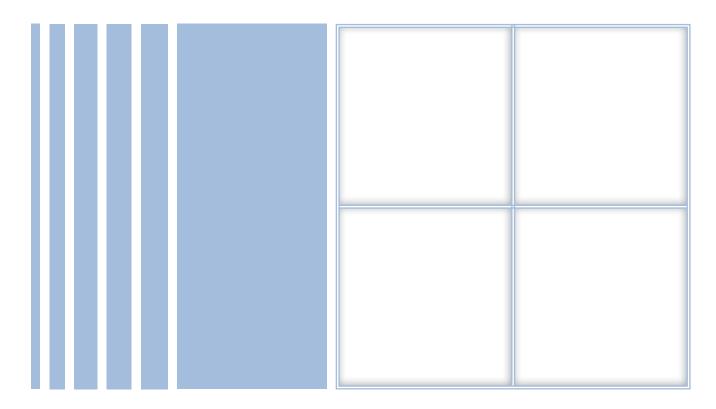
Service Portal

TMT - 101212 Class Course Code: SK1207 First Edition, April 2012

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

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



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.

Preferences •

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

Return				Print
			User Preferences	
User Preferen Service		orld Wide Service Porta	al 👻 All Sessions 👻	Vie
	Item	Context	Selection	
Language		AI	ENGLISH -	
Records per page	;	Al	50 -	
Grand		654327 000		

- 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.
- 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.

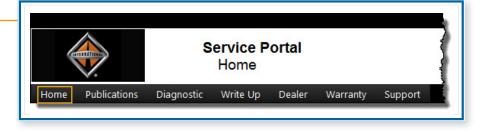
Navigational Menu Options -

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.

lications Diagnostic Write Up Dealer Warranty Service Manuals

Support

Master Service Information

Enhanced Circuit Diagrams

Telematics Solutions

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.

iKNow	Service Resource Center
*	
iKNow Home	2010 MaxxForce® 11 and 13
Programming	2010 MaxxForce® DT, 9 and 10
Wabco FPB Programming	2010 MaxxForce® 7
	HVAC Service Resource Center
	Remote Throttle Resource Center
	Service Tool Resource Center
	Aftretreatment
	Latin America - Home Page

Write Up

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

Vehicle Information	Parts Catalog
Customer Update	Parts Online
Engine Information	Communications
VIN Search	Customer Communications Tools
Vehicle Info Usage Report	Custom Response Tool
Supplier Links	Contact File Mass Upload Tool
Repair Management	Dealer Communication Dashboard

- 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.

Dealer

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

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

- 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.

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.

Write Up Dealer Warranty Support	
	Service Contracts
iClaim Home	Service Contracts
	Service Contract Policy Coverage
Service Performance Statement	Standard Repair Times
Warranty Claim History	SRT Home Page
Parts Return	Warranty Matrix
Policy Letters	CTS Warranty Form Matrix
Manual Policy/Coding/Other	Fleet Information Request Tool
Appeals	Fleet Information Request Tool
Claim Appeal	
Forms	
Labor Rate Change	
SRT Review	
Marshfield Core Return Manual	
TTC Pre-Approval Worksheet	
Recall/AFC Information by Any Dealer	

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.

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.

Warranty Support	
Feedback	FAQ and Support
Service Portal Feedback	Town Hall replay
	Systems Updates
	Change Password
	Load Graphics Viewer
	Glossary
	Employee Registration

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.



Navigating through the Menus

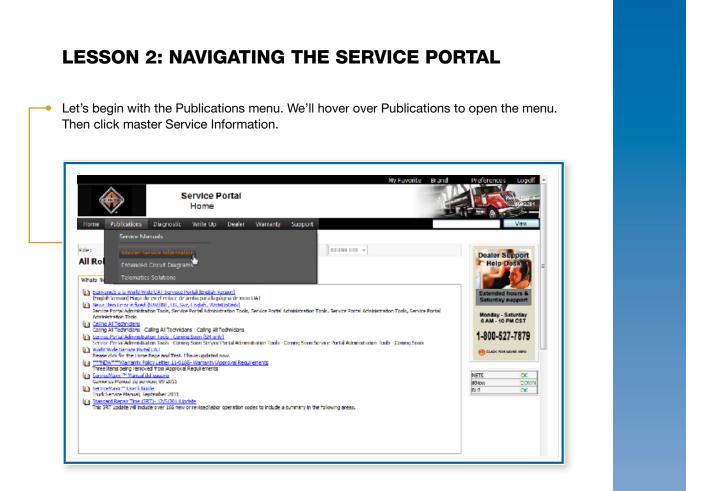
Now that you've been introduced to the features that are included in each menu, let's take a look at how navigating through them really works. In the following demonstration, you'll learn how to open a menu, select an option and then return to the Home screen.

Home Public	Se	mational ervice Portal Ho te Up Dealer V	me /arranty Suppo	t .	Chassis Last 8	Characters	View
Role :	Service Manager	•	Location :	000099-000 -		FIND A QU TECHN	
Pilot Contact If you need a Wew Link to' New Link to' New Link to' Navistar? En Wastar? En Dis Safety. Recall The ropair pa standoff brac contain 3105 If the threaded locally. If the Wew Shifting The latest SU New Custom	dates to Service Education fe- sistance with the pilot plea: the Navistar PrintPortal He Navistar PrintPortal Need ter the Navistar PrintPortal Need ter the Navistar PrintPortal Need ter the Navistar PrintPortal Need to the fuel party case. T 3R1 which is an W8 x 16 mm d longth measures 1 <u>Gears Neederther Postad</u> niting Gears Customer Servi or Support Cantor Phone Ho os simplify your ability to com	to quickly find where rough this new conve in Incourse. Part rocal 11516 may co to kit may contain pa bolt. You can deter bolt. You can deter bolt needs 6 mm (0.63 in) the bolt ce newsletter is now a line. Stueture act a person by phon-	to order forms, po nient link in the Se ntain an incorrect it number 31054R; nine if the bolt is c to be replaced wi It can be used for wailable.	tters, brochures, manuals an vice Portal (ISIS). Iart. The suspect part is the I which is an M8 x 20 mm for orrect by measuring the threa h a 31053R1, M8 x 16 bolt or he repair.	bolt used to attach the g bolt. The kit should ded length on the bolt. equivalent obtained insted all together, the	Interna Technician Program NETS iKNow DLB	Education

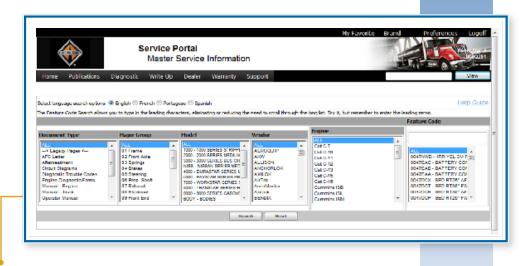
We'll begin at the Service Portal Home screen.

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.



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.

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.

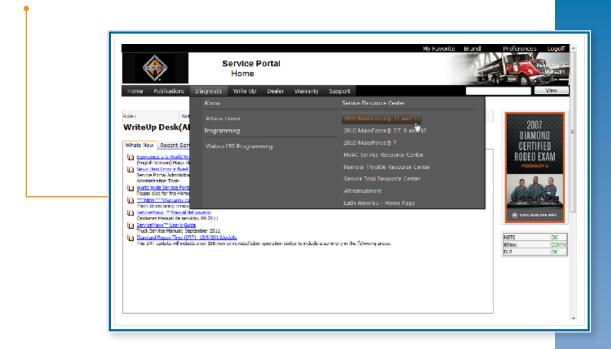
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fert language search options 🧕 e Feature Code Search allows y		Portagese (2 Spanish g characters, eliminating or reducing	g the need to scroll through			<u>Helo Guide</u> adıng zeros. Feature Gode
locument Type	Najor Group	Model	Vendor	Engine		
AL. PLags Plage III. PLags Plage III. APC Lose APC Lose Appendia Toulia Cades Project Degrada Farms Wanadi Engine Manadi III. Manadi III. Appendia Toulia Manadi III. Appendia Toulia Manadi III. Appendia Manadi III. Appendia Mana	ALL 01 Frame 02 Front Ade 03 Springs 04 Brokes 05 Browing 00 Prop. Shall 07 Exhaud 05 Executed 09 Front End	A A	ACW ALLISON ANCHORLOK AXILOR AXILOR AXILOR AXILOR	A Meanhance 10 Meanhance 11 Meanhance 11 Meanhance 13 Meanhance 15 Meanhance 15		ALL ADDRESS OF A DRESS
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CLetter		Legacy AFC Page				
z. CDiagrams z. CDiagrams zECD		Legacy Circuit Diagrams Enhanced Circuit Diagrams				
agnostic Trouble Codes		parties was concerned and grants				
z TGuide		Legacy Troubleshooting Guides				
		Legacy Diagnostic Trouble Code	Indexes			
z Indexes						

- 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.

