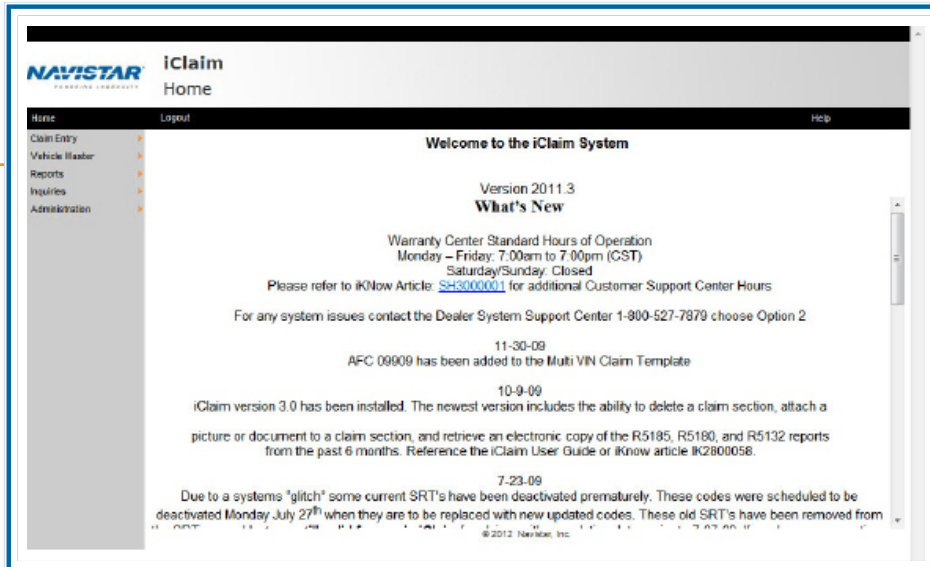


You'll find the iClaim Home link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on iClaim Home.

LESSON 3: PROCESSING CLAIMS

iClaim Home

Navistar's web-based iClaim System supports dealership personnel in submitting warranty claims. iClaim contains features and a structure that anticipates the process of submitting various types of claims with descriptive fields and codes.

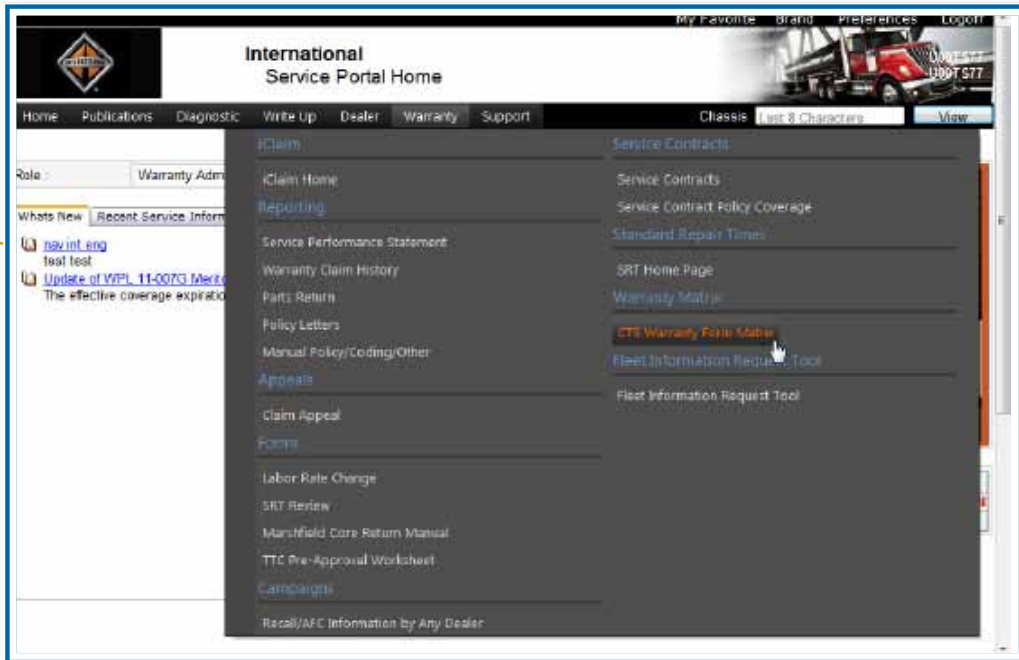


iClaim allows warranty administrators to employ business management systems to upload claims directly into iClaim. Warranty administrators can generate comprehensive reports with claim details for other involved dealership personnel.

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

LESSON 3: PROCESSING CLAIMS

• Navigating to the Warranty Matrix



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

LESSON 3: PROCESSING CLAIMS

CTS Warranty Form Matrix

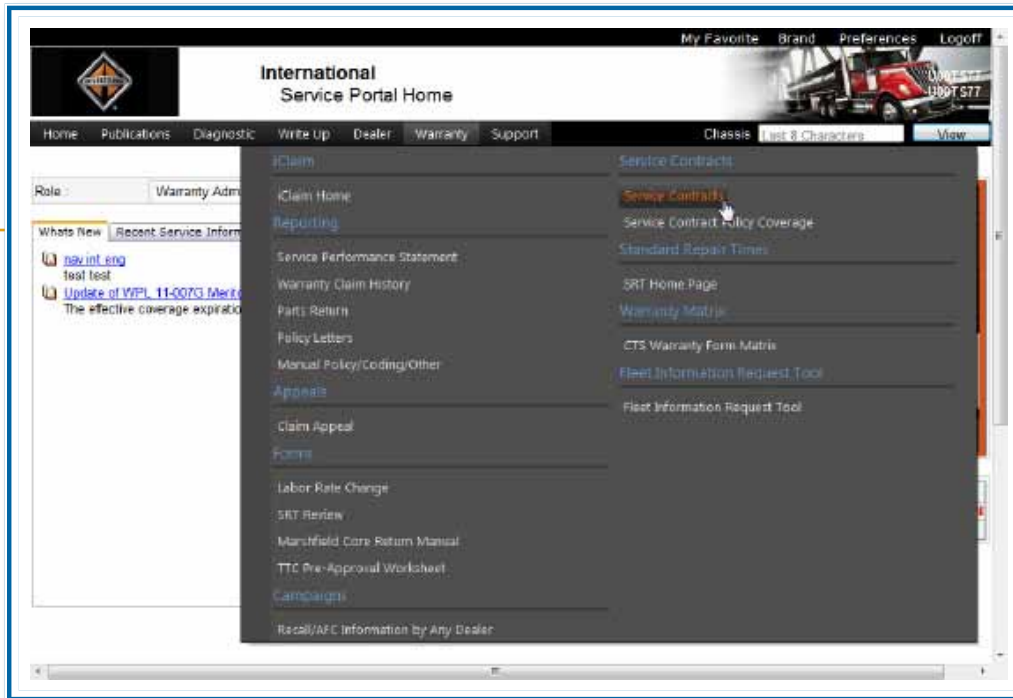
Warranty coverage varies from year-to-year and vehicle-to-vehicle. The CTS Warranty Form Matrix provides access to the standard warranty coverage based on the Model or Series, Model Year and Model Description.

Select the Country or Region, Model or Series, Model Year, and Model Description from the drop-down lists.

The appropriate warranty document opens in a separate window.

LESSON 3: PROCESSING CLAIMS

Navigating to Service Contracts

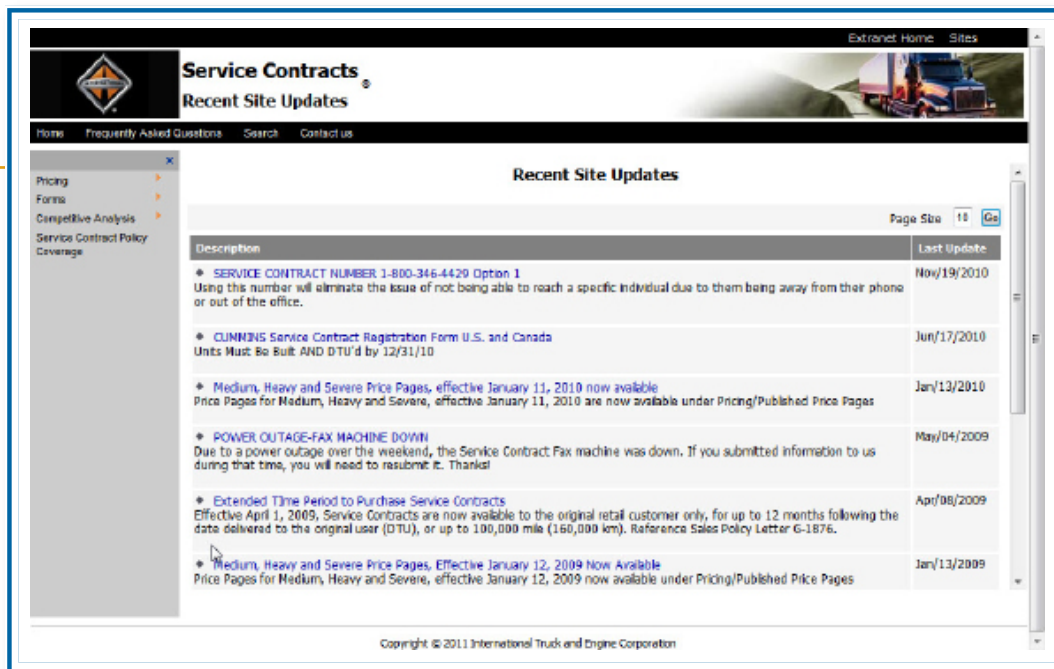


You'll find the Service Contracts link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Service Contracts.