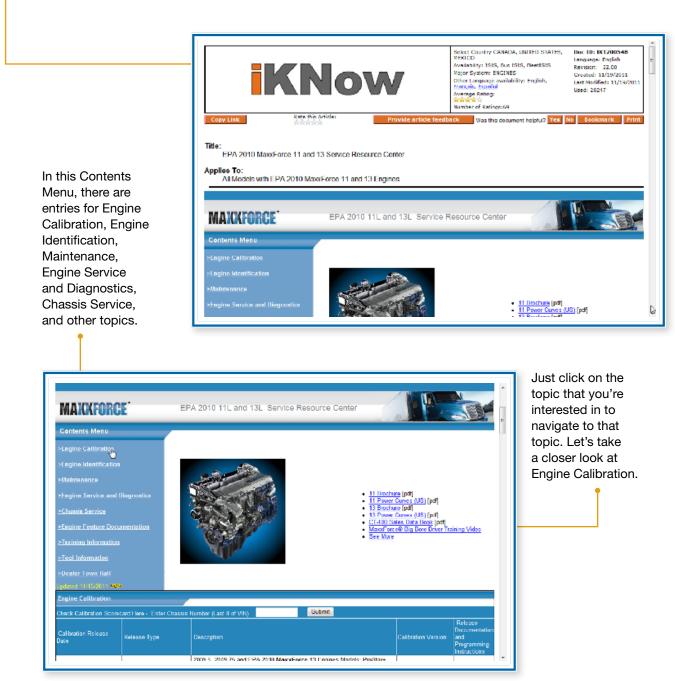
	e Diagnostic Forms		^
H.	EGED535	MaxoForce(): 15 (Deginning with 2011 Model Year) Performance Diagnostics	
1	LGLD525	NaxoForce() 15 (Segming with 2011 Model Year) Engine Wring Dagram Form ECED 525	
2	EGED 520	MaxoForce: (Deginning with 2011 Model Year) Hard Start and No Start Diagnostics	
Ham	al - Engine		
A.	eges515	2011 MaxoForce(8) 15 Engine Diagnostic/Troubleshooting Manual	
7	0000510	2011 Maio/Force@15 Engine Service Manual	
opera	stor Nanual		
	z OpManualsOld	Legacy Operator Manuals Cld	
	z OpManuals	Legacy Operator Manuals	
1	1172042R1	NaxoPorce(8) 15 Diesel Engine Operation and Maintenance Manual (2011 Model Year)	
Safet	y Recal		
	12999LeoacyttecalPage	Legacy Recal Page	
SIN L	etter		
	sin1209Leadev5ENPage	Legacy SPN Page	
7	stn1131	ZTSE4925 Clean Fuel Tank	
1	sin1112	2011 MaxoForce 15 for Technicians	
TST L	etter		
	12999LeoacyTSIPage	Legacy TSL Page	
1	111206	Navistar, Inc. Diesel Engine Service Publications Application Guide	
	.OldLegacyTSI	Older TSI Letters	
_	Contractory Con-	Sheer Las centers	

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.

Now let's look for MaxxForce 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 MaxxForce 11 and 13.



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.



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

Check Calibration Scor	ecard Here - Enter Chassis	s Number (Last II of VIN) Submit			
Calibration Release Date		Bescription			Release Documentatio and Programming Instructions
16/27/2011	Production and Service	2009.5, 2009.75 and EPA 2010 MaxxForce 13 Engines Models: ProStar+, Transtan, and WorkSum: CHECK CALIBRATION SCORECARD Note: This document is now a running fat of all Service Calibration Releases for the 2010 MaxsForce 13 Engine	3.6.1		EK1200600
05/27/2011	Production and Service	2009.5, 2009.75 and EPA 2010 MaxxForce 11 Engines Models. ProStart, TracKae, and WorkSae. CHECK CALIBRATION SCORECARD Note: This document is now a numming list of all Stretce Calibration Releases for the 2010 MaxoForce 11 Engine.	3.6.1		K1200574
		The 2010 Motor and a line in Engine			
Engine Mentilization		Ine core nation erec in cargine			
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Feature Code /Link Description to Parts Calating 012EAX MaxaFore	Cade Lasta Io Norts Cadaleg and • 11 EPA 10, 330 HP @ 17	n Sarwas Rakanara Driy		Prefix	ËSN
Feature Code /Link Descaption Colaiog D12EAX MacoFord D12DAR MacoFord	Cade Leta to Parts Critics and 11 EPA 10, 330 HP @ 17 11 EPA 10, 330 HP @ 17	ar Gorann Nickennau Driv 187 Gorann Nickennau Driv 08 NPM, 1950 Nah Tergae († 1000 NPM, 1900 NPM Generaed Speed		Prefix 106	ESN 4 101510
Loture Code /Link Description to Parts Site Foster <u>Catalog</u> <u>MacoFoster</u> <u>MacoFoster</u> <u>MacoFoster</u> <u>MacoFoster</u>	Cide Lets to Purbs Caldrey are 11 EPA 10, 330 HP @ 17 11 EPA 10, 300 HP @ 17 11 EPA 10, 365 HP @ 17	Na Struct Robuster Envy 90 RFM, 1550 R-D Targue & 1003 RFM, 1000 RFM Coverent Spand 90 RFM, 1550 R-D Torgue & 1003 RFM, 2100 RFM Coverent Spand		Prefix 106 106	ESN 4101510 4101510
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Locture Locture to Parts State Fundament State	Cold Field In Volta CAAke on 11 EPA 10, 330 HP @ 17 11 EPA 10, 330 HP @ 17 11 EPA 10, 365 HP @ 17 11 EPA 10, 365 HP @ 17 11 EPA 10, 370 HP @ 17	Le Schwartlebenaut Enry 00 RPM, 1550 B-A Tarque (§ 1000 RPM, 1500 RPM Cauverent Speed 00 RPM, 1550 B-A Tarque (§ 1000 RPM, 2100 RPM Cauverent Speed 00 RPM, 1550 B-A Tarque (§ 1000 RPM, 2100 RPM Cauverent Speed 00 RPM, 1550 B-A Tarque (§ 1000 RPM, 1900 RPM Cauverent Speed		Prefix 106 106 106 106	ESN 4101510 4101510 4101510 4101510
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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 Guide (PDE)	ENGINE	2010 Model Year MassEnroeth 11	and 13 Maintenance Oricle		7/10/2011		
K0900043	COOLING	Using Shell Rotella® Extended Life	Coolant in 2010 MaxwForce 11L and 13L Engin		7/10/2011		
K0500028	COCUNG	Service Information New Shell Rote	Ia® Ultra Extended Life Coolant (ELC) used in	Maxel orce 11 and 13 engines	9/1/2010		
K0900032	COOLING	Phosphate Conditioner Required W	hen Replacing Radiators		9/10/2010		
Shell Rotella® Ultra (PDF)	COOLING	Shell Rotella® Ultra Extended Life	Coolant Nitrate Free Coolant		7/10/2011		
2010 MaxxForce © 11L & 1	3L Regiona	I and Line Haul Vehicles ' Service	e Intervala "				
Operations / Fuel Economy		LIGHT- 6.5 MPG or Higher (MORE THAN 4 KmpL)	MODERATE = 5.5 mpg -5.0 mpg (3-2 Kmpl.)	SEVERE - LESS THAN 5.0 (LESS THAN 2 Kmpl.)	npg		
Change Engine Oil and Filter† Part # 3007499C92		40,000 mi/64,400 km**	00,000 mi/48,000 km** (Based on a fuel economy of 5.8 mpg)	18,000 mi/29,000 km**			
Change Centrifuge Filter Part # 2506467C91		With Oil Change	With Oil Charge	With Dil Change			
Change Fuel Filler Part # 3004473053		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/E0,000 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	325,000 mi/523,000 km	250,000 mi/400,000 km			
Replace Engine Coolant		500,000 mi/1,000,000 km	600,000 mi/1,000,000 km	600,000 mi/1,000,000 km			
The recommended Service I	ntervals for M	laxxForce@ 2010 11L and 13L engin	rice intervals above, please consult the appropri- es are directly related to the fuel economy achin international dealer for the latest service recomm	eved. Many variables affect fuel			



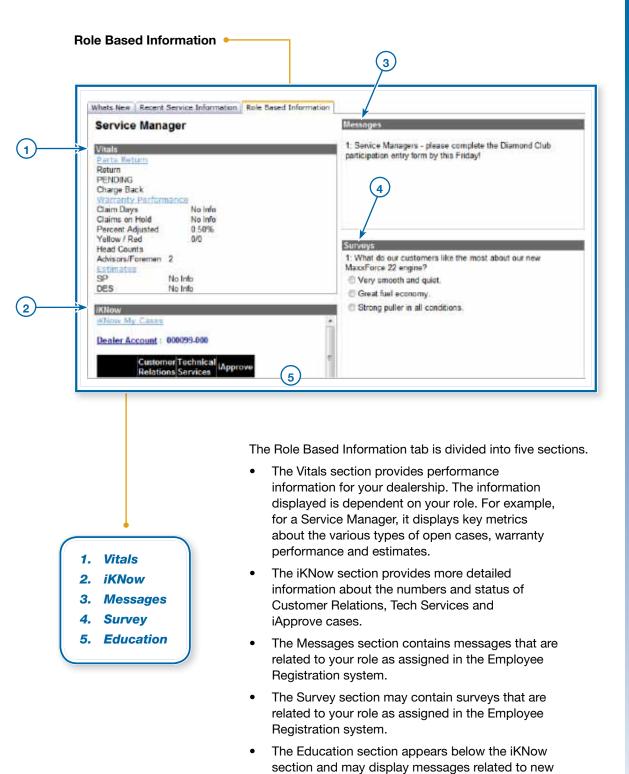
When we close an iKNow document, we'll always see this dialog box requesting feedback on the usefulness of the article. Click Yes or No to indicate whether or not the article helped resolve your issue.

Home Screen Resources -

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

Home Publi	Se	rnational ervice Portal H ^{ite Up} Dealer	ome Warranty Suppo	My Favorite Bran Int Chassis Last 8 C	d Preference	Logoff View
Role :	Service Manager	•	Location :	000099-000 -	FIND A QU	
Senice Edition for the important of	nent describes how to set your ucation Fees pipdates to Service Education fi (t) assistance with the pilot plea to the Navistar PrintPortal Nee inter the Navistar PrintPortal It all 11516 Parts Kit May Conta parts ik 8900223R91 for safety coket to the fuel pump case. T 553R1 which is an M8 x 16 mm ded length measures 20 mm (() the threaded length measures 1 g Gears Newsletter Posted Shifting Gears Customer Servi mer Support Center Phone Ho to simplify your ability to cont to cotions have been reduced an	ees. se contact Steve We d to quickly find when hrough this new com in hoorrect Part y recall 11616 may of he kit may contain p he kit may contain p he kit may contain the lot may contain the form (0.63 in) the b ce newsletter is now <u>the Stucture</u> tact a person by pho d language newsjetter	aber via email Steve. re to order forms, po- renient link in the Se- contain an incorrect ant number 31054R rmine if the bolt is o ls to be replaced wi volt can be used for r available. ne. Many Phone Ho n has been simplifie	sters, brochures, manuals and other materials from rvice Portal (ISIS). part. The suspect part is the bolt used to attach the 1 which is an M8 x 20 mm long bolt. The kit should orrect by measuring the threaded length on the bolt. h a 31053R1, M8 x 16 bolt or equivalent obtained	Interna Technician Program NETS iKNow DLB	Education

- 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.



training offerings and other training-related issues.

NOTES

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.

. .

	International Service Portal Home	My Favorite Brand Preferences L
Home Publications Diagnostic	Write up Dealer Warranty Support	Chassis Lust 8 Characters
Role : Warranty Adm	Clam Hone Reputing	Service Contracts Service Contract Folicy Coverage
Berline Coverage expiratio	Service Performance Statement Warranty Claim History Parts Refurn	Standard Repair Time: 58T Home Page Warnindy Mathie
	Policy Letters Manual Policy/Coding/Other Appendix	CTS Warranty Form Matrix Flaet Information Regardst Tool
	Claim Appeal Foom	Field Information Request Tool
	Labor Rate Change SRT Havinn Manuffield Core Ratum Manual TTC Pre-Approval Worksheet Campangnis	
	Recall/AFC Information by Any Dealer	

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.

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.

NAVISTAR	iClaim Home
Home	Logout Help
Claim Entry > Vehicle Illaster >	Welcome to the iClaim System
Reports Inquiries	Version 2011.3
Administration	What's New
	Warranty Center Standard Hours of Operation Monday – Friday: 7:00am to 7:00pm (CST) Saturday/Sunday: Closed Please refer to iKNow Article: <u>SH3000001</u> for additional Customer Support Center Hours For any system issues contact the Dealer System Support Center 1-900-527-7879 choose Option 2
	For any system issues contact the Dealer System Support Center 1-800-527-7879 choose Option 2
	11-30-09
	AFC 09909 has been added to the Multi VIN Claim Template
	10-9-09
	iClaim version 3.0 has been installed. The newest version includes the ability to delete a claim section, attach a
	picture or document to a claim section, and retrieve an electronic copy of the R5185, R5180, and R5132 reports from the past 6 months. Reference the iClaim User Guide or iKnow article iK2800058.
	7-23-09
	Due to a systems "glitch" some current SRT's have been deactivated prematurely. These codes were scheduled to be
	deactivated Monday July 27 th when they are to be replaced with new updated codes. These old SRT's have been removed from

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.

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Home Publications Diagnostic		Clissesis List 8 Characters Wow
Role : Warranty Adm		
one vianany son	Clem Home Reputing	Service Contracts Service Contract Policy Coverage
Whats New Recent Service Inform		Standard Report Times
Institution Institutio Institutio Institutio Institutio Institutio	Service Performance Statement Warranty Claim History	SRT Home Page
	Parts Return	Warning Matrice
	Policy Letters	TTE Warrang Palls Mathin
	Manual Policy/Coding/Other	Elect Information Regular. Tool
		Fiest Information Request Tool
	Claim Appeal	Statistical contraction of the
	Labor Rate Change	
	SKT Review	
	Marchfield Core Return Manual	
	TTC Pre-Approval Worksheet	
	Recall/AFC Information by Any Dealer	
	d the Warranty Matrix link arranty menu. Hover over	

Navigating to the Warranty Matrix

• 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.

V.		Standa	o nal rd Warr	anty Matr	ix			
ome Publications	Diagnostic	Write Up	Dealer	Warranty	Support		Chassis	Last & Characters View
The	Standard Warra	nty Matrix ha	s been red	esigned to m	ake it easie	to find the speci	dic vehicle information for v	which you're looking.
		T	o use this p	ege, please i	make four s	lections for the o	desired vehicle	
Country Reg	ions	Model/Series:				Model year:		Model Description:
I leited States / Con	ele 🔹	Durst	5+++ 4000 ·	Cerier)	•	2017	•	19 Mootha Standard Warranis 🕈
				line.	Reset Sele	tions		
be standard warranty	information will	l launch in a s	separate br			st selection. We o let us know	hope you lind this page e	asy to use. If you have any feedback,

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

DBTAINING SERVICE	Effective with Vehicles half 11/10/2002 or hear	
Return this vehicle to any international Truck Dealer authorized to service this model vehicle and engine.	INTERNATIONAL CTS-2002G	
DESCLAMENT No WARRANTED ARE OVEN BEVOND THOSE DESCRIBED HEREN, THIS WARRANTY IS NI LEU OF ALL OTHER WARRANTES, EXAMPLISED ON INFLICE THE COMPANY AND ALL OTHER REPEDENTATIONS TO THE USERPUNCHMENT AND ALL OTHER REPEDENTATIONS TO THE USERPUNCHMENT UNALLY FOR NOUBERTLA. AND CONSEQUENTATIONS TO THE USERPUNCHMENT UNALLY FOR NOUBERTLA. AND CONSEQUENTATIONS TO THE USERPUNCHMENT UNALLY FOR NOUBERTLA. AND CONSEQUENTED MANGES ON THE RART OF THE UNALLY FOR NOUBERTLA. AND CONSEQUENTED MANGES ON THE RART OF THE UNALLY FOR NOUBERTLA. AND CONSEQUENTED MANGES ON THE RART OF THE MART OF THE SECURATION OF MAINTER IN THE VARIANCE ON THE RART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE MART OF THE SECURATION OF MAINTER IN THE MART OF THE MART OF THE MART OF THE MARK THE MART OF THE MART OF THE MART OF THE MART OF THE MARK THE MART OF THE MART OF THE MART OF THE MART OF THE MART OF THE MARK THE MART OF THE MART	LIMITED WARRANTY FOR MODELS 1000, 7300 4X2, 4X4, 7400 4X2, 4X4, 6X4 6X6 <u>EASTC VENICE</u> Interactional ² , it is option, will require or replace any part of this vehicle which power-deletime in another modimating in moral new real educities which new we have the parts, for the first 12 asouth them are which othere does conserved conserved.	
Remedies Under State or Provincial Law: some States and Provinces do not allow the exclusion or Irritation of Insidential or conneguential damages, so the above limitation or exclusion may on disply to the owner. This servand gives the owner specific legal rights, and he may also have other legal rights when may vary by state or province.	 <u>COMPONENT COVERAGE</u> The components described below are given additional warrany coverage of variable time periods and distance traveled limitations, as shown in the Warrany Coverage Schedule. 	
RECORD OF OWNERSHIP	1. Frame Side Rails.	
Upon receipt of new vehicle by original owner, complete the following: I have read this Warrarky Brochure and fully understand the warranty coverage. I acknowledge that I have received a copy of the Owner's Limited Warranty and I accept the terms described herein.	 Cab/Cowl Structure (on-highway applications). The Cab/Cowl is warmande applications partnershop due by Commission, succept for partnershop musically in influenzal elementalis and or controlone caused by non in a commission industrial autonomiana. 	
Cuitesar Siguites Dans Onsar'i Addoui City Soni-Piere Peutol Cola	4. International* Dissoi Engines including: Nock, cyclader bools, fiel prany, high previous pump, antrockargen, antenaty bateriawa de composante, and wang pump, electronic acoutoite, active, acouto and arguines response for electronic angles operates; gover plan; giver plan; plan; wand for alsociated conclusion electronic concerner for 12 month* thatmatis and a succission (e.g., the circle), assumed as a second concerner and the circle and the circle and the second concerner and the circle and	
Truck Model Vehicle Identification Number	 Spicer front & rear oxles, clutch, propshaft, and transmission, excluding brakes, wheel ends, axle shafts, controls & attachments. 	
Engine Number Engine Serial Number	 Spicer from & rear axies and propchaft, when used with Allicon transmission; excluding brakes, wheel ends, axie shafts, controls & attachments. 	
Des Deliveré to Une (DTU) Odessere Renfag al Delivery MGOTATIT The Information considered in Bio Manardy Rolling al Delivery montant au manardational content, respect and the processes of the information to the processes of the Dealer after you request warranty particles. The Dealer after you request warranty particles. The Advancement Processes of the Origination of the Processes of the Dealer after you request warranty particles. The Origination of the Processes of the Origination of the Processes of the Origination of the Processes of the Origination of t	Note: The customer has 180 days from DTU (delivery to end user) to purchase any extended warranty on the unit. See your local international dealer for details.	

The appropriate warranty document opens in a separate window.

-•	Navigating	to	Service	Contracts
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	International Service Portal Home	1997
Home Publications Diagnostic Role Warranty Adm Whate New Recent Service Inform In Recent Service Inform Isol test Update of WPL, 11-00703 Merry The effective coverage expiratio	Virte up Dealer Warranty Support Claim Claim Home Reporting Service Performance Statement Warranty Claim History Parts Return Paticy Letters Manual Policy/Coding/Other Appeal Claim Appeal Form Labor Rate Change	Chassis Cost & Characters Wiew Service Contract Service Contract Folicy Coverage Standard Report Time SRT Home Page Warranty Mail Ja CTS Warranty Form Matrix Fileet Information Request Tool
	SRT Review Marshfield Core Return Manual TTC Pre-Approval Worksheet Cambangmi Racall/AFC Information by Any Dealer	

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.