LESSON 3: PROCESSING CLAIMS

Service Contracts

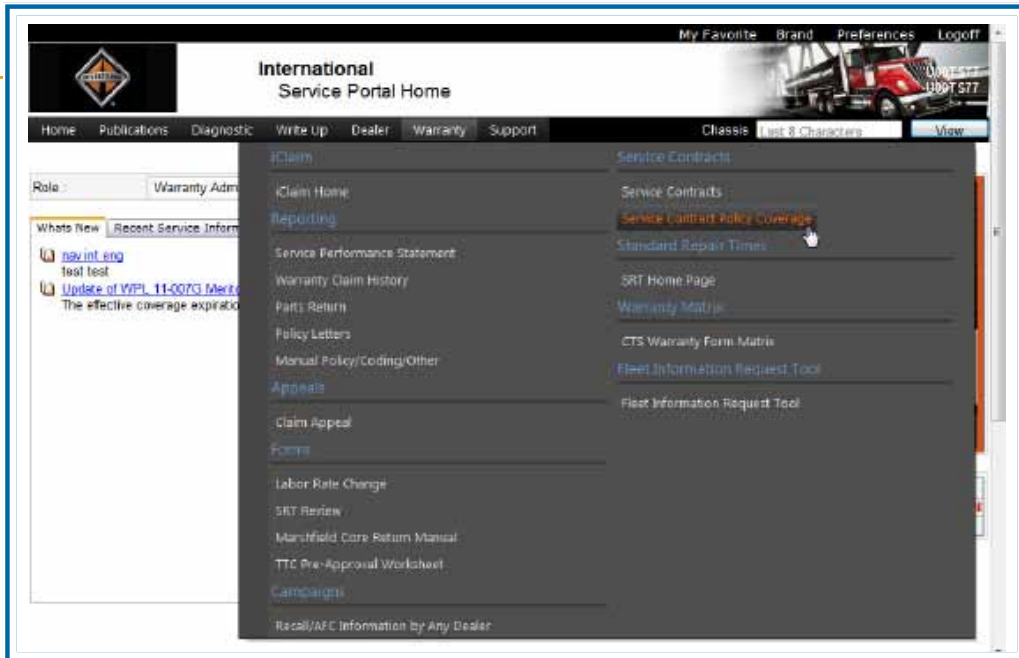
The Service Contracts screen lists recent site updates.



- You can also use the Navigation menu in the upper left corner to view current published prices or request a custom quote.
- You can view a variety of warranty forms, such as the standard and extended warranty forms.
- The Competitive Analysis link provides access to comparisons of various International warranties to competitors such as Cummins and Caterpillar.
- Finally, the Service Contract Warranty Coverage link takes you to the feature where you can enter a specific warranty policy number to view the complete policy.

LESSON 3: PROCESSING CLAIMS

• Navigating to Service Contract Policy Coverage



You'll find the Service Contract Policy Coverage link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Service Contract Policy Coverage.

LESSON 3: PROCESSING CLAIMS

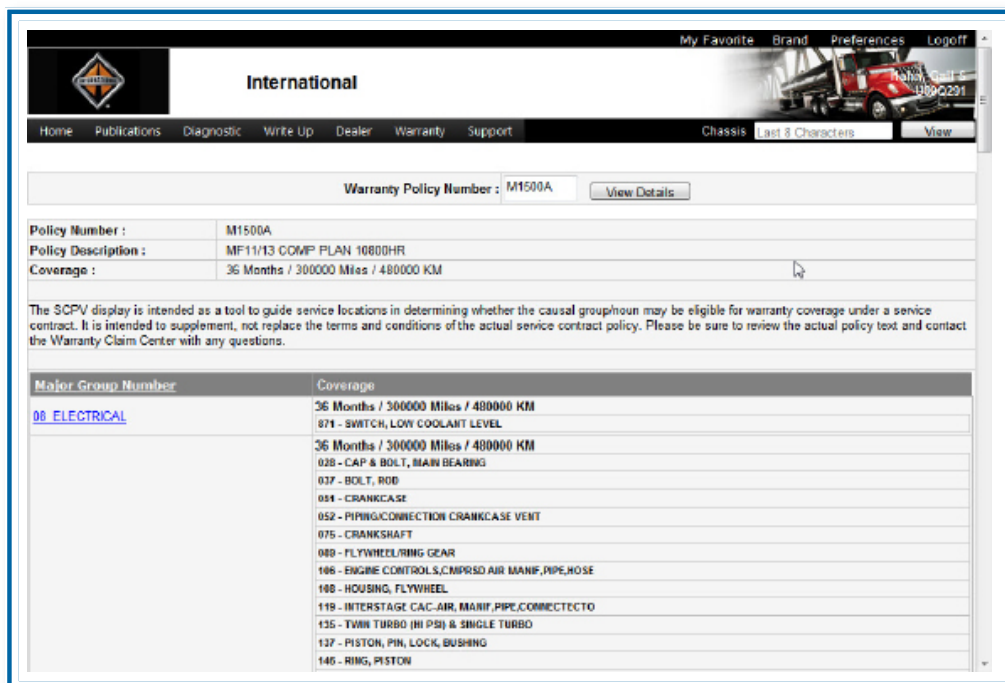
Service Contract Policy Coverage

If a vehicle is covered under a service contract, and you know the contract number, the Service Contract Policy Coverage feature allows you to search for the specific policy details.



The screenshot shows the International Service Portal interface. At the top, there is a navigation bar with links: Home, Publications, Diagnostic, Write Up, Dealer, Warranty, Support. A search bar for Chassis is also present. Below the navigation bar, there is a form with the label "Warranty Policy Number:" and a text input field containing "M1500A". To the right of the input field is a "View Details" button. The footer of the page includes copyright information for Navistar, Inc. and the date/time: 2012/01/11 14:56 BRKSVW09.

Simply enter the policy number and click the View Details button.



The screenshot shows the detailed view of the service contract policy. The "Warranty Policy Number:" field still contains "M1500A". Below this, the policy details are displayed:

Policy Number :	M1500A
Policy Description :	MF11/13 COMP PLAN 10800HR
Coverage :	36 Months / 300000 Miles / 480000 KM

Below the table, there is a disclaimer: "The SCPV display is intended as a tool to guide service locations in determining whether the causal group/plan may be eligible for warranty coverage under a service contract. It is intended to supplement, not replace the terms and conditions of the actual service contract policy. Please be sure to review the actual policy text and contact the Warranty Claim Center with any questions."

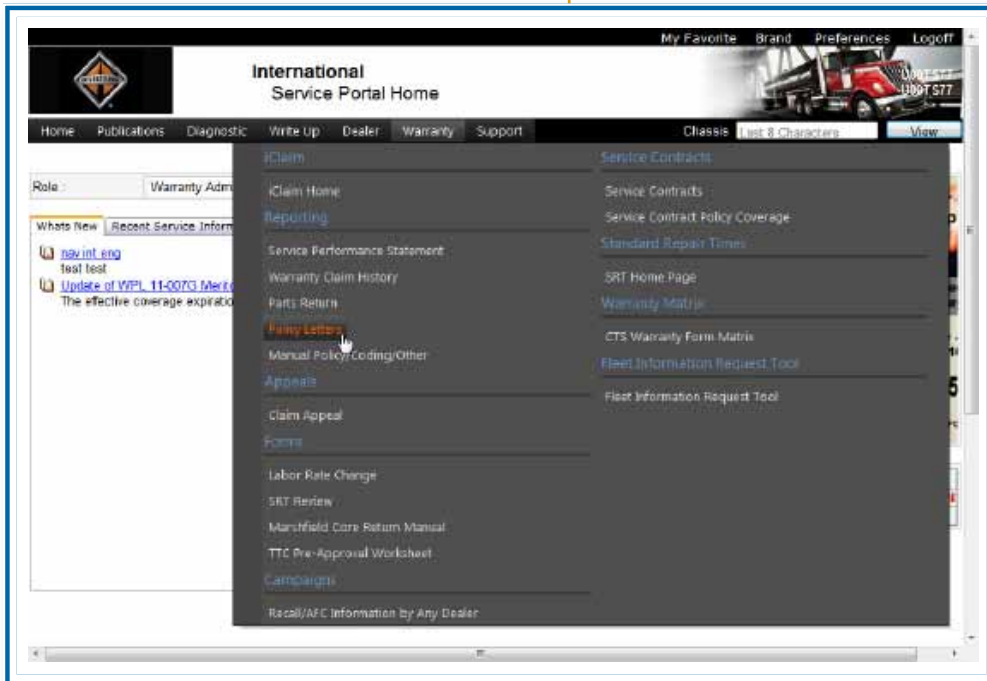
The main section of the page is a table with two columns: "Major Group Number" and "Coverage".

Major Group Number	Coverage
00 ELECTRICAL	36 Months / 300000 Miles / 480000 KM 071 - SWITCH, LOW COOLANT LEVEL
	36 Months / 300000 Miles / 480000 KM 028 - CAP & BOLT, MAIN BEARING 037 - BOLT, ROD 001 - CRANKCASE 052 - PIPING/CONNECTION CRANKCASE VENT 075 - CRANKSHAFT 080 - FLYWHEEL/RING GEAR 106 - ENGINE CONTROLS, COMPRESSOR AIR MANIF, PIPE, HOSE 108 - HOUSING, FLYWHEEL 119 - INTERSTAGE CAC-AIR, MANIF, PIPE, CONNECTOR 135 - TWIN TURBO (H PSI) & SINGLE TURBO 137 - PISTON, PIN, LOCK, BUSHING 145 - RING, PISTON

The details of the service contract are displayed for your review.

LESSON 3: PROCESSING CLAIMS

Navigating to Policy Letters



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

LESSON 3: PROCESSING CLAIMS

Policy Letters

The Policy Letters feature is your resource for the latest warranty policies.

At the top of the screen are links to shipping instructions and current pre-approval requirements for Warranty iApproval Requirements.

All policy letters are grouped by the year in which they were issued, beginning with the current year. To open a letter, click on the link at the end of the row.

WARRANTY POLICY LETTER IDENTIFICATION:

Ex. 97001G. The first two numbers (97xxxG) are the year issued. The next three numbers (xx001G) indicate the consecutive letter numbering for that year. The numbers are followed by the constant "G."