Service Contracts

The Service Contracts screen lists recent site updates.

ome Frequently Asked	Service Contracts Recent Site Updates	
icing >	Recent Site Updates	í
empetitive Analysis	Pag	je Size 10 Ge
Servics Contract Policy Coverage	Description	Last Update
	 SERVICE CONTRACT NUMBER 1-800-346-4429 Option 1 Using this number will eliminate the issue of not being able to reach a specific individual due to them being away from their phone or out of the office. 	Nov/19/2010
	CUNNINS Service Contract Registration Form U.S. and Canada Units Must Be Built AND DTU'd by 12/31/10	Jun/17/2010
	 Medium, Heavy and Severe Price Pages, effective January 11, 2010 now available Price Pages for Medium, Heavy and Severe, effective January 11, 2010 are now available under Pricing/Published Price Pages 	Jan/13/2010
	 POWER OUTAGE-FAX MACHINE DOWN Due to a power outage over the weekend, the Service Contract Fax machine was down. If you submitted information to us during that time, you will need to resubmit it. Thanksi 	May/04/2009
	 Extended Time Period to Purchase Service Contracts Effective April 1, 2009, Service Contracts are now available to the original retail customer only, for up to 12 months following the date delivered to the original user (DTU), or up to 100,000 mile (160,000 km). Reference Sales Policy Letter G-1876. 	Apt/08/2009
	 Medium, Heavy and Severe Price Pages, Effective January 12, 2009 Now Available Price Pages for Medium, Heavy and Severe, effective January 12, 2009 now available under Pricing/Published Price Pages 	Jan/13/2009

- 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.

Navigating to Service Contract Policy Coverage

		International Service Portal Home		
Home Publicat	Ions Diagnostic	Write up Dealer Warranty Support	Cliassis List 8 Charactere Mow	
In av int eng test test	hats New Recent Service Inform a novint eng feel leet Under of VPPL 11-COTG Marce The effective coverage expiratio The effective coverage expiratio Claim Appeal Claim Appeal Claim Appeal	Reporting Service Performance Statement Warnanty Claim History Parts Return Parts Return Parts Letters Manual Pokey/Coding/Other Appendis Claim Append	Service Contracts Service Cont	
		Labor Rate Change SRT Review Marchfield Core Raturn Manual TTC Pre-Approval Worksheet Campbarges		

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.

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.

Home Publications	International Diagnostic Write Up Dealer Warranty Support Warranty Policy Number : M1500A View Details	
		Simply enter the policy number and click the Vie Details butt
	Copyright 2012 Navistar, Inc.	
	All times are: (3MT-00:00) Central Time (US & Canada)	
	2012/01/11 14:50 BRKSVW09	
	My Favorite Brand Preferences Logoff International	
Home Publications	My Favorite Brand Preferences Logoff International Diagnostic Write-Up Dealer Warranty Support Chassis Tast & Chassis Tast & Chassis Tast & Chassis Tast & Chassis	The details
	My Favorite Brand Preferences Logoff International Diagnostic Write Up Dealer Warranty Support Warranty Policy Number: M1500A View Details	
Home Publications Policy Number : Policy Description :	My Favorite Brand Preferences Logoff International Diagnostic Write-Up Dealer Warranty Support Chassis Tast & Chassis Tast & Chassis Tast & Chassis Tast & Chassis	The details of the servic contract are

Coverage 36 Months / 300000 Miles / 480000 KM

009 - FLYWHEEL/RING GEAR 106 - ENGINE CONTROLS, CMPRSD AIR MANIF, PIPE, HOSE

119 - INTERSTAGE CAC-AIR, MANIF, PIPE, CONNECTECTO 135 - TWIN TURBO (HI PSI) & SINGLE TURBO

871 - SWITCH, LOW COOLANT LEVEL 36 Months / 300000 Miles / 480000 KM 028 - CAPA BOLT, MAN BEARING 037 - BOLT, ROD 031 - CRAINCCASE 052 - PHINGCONNECTION CRAINCCASE VENT 075 - CRAINSHAFT

108 - HOUSING, FLYWHEEL

137 - PISTON, PIN, LOCK, BUSHING 146 - RING, PISTON

Major Group Number

Navigating to Policy Letters ____

International Service Portal Home		U007577	
Home Publications Diagnostic	Write up Dealer Warranty Support	Cliassis Last 8 Characters Mow	
Varranty Adm Whate New Recent Service Inform () navint eng test test test test Update of WPL 11-007G Merito The effective coverage expiratio	Clem Home Reporting Service Performance Statement Warranty Claim History Parts Return Hump Lettern Manual PolycyCoding/Other	Service Contracts Service Contract Policy Coverage Standard Report Times SRT Home Page Warring's Mail ()s CTS Warranty Farm Matrix Fileet Informitation Regress Tool	
	Appeal Claim Appeal Form Labor Ratic Change SKT Review Marchfield Core Saturn Manual TTC Pre-Approval Worksheet Cambaron	Fiest beformation Request Tool	
	Recall/AFC Information by Any Dealer		

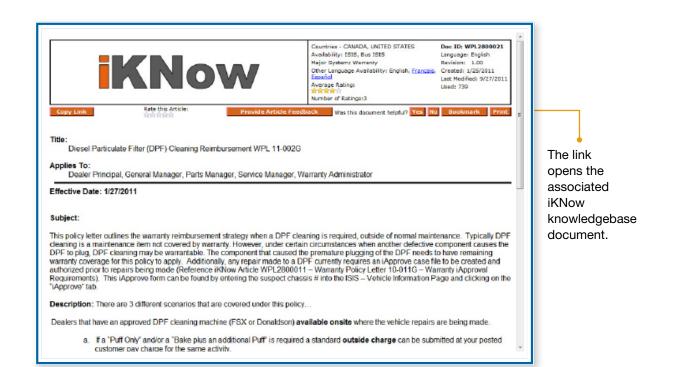
You'll find the Policy Letters link in the Warranty menu. Hover over Warranty in the menu bar to open the menu. Then click on Policy Letters.

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 11-0030 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 # (Replaced 11-006G by WPL 11-017G) Meritor WABCO Hydraulic Full Power Brake (FPB) Warranty Coverage 11-007G Service Level Authorization (SLA) for the MaxiForce Engine Warranty Process/Fire and Emergency Segment (Replaced by WPL <u>11-020G</u>) 11-008G Warranty Policy Letter 11-009C--Warranty iApproval 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 11-0120 Requirement to Etch VIN into Failed Brichtwork Glamour Surface Parts 11.013



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.

V.	Service Portal Home	and the second sec
Home Publications Diagnostic	Write Up Dealer Wartanty Support	Chassis Last 8 Characters View.
Rule Warranty Adm	Claim Home Repoliting Service Performance Statement	Servee Contracts Servee Contract Policy Coverage Shawberd Report Tower
The effective coverage expension	Warranty Claim History Parts Refers	SRT Harme Fage Warranty Matrix
	Poling Laters	CTS Warrany Form Matels Read Edomisation Reparst Foot
	Claim Appeal I mms	Fleet Information Request Tool
	Labor Rate Change SPT Review Marchfeld Core Return Manual	
	TTC Pre-Approval Worksheet	

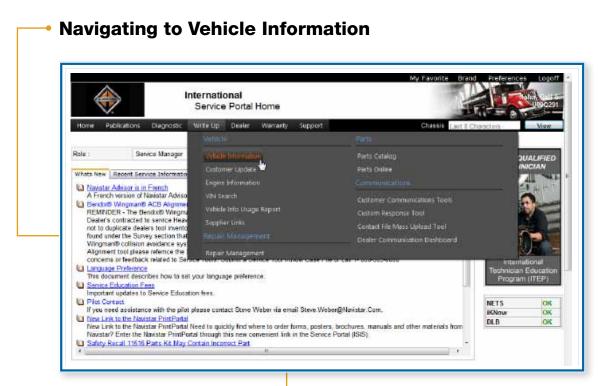
	Warranty Policy Warranty Policy	CTS 1100 English
		CTS-1100
	Warranty Policy Manual - Francais	Electrolis
	ROW Warranty Policy Manual - English	CTS-1101 English
	ROW Warranty Policy Manual - Espanol	CTS-1101 Espanol
•	Warranty Policy Manual - MaxiForce Custom Power - English	CTS-00218 English
anual Policy/		
Coding/Other		
The Manual	Warranty Coding Warranty Coding Manual - English	CTS-1025 - English
		CTS-1025-English
Policy/Coding/	Warranty Coding Manual - Espanol	Espanol
Other feature	Warranty Coding Manual - Francais	GTS-1025 -
ovidoo linko to		Entreats
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ecific warranty	Warranty Other	
manuals.	Warranty Repair Order Analysis Tool	Dealer Analysis
	Repair Order Tool - User Guide	User, instructions
	New Vehicle Loss And Damage Procedures	Procedure Manual
	Warranty Reference Guides	Reference Guide

Click on the associated link to view the manual.

NOTES

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.



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.

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

Interna Vehi	i tional cle Information	
Home Publications Diagnostic Write U	p Dealer Warranty Support	Chassis Last 8 Characters View
		Select tab(s) to print Print
Nerts Summary Managed Repairs Details	Components Serial Numbers Service Contracts V	Warranty History iKNow Search Case History iApprove
VIN : 3H SDH SJRXBN3R7810 Description 1 RA - JB HUNT - Case File Submission 2 2010 MAXXFORCE 11, 13	This vehicle is currently enrolled in OnComm on the button above and completing the su created the minute a concern is identified or to for Navistar support. Please update this case fi diagnostic, repair, parts identification or source vehicle and repair. Joe Villar Alort if this vehicle arrived unscheduled, pi	Advocate Case File and Repair Advocate. Please create a case file by clicking the vehicle arrives at the dealership regardless of the need le regularity with the status of the repair and/or a request for ling help. A Repair Advocate will be actively monitoring this r is the Primary Advocate for this customer. lease do not complete any Non-Safety related campaigns
		dditionally, please supply a confirmation that you have the splete the campaign included in your request for approval. Thanks!

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.

Summary Tab

\bigotimes	International Vehicle Information		
Home Publication	is Diagnostic Write-Up Dealer Warranty Supp	ort	Chassis Last 5 Characters New
			Select tab(s) to print
iummery Menaged	Repairs Details Components Serial Numbers Service Co	Intracta Warranty	History iKNow Search Case History iApprove iRequest
VINSIGNAL	1609207		
General Informatio			
Customer Name	COLEMAN MOTOR CO INC 30 BRISCOE LANE FREDERICKSBURG, VA 22401	Engine :	International - DT466 ST 215HP/225HP PEAK 2600 GOV (0012NMC)
Application	Wracker-Hook (Recovery)	Model:	4300 SBA 4X2
		Engine ESN .	470HM2U1401785
Repair Management:	Create Estimate		
Contact Name:	Cary Coleman + List Add Edit Delete Send Message		5 <u>Edit</u>
Position.	Owner	Inspection Exp.	
Phone Number	540-898-4295	Notes	Yes
Email Address			
Customer ID	20556		
Contact Type	Global		
		11	
Warranty Informed			

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.

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).

					Select ta	b(s) to print	
and the second se	naged Rep	eira Detai	is Components Serial Numbers Se	rvice Contracts Weimanty History	iKNow Search	Case History	Approve
Applies							
VIN-TH STHESORKER	1367030	9					
Reserve/Release	Туре	Number	Description	Status	RO Number	Dealer Location	Active
Reserve	Recall	11516	BOSCH ALTERNATOR BRACKET				Yes
Handree	MIN	11119	PROSTAR ROUTING AND CUPPING		1	1	Yes
Reserve	MEV	11105	ECM CALIBRATION UPDATE				Yes
KNow Manage							

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.

Details Tab •				
	Home Publications D	International Vehicle Information	TOT	My Favorite Brand Preferences Logo
		Repeirs Details Components Serial Numbers 5		Select tab(s) to print
				tory iKNow Search Case History iApprove
	Response	Addres Denie Carloo bile Deni Manuele D	erence contractor internante mor	ory invide Search Case history indertove
	(Request) Volucio Istorecation			
	(Request) Vehicle Informations VIN	3HSDHSJRXEN387810	Order Dets :	06/30/2010
	(Request) Volucio Istorecation	3HSDHSJRXBN387810 PROSTAR4 113 644 MAXFORCE 13 MULTI TORQUE 430HP/1900 GOV		
	(Request Volid to Teleprovide VIN Nodel	3HSDHSJRXBN387810 PROSTAR+ 113 6x4 NXXXFORCE 13 MULTI TORQUE 430HP/1900	Order Dels Build Date :	06/30/2010 10/16/2010
	Request Volicido Information VIN Nosel Engree Application Family Application	3HSDHSJRXBN387810 FROSTAR+ 113 64 MAXXFORCE 13 MULTI TORQUE 430HP/1900 GOV (00128BE) On Highway Tractors General Freight Long Haul 6x4 (Steeper)	Order Date Build Date DTU Date Warranty Start Date DTU Statue	06/30/2010 10/16/2010 12/22/2010 12/22/2010 12/22/2010 DTU
	Request Vehict in Tehormanica VN Nodel : Engine : Application Family : Application Family : Application Sec.	3HSDHSJR/BN387810 PR05TA24 113 644 MXXXFORCE 13 MULTI TORQUE 430HP/1900 GOV (001280E) Ch Hghway Tractors General Freight Long Haul 6x4 (Steeper) 213.0	Order Dels : Build Date : O'TU Date : Waranty Start Date : O'TU Status O'TU Odometer :	05/30/2010 10/15/2010 12/22/2010 12/22/2010 DTU DTU 10 Mies
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The Details tab includes	Request Volatila Information VN Nodel: Engma : Application Family : Application Wheel Gase: DTU Engine Houra : GVWR :	3HSDHSJRXBN387810 PROSTAR4 113 6x4 MAXXFORCE 13 MULTI TORQUE 430HP/1900 GOV (001288E) On Highway Tractors General Freight Long Haul 6x4 (Sleeper) 213.0 0 52350	Order Dete : Build Date : DTU Date : Warranty Start Date : DTU Statute DTU Statute DTU Fuel Used : Original Gear Rate	06/30/2010 10/16/2010 12/22/2010 12/22/2010 0.TU 10 Niles 0. 342
	Request Validid Ethormaskies WN Block Engine : Application Family : Application Wheel Base : DTU Engine Hours CIVMR : PC Number :	3HSDHSJRXBN387810 PR0STAR4 113 644 MXXF0RCE 13 MULTI TORQUE 430HP/1900 GOV (001288E) On Highway Tractors General Freight Long Haul 6x4 (Sleeper) 213.0 0	Order Dete : Build Date : DTU Date : Warranty Start Date : DTU Statue DTU Statue DTU Vol Voed : OTU Pust Voed : Orginal Cear Rate Q Programmed Gear Rate :	06/30/2010 10/15/2010 12/22/2010 12/22/2010 DTU 10 Miles 0.
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formation not found on	Request Voids/is/Informations VN: Nodel : Engine : Application Family : Application Wheel Base : DTU Engine Hours : CVVW : PG Number : Pant Color Code : Setting Dester :	3H5DH5JRXBN387810 PR05TAR4 113 64 MAXXF0RCE 13 MULTI TORQUE 430HP/1900 GOV (00128BE) On Highway Tractors General Finight Long Haul 6x4 (Sleeper) 213.0 0 52350 N01031873	Order Dete : Build Date : DTU Date : Warranty Start Date : DTU Statue DTU Statue DTU Vol Voed : OTU Pust Voed : Orginal Cear Rate Q Programmed Gear Rate :	06/30/2010 10/15/2010 12/22/2010 DTU 10 Niles 0. 342 342 342 342 342
formation not found on Summary tab, such as	Request Volatio Information VN Nodel : Engine : Application Pamily : Application Wheel Base : DTU Engine Houre : GVWR : PG Humber : Pamil Coler Code : Selling Dealer : Customer :	3+5DHSJR/BN387810 PR05TA2+113 6+4 MAXFORCE 13 MULTI TORQUE 430HP/1900 GOV (001280E) OH Hghway Tractors General Fraight Long Haul 6x4 (Steeper) 213.0 0 52590 N01031073 9219 NAVISTAIL 14C. (000537-000) J B HURT TRANSPORT, NC.	Order Dets : Build Dats : DTU Date : Warrahr, Start Date : DTU Statue DTU Statue DTU Fuel Used : Original Case Ratio Original Case Ratio Order Number: Order Number: Order Kismes :	06/30/2010 10/16/2010 12/22/2010 12/22/2010 07U 10 Miles 0. 342 342 342 342 342 342 342 342 342 342
formation not found on	Request Voids/is/Informations VN: Nodel : Engine : Application Family : Application Wheel Base : DTU Engine Hours : CVVW : PG Number : Pant Color Code : Setting Dester :	3H5DH5JR09N337810 PR05TAR4 113 644 MAXF0RCE 13 MULTI TORQUE 430HP/1900 GOV (0012BBE) Ch Highway Tractors General Freight Long Haul 6x4 (Steeper) 213.0 0 52590 N01031973 5219 PAA/ISTAR, THC. (000537-000)	Order Dels Build Date OTU Date OTU Start Date OTU Start Date OTU Stars OTU Odometer DTU Fuel Used: OTU Fuel Used: Order Namber Sy Programmed Gear Ratio Order Namber Sy Alter Frame.	06/30/2010 10/15/2010 12/22/2010 DTU DTU 10 Miles 0. 342 342 342 342 547 119 0.0

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• Components Tab

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

•	
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.	

	$\langle \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \!$	International Vehicle Inform	ation	
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	s Summery Menaged Repeir aut	e Detaile Componente	Seriel Numbers Service Contracts	Warranty History iKNow Search Case History iApprove
	nprovinte + 3HSDH 5JAXCBIG8AINE		- I	246 compassion band. Exect
s.1	lo Class Description	Parts Catalog Con	nonent Component Line	Description
1	FRAMES	DODICRY	0001CEN	FRAME RALS Heat Treated Alley Steel (120,000 PSI Yield), 10.125" x 3.680" x 0.312" (257.2mm x 90.9mm x 8.0mm); 367.4" (9333mm) Maximum OAL
2	FRAMES	0001183	Q00 H.P.J	BUMPER, FRONT 2 Piece, Aero, Plastic, Painted Body Color
3	FRAMES	NUMBER	GRELIWER.	WHEELBASE RANGE 187" (475cm) Through and Including 219" (555cm)
4	FRAMES	0001823	0001823	RAMPS 9 Degree Bolt on, for 5th Wheel
5	FRONT AXLES	00024599	00024.5W	ALE, FRONT NON-DRIVING (Hendrickson Steertek) Wide Track, I-Beam Type, 12,350-Ib Capacity
6	FRONT SUSPENSIONS	0003AHM	0003AHM	SUSPENSION, FRONT, SPRING (Hendrickson SOFTEK) Monoleaf, 12,350-Ib Capacity; With Shock Absorbers
1	BRAKES	0004621	0004A.7V	AIR BRAKE ABS (Bendix AntiLock Brake System) With Electronic Stability Program (6-Channel, 6 Sensor/5 Modulator) With Automatic Trackion Control
28	BRAKES	DOD/IECC	0004ECC	AIR DRYER (Bendix AD-S) With Heater, Includes Pressure Protection Circuits, Safety Valve, and Purge Tank
8		0004653	0004E5X	BRAKE CHAMBERS, FRONT AXLE (Haldex) 20 Soln