Shipping Instructions

[TRC Shipping Matrix - US](#) [TRC Shipping Matrix - Canada](#)

Current Pre Approval Requirements (11-016G)

replaces **(11-009G)**

2011 WARRANTY POLICY LETTERS

Warranty Coding Manual Update	11-001G
Diesel Particulate Filter (DPF) Cleaning Reimbursement	11-002G
Engine Emission Component Coverage	11-003G
Parts Handling Allowance for Supplied Complete Engines	11-004G
Service Level Authorization (SLA) for the MaxxForce less than 10 Liters Engine Warranty Process in IC Bus	11-005G
Service Level Authorization (SLA) for the MaxxForce Engine Warranty Process/Transportation Segment (Replaced by WPL 11-017G)	11-006G
Meritor WABCO Hydraulic Full Power Brake (FPB) Warranty Coverage	11-007G
Service Level Authorization (SLA) for the MaxxForce Engine Warranty Process/Fire and Emergency Segment (Replaced by WPL 11-020G)	11-008G
Warranty Policy Letter 11-009G - Warranty Approval Requirements (Replaced by WPL 11-016G)	11-009G
Parts Handling Allowance for Sales Policy (02) and Goodwill Policy (98) claims	11-010G
Use of Refurbished Diesel Particulate Filter (DPF) to support a Warranty Repair	11-011G
Use of Correct R134A Refrigerant	11-012G
Requirement to Fit VIN into Failed Brinhamvik Glamour Surface Parts	11-013G

iKNow

Countries: CANADA, UNITED STATES Doc ID: **WPL2800021**
 Availability: ISIS, Bus ISIS Language: English
 Major System: Warranty Revision: 1.00
 Other Language Availability: English, [Francaise](#) Created: 1/25/2011
[Expanded](#) Last Modified: 9/27/2011
 Average Rating: [5.0/5.0](#) Used: 730
 Number of Ratings: 3

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Title:
Diesel Particulate Filter (DPF) Cleaning Reimbursement WPL 11-002G

Applies To:
Dealer Principal, General Manager, Parts Manager, Service Manager, Warranty Administrator

Effective Date: 1/27/2011

Subject:
This policy letter outlines the warranty reimbursement strategy when a DPF cleaning is required, outside of normal maintenance. Typically DPF cleaning is a maintenance item not covered by warranty. However, under certain circumstances when another defective component causes the DPF to plug, DPF cleaning may be warrantable. The component that caused the premature plugging of the DPF needs to have remaining warranty coverage for this policy to apply. Additionally, any repair made to a DPF currently requires an iApprove case file to be created and authorized prior to repairs being made (Reference iKNow Article WPL2800011 – Warranty Policy Letter 10-011G – Warranty iApproval Requirements). This iApprove form can be found by entering the suspect chassis # into the ISIS – Vehicle Information Page and clicking on the "iApprove" tab.

Description: There are 3 different scenarios that are covered under this policy...

Dealers that have an approved DPF cleaning machine (FSX or Donaldson) **available onsite** where the vehicle repairs are being made.

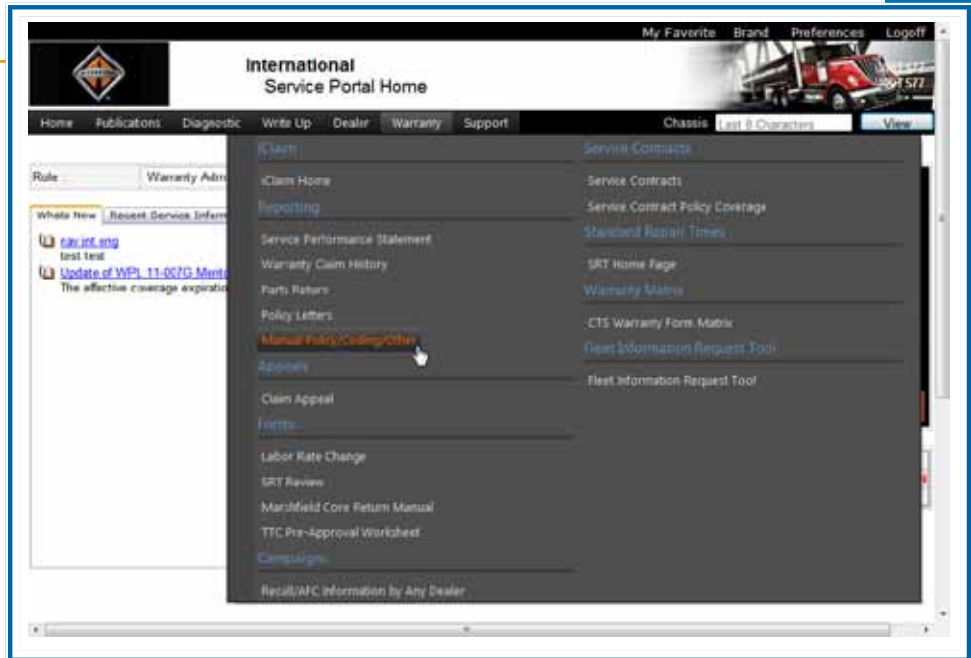
a. If a "Puff Only" and/or a "Bake plus an additional Puff" is required a standard **outside charge** can be submitted at your posted customer pay charge for the same activity.

The link opens the associated iKNow knowledgebase document.

LESSON 3: PROCESSING CLAIMS

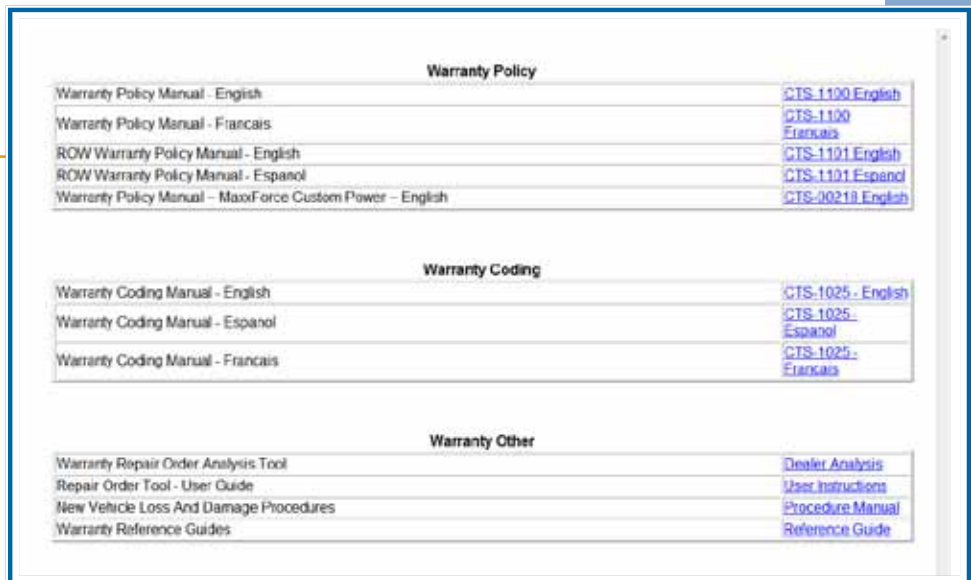
• Navigating to Manual Policy/Coding/Other

You'll find the Manual Policy/Coding/Other link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Manual Policy/Coding/Other.



• Manual Policy/Coding/Other

The Manual Policy/Coding/Other feature provides links to specific warranty manuals.



Click on the associated link to view the manual.

NOTES

[illegible]

LESSON 4: RESEARCHING A VEHICLE

Both Vehicle Information and Supplier Links provide information that may be used in processing claims.

Let's take a look at each of these resources now.

Navigating to Vehicle Information



You can find the Vehicle Information link in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Vehicle Information.

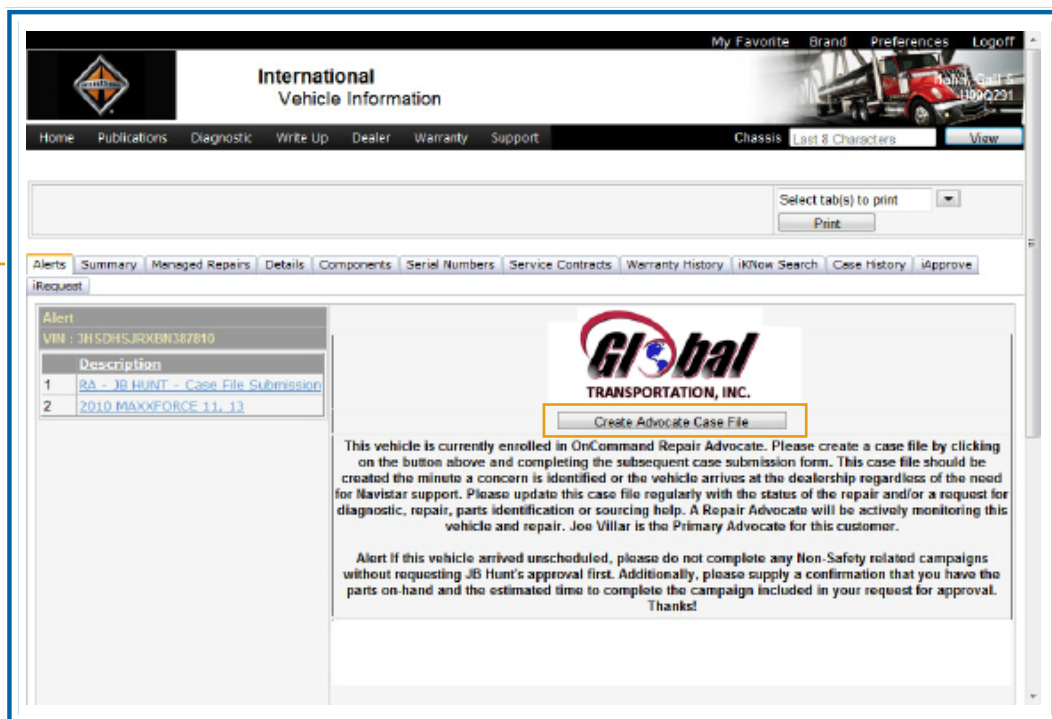
Then you'll be asked for the chassis number of the vehicle you want to view.

LESSON 4: RESEARCHING A VEHICLE

Vehicle Information

The Vehicle Information feature provides access to a large variety of information concerning a particular vehicle, based on its chassis number. The tabs of this screen document everything from details about the vehicle's owner, to components, to warranty history, iKnow search information, and case history.

Alerts Tab



The Alerts tab can display a variety of messages, depending on the customer and vehicle. It also displays any cases recently submitted on the vehicle.

If the vehicle is enrolled in the Repair Advocate program, you'll see the Create Advocate Case File button. Click it to create a new Repair Advocate case.

LESSON 4: RESEARCHING A VEHICLE

Summary Tab

The screenshot displays the 'International Vehicle Information' web application. The 'Summary' tab is selected, showing the following information:

- VIN:** 1HT1181AAM74H605107
- General Information:**
 - Customer Name:** COLEMAN MOTOR CO INC, 30 BRISCOE LANE, FREDERICKSBURG, VA 22401
 - Application:** Wrecker-Hook (Recovery)
 - Engine:** International : DT466 ST 215HP/225HP PEAK 2600 GOV (6012NMC)
 - Model:** 4300 SBA 4X2
 - Engine ESN:** 470HVM2U1401735
- Repair Management:** Create Estimate
- Contact Information:**
 - Contact Name:** Cary Coleman (with links: List, Add, Edit, Delete, Send Message)
 - Position:** Owner
 - Phone Number:** 540-898-4295
 - Email Address:**
 - Customer ID:** 20556
 - Contact Type:** Global
- Warranty Information:**
 - Order Date:** 02/07/2003
 - DTU Status:** DTU

On the Summary tab, you'll find general information about the vehicle and its owner. Each occurrence of blue text that you see on this tab is a link.

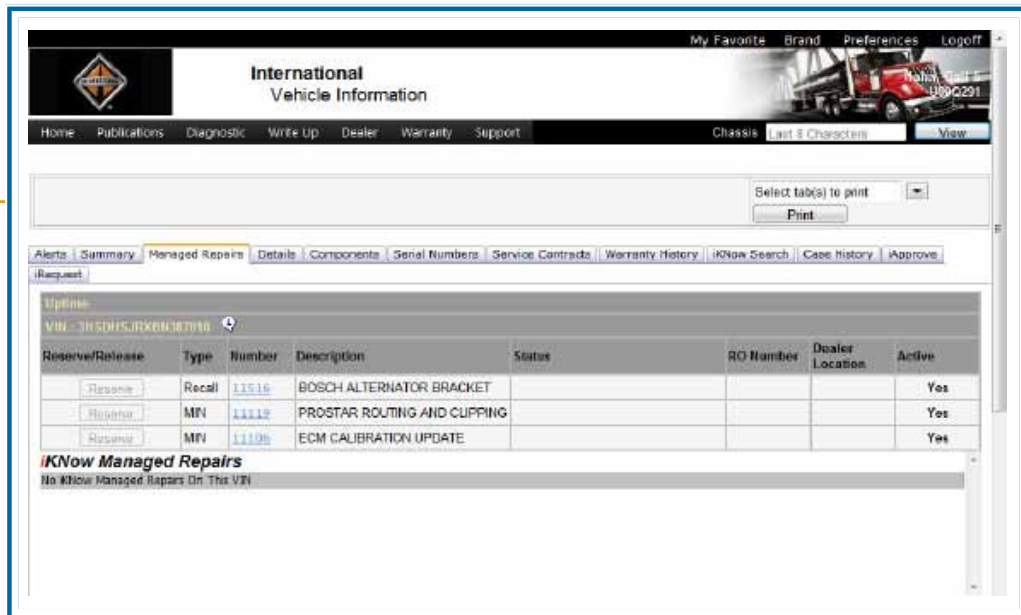
For example, clicking the Add link to the right of Contact Name opens a dialog box in which you can add a new contact for this vehicle. Once again, rights to this feature are set up in the Employee Registration system. Service advisors and service managers will generally have access to this feature.

If you were to scroll down the page, you'd also see sections for warranty information, managed repair information, warranty history, and calibration status for the vehicle.

LESSON 4: RESEARCHING A VEHICLE

Managed Repairs Tab

The Managed Repairs tab displays any tracked repairs required for or already completed on the vehicle. This includes Recalls, Authorized Field Changes (or AFCs) and Mis-built Identification Notices (or MINs).



Note that the values in the Number column are links. Each link opens the document that explains the corresponding AFC, MIN or Recall.

For campaigns that are currently active, the Reserve button at the beginning of the row is active – for AFCs and MINs only. Recalls cannot be reserved – these are critical repairs and should be completed at the time that a vehicle is in your dealership.

This feature allows you to mark a specific vehicle and campaign for future completion. In addition, it can be used to assure that a campaign is not completed by another dealership between the time a repair is completed and the subsequent warranty claim is submitted.

If a campaign is already reserved by another dealer and the vehicle is present at your location, please contact that dealership directly. They can verify if a repair has already been completed and the warranty claim not already submitted. Or they can take the reserve off and allow you to complete the repair.

If at any time you decide not to do the campaign, you should release it simply by clicking the Release button.

LESSON 4: RESEARCHING A VEHICLE

Details Tab

The Details tab includes information not found on the Summary tab, such as DTU status and odometer reading, and new and programmed gear ratio.

The screenshot shows the 'Details' tab of the 'International Vehicle Information' page. The page displays a comprehensive list of vehicle specifications and service history. The 'Vehicle Information' section includes fields for VIN, Model, Engine, Application Family, Wheel Base, DTU Engine Hours, GVWR, PC Number, Paint Color Code, Selling Dealer, Customer, Address, City, State Zip, Emission Family Name, Order Date, Build Date, DTU Date, Warranty Start Date, DTU Status, DTU Odometer, DTU Fuel Used, Original Gear Ratio, Programmed Gear Ratio, Order Number, and Alter Frame. The 'Service History' section shows a list of repairs with columns for Date, Description, and Status.

Components Tab

The Components tab has a breakdown of all the vehicle parts, Parts Catalog component numbers, component line drawings, and descriptions.

The screenshot shows the 'Components' tab of the 'International Vehicle Information' page. The page displays a table of vehicle components with columns for S.No, Class, Description, Parts Catalog Component, Component Line Drawing, and Description. The table lists various components such as Frames, Front Axles, Front Suspensions, Brakes, and Air Dryer, along with their respective parts catalog numbers and line drawings.

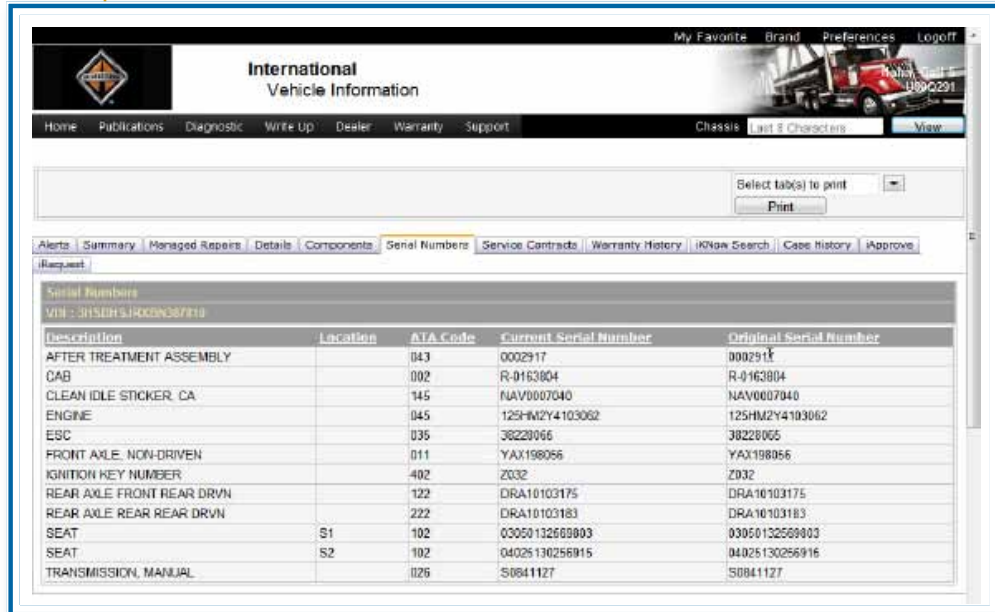
S.No	Class	Description	Parts Catalog Component	Component Line Drawing	Description
1	FRAMES	FRAMES	0001C6V	0001C6V	FRAME RAILS Heat Treated Alloy Steel (120,000 PSI Yield), 10'125" x 3'580" x 0'312" (257.2mm x 90.3mm x 8.0mm), 367.4" (9333mm) Maximum OAL
2	FRAMES	FRAMES	0001L6J	0001L6J	BUMPER, FRONT 2 Piece, Aero, Plastic, Painted Body Color
3	FRAMES	FRAMES	0001W6K	0001W6K	WHEELBASE RANGE 187" (475cm) Through and Including 219" (555cm)
4	FRAMES	FRAMES	0001R23	0001R23	RAMPS 9 Degree Bolt on, for 5th Wheel
5	FRONT AXLES	FRONT AXLES	0001A5W	0001A5W	AXLE, FRONT NON-DRIVING (Hendrickson SteerK) Wide Track, I-Beam Type, 12,350-lb Capacity
6	FRONT SUSPENSIONS	FRONT SUSPENSIONS	0003AHM	0003AHM	SUSPENSION, FRONT, SPRING (Hendrickson SOFTEK) Monoleaf, 12,350-lb Capacity, With Shock Absorbers
7	BRAKES	BRAKES	0004A2V	0004A2V	AIR BRAKE ABS (Bendix AntiLock Brake System) With Electronic Stability Program (6-Channel, 6 Sensor/6 Modulator) With Automatic Traction Control
8	BRAKES	BRAKES	0004ECC	0004ECC	AIR DRYER (Bendix AD-43) With Heater, Includes Pressure Protection Circuits, Safety Valve, and Purge Tank
9	BRAKES	BRAKES	0004F5X	0004F5X	BRAKE CHAMBERS, FRONT AXLE (Haldex) 20 Sqn

Each number in the Parts Catalog Component column is a link to that component in the Parts Catalog. And the number in the Component Line Drawing column is a link to the parts list for that component.

LESSON 4: RESEARCHING A VEHICLE

Serial Numbers Tab

The Serial Numbers tab allows you to view the current serial numbers of the vehicle components against the original serial number.



International Vehicle Information

Home Publications Diagnostic Write Up Dealer Warranty Support Chassis List & Characters View

Select tab(s) to print Print

Alerts Summary Managed Repairs Details Components Serial Numbers Service Contracts Warranty History iKnow Search Case History iApprove

Request

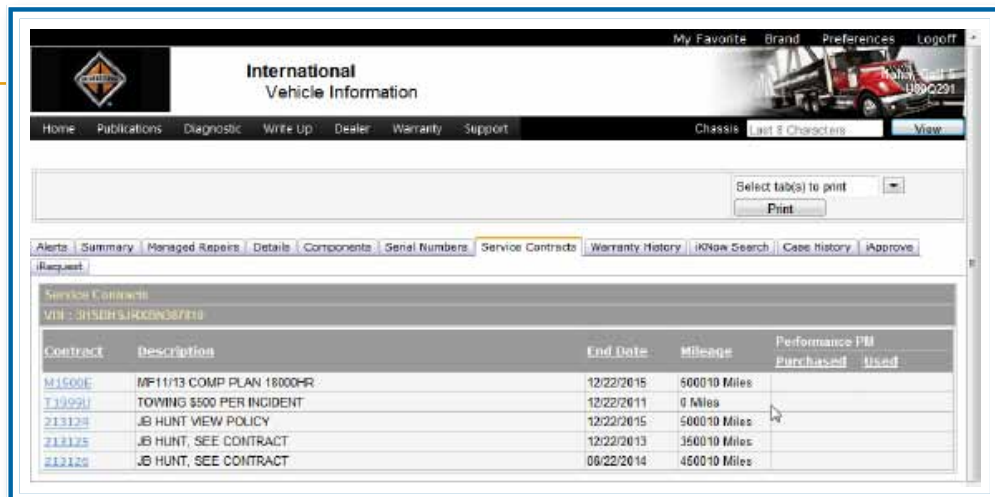
Serial Numbers

VIN : 3H5EDH5J0K0007010

Description	Location	ATA Code	Current Serial Number	Original Serial Number
AFTER TREATMENT ASSEMBLY		043	0002917	0002917
CAB		002	R-0163004	R-0163004
CLEAN IDLE STICKER CA		145	NAV0007040	NAV0007040
ENGINE		045	125HM2Y4103062	125HM2Y4103062
ESC		035	38220066	38220066
FRONT AXLE, NON-DRIVEN		011	YAX198056	YAX198056
IGNITION KEY NUMBER		402	Z032	Z032
REAR AXLE FRONT REAR DRVN		122	DRA10103175	DRA10103175
REAR AXLE REAR REAR DRVN		222	DRA10103183	DRA10103183
SEAT	S1	102	03050132569003	03050132569003
SEAT	S2	102	04025130256915	04025130256916
TRANSMISSION, MANUAL		026	S0841127	S0841127

Service Contracts Tab

A list of all the service contracts on the vehicle, present and past, is viewed from the Service Contracts tab.