Serial Numbers Tab

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

Constant and a	ernational /ehicle Informa	tion	м	v Favorite Brand Preferences Logoff
tome Publications Diagnostic W	vite Up Dealer	Warranty Sup	port	Chassis Last 8 Characters New
				Select tab(s) to print
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Social Reportsore				
VOL: SHSEHSJRKENS8700				
Description	Location	ATA Code	Current Serial Number	Original Serial Number
AFTER TREATMENT ASSEMBLY		043	0002917	000291X
CAB		002	R-0163804	R-0163804
CLEAN IDLE STICKER, CA		145	NAV0007040	NAV0007040
		045	125HM2Y4103062	125HM2Y4103062
ENGINE		035	38220066	38228065
				h and a second se
ESC		011	YAX198056	YAX198056
ESC FRONT AXLE, NON-DRIVEN		011 -402	YAX198056 2032	ZD32
ESC FRONT AXLE, NON-DRIVEN IGNITION KEY NUMBER	_			
ESC FRONT AXLE, NON-DRIVEN IGNITION KEY NUMBER REAR AXLE FRONT REAR DRVN		402	2032	2032
ENGINE EBC FRONT ALE, NON-DRIVEN IGNITION KEY NUMBER REAR AQLE FRONT REAR DRVN REAR AQLE REAR REAR DRVN SEAT	S1	402 122	2032 DRA10103175	2032 DRA10103175
ESC FRONT AXLE, NON-DRIVEN IGNITION KEY NUMBER REAR AXLE FRONT REAR DRVN REAR AXLE REAR REAR DRVN	S1 52	402 122 222	2032 DRA10103175 DRA10103183	2032 DRA10103175 DRA10103183

Service Contracts Tab

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

٠	International Vehicle Information		My Favorite	Brand Preferences Logoff
tome Pub	cations Diagnostic Write-Up Dealer Warranty Support		Chassis [et & Characters View
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espent) Service Conn 701 : SHSDH Contract	will LikenNa/Ino Description	End Date	Mileage	Performance PM
egaett) Service Colo 201 : StiSDH Contract 21500F 11009()	will Likesedermo Description METU13 COMP PLAN 18000HR	End Date 12/22/2015	Mileage 600010 Miles	Performance PM
espent Service Conn 201 - SriSter Contract Alfoot	Inclu URCENSION Description MET 1/13 COMP PLAN 18000HR TOWING 5500 PER INCIDENT	End Date 12/22/2015 12/22/2011	Mileage 600010 Miles 6 Miles	Performance PIU Eurohaseid Used

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

Warranty History Tab

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

R		Internation Vehicle In	201 June 1997		1.52.004		
Home P	ublications	Diagnostic Write Up D	ealer Warranty S	Support	Chas	Isla Last & Characters	View
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Claim	Eall Date 12/30/2011	Dealer 16 Hunt/(GROT WAR) 16 Hunt/(GROT WAR)	Werranty Code 96 - Beyond Warsony Adjustment		Reason PANEL, INSTRUM		Milicage 124215 Miles
Claim 8655817A	EallDate	Dealer 10 Huandopean WARD	Warrantya Rode 95 - Beyond Warranty Adjustment 98 - Beyond Warranty Adjustment	Group CAB ELECTRICAL	Reason PANEL, INSTRUM		Mileage 124215
Claim 0655617A 0050617A	EalL0ate 12/30/2011	Dealer 16 GUNT/OPERT WARD (804412-252) 28 HONT(CORE-T WARD)	Warrantya Bode 96 - Beyond Warranty Adjustment 98 - Beyond	Group CAB ELECTRICAL	PANEL, NSTRUM CABLE & CLAMPS	ENT 5. BATTERY (BATT TO	Milconce 124215 Miles 124215
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Claim 0655817A 0250912A 0221/11A 0641925A	Eal 0402 12/30/2011 12/28/2011 11/08/2011	Dealer 16 Junt/(JPC/T WAR) 1604412-2513 10 HUNT(CORC/T WARA) 1904412-2521 HOV TRUCK SALES 1754422-000) 18 HUNT(ORC/T WARS)	Warranty Code 95 - Beyond Warranty Adjustment 96 - Beyond Warranty Adjustment 39 - Service Contract Expense 40 - Authorized Safety Recall or Field	Electrical ELECTRICAL ELECTRICAL Code: 11679	REASON PANEL, INSTRUM CABLE & CLAMPS STARTER)	ENT 5. BATTERY (BATT TO	Milesour 124215 Miles 124215 Miles 108313 Miles 94330

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.

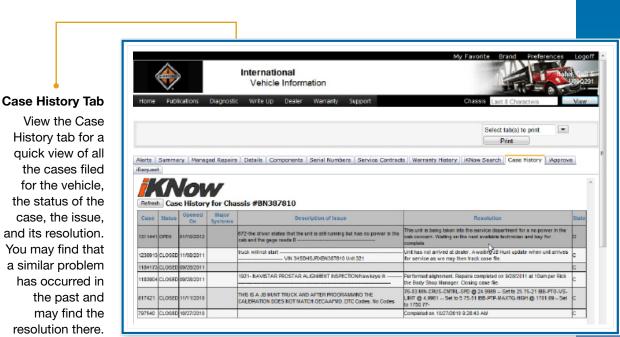
iKNow Search Tab

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

Home Public	ations Diagnos		cle Inform		Support		Chassis Las	18 Characters	View
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lerta Summar	Managad Rana	in Details	Componente	Serial Numbers	Service Contracts	Warranty History	iKNow Search	Case History	iApprove
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 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.



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.

٠	International Vehicle Information		- Lingston	0291
Home Publications	Diagnostic Write-Up Dealer Warranty Support Cha	SSIS Last 8 Cha	racters Vi	ew
		Select tab(s) Print	to print	
Alerta Summary Man	aged Repairs Details Components Serial Numbers Service Contracts Warranty History iKNo	w Search Case	History Approve	
Request				
	OVE KNow - Knowley	dge Base and S	elf Service Case File	•
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Pre-Approval Prese Repar-Replocement Complete Engine, Block ar Cranshaff Replocement DOC and DPP Pre-Approval	Description Frame RepainReplacement Complete Engine, Block or Crassisha't Replacement DOC or DPF Pre-Approval for Replacement Only Pre-Approval Cab & Sus Body (Non-Petint Repairs over \$1,000.00 Hood (Non-Paint) Pre-Approval Cab & Oldenour Periodizension Engines's TruckBus Repairs over \$1,000.00 Hood (Non-Paint) Pre-Approval Cab & Oldenour Periodizension Repains' TruckBus Repairs over \$10,000.00 Hood (Non-Paint)	Instructions	Launch Process Launch Process Launch Process	
Pro-Approxal Prome Repair-Replicement Complete Engine, Block ar Complete Engine, Block ar Complete Engine, Block ar Complete Engine, Block ar DOC and DPP Pre-Approval Paint and Blody Repair Pre-	Description Frame Repair/Replacement Campata Engine, Black or Crastisha t Replacement DOC or DPP Pre-Approval for Replacement Only Pre-Approval Cab & Eus Bedy (Non-Pairt) Repairs over \$1,800.00 Bus Floor Repairs over \$10,00.00 Haod (Non-Pairt) Repairs over \$100,00 Glamour Pairt/Carresion Repairs TruckEus Repairs over \$500,00 In-Traset Damage Repairs over \$500.00	Instructions	Launch Process Launch Process Launch Process Launch Process	

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

iRequest Tab

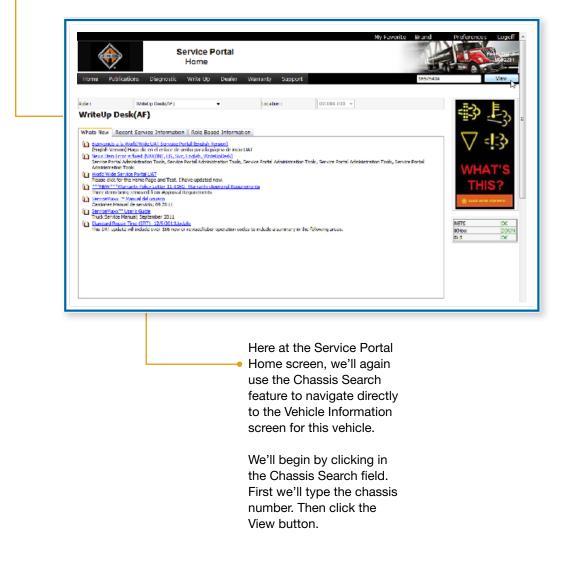
$\langle \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \! \!$	International Vehicle Information	NA.	
Home Publications Diagno	stic Write Up Dealer Warranty Support	Chassis Last 8 Cha	wacters View
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-	t IKNow - Know	riedge Base and S	ielf Service Case Files
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Request Reques Pre-Approval Catomia No Idle Emissions Charge Fuel/Econ & Part Workshoot	Description	Instructions	
Reques	Description Request for California Na Idle Emissions Change Request for help setting up engine parameters for best fael economy and performance with Nexos	Instructions	

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.

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.



	Service Portal Vehicle Information		My Favorite	Brand Preferen	ices Logali
Home Publicatio	ans Diagnostic Write-Up Dealer Warra	nty Support			View
			:	Select tab(s) to print Print	
ummary Hanager	Repairs Details Components Serial Numbers	Service Contracts Warranty	listory Know Search C	See History Mpprove	Request
VIR.1HTPMAAPI6.SH	157 5484				
General Informatio	n				
Sustainer Name:	6 6 G WHOLESALE DISTRIBUTION CO 6 RERATED HOLESTON, TX 77022:012	Engine :	International : DT466 ST 15 (00 129940)	SHP/195HP PEAK 2000 GOV	
oplication:	Dry Van	Model:	4300 S6A 482		
		Engine ESN :	470HM2U1369258		
Repair Management :	Create Estimate				
Contact Name:	Add	Unit No:	Edit		
Position:		Inspection Expr			
Phone Number:		Notes:	No		
Email Address:					
Customer ID:					
Contact Type:					
	2				
	100				
Warranty Informati		OTU Status:	UTU		
	06/27/2002				
Wananty Leformati Order Date: Build Date:	06/27/2002 06/05/2002	DTU Mics:	132 Mics		

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.

			School tab(a) to pref
Summary Han	eged Repairs Deterts Components Serial Nambers S	Service Contracts Warranty	History Know Scardi Case History Approve Reguest
VIDE LITTICE AND	163415775404		
summer al trafference	elsen:		
Customer Names	B & G WHOLESALE DISTRIBUTION CO 6 DERXY RD HOUSTON, TX 770223012	Orgine :	International : DT466 ST 195HP/195HP PEAK 2600 COV (00 22HWE)
Appleation	Dry Ven	Mariet	4380 S8A 403
		Engine ESN :	4701 M2U1369230
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service contract	Exercite TE73DC 740AAX110 W E250 MAX 1 24 Men		
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Con	ponents.											
												found. Export
_	o Class Description		Parts Catal	on Comp	onenl	Component Li	ne Drawinn	Descri	ution			
1	FRAMES		0001CAC			0001CAC		FRAME R	All S High Strength 0.312" (257.2mm x			
2	FRAMES		0001LEG			000 ILEG		Mounted	PLATE HOLDER Inc In Existing Holes in	FrontDumper		
3	FRAMES		0001LLD			0001LLD		DUMPER,	FRONT Full width,	Aerodynamic, St	eel; 0.142" Mat	terial Thickness
4	FRAMES		00015AL			00015AL			EMBER, REAR, AF (
5	HRAMES		0001WEI			0001WEJ		WHEEL BA	SE RANCE 199" (9	OScen) Through a	d Including 25	1" (645cm)
6	FRAMES		0001950			0001950		FRAME P				
7	FRONT AXLES		0002/00/			0002ADV			ONT NON-DRIVING			
0	FRONT SUSPENSIONS		0003ADA			0003ADA		Shock Ab				
9	ORAKES		0004GA8			0004GAR		Activated	WRICING (Bosch) D by Lever in Caby D	Afferential Mount	ed	
10	GRAKES		00043NB		~	0004JNB			HRONI, HYDRAULI (* (Génim) Diam, Pis		Ufe" 15.00" x 1	1.44"Rotors;
п.	BRAKES		0004NNC		à	0004NNC		73mm Dia	REAR, HYDRAUUC m. Pistons			
								RUARE ST	RIEM HIDDALLY	Sold Seaton - We	th Automatic A	destinent And

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	DIGINE	0012NMB	00120/00	EWGINE, DESEL. (International DT496 Standard Tarque) DPA 99, Olectro- Hydraulic Tuel System, 155 HP (fr 2300/2500 RPM, 520 Ib-ft Torque & 1400 RTMV, 2800 RTM Coverned Speed, J05 Fraik HP (Max)
34	DIGINE	0012TSV	0012T5V	FWN DRIVE (Borg-Warner SA-75) Viscous Type, Screw On
35	ENGINE	0012UWA	0012UWA	RADIATOR (Modine) Aluminum , 2 Row, Cross How, Over Under System, 516 Sight, Louvered, With 270 Sight Charge Air Coder, 10 Fins per in.
36	ENGINE	0012VBC	0012/00	ABt CLEANER Single Element
37	ENGINE	0012VXT	0012VXT	THROFFLE, HWID CONTROL Engine Speed Controls Electronic, Stationary, Variable Speed; Hounted on Steering Wheel
38	TRANSMISSION	0013ACP	001BACP	TRANSMISSION, ALIFOMATIC (Alicon 2000 SERIES) Wide Ratio, 5-Speed, With Overdrive, Less PTO Gear and Less Retarder
39	TRANSMISSION	0013WLE	0013WLE	TRANSMISSION OIL {Castrol TranSynd} Synthetic; 20 thru 28 Prits
10	REAR AXLES, SUSPENSIONS	001-4AGE	0014AGE	AVLE, REAR, 53VGLE (Dana Spicer 170003) Single Reduction, 17,500-b Capacity, 190 Wheel Ends
41	REAR AXLES, SUSPENSIONS	0014VAG	0014VAG	SUSPENSION, BR, SPRING, SINGLE Vari-Rate; 20,000-b Capadity, With 4300 Ib Auxiliary Rubber Spring
42	REAR AMES, SUSPENSIONS	0014WLA	0014WLA	AMLE, REAR, LUDE -{EmGard 25W-90}- Synthetic OI; Lithru 29.99 Pints
13	FUEL TANKS	0015LAR	0015LAR	FUEL/WATER SEPARATOR. (Roosamester) With Sight Glass
44	FUEL TANKS	0015SEN	00155EN	FUEL TANK Top Draw; D Style, Steel, 19" Deep, 70 U.S. Gal., 2651 Capacity, With Quick Connect Outlet, Mounted Right Side, Under Cab
15	CAES, COWLS, BODIES	0016HBA	0016HBA	GAUGE CLUSTER English With English Electronic Speedometer
46	CABS, COWLS, BODIES	0016JNZ	0016JNZ	SFAT, DETUTE (Dational 2000) Self Contained with Compressor, High Back with Integral Head Rest, Vingl, Isolator, Nechanical Lumber, 2 Position Pront Cushion Adjust, 3 to 1.21 Expres Back Angle Adjust
47	CAES, COWLS, BODIES	0016PH0	0016910	SEAT, TWO-HAN PASSENGER (Gra-Hag) Fixed Dack, Two Integral Headnest, Vinyl, Less Under Seat Storage Compartment
48	CABS, COWLS, BODIES	0016501	0016503	MIRECRE (2) (Long Merzy) Rectangular, 7.44° x 14.84° 8.7.44° eq. Convex Doth Glds, 152° Inside Specing, Dreakaway Type, Black Heads, Dracketz 5. Arms
49	CABS, COWLS, BODIES	0016W35	00.16W15	INSTRUMENT PANEL Center Section, Flat Panel
50	CABS, COWLS, BODIES	0016WKB	0016WKB	ABL CONDITIONER (International Blend Ar) With Integral Heater & Defroster
51	CABS, COWLS, BOORS	0016WRX	D016WRX	CAU INTERIOR TRIM Deluse
52	CABS, COWLS, BODIES	0016000	0016000	FLCOR COVERING Transmission Cover, Floor Mats and Seal
53	CABS, COWLS, BOOIES	0016030	0016030	CA8 Conventional
54	WHEELS, TIRES - FRONT	0027DMA	0027DMA	WHEE S, FRONT DESC; 22.5" Painted Steel, 2 Hand Hole, 10 Stud (265.75MM BC) Hub Plinted, Flanged Nut, Metric Mount, 8.25DC Rims; With Steel Hubs
55	WHEELS, TIRES - REAR	0028044	00200MA	WHEELS, BEAR DUAL DESC; 22.5" Painted Steel, 2 Hand Hole, 10-Stud (285.75MH DC) Hub Plinted, Flanged Nut, Netric Hount, 8.25DC Bins; With Shad Links

L	ESSON	4:	RESEA	RCHIN	IG .	Α	VEHICLE
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13	DIGINE	0012NMB	0012NMB	ENGDAG, DESEL. (Internetional DTH/65 Standard Torque) EPA 99, Diectro- I Notaulic Fuel System, 1951 P († 2000/2600 RPM, 520 lb-ht Torque († 1400 1974, 2600 RMM Governed Speed, JDS Freak HT ((Max))
34	DIGINE	0012TSV	0012T5V	F/IN DRIVE (Dorg-Warner SA-75) Viscous Type, Screw On
35	ENGINE	0012UWA	0012UWA	RADIATOR (Modine) Aluminum , 21kow, Cross How, Over Under System, 516 Setin, Louvered, With 270 Spin Charge Ar Cooler, 10 Firs per in.
36	ENGINE	0012VBC	0012VBC	ABC CLEANER Single Element
37	DIGINE	0012VXT	0012VXT	THROTTLE, HWND CONTROL Engine Speed Control; Electronic, Stationary, Variable Speed; Mounted on Steering Wheel
38	TRANSMISSION	0013ACP	001BACP	TRANSMISSION, M.ITOMATIC (Alicon 2000 SERIES) Wide Ratio, 5-Speed, With Overdrive, Less PTO Gear and Less Retarder
39	TRANSMISSION	0013WLE	0013WLE	TRANSMISSION OIL (Cestrol Transynd) Synthetic; 20 thru 28 Proto
10	REAR ANLES, SUSPENSIONS	0014AGE	0014AGE	AVLE, REAR, SINGLE (Dana Spicer 170605) Single Reduction, 17,500-b Capacity, 190 Wheel Ends
41	REAR AVLES, SUSPENSIONS	00.14VAG	0014VAG	SUSPENSION, BR., SPRING, STNGLE Vari-Rate; 20,000-b Capadity, With 4500 Ib Auxiliary Rubber Spring
42	REAR AMER, SUSPENSIONS	0014WLA	0014WLA	AXLE, REAR, LUDE -{ImGard 75W-90}- Synthetic Olg 1, thru 29.99 Pints
43	FUEL TANKS	0015LAR	0015LAR	FUEL/WATER SEPARATOR. (Receamaster) With Sight Class
44	FUEL TANKS	00155EN	00155EN	FUELTAINK Top Draw; D Style, Steel, 19 ^o Deep, 20 U.S. Gal., 2651. Capacity, With Quick Connect Outlet, Mounted Right Side, Under Cab
45	CABS, COWLS, BODIES	0016HBA	0016H8A	GAUGE CLUSTER English With English Electronic Speedoneter
46	CABS, COWLS, DODIES	0016JNZ	0016JNZ	STAT, DRTUR (Mational 2003) Self-Contained with Compressor, High Back with Integral Head Rest, Vinyi, Isolator, Nechanical Lumber, 2 Position Front Cuption Adjust, 3 to +14 Depres Back Angle Adjust
47	CAES, COWLS, BODIES	0016PHD	0016PH0	SEAT, TWO-HAW PASSENGER (Gra-Hag) Fixed Dack, Two Integral Headnest, Vinyl, Less Under Seat Storage Compartment
48	CABS, COWLS, DODIES	0016501	0016503	MIRRORS (2) (Long Melony) Rectangular, 7.441% 14.8418 7.441 op. Convex Doth Sides, 1021 Inside Spacing, Dreakaway Type, Black Heads, Drackets & Arms
49	CABS, COWLS, BODIES	00.16W35	00.16W15	INSTRUMENT PANEL Center Section, Flat Panel
90	CABS, COWLS, BODIES	0016W/03	0016WK8	ABt CONDITIONER (International Blend Air) With Integral Heater & Defrester
51	CABS, COWLS, BOORS	0016WRX	O016WRX	CAU INTERIOR TRIM Delase
52	CABS, COWLS, BODIES	0016000	0016000	FLOOR COVERING Transmission Cover, Floor Mats and Seal
53	CABS, COWLS, BODIES	0016030	0016030	CAB Conventional
54	WHEELS, TIRES - FRONT	0027DMA	0027DMA	WHEELS, FRONT DESC; 22.5" Painted Steel, 2 Hand Hole, 10 Stud (285.75NH DC) Hub Ploted, Flanged Nut, Netric Mount, 8-25DC Rins; With Steel Hubs
55	WHEELS, TIRES - REAR	00280MA	00280MA	WHEELS, BEAR DUAL DISC: 22.5" Painted Steel, 2 Hand Hole, 10-Stud (285-75HM DG) Hub Plotted, Flenged Nut, Netric Hount, 8-25DC Bins; With Shad Hube

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.