International Vehicle Information

Home Publications Diagnostic Write Up Dealer Warranty Support Chassis List & Characters View

Select tab(s) to print Print

Alerts Summary Managed Repairs Details Components Serial Numbers Service Contracts Warranty History iKnow Search Case History iApprove

Request

Service Contracts

VIN : 3H5EDH5J0K0007010

Contract	Description	End Date	Mileage	Performance PM
				Purchased Used
M1500E	MP11/13 COMP PLAN 18000HR	12/22/2015	500010 Miles	
T1099L	TOWING \$500 PER INCIDENT	12/22/2011	0 Miles	
213124	JB HUNT VIEW POLICY	12/22/2015	500010 Miles	
213125	JB HUNT, SEE CONTRACT	12/22/2013	360010 Miles	
213126	JB HUNT, SEE CONTRACT	08/22/2014	450010 Miles	

Note that the number in the Contract column is a direct link to the corresponding contract document.

LESSON 4: RESEARCHING A VEHICLE

Warranty History Tab

Details of warranty claims can be found on the Warranty History tab.

Warranty History(Only used Last 5 Claims)
VIN : 3HSDH5J4000N387010

Only those User IDs that have been properly registered as ER Employee Registrations will be able to view claim dollar information for their respective dealer accounts/locations. CTRs must be properly set up in ER. For each dealer account and location code, each User ID that is allowed to access Warranty Claim History needs to be setup in ER with the Employee Position of Warranty Administrator. CTRs will no longer be able to view claim dollar information on ISIG. CTRs need to use UCER for Claims after it is released.

Claim	End Date	Dealer	Warranty Code	Group	Reason	Mileage
06558170	12/30/2011	J.B. HUNT(DIRECT WARR) (904412-252)	96 - Beyond Warranty Adjustment	CAB	PANEL INSTRUMENT	124215 Miles
00506120	12/28/2011	J.B. HUNT(DIRECT WARR) (904412-252)	96 - Beyond Warranty Adjustment	ELECTRICAL	CABLE & CLAMPS, BATTERY (BATT TO STARTER)	124215 Miles
02212110	11/09/2011	INDY TRUCK SALES (754432-000)	39 - Service Contract Expense	ELECTRICAL	SWITCH, CLUTCH	108313 Miles
06419250	09/30/2011	J.B. HUNT(DIRECT WARR) (904412-252)	40 - Authorized Safety Recall or Field Change	Code: 11679		94330 Miles
06420470	09/30/2011	J.B. HUNT(DIRECT WARR) (904412-252)	40 - Authorized Safety Recall or Field Change	Code: 11644		94330 Miles
06420520	09/30/2011	J.B. HUNT(DIRECT WARR) (904412-252)	40 - Authorized Safety Recall or Field Change	Code: 11648		94330 Miles

You can access the details of each claim by clicking on the number in the Claim column.

The Dealer name is also a link to the Dealer Details for the dealership that performed that particular repair.

LESSON 4: RESEARCHING A VEHICLE

iKNow Search Tab

The iKNow Search tab allows you to search the knowledgebase for information relevant to the particular VIN and issue you are working on.

By default, the search is restricted to the particular VIN. You can also select the Major System involved and enter keywords to restrict your search.

You should search the knowledgebase thoroughly to find articles that will assist you with difficult repairs. Once you've done so, the Submit Case button will become active, allowing you to submit a request for Technical Services assistance.

LESSON 4: RESEARCHING A VEHICLE

Case History Tab

View the Case History tab for a quick view of all the cases filed for the vehicle, the status of the case, the issue, and its resolution. You may find that a similar problem has occurred in the past and may find the resolution there.

The screenshot shows the 'Case History' tab for chassis #BN387810. The table lists several cases with their status, dates, descriptions, resolutions, and states.

Case	Status	Opened On	Major Systems	Description of Issue	Resolution	State
1311441	OPEN	01/10/2012		672-the driver states that the unit is still running but has no power in the cab and the gauge reads 0	This unit is being taken into the service department for a no power in the cab concern. Waiting on the next available technician and bay for complete	C
1230810	CLOSED	11/08/2011		truck will not start	Unit has not arrived at dealer. Awaiting job Hunt update when unit arrives for service as we may then track case file.	C
1184173	CLOSED	09/20/2011		VIN 3HSDH5J0BN387810 Unit 321		C
1183904	CLOSED	09/28/2011		1921-NAVISTAR PROSTAR ALIGNMENT INSPECTION/hawkeye it	Performed alignment. Repairs completed on 9/28/2011 at 10amper Rack the Body Shop Manager. Closing case file.	C
817421	CLOSED	11/11/2010		THIS IS A J5 HUNT TRUCK AND AFTER PROGRAMMING THE CALIBRATION DOES NOT MATCH OECAA/RWD. DTC Codes: No Codes	75-83 MIN-CRUIS-CTRL SPD @ 24.9988 - Set to 25.75-21 (BEL-PTO-VS-LIMIT @ 4.9901 - Set to 5.75-51 (RIB-PTP-MAXTQ-HIGH @ 1701.09 - Set to 1750.77-	C
797540	CLOSED	10/27/2010			Completed on 10/27/2010 9:28:43 AM	C

iApprove Tab

The iApprove tab is used for diagnostics and warranty pre-approval. Certain types of repairs must be approved before proceeding with the repair.

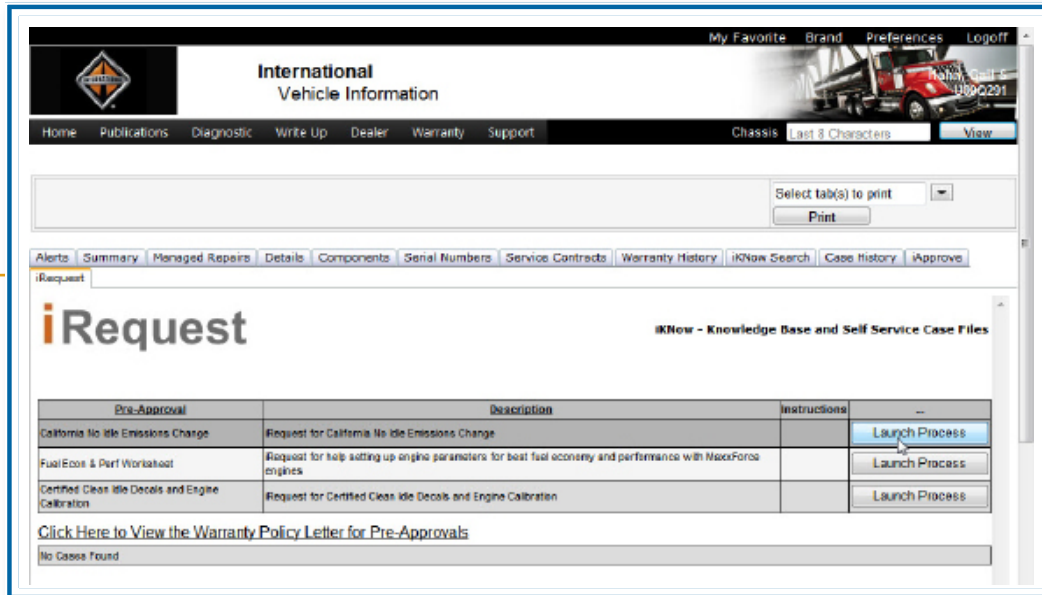
The screenshot shows the 'iApprove' tab. It lists various repair types with their descriptions, instructions, and launch buttons.

Pre-Approval	Description	Instructions	
Frame Repair/Replacement	Frame Repair/Replacement		Launch Process
Complete Engine, Block or Crankshaft Replacement	Complete Engine, Block or Crankshaft Replacement		Launch Process
DOC and DPF Pre-Approval	DOC or DPF Pre-Approval for Replacement Only		Launch Process
Paint and Body Repair Pre-Approval	Pre-Approval Cab & Bus Body (Non-Point) Repairs over \$1,000.00 Bus Floor Repairs over \$1,000.00 Hood (Non-Point) Repairs over \$750.00 Glamour Paint/Corrosion Repairs Truck/Bus Repairs over \$500.00 In-Transit Damage Repairs over \$250.00	Diagnostic Instructions	Launch Process
Body Controller Approval	Approval is a pre-approval for all Body Controller replacements. This is not for the pre-2807 ESC.		Launch Process
Steering Gear and Pump	This Approval is for pre-approval to replace RH Sheppard steering gears and LUK (bette) power steering pumps.		Launch Process
Goodwill Request	Goodwill Request (Goodwill Policy 96 Request Only)		Launch Process

To begin the process, click the appropriate Launch button. This will open the associated form, which you must complete and submit.

LESSON 4: RESEARCHING A VEHICLE

iRequest Tab



The screenshot shows the International Vehicle Information Service Portal. The top navigation bar includes links for Home, Publications, Diagnostic, Write Up, Dealer, Warranty, and Support. The main content area is titled "iRequest" and displays a table of pre-approval requests. A yellow line points from the "iRequest Tab" label to the "iRequest" tab in the navigation bar.