	(Service Portal Vehicle Information		My Favorite Brand Proferences Logic
	Home Publications Diagn	osiic Write Up Dealer Warna	nty Sapport	Select table; to print (m.)
	Components	etails Components Serial Numbers	Service Contracts Warran	ty Ilistory Know Search Case Ilistory Mgorove Request
	VIN: UITNIAAMG30575404 S.No Class Description	Parts Catalog Component	Component Line Drawir	
We might also		BRO1CAC	0001CAC	PRAME RAD S High Strength Low Alloy Steel (50,000 PST Yield); 10. 125" x 3.662" x 0.312" (257.2mm x 77.0mm x 8.0mm); 490. 1" (12155mm) Maximum GAL
owse through	2 FRAMES	0001LEG	000 IL EGN	LICENSE PLATE HOLDER Includes Lipper & Lower Mounting Plate Hardware, Mounted in Existing Holes in Front Durger
	J FRAMES	0001110	0001LLD	DUMPER, FRONT Dull Width, Aerodynamic, Steel; 0. 142" Material Thioness
other tabs to	4 FRAMES	00015AL	00015AL	CROSSMEMBER, REAR, AF (01)
	5 FRAMES	0001WEI	0001WEJ	WHEELBASE RANGE 199" (\$05cm) Through and Including 254" (645cm)
if there is any	6 FRAMES	0001950	0001950	FRAME FIERCING
ormation that	7 FRONT AXLES 8 FRONT SUSPENSIONS	0002ADA	0002ADV 0003ADA	AXLE, HIGHT NON DRIVING (Spice 1 8050) L 8can Type, 8,000 lb Capacity SUSPINSION, I RONT, SPRING Parabolic, Taper Leaf; 8,000-lb Capacity; With
	9 DRAKES	0004GAR	000464R	Shock Absorbers READE, WARDER (Reach) (ISSA Type, 12" x 3") for Hydraulo Brake Chaosis; Activated by Lewer In Cabo Differential Mounted
seful. For the	2 BLO LINES			
	10 DRAKES	00043NB	0004JNB	BRAKES, FRONT, HYDRAULIC DISC "Demondulie" 15,00" x 1,44" Rotors; Duel 2,00" (Glow) Dem. Peters
seful. For the rposes of this emonstration,		00043NB 0004NNC	0004JNB 0004NNC	

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.

\bigotimes	International Supplier Sites	
Home Publications	Diagnostic Write-Up Dealer Warranty Support	Chassis Last 8 Characters View
Supplier Situs		
Group	Suppliers	
Accessories	American Technology Components	
Accessories	Enoch Manufacturing	
Accessories	Bostrom Seata	
Accessones	Calonate by Link Manufacturing, LTD	
Accessories	Duratioam Seating	
Accessories	Lang-Mekra North America (Miror System)	
Accessories	National Senting	
Accessones	Sanden International, Inc.	
Accessones	Webasto	
Accessories	Mirrot Lite Company	
Accessories	Smith Incorporated	
Accessories	Resce Meters	D
Accessories	GRA: MAG Triack Johanior Systems	
Accessories	Lectrony, Inc.	
Brakes & Seals	Consolidated Metco (CanMet)	
Brakes & Seala	Bendic	
Brakes & Seals	Brech USA	
Brakes & Seals	Carlisle / Altar: Heavy Duty Brake Products	
Brakes & Seals	Chicago Rawbide / SKF Seating Solutions	
Brakes & Seals	Endered Magui	
Brakes & Seals	Halder	
Braires & Senis	Honeiceall (Reside)	

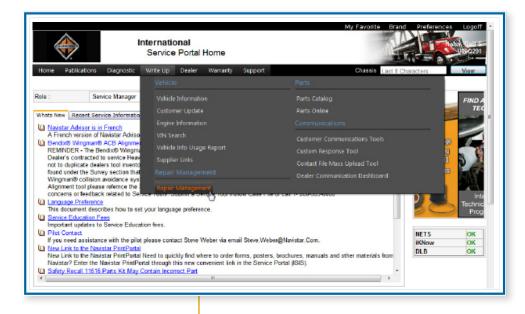
The list is arranged by Group, such as Accessories, Brakes & Seals and Electrical. Each group has one or more entries, one for each manufacturer. Each name is a link to the supplier's website and the technical information they provide.

NOTES	

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 warrantied repair.

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

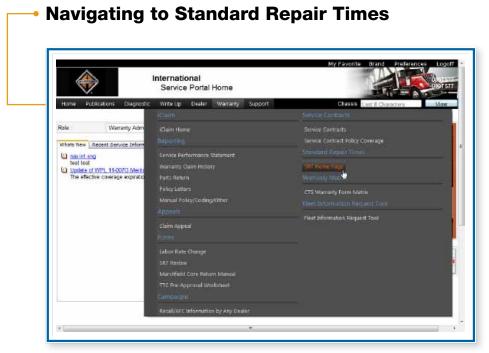
Repair Management

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

22	pair Ma	BY NAVIS		Home	Estimat					100			6211
юп	e Estrute	Dealer Curr								Prist Feedback Preference	L.020	at Help fit	inne
1201	LS CANTERA BITER WRPELD NOAD, DESVELE, & ADM A Open Entimate		92123 5	E Vetica				Estruit	Cu)	dames 4+			
A	• 3 Ay open extimati	3 records were to es from past 7 d		karmed Sear	ħ								
12	Estimate (R3)	Account	P/0,	Intel	Promised	Res		Vehicle Un	nit i	Castomer Status	Assist	redChanged	
0	412137 (370464)	300095-212	30.00	\$462.06	2612/02/07	u	-	3656 - 4300 - 4300 5854 432 - 07465 245 HR2600 00V		New Day Trucking Ib Pracess	Out natu	211242-27	10
0	412218	300098-212	30.00	\$453.52	2012/02/27	23	4	1HTMMAANSEH: 87836 2000 - 7400 - 7400 SFA KH - 84300'0RCE 10 3108/92000 GOV - 1HTVEAZRAU/KT0C19		Carmen Enfergreen D000093712	Call Hafes	2012-02-27	6
0	412205-0	900095.212	78 (U	81451 28	2012/02/07	-0		2005 - 4300 - 4300 384 432 - 37400 37 19540 554 3 PEAK 2000 GOV - 191188AA80296315171		NAVISTAR FLEE7.1 Location 10	Out Pate	2942-82.27	10

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

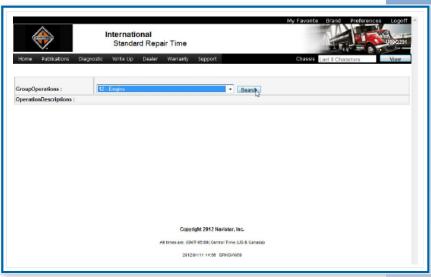
Detailed training on the Repair Management system is available in the Service and Knowledge Systems section of the course catalog.



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.



times for warranty payment.



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

٠	International Standard Repair Tim	e	
Home Publications D	lagnostic Write-Up Dealer Warra	nty Support	Chassis Last 8 Characters New
GroupOparations :	12 - Engine	- Search	
OperationDescriptions :			
JACT VALVE DIBERDET JACT, DIANOGTICS JACT, SENSOR, DIACNOS JACT, SINGOR, DIACNOS JACT, SINGOR, DIACNOS VALVE, DIACNOSTICS JACS, DIACHOSTICS JACS, DIACHOSTICS JACS, DIACHOSTICS JACS, DIACHOSTICS JACS, DIACHOSTICS JCAP, SENSOR, DIACHOSTIC JCAP, SENSOR, DIACHOSTICS JCAP, SWITCH, MACHOSTICS JCAP, JCAP, SWITCH, MACHOSTICS JCAP, JCAP, JCA	TICS ECS ECS ECS ECS ECS ECS ECS E		

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

Ì	International Standard Repair Time								
04075e	Publications		ounchose	Warriety	Support			Contin Last I Close	tiers in Ma
Hours	Coce	Model	Engine	Qualifier 1	Guslifier 2	Qualifier 3	Brakes	Transmission Ded	Syle Chainis
0.5	A12-2013.	Al Models		TANAE	Sheps 1-9				
0.7	A12-20016	Models, ALL	(DT4065/530E)						
02	(12-20239)	DE.CE	JDT406/570	Step 1					
0.2	012-20104	BEICE	101+66:579	Step 1 and 2					
0.2	012-20204	00.00	(01466-573)	Step 1-3					
0.3	912-207294	BE-CE	(07466/570)	Disp 1-4					
9.3	512-20334	DE.CC	(07466/579)	Disp 1-5					
0.5	B12-2034m	BEICE	01466-573	Stop 1 6					
2.0	012-2011H	BECE	01466/570	Otop 17					
0.6	611:20384	BEICE	107405/5701	Step 1 8					
9.0	412,22371	BE.CE	107466/570	Step 10					
0.7	612-20384	BECE	(DT+06:573)	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.

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 warrantied repair.

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

NOTES

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