Pre-Approval	Description	Instructions	
California No Idle Emissions Change	Request for California No Idle Emissions Change		Launch Process
Fuel Econ & Part Workload	Request for help setting up engine parameters for best fuel economy and performance with MaxxForce engines		Launch Process
Certified Clean Idle Decals and Engine Calibration	Request for Certified Clean Idle Decals and Engine Calibration		Launch Process

[Click Here to View the Warranty Policy Letter for Pre-Approvals](#)

No Cases Found

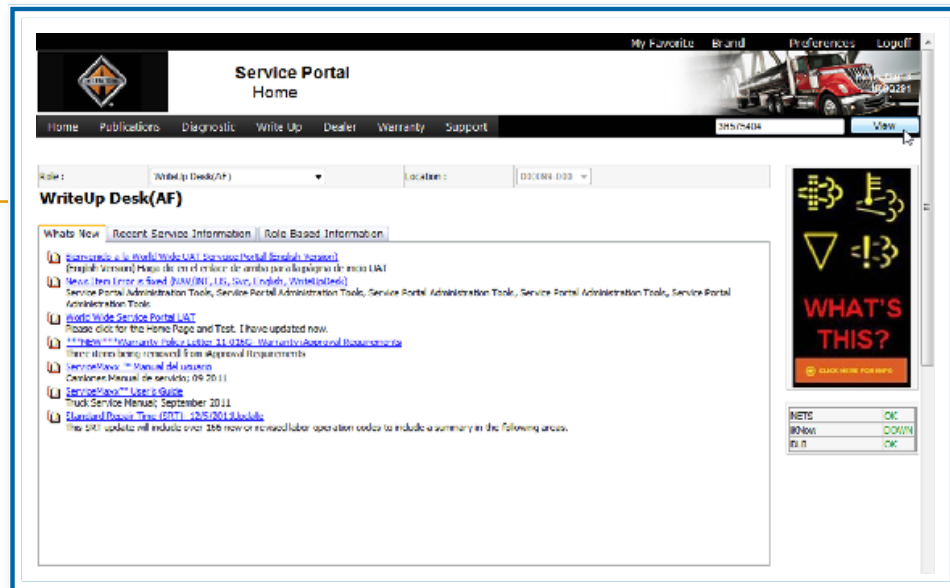
iRequest is a process which allows dealer personnel to request non-component related items for vehicles. For example, horsepower changes and EPA labels are two iRequests that are available on certain vehicles.

LESSON 4: RESEARCHING A VEHICLE

Finding Vehicle Information - Demonstration

Now let's take a look at how you might use the Vehicle Information screen to find the information you need about a particular vehicle.

The chassis number is XH594505.



Here at the Service Portal Home screen, we'll again use the Chassis Search feature to navigate directly to the Vehicle Information screen for this vehicle.

We'll begin by clicking in the Chassis Search field. First we'll type the chassis number. Then click the View button.

LESSON 4: RESEARCHING A VEHICLE

The screenshot shows the 'Service Portal Vehicle Information' screen. The 'Summary' tab is selected, displaying the following information:

General Information			
Customer Name:	B & S WHOLESALE DISTRIBUTION CO 6000 S. I-10 HOUSTON, TX 77057-0012	Engine:	International : DT466 ST 180HP/180HP/2600 GOW (60 CYLINDER)
Application:	Dry Van	Model:	4300 SDA 402
Repair Manager:	Create Estimate	Engine VIN:	4300PQU1399230
Contact Name:	Add	Unit No:	Edit
Position:		Inspection Exp:	No
Phone Number:			
Email Address:			
Customer ID:			
Contact Type:			

Warranty Information			
Order Date:	06/27/2002	DTU Status:	DTU
Build Date:	06/05/2002	DTU Miles:	112 Miles
Warranty Start Date:	06/30/2002	Standard Warranty:	Standard Warranty Matrix

The Vehicle Information screen for this vehicle opens to the Summary tab. That means that there are no special VIN alerts about this vehicle or customer.

Let's scroll down to see more of the information available on this tab.

Here we can see that this vehicle was built in 2002 and is no longer under warranty. In addition, a previous service contract has expired. However, there are no open Recalls or AFCs.

The screenshot shows the 'Service Portal Vehicle Information' screen with the 'Summary' tab selected. The information is as follows:

General Information			
Customer Name:	B & S WHOLESALE DISTRIBUTION CO 6000 S. I-10 HOUSTON, TX 77057-0012	Engine:	International : DT466 ST 180HP/180HP/2600 GOW (60 CYLINDER)
Application:	Dry Van	Model:	4300 SDA 402
Repair Manager:	Create Estimate	Engine VIN:	4300PQU1399230
Contact Name:	Add	Unit No:	Edit
Position:		Inspection Exp:	No
Phone Number:			
Email Address:			
Customer ID:			
Contact Type:			

Warranty Information			
Order Date:	06/27/2002	DTU Status:	DTU
Build Date:	06/05/2002	DTU Miles:	112 Miles
Warranty Start Date:	06/30/2002	Standard Warranty:	Standard Warranty Matrix
Warranty End Date:	06/30/2002	Standard Spec:	Yes
Service Contract:	Expire 12/31/2004 11:59 PM EST 12 Months / 100,000 Miles / 100,000 Miles / 100,000 Miles	DTU Fuel Used:	0

Managed Repairs Information			
Open Trouble:	No	Open AFCs:	No
Open NRCs:	No	Open MRCs:	No

LESSON 4: RESEARCHING A VEHICLE

The screenshot shows the 'Service Portal Vehicle Information' interface. The 'Components' tab is active, displaying a table of installed components. The table has columns for S.No, Class, Description, Parts Catalog Component, Component Line Drawing, and Description. The components listed include frames, axles, and suspension parts, with their respective part numbers and descriptions.

Now let's look at the Components tab. This tab displays detailed information about components installed at the factory. They are arranged by Major Group – in the sequence they were installed. We'll scroll down and look at the Engine Information as an example.

Here are the specific descriptions of the engine, fan drive, radiator, air cleaner, and throttle.

33	ENGINE	00012NVR	00012NVR	ENGINE, DIESEL (International DT466 Standard Torque) EPA 90, Electro-Hydraulic Fuel System, ISO 11 P (1200/2500 RPM, 520 lb-ft Torque @ 1400 RPM, 2500 RPM Governor Speed, 20.5 Tach HP (90kW))
34	ENGINE	00012TSV	00012TSV	FAN DRIVE (Sarg-Wilmer GA-702) Viscous Type, Screw On
35	ENGINE	00012UVA	00012UVA	RADIATOR (Dixie) Aluminum, 2 Rows, Cross Flow, One Under System, 520 Sqn, Lowroad, With 2/0 Sqn Charge Air Cooler, 10 Tach per in.
36	ENGINE	00012VHC	00012VHC	AIR CLEANER Single Element
37	ENGINE	00012VXT	00012VXT	THROTTLE, HARBOR COILOVER Engine Speed Control (Electronic, Stationary, Variable Speed) Mounted on Steering Wheel
38	TRANSMISSION	00013ACP	00013ACP	TRANSMISSION, AUTOMATIC (Allison 2000 2000) Wide Ratio, 4-Speed, With Overdrive, Low PTO Gear and Low Gearbox
39	TRANSMISSION	00013VLE	00013VLE	TRANSMISSION (Control Technology) Synthetic Oil 2000 2000 2000
40	REAR AXLES, SUSPENSIONS	00014AGC	00014AGC	AXLE, REAR, SINGLE (Sarg-Spicer 17000) Single Reduction, 17,000-lb Capacity, 20 Wheel Ends
41	REAR AXLES, SUSPENSIONS	00014VAG	00014VAG	SUSPENSION, RR, SPRING, STAG 11 V-W-Rate; 20,000-lb Capacity, With 4000 lb Auxiliary Rubber Spring
42	REAR AXLES, SUSPENSIONS	00014VLA	00014VLA	AXLE, REAR, 11000 (Standard 75W-40) Synthetic Oil 1 thru 20.00 Rate
43	FUEL TANKS	00015LAR	00015LAR	FUEL/WATER SEPARATOR (Fluoromax) With Sight Glass
44	FUEL TANKS	00015SEN	00015SEN	FUEL TANK Top Drive (1 Style, Steel, 10" Deep, 10 U.S. Gal., 26.1 Capacity, With Quick Connect Outlet, Mounted Right Side, Under Cab)
45	CABS, COVLS, BODIES	00016JMS	00016JMS	CAB, COVLS, BODIES (1000) With Frontal Protection
46	CABS, COVLS, BODIES	00016JNZ	00016JNZ	SEAT, SEAT (International 3000) Self-Contained with Compressor, 110 Tach with Integral Head Rest, Vinyl, Isolator, Mechanical Lumber, 2 Position Front Cushion Adjust, 3 to 1.14 Degree Back Angle Adjust
47	CABS, COVLS, BODIES	00016PHI	00016PHI	SEAT, TWO-MAIN PASSENGER (Sarg-Mag) Fixed Back, Two Integral Headrest, Vinyl, Less Under Seat Storage Compartment
48	CABS, COVLS, BODIES	00016VJZ	00016VJZ	INTERIOR (2) (Lang Motor) Rectangular, 7.44" x 14.84" x 7.44" sq. Convex Duct Sides, 10" Inside Spacing, Breakaway Type, Dash Heads, 2 Seats & Arms
49	CABS, COVLS, BODIES	00016VJ5	00016VJ5	INSTRUMENT PANEL Center Section, Flat Panel
50	CABS, COVLS, BODIES	00016VJ8	00016VJ8	AIR CONDITIONER (International Brand Air) With Integral Heater @ 1000 Tach
51	CABS, COVLS, BODIES	00016VJ9	00016VJ9	CAN INTERIOR 1000 Tach
52	CABS, COVLS, BODIES	00016VJ0	00016VJ0	FLOOR CONCRETE Transmission Cover, Floor Mats and Seat
53	CABS, COVLS, BODIES	00016VJ1	00016VJ1	CAR International
54	WHEELS, TIRES - FRONT	00027DMA	00027DMA	WHEEL, FRONT (2) 22.5" Pile Steel, 21 Hand Hole, 10 Stud (285-75R24 DC) Hub Pile Steel, Flanged Nut, Metric Mount, 8.25 DC Ring, With Steel Hubs
55	WHEELS, TIRES - REAR	00028DMA	00028DMA	WHEEL, REAR (2) 22.5" Pile Steel, 21 Hand Hole, 10 Stud (285-75R24 DC) Hub Pile Steel, Flanged Nut, Metric Mount, 8.25 DC Ring, With Steel Hubs

LESSON 4: RESEARCHING A VEHICLE

33	ENGINE	0012NMR	0012NMR	ENGINE, DIESEL (International DT466 Standard Torque) EPA 55, Electro-Hydraulic Fuel System, 195 HP @ 2200/2500 RPM, 220 lb-ft Torque @ 1400 RPM, 2500 RPM Governed Speed, 20 Stroke HP (Max)
34	ENGINE	0012TSV	0012TSV	FAN DRIVE (Garg-Warner SA-75) Viscous Type, Screw On
35	HIGHLINE	0012WVA	0012WVA	RADIATOR (Radiator) Aluminum, 2 Rows, Cross Flow, Cross Under System, 200 Sqn, Lowered, With 2/0 Sqn Charge Air Cooler, 10 Hrs per m.
36	ENGINE	0012WVC	0012WVC	AIR CLEANER Single Element
37	ENGINE	0012VXT	0012VXT	THROTTLE, HAND CONTROLLED Engine Speed Control (Electronic, Stationary, Variable Speed) Mounted on Steering Wheel
38	TRANSMISSION	0013ACP	0013ACP	TRANSMISSION, 10 FORWARD (Allison 2000 SP4000) Wide Ratio, 4-Speed, With Overdrive, Less PTO Gear and axle adapter
39	TRANSMISSION	0013WLE	0013WLE	TRANSMISSION, COIL (Control TransSyn) Synthetic, 20 Hrs 28 Hrs
40	REAR AXLES, SUSPENSIONS	0014AGF	0014AGF	AXLE, REAR, SINGLE (Dana Spicer 170000) Single Reduction, 17,000-lb Capacity, 280 Wheel Ends
41	REAR AXLES, SUSPENSIONS	0014VAG	0014VAG	SUSPENSION, RR, SPRINGS, SHOCK IT Vert-Rate, 20,000-lb Capacity, With 4000 lb Auxiliary Rubber Spring
42	REAR AXLES, SUSPENSIONS	0014VLA	0014VLA	AXLE, REAR, LIFT (Standard 750-40) Synthetic Oil, 1 thru 24.44 Rate
43	FUEL TANKS	0015LAR	0015LAR	FUEL/WATER SEPARATOR (Tosamulac) With Sight Glass
44	FUEL TANKS	0015SEN	0015SEN	FUEL TANK Top (Dodge 8 Style, Steel, 74" Dia), 40 U.S. Gal., 265 l. Capacity, With Quick Connect Outlet, Mounted Right Side, Under Cab
45	CABS, COWLS, BODIES	0016JMS	0016JMS	CABLER CLUSTER Highline 1800 Highline Horizontal 1800mm
46	CABS, COWLS, BODIES	0016JNZ	0016JNZ	SEAT, DRIVER (International 3000) Self Combined with Compensator, Light Tank with Integral Head Rest, Vinyl, Isolator, Mechanical Lumber, 2 Position Front Cushion Adjust, 3 to 1.14 Degree Back Angle Adjust
47	CABS, COWLS, BODIES	0016PHI	0016PHI	SEAT, TWO-PHASE PASSENGER (Gra-Hag) Fixed Back, Two Integral Headrest, Vinyl, Less Under Seat Storage Compartment
48	CABS, COWLS, BODIES	0016SJO	0016SJO	HEADREST (2) (Long Metal) Rectangular, 7.44" x 14.84" x 7.44" sq. Contour Both Sides, 100" Inside Spacing, Breakaway Type, Back Headrest, Brackets & Arms
49	CABS, COWLS, BODIES	0016V15	0016V15	INSTRUMENT PANEL Center Section, Flat Panel
50	CABS, COWLS, BODIES	0016WVO	0016WVO	AIR CONDITIONER (International Blend Air) With Integral Heater & Defroster
51	CABS, COWLS, BODIES	0016WVS	0016WVS	CAB INTERIOR TRIM (Deluxe)
52	CABS, COWLS, BODIES	0016WVS	0016WVS	FLOOR COVERING Transmission Cover, Floor Mats and Seal
53	CABS, COWLS, BODIES	0016WVS	0016WVS	CAR Commercial
54	WHEELS, TIRES - FRONT	0027DMA	0027DMA	WHEELS, FRONT (DSC) 22.5" Painted Steel, 21 Inch 10, 10 Stud (205-70R24 DQ) Hub Pilot, Flanged Nut, Metric Mount, 6.25 DQ Ring, With Steel Hubs
55	WHEELS, TIRES - REAR	0028DMA	0028DMA	WHEELS, REAR (DSC) 22.5" Painted Steel, 21 Inch 10, 10 Stud (205-70R24 DQ) Hub Pilot, Flanged Nut, Metric Mount, 6.25 DQ Ring, With Steel Hubs

The links in the Parts Catalog Component column take you to the page in the Parts catalog in which the component appears. The links in the Component Line Drawing column take you to information about the component from engineering line drawings.

Now let's scroll back to the top of this screen.

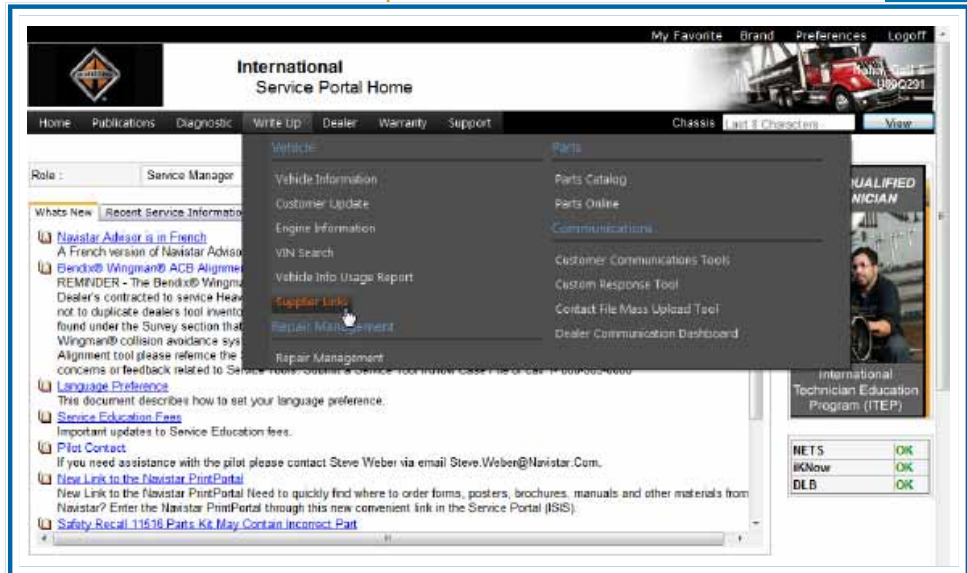
We might also browse through the other tabs to see if there is any information that is useful. For the purposes of this demonstration, we'll stop here.

The screenshot shows the 'Service Portal Vehicle Information' interface. The 'Components' tab is selected, displaying a table of vehicle components. The table has columns for 'Sub', 'Class Description', 'Parts Catalog Component', 'Component Line Drawing', and 'Description'. The components listed include frames, axles, suspensions, and wheels, each with corresponding part numbers and descriptions.

LESSON 4: RESEARCHING A VEHICLE

Navigating to Supplier Links

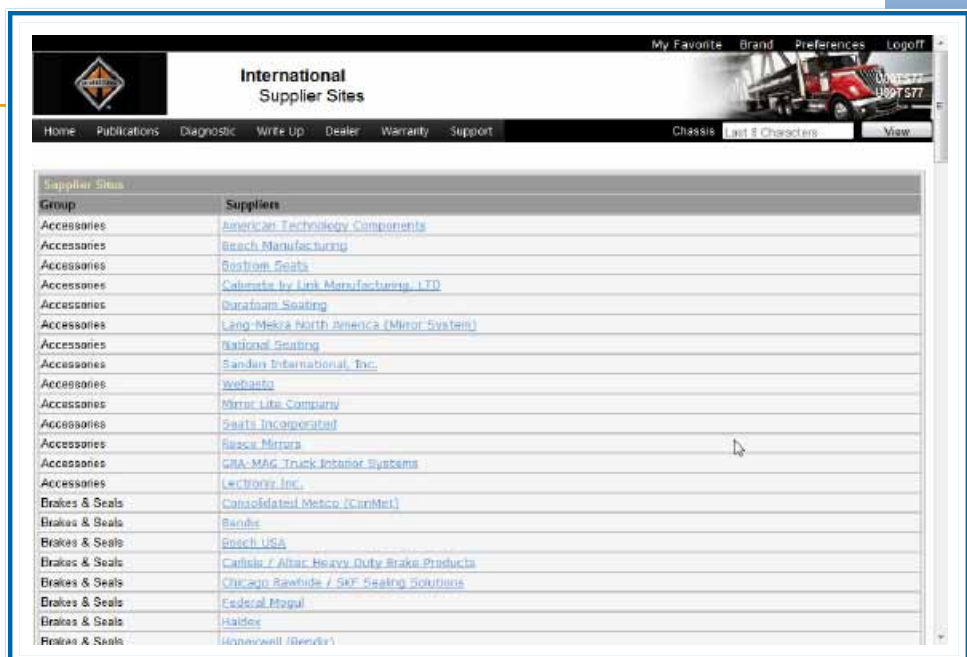
You'll find the Supplier Links in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Supplier Links.



Supplier Links

The Supplier Links feature lists all of International's major suppliers.

The list is arranged by Group, such as Accessories, Brakes & Seals and Electrical. Each group has one or more entries, one for each manufacturer. Each name is a link to the supplier's website and the technical information they provide.



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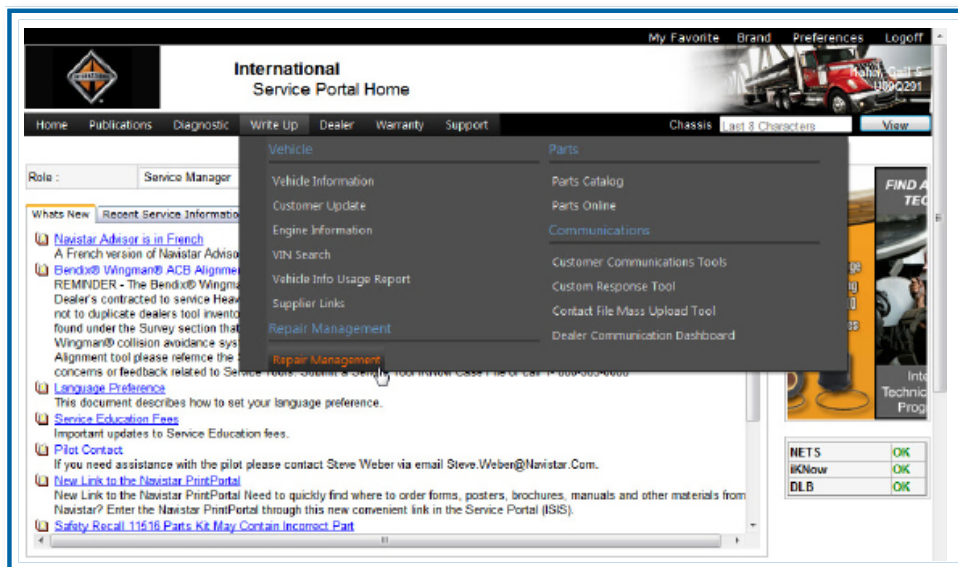
This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings present.

LESSON 5: CHECKING ESTIMATES AND SRTs

In the course of researching a claim, you may want to check the estimate or view Standard Repair Times. Estimates created in the Repair Management System can provide detailed information on the operations, standard repair times and parts used during a warranted repair.

You can also consult the Standard Repair Times feature to determine Navistar's approved repair times for warranted repairs.

Navigating to Repair Management



You'll find the Repair Management link in the Write Up menu. Hover over Write Up in the menu bar to open the menu. Then click on Repair Management.

LESSON 5: CHECKING ESTIMATES AND SRTs

Repair Management

The Repair Management System opens in a new window, ready to create a new estimate.

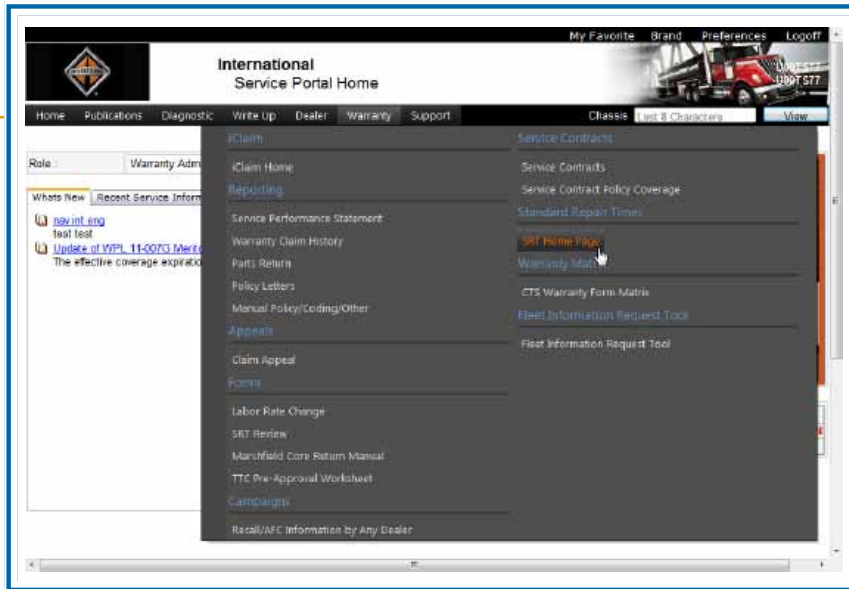
Estimate (RQ)	Account	P.O.	Total	Promised	Mts	Vehicle	Unit	Customer	Status	Assigned	Changed
#12345 (578444)	00009212	30.00	\$402.00	2012/03/27	5.3	2008 - 4300 - 4000 SBA 432 - 07400 240 HP2000 60V		New Day Trucking (0000012)	In Process	Gal Hahn	2012-03-27
#12346	00009212	30.00	\$653.50	2012/03/27	2.9	2008 - 7400 - 7400 SFA 408 - 8A300 FORCE 19 315HP2000 60V - INTVEAZR0019		Carman Enterprises (00009921)	In Process	Gal Hahn	2012-03-27
#12347	00009212	30.00	\$1811.28	2012/03/27	4.3	2008 - 4300 - 4000 SBA 432 - 07400 240 HP2000 60V - INTVEAZR0019		NAVISTAR FLEET Location: 10	Hold (auth)	Gal Hahn	2012-03-27

Managed Repair information, if any, will automatically appear as operations on the estimate. Operations with Standard Repair Times are directly accessible through the estimate.

Detailed training on the Repair Management system is available in the Service and Knowledge Systems section of the course catalog.

LESSON 5: CHECKING ESTIMATES AND SRTs

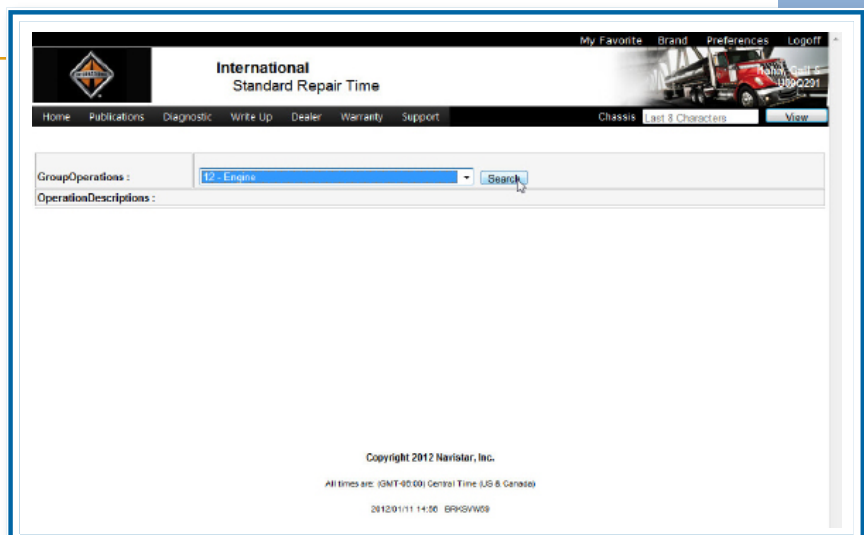
• Navigating to Standard Repair Times



You'll find the Standard Repair Times link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Standard Repair Times.

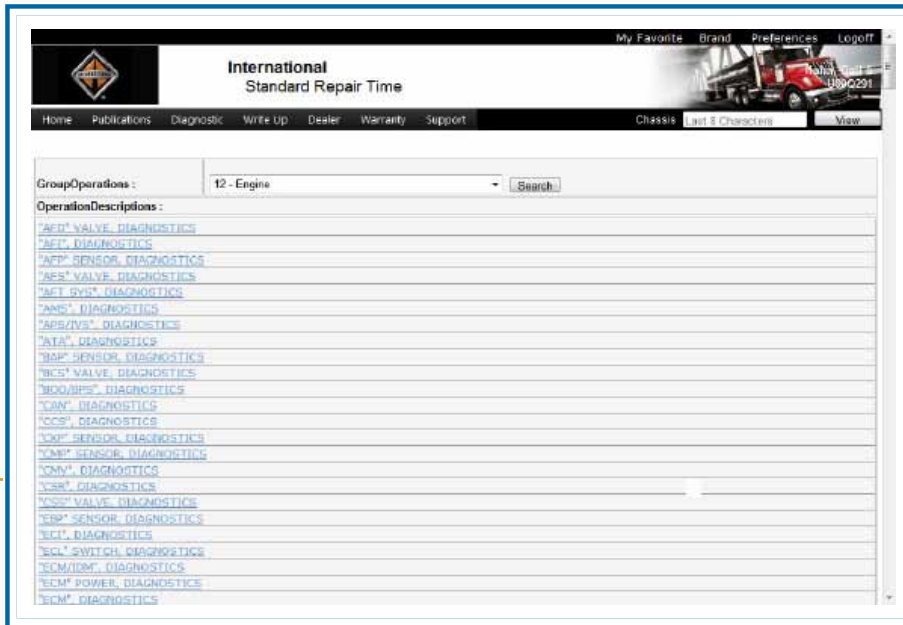
Standard Repair Times

The Standard Repair Times (or SRTs) provide you with links to documents that describe authorized repair times for warranty payment.



Begin by selecting a group operation from the drop-down list. Then click the Search button.

LESSON 5: CHECKING ESTIMATES AND SRTs



- You'll now see a complete list of all operations associated with the group you selected.

Hours	Code	Model	Engine	Qualifier 1	Qualifier 2	Qualifier 3	Brakes	Transmission	Body Style	Chassis
0.5	A12-2011L	All Models		T444E	Steps 1-9					
0.7	A12-2001E	Models: ALL	(DT466C500C)							
0.2	B12-2023H	BEACE	(DT466-570)	Step 1						
0.2	B12-2023H	BEACE	(DT466-570)	Step 1 and 2						
0.2	B12-2021H	BEACE	(DT466-570)	Step 1-3						
0.3	B12-2022H	BEACE	(DT466-570)	Step 1-4						
0.3	B12-2023H	BEACE	(DT466-570)	Step 1-5						
0.5	B12-2024H	BEACE	(DT466-570)	Step 1-6						
0.5	B12-2021H	BEACE	(DT466-570)	Step 1-7						
0.6	B12-2023H	BEACE	(DT466-570)	Step 1-8						
0.6	B12-2021H	BEACE	(DT466-570)	Step 1-9						
0.7	B12-2023H	BEACE	(DT466-570)	Step 1-10						

Clicking on one of them displays a list of specific operations, each with its own figure for hours, warranty code, associated model, and qualifiers.

LESSON 5: CHECKING ESTIMATES AND SRTs

Summary

In this program, you learned how to navigate the Service Portal. You also learned about resources you will use to process claims, research vehicles and check estimates and Standard Repair Times.

Navigating the Service Portal

You'll find options that take you to operational functions of the portal at the upper right of the portal. You can set up Favorites, select the brand you want to work in, set up personal preferences, and log off.

The main menu options allow you to navigate to the available resources in the Service Portal: Publications, Diagnostic, Write Up, Dealer, Warranty, and Support.

Processing Claims

You'll process claims using the Navistar iClaim system.

To research specific warranty coverage and service contracts, you'll access the Warranty Matrix and Service Contract information.

Researching a Vehicle

Both Vehicle Information and Supplier Links provide information that may be used in processing claims.

Checking Estimates and SRTs

Estimates created in the OnCommand Repair Management System can provide detailed information on the operations, standard repair times and parts used during a warranted repair.

You can also consult the Standard Repair Times feature to determine Navistar's approved repair times for warranted repairs.

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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, providing a guide for writing. There are no margins, text, or other markings on the paper.

Service Portal